



CENTRAL COAST COUNCIL

# Annual Report

2019-20









The more reflective you are,  
the more effective you are.

We take this opportunity to view our performance over the last twelve months and to reflect on what we have achieved and what we need to focus on for the future.



# 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.

Central  
Coast  
Council

Annual Report 2019-20

Central Coast Council  
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# Central Coast Council Annual Report



## Community Vision

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

## Belonging

- Our community spirit is our strength
- Creativity, connection and local identity

## Responsible

- Good governance and great partnerships
- Delivering essential infrastructure
- Balanced and sustainable development

## Our Vision

A vibrant and sustainable  
Central Coast.

## Our 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 SAFE



SERVE



IMPROVE



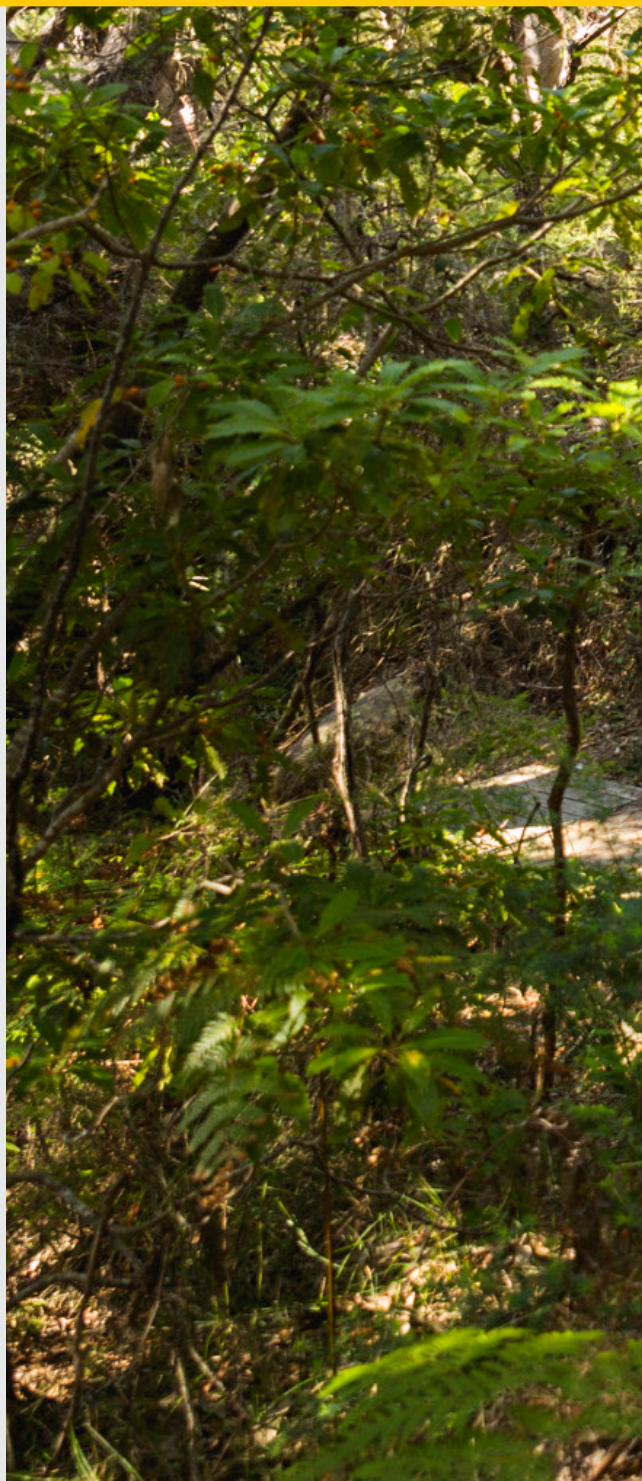
COLLABORATE



BE YOUR BEST



BE POSITIVE





## 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





# Introduction

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This annual report details our performance during the 2019-20 financial year in meeting the strategic priorities outlined in our Community Strategic Plan.

This information is for Central Coast residents and ratepayers, local business owners, potential investors, community groups, government agencies and funding bodies, as well as current and potential staff.

The objectives of the annual report are to:

- Communicate our vision and commitments to the community
- Report on our performance in delivering the Community Strategic Plan's priorities and other key achievements
- Recognise the significant achievements of our staff
- Comply with statutory requirements, in accordance with the Local Government Act 1993 and Local Government (General) Regulation 2005.

It is important to note that the financial situation that Council is going through was realised in the 2020-21 financial year and as such this Report does not include information on the situation. This Report does not aim to take away from the seriousness of the current financial situation, merely to provide an account of the challenges faced and achievements over the past year — providing an open and honest reflection of our performance to our stakeholders.

For the purpose of this Report Councillors were in place during the 2019-20 financial year. It should be noted though that in late October 2020 the Minister for Local Government suspended Councillors for a three month period and appointed an interim Administrator to perform the functions of the Mayor and Councillors. During this time Councillors Gale and Marquart resigned from the Civic Office.

The audited financial statements for the 2019-20 reporting period are required to be included in this Annual Report. Council is underway in preparing the statements, but as this Annual Report will be adopted in line with the legislated date of 31 December 2020 the statements will not be available at the time of publication. The audited financial statements for 2019-20 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.





# About the Central Coast

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The Central Coast is located on the coast of New South Wales, 90 kilometres north of the Sydney Central Business District (CBD), and 80 kilometres south of the Newcastle CBD.

The Central Coast offers a wide range of lifestyle activities and places to enjoy. It is a region of outstanding natural beauty from beaches to ridgetops and wetlands to woodlands.

Much of the region is covered by bushland, providing a scenic backdrop to urban development and offering numerous bush walks, camping grounds and facilities and other outdoor activities. The lakes and beaches are a great way to get out and enjoy various water sports and activities, with many community events and festivals.







Area  
1,680 km<sup>2</sup>



Coastline  
80 km



State Forests and  
National Parks  
10

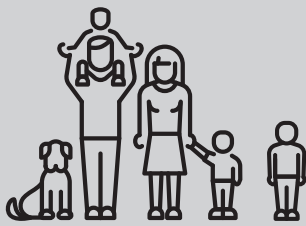


Average  
temperature  
23.2°C



Local Government  
ranking  
3rd largest in NSW

# About our People

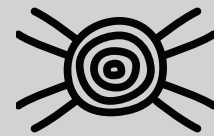


Population  
343,968

SYDNEY



Median age  
42



Aboriginal and  
Torres Strait  
Islanders  
3.8%



Born overseas  
14.6%



Families  
41%



Persons with a  
disability  
6.4%



# About our Economy



Gross Regional  
Product  
\$14.33 billion



Unemployment rate  
6.7%



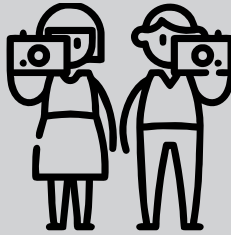
Public transport to  
work  
9%



Businesses  
24,188



Local jobs  
121,245



Tourism  
5.2 million  
overnight visitors

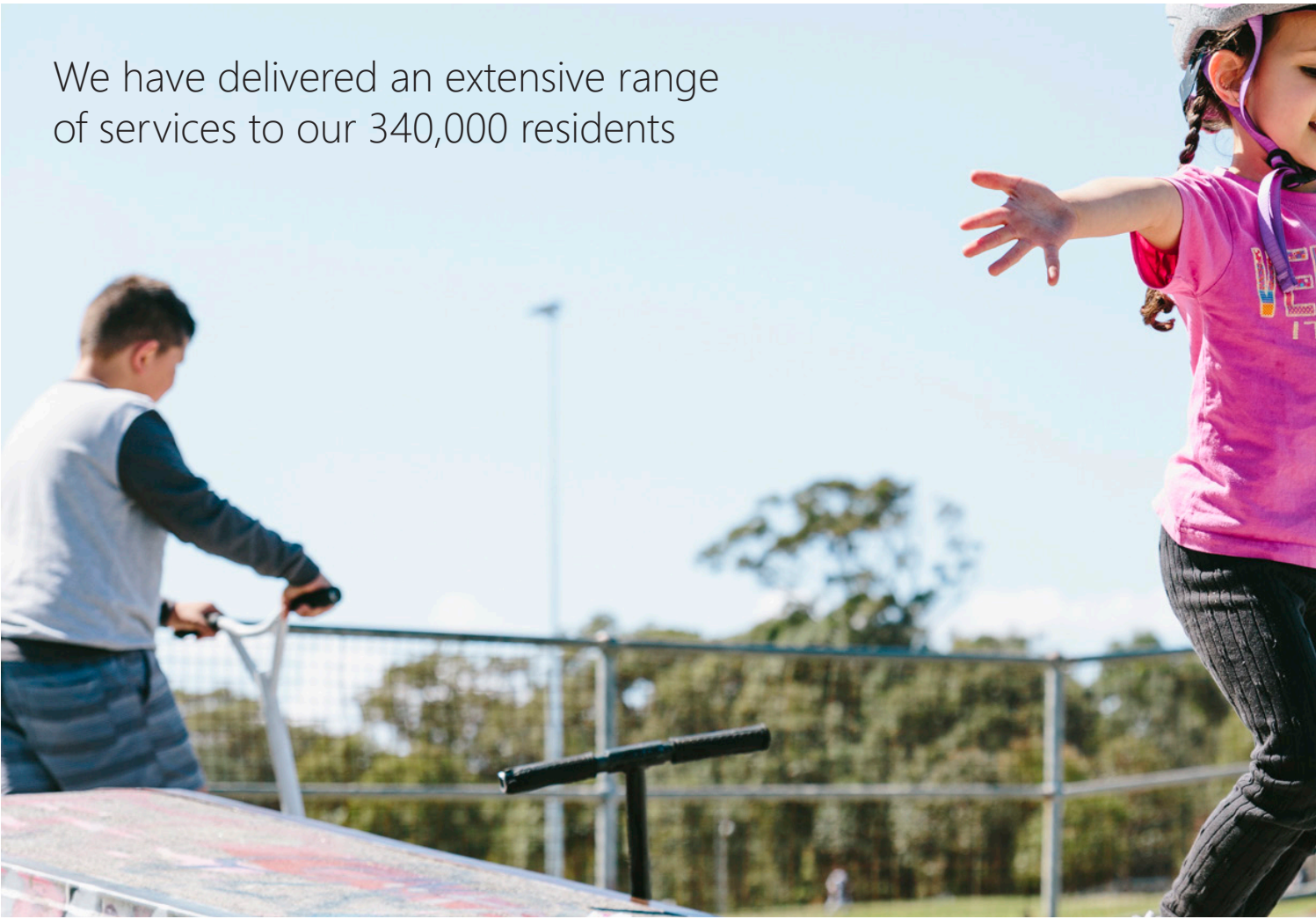


Total value of building  
approvals  
\$781.6 million

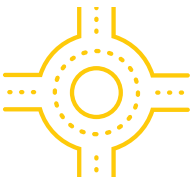




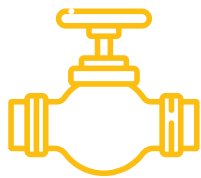
We have delivered an extensive range of services to our 340,000 residents



## Delivering to our Community



Roads  
2,176 km



Water and sewer  
mains  
2,248 km



Shared  
pathways  
737 km



Patrolled  
beaches  
15



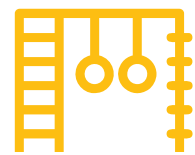
Council  
libraries  
11



Sporting  
facilities  
77

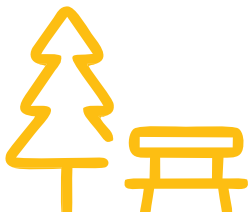


Skate parks  
28



Playspaces  
260





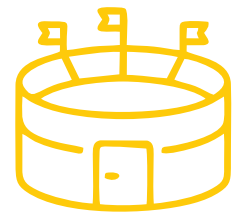
Parks and  
reserves  
490



Tennis courts  
119



Childcare  
centres  
8



Stadiums  
3



Boat ramps and  
jetties  
101



Netball  
courts  
100



Off leash  
dog areas  
62



Leisure and  
aquatic centres  
5



# Year in Review

The 2019-20 financial year has been filled with many ups, but also a number of recognisable downs. Whilst it is important to reflect on these challenges and make the necessary corrections, it is also equally important to celebrate the highlights and achievements and overall delivery against the Community Strategic Plan.

## Technology Constructing Roads

New road technology was introduced this year, with a new survey system and new road stabilising and paving technology implemented.

The new survey system uses GPS and 3D technology and is installed in Council's excavators and graders, which allows design drawing to be uploaded and the machinery then automatically adjusts to the design level, avoiding the need for surveyors to recheck levels.

The new revolutionary road stabilising and paving technology is being delivered with contractor Stabilised Pavements Australia (SPA) and allows existing damaged road pavement to be ripped up, then mixed with new bitumen, before being discharged onto a conveyor at the back of the machine. The final steps see a paving machine lay the road pavement at a precise height and then rollers work along behind to compact the material. The new process reduces construction time, increases use of recycled road pavement, reduces greenhouse emissions and delivers a more consistent road surface.

The rollout of both initiatives follows other innovative and sustainable approaches, such as the use of recycled soft plastic, glass and toner cartridges to produce road surfacing product, and has also seen cost savings with a reduction in material waste and projects delivered in less time.







1,383 capital projects  
valued at over  
\$240M delivered



\$111M in external  
capital funding  
received



75.4km of table and  
open table drain  
repairs



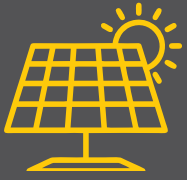
107km of road  
resurfacing



1,431 shared  
pathway defects  
repaired







3,500 solar panels  
installed on Council  
buildings



89% Governance  
Health Check rating



3,157 development  
applications  
determined



58,181 pothole  
repairs



167.4 million  
square metres of  
grass mowed



## Mardi to Mangrove Pipeline

One of the region's most significant infrastructure projects commenced construction this year, with the Mardi to Warnervale pipeline breaking ground in March 2020.

The pipeline will boost water supply to the Central Coast's rapidly growing northern suburbs, improve water security for the entire region and will also enhance the water transfer capability between Central Coast Council and Hunter Water, further improving water security for the two regions.

The nine kilometre, \$61 million pipeline will run from the existing Mardi Water Treatment Plant through to Sparks Road at Warnervale, passing through several different environments including rural land holdings, the outer edge of the residential area of Watanobbi, and along the fringes of the environmentally sensitive Porters Creek Wetland.

Two years of extensive investigations, design and planning has been undertaken to ensure construction is delivered using the best technology available and the sensitive environmental areas are protected.





## NSW Planning Portal

In June 2020, the NSW Planning Portal was launched providing community and industry members with a digital experience that supports effective planning and decision making under the Environmental Planning and Assessment Act 1979.

All development applications (DAs), complying development certificates and construction, subdivision and occupation certificates as well as appointment of Council as a private certifier can be submitted through the online portal anywhere, anytime. Once registered, users can view, manage, track and progress applications online via their user dashboard. They will also be able to submit documents and be notified when decisions have been made.

The portal puts the customer at the centre of the DA process by eliminating paperwork, offering more convenience by allowing applications to be submitted anywhere in real-time, avoiding delays and boosting transparency.

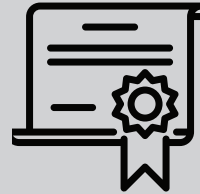
For more information or to register visit:  
[centralcoast.nsw.gov.au/NSWPlanningPortal](http://centralcoast.nsw.gov.au/NSWPlanningPortal)



231,164  
customer calls



250  
media  
releases issued



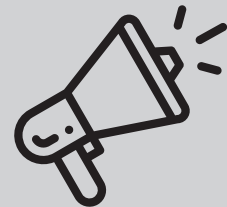
676  
customer  
compliments  
received



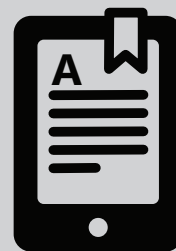
12,140  
website page  
views per day



42,539  
followers  
on Council's  
Facebook page



112,930  
visits to  
Your Voice Our  
Coast



718,486  
library visits



16  
grant writing  
workshops



114  
online  
climate change  
surveys



87,726  
library internet  
sessions





## Koori Knockout

NSW's largest Indigenous sporting event was held on the Central Coast, bringing an abundance of sports, entertainment and tourists to our region.

The 49th NSW Aboriginal Rugby League Knockout, also referred to as the "Koori Knockout", took place over the October 2019 long weekend at the Central Coast Regional Sporting and Recreation Complex in Tuggerah, and was hosted by the Newcastle All Blacks team and supported by Awabakal Limited, NSW Aboriginal Land Council, Darkinjung LALC, the Federal Government and Council.

The best Indigenous Rugby League talent in the country was showcased, with 140 teams participating, drawing in over 42,000 spectators and injecting over \$7 million into the local economy.

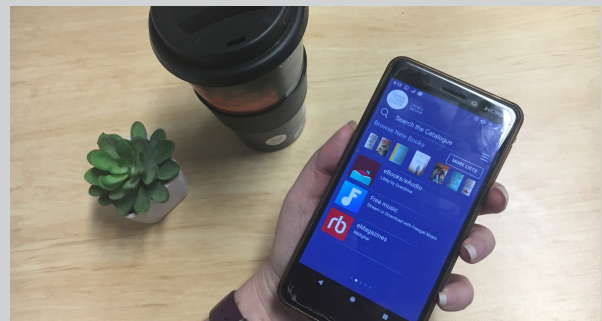
## Library App

A new library app was released this year, improving service to the community by providing easier access to resources, collections, events and news.

Rather than having to navigate to multiple web pages, the app collates the Library's digital information and platforms in one mobile friendly location, delivering services in the format the community have come to expect.

With a tap of the screen customers are able to reserve items, scan book barcodes to search, view events as well as easy access to eBooks, eMags, music streaming and much, much more. As a bonus, you can also link to multiple accounts allowing parents to store their own and children's barcodes on one device which can then be scanned in-branch.

The app proved especially handy during COVID-19 restrictions with the app downloaded 1,116 times and leading to a significant increase in loans. In March / April 2020, Council saw a 59% increase in



eBooks, eAudio and eMagazines loans compared with the same period last year. The use of Storybox Library (online storytimes) increased 219% and Mango Languages (language learning) increased 38%. As students shifted to online learning at home, they used 50% of the annual (January-December) available minutes in Studiosity (online tutoring service) during March / April alone.

To download the app simply search Central Coast Council to download for free from Apple's iTunes store and Android's Google Play.

Not a member? Get instant online access by signing up at [centralcoast.nsw.gov.au/jointhelibrary](http://centralcoast.nsw.gov.au/jointhelibrary).





## Infrastructure

### Shared Pathways

The Central Coast Bike Plan and the Pedestrian Access and Mobility Plan (PAMP) was adopted this year, with several shared pathway projects prioritised in alignment with these two Plans. An amazing 10.8km of pathway was constructed during the year, with projects including:

Carrack Road at Kincumber, which is 305 metres that connects the Kincumber foreshore to Avoca Drive and forms part of the larger shared pathway network around Brisbane Water. A range of innovative techniques were also used, with precast concrete beams minimising the need to excavate and suspending the path in sections to reduce impact on the informal creek line.

Tuggerah Lake Loop, with the first stage of the shared pathway project completed, connecting Friday Street to Tuesday Street at Tuggerawong. The project is being undertaken in stages, with stage 2 commenced in March 2020 and stage 3 to be undertaken in 2020-21. Once completed, the pathway will continue along the scenic waterway through to Don Small Oval, providing an active transport route and enhancing the liveability and sustainability of the area.

These projects were also partially funded by the State Government, allowing Council to share the cost whilst providing much needed infrastructure to the community.





### **Woy Woy Sporting Facility Upgrade**

The Peninsula saw new sporting facilities come to life with the completion of a \$1.9 million redevelopment project, which includes a new sportsground amenities building at Austin Butler Oval, a refurbishment of the Tennis Clubhouse and an upgrade to the car park that services both facilities.

The new 250m<sup>2</sup> sports facility building at Austin Butler Oval features two change rooms, amenities with accessible and ambulant toilets, canteen and store, equipment room, referees' room, club room, water refill station and outdoor forecourt area.

The tennis building now has accessible unisex and ambulant toilets, extended spaces with renovated meeting room, kitchenette, office space and storerooms, plus a new undercover outdoor area

with external painting undertaken to create a cohesive design to the adjacent buildings.

The redeveloped shared car park, with 80 spaces, has improved functionality and pedestrian safety.

The project was one of the top ten projects voted for by the community as part of the State Government's Stronger Communities Fund grant program and provides quality sporting facilities for the health benefit of the community and supports local sporting groups and players.

### **Adcock Park Redevelopment**

In December 2019, the first sod was turned at West Gosford's Garnet Adcock Memorial Park signalling the commencement of construction on the first stage of the \$26.2 million redevelopment.



The first stage will see the construction of a state-of-the-art multi-purpose sportsground amenities building that will accommodate five of the seven sporting codes that utilise the regional facility. A temporary access road to support traffic movement throughout the construction period and a major electrical supply upgrade will also be undertaken to address the existing overload at the site. Stage two works will include the redevelopment of the existing sporting fields, construction of five additional netball courts, construction of a consolidated car park at the entry to the site and upgrade of sportsground lighting.

The redevelopment will support increased usage while also creating a venue capable of attracting inter-regional and state level sporting competitions to the Central Coast.

The Adcock Park Redevelopment Project is proudly funded by Council and the State Government through the Public Reserve Management Fund. For project status updates and further details about the Adcock Park Redevelopment Project, visit [centralcoast.nsw.gov.au/council/news/adcock-park-redevelopment-project](http://centralcoast.nsw.gov.au/council/news/adcock-park-redevelopment-project).

### **Colongra Sporting Complex**

Preliminary site works commenced on the exciting new complex in the north, with land clearing undertaken to allow for construction. The Colongra Sporting Complex will span across two hectares and is located on Scenic Drive at Budgewoi. During the planning stage, two viable sites were identified with Scenic Drive determined as being most suitable with the least environmental impact.

Once completed, the complex will promote healthy and active lifestyles and include two new turfed sporting fields, three netball courts, sporting amenities building with accessible toilets, playspace, car park, pathways and access road.



## Inaugural Waterways Report Card

Council's first annual Central Coast Waterways Report Card was released this year, providing a complete report on all estuaries, lagoons and wetlands within the Local Government Area. The report examines the ecological health of Southern Lake Macquarie, Tuggerah Lakes, Brisbane Water and the coastal lagoons over the 2017-18 year.

Good results were seen in 2017-18 for all of the Southern Lake Macquarie, Cockrone and Wamberal Lagoon sites, plus the majority of sites in Tuggerah Lakes, Lake Munmorah and Brisbane Water. Other sites that have shown a mix of poorer results, include Budgewoi Lake, Terrigal and Avoca lagoon, and some other sites where creek systems enter larger waterways.

These results allow Council to review management actions and plan for works to help improve waterway health. The report card also outlines waterway improvement actions undertaken so far, which included:

- Rehabilitation of natural wetlands at Elizabeth Bay, Doyalson, Budgewoi, Toukley, Tacoma, Chittaway Bay, Berkeley Vale, Erina, Davistown, Saratoga, Bensville, Point Clare and Tascott
- Protection and rehabilitation of coastal saltmarsh and foreshore bushland along the shores of Tuggerah Lake and Brisbane Water
- Construction of new stormwater quality improvement devices at Canton Beach, Summerland Point and Mannering Park to reduce pollutant loads to the waterways

- Maintenance of a network of over 418 stormwater quality improvement devices throughout the estuary catchments to improve water quality
- Removal of 967 tonnes of sediment and pollutants from stormwater quality improvement devices
- Removal of 14,855m<sup>3</sup> of excess seagrass wrack and floating algae from Tuggerah Lakes to enhance water quality and improve circulation in nearshore areas.

The comprehensive monitoring program is delivered in partnership with the NSW Department of Planning, Industry and Environment, whilst some of the improvement works have been made possible thanks to funding from the Federal Government. The report card was also recognised, receiving a RH Dougherty Award under the reporting to the community division.

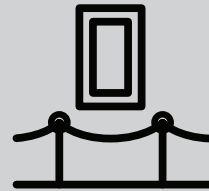




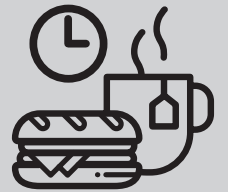
2.4 million  
beach  
visits during  
patrol season



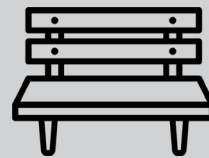
30  
major events  
to 181,945  
people



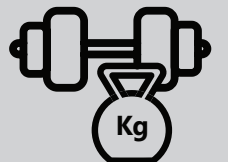
22  
community  
events supported



39,891  
meals delivered  
to seniors



82  
bus stops  
upgraded



864,153  
visits across six  
Leisure Centres  
and pools



227,573  
kerb-side  
collections



224,841kg  
of chemicals  
dropped off



718,486  
library visits



73  
speech  
pathology  
referrals across  
eight Childcare  
Centres





LOVE YOU

Lost Bird Found  
NORTH STONEY

Finders keepers  
I'm yours to keep



## Lost Bird Found Project

As part of Mental Health Awareness month in October 2019, the Lost Bird Found project was launched.

The project is a creative initiative to encourage conversations around mental health, with over 400 handcrafted birds that were created by the local community, tagged with mental health information and placed around town centres and in libraries across the Central Coast for the community to find.

Finders of the lost birds are encouraged to post and tag photos on the Lost Bird Found Facebook page, or on their social media accounts to help spread the message that mental health matters. The Lost Bird Found Facebook page also provided information on mental health services.

Mayor Lisa Matthews said that initiatives like these were important to help raise awareness and improve the mental health and wellness of the community.

The project was founded by North Sydney Council and is a great way to raise awareness and improve the mental health and wellness of the community.

**If you or anyone you know needs help, contact Lifeline 24-hour crisis line on: 13 11 14.**

## Man;Kind Podcast

An innovative podcast series was launched this year, featuring the lives of six Central Coast men from various walks of life.

Man;Kind put a spotlight on the changing roles of masculinity and looked into the stereotypes of what it means to be a man and the social impacts this has on gender violence and equality on the Central Coast.

Gender violence and equality are extremely important topics within the community and is vital for the local community and local men to have a platform to share their experiences, challenges, ideas and knowledge, and realise they're not alone. The podcasts highlighted the fact that there is no one way to be male and encouraged people to explore various perspectives on key social issues that impact on community wellbeing and vulnerable people.

To continue these important conversations, the Healthy Relationships campaign was held with a series of workshops aimed at young people and a temporary lightbox was installed and on display at Terrigal as part of the 16 Days of Activism Against Gender-Based Violence.

The Man;Kind project was another initiative recognised, receiving a high commendation as part of the NSW Local Government Excellence Awards.





## Local Strategic Planning Statement

A key strategic land use planning document to shape the region was adopted this year, with the first Local Strategic Planning Statement (LSPS).

The LSPS explains how state and regional plans such as the Central Coast Regional Plan 2036 will be implemented across the Central Coast region and provides a vision and planning priorities for the next 20 years. Together with the Community Strategic Plan (CSP) the document identifies the long-term social, environmental and economic aspirations of the community and provides clear direction for growth that will inform future strategic plans and planning instruments.

Due to the limitations imposed by the COVID-19, Council carried out community consultation from 8 May to 8 June via online methods. This included a series of video forums for each Ward with opportunities to participate and provide feedback on the draft LSPS document.

The outcome of the engagement provides a vision to create the Central Coast of tomorrow - showing leadership in place-making, environmental protection, sustainability, infrastructure and community resilience. A region where our town centres will thrive

with more living and working opportunities and provide key services to surrounding communities. Importantly, a region with physically connected communities through appropriate infrastructure and socially connected through strong relationships and a sense of unity.

The LSPS planning priorities include 82 short, medium and long term actions that will guide Council's future strategies, plans and policies and sets in place actions to be included in upcoming Delivery Programs and Operational Plans.







# Challenges

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## Disaster Resilience

Whilst there were many things to celebrate in 2019-20, this year was also recognised for its significant challenges, with the community, State Government, other agencies and Council working together to rebuild and become a strong and resilient region.







Our dam was below 50% and we were on level 1 restrictions



Bushfires commenced in November and continued till late January



The Tuggerah Lakes system flooded after heavy rain in February



COVID-19 shutdown from late March



After storms and high tides Wamberal and North Entrance suffered from coastal erosion in June





## Bushfire Season

Bushfire season hit hard in 2019-20, with catastrophic fire danger conditions experienced across the spring and summer period. A state of emergency was declared in November with a total fire ban declared and a number of Council closures and service changes put into place, including:

- The closure of Council bushland reserves, picnic areas and walking tracks
- Waste services change, with bin and bulk kerbside collections starting from 4am
- The closure of Northlakes and Kariong Child Care Centres
- The cancellation of the Pop-Up Create Precinct event which was scheduled as part of The Lakes Festival

As the Gospers Mountain / Three Mile fires burned to the west of the Central Coast, the community was encouraged to be prepared, remain vigilant, check

on fellow neighbours and download the Rural Fire Service (RFS) Fires Near Me app or monitor conditions via the RFS website. The fires also caused hazardous smoke over consecutive days, with a number of health warnings issued for breathing difficulties.

To support those impacted by the bushfires, Council waived green waste fees for properties west of the M1 Motorway, allowing the community to prepare their properties and dispose of the waste without the added challenge of cost. A series of community information sessions were also held, providing information on the bushfire situation, recovery plans and support available from State and Federal Government, other organisations and Council.

Council commended the RFS for their tireless efforts and quick response during the bushfires, recognising Superintendent for Central Coast RFS District, Viki Campbell, as the 2020 Australia Day Ambassador.





## Floods

In February 2020, a major storm event hit the Central Coast causing flooding and debris, and bringing down trees and powerlines. The storm caused extensive damage to public and private properties and left many without power, with nearly 1,600 calls to SES, over 650 trees and branches fallen on public land and more than 80 local roads closed due to flooding.

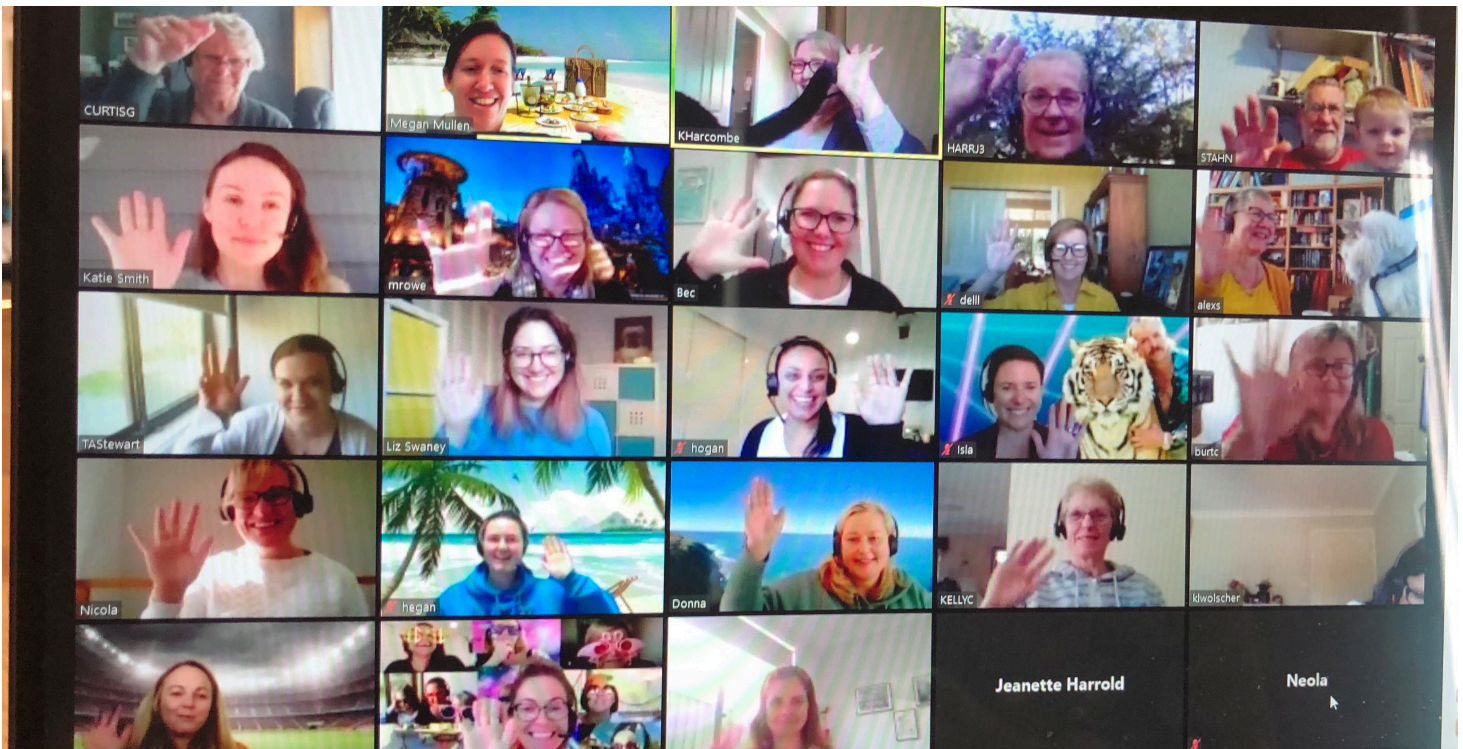
Due to the heavy rainfall and damaging winds a number of events also had to be cancelled, with the 20-year birthday celebrations for Central Coast Stadium and the annual Love Lanes Festival event at Wyong postponed.

As the rain cleared and the winds eased, recovery and clean-up commenced with Council, State Government and other agencies working together to support the community. This included the opening of an evacuation centre at The Entrance

and at Gosford, with the Department of Justice, Community and Welfare, Red Cross, Disaster Welfare Assistance, Salvation Army, Uniting Church Chaplain and the Department of Primary Industries available onsite for assistance. An information session was also held to update the community on the recovery efforts and provide important safety information and details of the support services available.

Overall, the clean-up resulted in a total of 4,200 tonnes of storm waste collected from affected properties, 2,600 tonnes of wrack cleared from foreshores and over 1,200 tonnes of debris collected from beaches all the way from Terrigal right through to Ocean Beach. Around 2,400 trees were also inspected with the majority requiring removal as a result of storm damage.





## COVID-19

If bushfires and floods weren't enough, a global pandemic was the next thing to affect the Central Coast.

In March 2020, COVID-19 was rapidly unfolding across the country and with the virus spreading at an unseemly rate, Federal and State Government activated unprecedented measures. These measures included the shutdown of non-essential services, which for Council meant the closing of public access to the administration buildings at Wyong and Gosford, libraries, leisure centres, gyms, pools, the Gosford Regional Gallery, Edogawa Commemorative Garden, The Entrance Visitor Information Centre, Gosford Smart Work Hub and all community facilities such as halls. The closure of non-essential services also meant that local businesses had to shut their doors, leading to the economic crisis that is now faced locally, state-wide and nationally.

Organisations that could, began working from home, including Council, with digital platforms such as Skype, MS Teams, and Zoom becoming the new normal when meeting with colleagues. And even though Council's doors were temporarily closed, customer service was still open for business with staff answering telephone enquiries from their own homes.

Social distancing restrictions also didn't stop the delivery of events, programs and workshops, with face-to-face engagement activities delivered online. This included major events such as the Harvest Festival or library programs such as Book Club or author events, and even engagement activities to gain community feedback on key documents such as the draft Local Strategic Planning Statement.

COVID-19 also impacted the delivery of an Operational Plan and budget for 2020-21, with further work needed to be done to understand how COVID-19 would impact on the delivery of services, projects, programs and activities. In a first, the Operational Plan 2020-21 was adopted 27 days after the start of the financial year, with the changes made based on COVID-19 scenario modelling.

Whilst restrictions have eased at this point in time, it is clear that COVID-19 will continue to impact Council and community for an unknown period of time and has meant adapting to a rapidly and continuously changing environment with decisions or solutions made today different to those required tomorrow.





## Coastal Erosion

The 2020-21 financial year hasn't gotten off to the greatest start, with the coastal erosion emergency hitting in July. Council is continuing to work closely with State Government to complete remediation work and assist residents. The works undertaken so far include:

### Wamberal

- Rock reinforcement with the placement of 4,400 tonnes of rock. This includes a mixture of 2,000 tonnes of rock-filled bags and 2,400 tonnes of boulders.
- Sand backfilling behind the rock work where required

### North Entrance

- Placement of approximately 3,000 tonnes of rock on the beach between Karagi Reserve beach access and Hargraves Street.
- A large quantity of kelp has washed onto the shoreline. Although kelp may attract insects and create a smell, this kelp will be left in place as it will attract sand and help with the natural recovery of the beach. In time, it will be buried by the sand.
- Once sand dredging in The Entrance Channel has been completed, some of the sand will be then used to further nourish the beach.

A coastal engineer has also been engaged to provide recommendations and recovery actions to mitigate further damage. For more information visit: [centralcoast.nsw.gov.au/coastal-erosion-emergency-and-recovery](http://centralcoast.nsw.gov.au/coastal-erosion-emergency-and-recovery)









# PART 2

# About Council





# About Council

## 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. The first Local Government elections for the Central Coast LGA were held in September 2017, with 15 Councillors elected to serve a three year term. The next Local Government elections were due to be held in September 2020, however due to the COVID-19 pandemic the Minister for Local Government has postponed the elections to September 2021, extending the Councillors' term for a further 12 months. 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. In September 2019 Councillor Lisa Matthews was elected Mayor, with Councillor Jane Smith elected 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 (2018-19 to 2020-21) and subsequent Operational Plans are 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.







# Our 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



**Councillor 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**  
M: 0438 113 101  
E: rgalecollins  
@centralcoast.nsw.gov.au  
Liberal



**Deputy Mayor Jane Smith**  
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



**Mayor Lisa Matthews**  
P: 4325 8361 (Gosford Office)  
P: 4350 5211 (Wyong Office)  
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



## Council Meetings

Council Meetings are the key decision-making mechanism for Council and operate under the Code of Meeting Practice. Ordinary Meetings of Council occur from February to mid December and are held on the second and fourth Monday of the month. 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 Government, and other key stakeholders in the development and 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 Government, and other key stakeholders in the development and 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 biodiversity conservation outcomes within the Central Coast, as well as providing advice and feedback to Council on the development and implementation of the COSS Strategy including the expansion of the 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 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 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 Group 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.

### Central Coast Water Management Advisory Committee

The role of the Central Coast Water Management Committee (the Advisory Group) is to provide high level advice to Council and staff on integrated water management, with the objective of ensuring ongoing water security for the Central Coast in line with social, economic and environmental considerations.

## Councillor Statutory Reporting

### 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 the Mayor 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)	Office equipment	\$1,238
(ii)	Telephone	\$1,068
(iii)	Conferences and seminars	\$23,234
(iiia)	Professional Development	See table below
(iv)	Training	\$5,057
(v)	Interstate visits	\$ Nil
(vi)	Overseas visits	\$ Nil
(vii)	Expenses of spouse, partner or other person	\$ Nil
(viii)	Expenses for provision of care	\$ 529
<b>Total Costs</b>		<b>\$31,126</b>



The following professional development programs and activities were offered to Councillors in 2019-20 with one or more participating:

Activity	Details
Induction program	Mayoral Induction Program: <ul style="list-style-type: none"> <li>• Role and responsibility</li> <li>• Media Training</li> </ul>
Training and other activities offered	<ul style="list-style-type: none"> <li>• Briefings</li> <li>• Councillor Planning and Budget Workshops for 2020-21</li> <li>• Budget Overview and Quarterly Budget Sessions</li> <li>• Professional Development Councillor Portal</li> <li>• 2019 LGNSW Annual Conference</li> <li>• LGNSW offered programs:               <ul style="list-style-type: none"> <li>◦ Planning for Non-Planners</li> <li>◦ Social Media for Councillors</li> </ul> </li> <li>• NSW Public Sector Women in Leadership</li> <li>• SEGRA Conference – <i>Rivers of opportunity: Activating your potential</i></li> <li>• International Cities, Town Centres and Communities Conference (ICTCC)</li> <li>• Briefing on the Office of Local Government’s draft Risk Management and Internal Audit Framework for Local Councils</li> <li>• Cyber-Security Training for Councillors</li> </ul>

It is noted a number of Professional Development opportunities scheduled for Councillors including the National General Assembly and LGNSW courses and events were cancelled due to COVID-19.

Total activities	12
Participants in professional development programs and activities offered	<ul style="list-style-type: none"> <li>• Briefings - All Councillors have participated in one or more of the 65 Briefings offered in 2019-20.</li> <li>• Councillor Planning and Budget Workshops for 2020-21 – All Councillors participated in one or more of the workshops</li> <li>• Budget Overview and Quarterly Budget Sessions</li> <li>• Professional Development Councillor Portal – All Councillors</li> <li>• 2019 LGNSW Annual Conference – Mayor Matthews, Councillors Sundstrom, MacGregor, Mehtens, Hogan, Smith, Gale</li> <li>• LGNSW offered programs - Councillors Greenaway and Smith</li> <li>• NSW Public Sector Women in Leadership – Councillor Pilon</li> <li>• SEGRA Conference – Councillors Best and Burke</li> <li>• ICTCC Conference – Councillor Best</li> <li>• OLG draft Risk Management and Internal Audit Framework for Local Councils – All Councillors</li> <li>• Cyber-Security Training for Councillors – All Councillors</li> </ul>

<b>Total cost of induction/professional development activities</b>	<b>\$28,290</b>
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## Councillor Overseas

In 2019-20 there were no overseas visits for Councillors.





*Welcome To...*

**LOOM**



# PART 3

## About the Organisation







**OPERATORS YOU MUST READ THIS**

If a user responsibility is stated, the user must read the manual to ensure the safety of the user and the safety of the operator.

**READ AND UNDERSTAND OPERATOR MANUAL**  
If a USER HAS BEEN ADVISED FROM THE MANUFACTURER

**Check Daily**  
Tires  
Fluids  
Lights  
Brakes  
Safety  
Controls

**Check Before Use**  
Safety  
Controls  
Brakes  
Lights  
Fluids  
Tires

**Check After Use**  
Safety  
Controls  
Brakes  
Lights  
Fluids  
Tires

**Check Before Storage**  
Safety  
Controls  
Brakes  
Lights  
Fluids  
Tires

**Check After Storage**  
Safety  
Controls  
Brakes  
Lights  
Fluids  
Tires



## Our Organisation

Our employees come from all walks of life and have a wealth of experience, knowledge and skills. They are the reason Council is able to deliver such a diverse range of services to the community, and in 2019-20, even through the many natural disasters and a global pandemic, this did not falter. Employees displayed resilience, adaptability and responsiveness.

In order to lead and support the workforce, a number of actions were delivered. Full details of these actions can be found from page 85. The positive culture of the organisation also grew with strong staff survey responses showing:

- 84% of staff feel empowered to make decisions about how they go about their job
- 92% of staff feel that they are effective / highly effective in their day to day role





# Our Leadership Team

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**Gary Murphy**  
Chief Executive Officer

**Boris Bolgoff**  
Roads Transport Drainage  
and Waste

**Carlton Oldfield**  
Chief Financial Officer  
(Acting)

**Jamie Loader**  
Water and Sewer

**Mark Margin**  
Chief Information  
Officer (Acting)

**Julie Vaughan**  
Connected Communities

**Ricardo Martello**  
Innovation and Futures

**Scott Cox**  
Environment and  
Planning

**Krystie Bryant**  
People and Culture



# Workforce Statistics



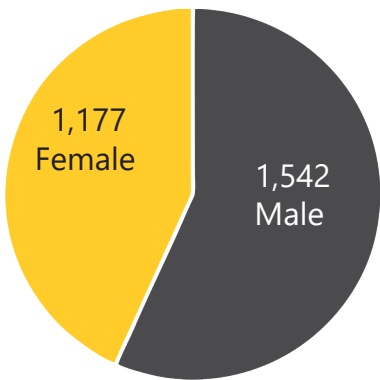
2,719  
Total number of employees  
(including casuals)



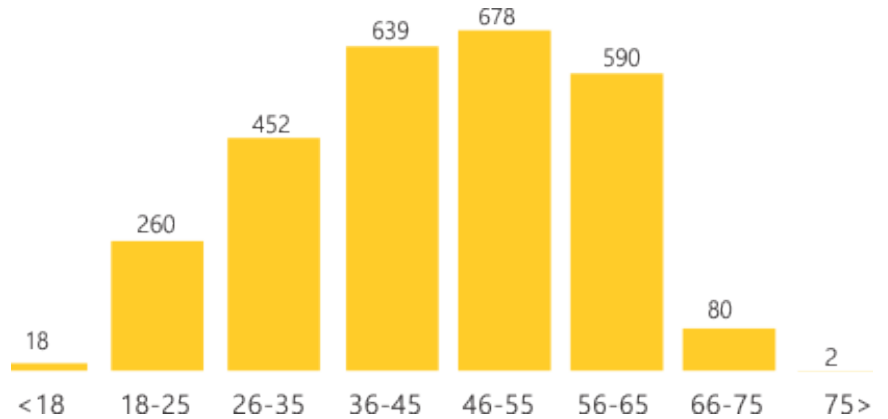
10.3%  
Turnover rate



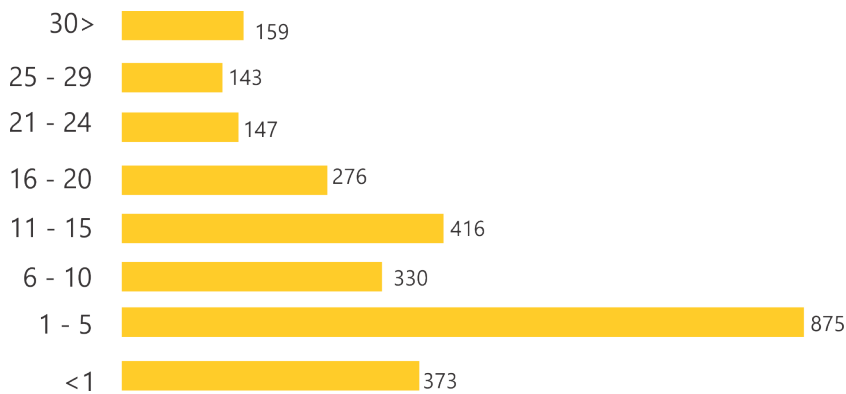
93%  
Employees living  
within the LGA



Employees by Gender



Employees by Age



Length of Service by Years



# Rewards and Recognition

Award	Detail of Award	Project / Staff Member	Achievement
RH Dougherty Award	Reporting to your Community – Division C (population over 70,000)	Central Coast Waterways Report Card	Winner
NSW Local Government Excellence in the Environment Award	Communication, Education and Empowerment	Central Coast Climate Change Policy Engagement	Highly Commended
NSW Local Government Excellence Award	Projects over \$1.5 million	Upgrade of the Somersby Industrial Estate	Finalist
NSW Local Government Excellence Award	Community Development and Services (population over 100,000)	Central Coast Youth Strategy and Y4Y)	Finalist
NSW Local Government Excellence Award	Community Partnerships and Collaboration (population over 200,000)	Speech Pathology Services across Education and Care Centres	Finalist
NSW Local Government Excellence Award	Community Partnerships and Collaboration (population over 200,000)	Somersby to Erina Strategy	Finalist
NSW Local Government Excellence Award	Environmental Leadership and Sustainability (population over 100,000)	Central Coast Waterways Report Card	Finalist
NSW Local Government Excellence Award	Environmental Leadership and Sustainability (population over 100,000)	Connecting our Foreshores	Finalist
NSW Local Government Excellence Award	Innovative Leadership and Management (population over 100,000)	IM+T Business Partnering Model	Finalist
NSW Local Government Excellence Award	Innovative Leadership and Management (population over 100,000)	Customer Journey Mapping	Highly Commended
NSW Local Government Excellence Award	Local Economic Contribution	Central Coast Events Program	Finalist
NSW Local Government Excellence Award	Local Economic Contribution	Central Coast Regional Sporting and Recreation Complex	Finalist
NSW Local Government Excellence Award	Service Delivery Initiative (population over 60,000)	Gosford CBD Shuttle Bus Initiative	Finalist
NSW Local Government Excellence Award	Special Project Initiative (population over 100,000)	Capital Works Interactive Map	Finalist
NSW Local Government Excellence Award	Special Project Initiative (population over 100,000)	Our+Desktop	Finalist
NSW Local Government Excellence Award	Special Project Initiative (population over 100,000)	Man;Kind - An Innovative Response to Gender and Domestic Violence on the Central Coast	Highly Commended
Excellence in Early Childhood Education Award	Family Involvement Program Excellence	Terrigal Children's Centre	Winner
Excellence in Early Childhood Education Award	Community Involvement Excellence	Northlakes, Toukley, Kanwal and Umina Education and Care Centres	Finalist
Excellence in Early Childhood Education Award	Environmental Program Excellence	Wyong, Toukley, Niagara Park, Umina and Kariong Education and Care Centres	Finalist
Excellence in Early Childhood Education Award	Multicultural Program	Kariong Education and Care Centre	Finalist
Excellence in Early Childhood Education Award	Children's Wellbeing and Health Program Excellence	Wyong, Northlakes and Umina Education and Care Centre	Finalist
Excellence in Early Childhood Education Award	Inclusivity Practices Program Excellence	Kariong Education and Care Centre	Finalist
Student Engagement Awards	Intern of the Year	Tarni Penn	Highly Commended
Jetpets Companion Animal Rescue Awards	Outstanding Animal Shelter	Central Coast Animal Care Facility at Erina	Finalist











# PART 4

## Our Achievements





# Our Performance Summary

## What we achieved this year

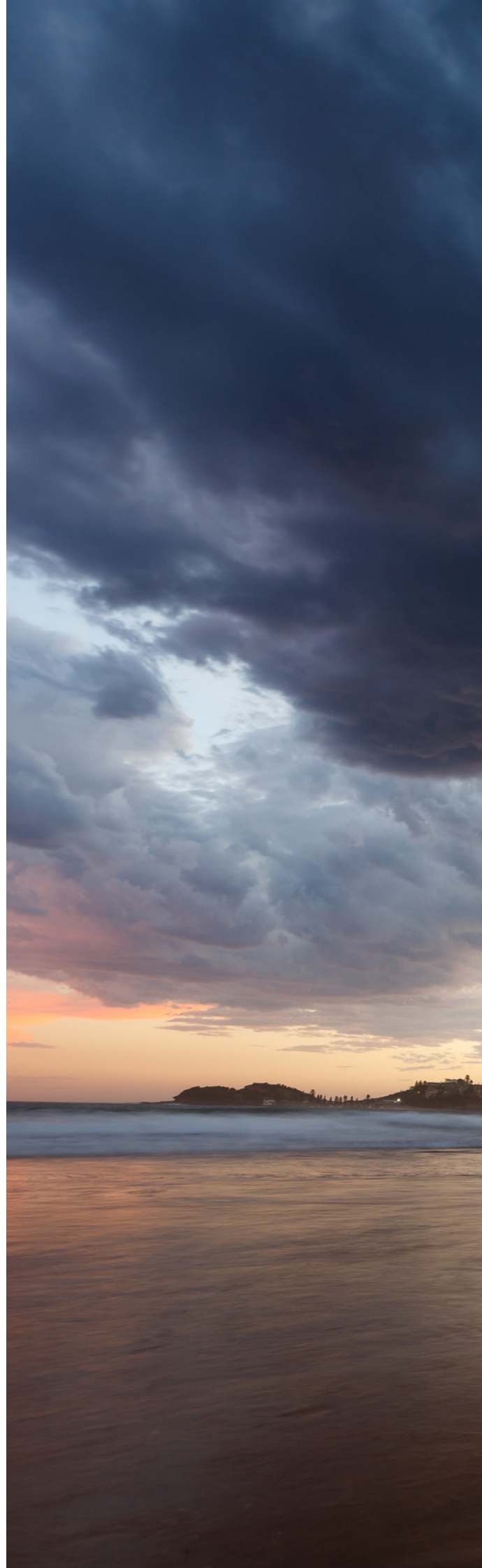
An amazing number of actions have been achieved this year, with 109 actions out of 147 actions completed - an overall achievement of 74%, noting that some actions are multi-year and will continue into 2020-21. The details of what has been achieved is provided under each of the CSP Themes.

## What is delayed

Despite the challenges faced this year only five actions have been delayed. This is primarily as a result of further investigations or work required which was not originally scoped for or due to other factors such as weather constraints or COVID-19. Details of each action that is delayed is provided under each of the CSP Themes.

## Looking forward

There are 30 actions that are multi-year and will continue in 2020-21, with progress of what has been achieved this year and what is to come, detailed under each of the CSP Themes.





**109****Completed**

Work is completed /  
target achieved

**30****Active**

Multi-year projects  
that will continue in  
2020-21

**5****Delayed**

Work is behind  
schedule / target has  
not been achieved

**3****Inactive**

Work is on hold until  
further notice or there  
has been a change  
in priority and it has  
been closed







# 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.

## How we are achieving our goal



24

### Completed

Work is completed / target achieved



2

### Active

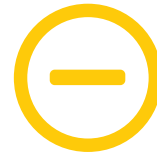
Multi-year projects that will continue in 2020-21



0

### Delayed

Work is behind schedule / target has not been achieved



0

### Inactive

Work is on hold until further notice or there has been a change in priority and it has been closed

Operational Plan Action / Target / Project	Comment
Manage Central Coast Council Community Grants program	<p>Overall there were 204 projects funded \$1,767,590.15. This includes:</p> <ul style="list-style-type: none"> <li>• Community Support Program - 97 projects funded \$323,026.99</li> <li>• Community Development - 19 projects funded \$327,990.23</li> <li>• Place Activation and Community Events - 23 projects funded \$327,134.55</li> <li>• Social and Creative Enterprise – 10 projects funded \$122,138.18</li> <li>• Community Infrastructure – 11 projects funded \$359,630.50</li> <li>• Heritage - 18 projects funded \$129,937.75</li> <li>• Colliery Grants Program - 8 projects funded \$48,898.95</li> <li>• Working Together Staying Strong Program - 18 projects funded \$128,833</li> </ul>
DIAP LC.024: Identify opportunities to promote existing information portals/apps such as WheelEasy, finder website	<p>Spatial mapping - inclusive tourism project has created accessibility maps for public and Council use. Better Access Map [BAM] partnered with Council for International Day of People with a Disability to display the Better Access Map functions to the community. The 'Including You' Tent was set up in Kibble Park where public were given demonstrations of the information available profiling accessibility features of local businesses. Other outcomes include:</p> <ul style="list-style-type: none"> <li>• Promotion of upcoming WheelEasy mapping events</li> <li>• Link to WheelEasy on Council website Access and Inclusion landing page Better Access</li> <li>• Map promoted at Access and Inclusion Business Forums</li> <li>• Council website displayed Easy English COVID Fact Sheets and notification of resource was promoted to sector network.</li> </ul>
DIAP AB.003: Include regular contributions regarding disability inclusion / access to internal communication mediums	<p>Regular contributions of disability inclusion content is included in Council internal communications. For example, all videos include captions, or a transcript and audio translation. Public awareness days about mental health and social inclusion are promoted to staff.</p>



Operational Plan Action / Target / Project	Comment
DIAP AB.010: Support Community Partnerships in annual disability awareness and education campaign	Regular inclusion of disability awareness and education information in Council communications activity continues as business as usual.
DIAP AB.007: Continue to provide 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	All Council corporate publications include a diversity of images.
DIAP SP.004: Deliver accessible documents training to staff who produce documents for uploading to the website	Online training program completed and available to staff.
DIAP SP.007: Identification and prioritisation of key customer service enquiries / complaints identified for development into Easy English documents and forms	Reporting of key word searches from Customer Experience system to assist Disability Inclusion Officer with understanding customer issues. Information is used to address the issues while highlighting inclusion challenges our customers are still facing.
DIAP SP.008: Develop a procedure at customer service centres for the timely engagement of Auslan interpreters for customers	Procedure developed for customer service in 2018-19.
Deliver six Central Coast Council Corporate Events to 2,000 participants	Four corporate events delivered to 640 people including Coastal Conference to 500, Australia Day Awards to 130 people. A number of events were cancelled due to COVID-19.
DIAP AB.002: Develop and implement 2 disability awareness and education activities for CCC staff	Draft Universal Design Guidelines developed and circulated to internal stakeholders for comment. Comments have been received and guidelines currently being finalised.  During the year there were four Smart Eats Deaf Awareness / Auslan workshops delivered across Wyong and Gosford Administration buildings.
DIAP AB.003: 6 items on disability access and inclusion included in various Council internal communication mediums	Deaf Awareness / Auslan workshops promoted on internal platforms. Updated content added to Access and Inclusion landing page. Planning Accessible Events Guide uploaded to website.
DIAP AB.010: Develop and implement a disability awareness and education campaign for the broader Central Coast community in partnership with relevant external organisations	Partnered with Busy Beans Café who provide barista training to people with disability and set up at coffee cart in Kibble Park next to the <i>Including You</i> tent to promote International Day of People with a Disability.
DIAP E.001: Establish a program or adapt existing project(s) to provide work placement opportunities and volunteer positions for people with disabilities.	A new work experience program was launched in July 2019. This program, whilst open to all, had a specific focus to place people with a disability. The response and success of this to date has been extremely positive.
DIAP E.009: Provide professional development training/information and resources for employees with disabilities on rights and relevant support available.	The Disability e-learning is scheduled to be published in July / August 2020. In addition, a Disability Expo Stand launched in February 2020 as part of Council's redesigned induction program. This will provide new staff with understanding and access to information relating to disability and inclusion.
Develop and deliver three projects with internal and external stakeholders designed to reduce the local impact of domestic and family violence.	Four projects delivered, including: <ul style="list-style-type: none"> <li>• <i>Enough Already</i> campaign developed in partnership with police and sector workers and promoted across community</li> <li>• <i>Positive Relationships</i> and <i>Youth DV</i> campaigns rolled out on social media and at Erina Fair and Westfield Tuggerah</li> <li>• Launch of <i>Man;Kind</i> podcast project</li> <li>• 16 Days of Activism projects included support for The Entrance Walk, light boxes installation at Terrigal, VMS Boards, cards and ribbons distributed across Council locations</li> <li>• Developed a safety fact sheet specifically during COVID-19 for people experiencing DV while in isolation</li> <li>• Identified a database of services to keep track of who is operating and where resources are available during the pandemic.</li> </ul>



Operational Plan Action / Target / Project	Comment
Implement actions from the Graffiti Management Strategy	<p>Activities included:</p> <ul style="list-style-type: none"> <li>• Review of graffiti removal products in line with best practice in the industry</li> <li>• Promote and supply of graffiti removal products to support residents and community groups to remove offending graffiti</li> <li>• Volunteers assisted to apply for community grants funding for anti-graffiti initiatives</li> <li>• Staff supported volunteers for Graffiti Removal Day on October 27</li> <li>• Prevention and intervention initiatives delivered such as murals, community education, partnerships and deterrents.</li> </ul>
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, Toowoan Bay Beach, Umina Beach, and Wamberal Beach)	Lifeguard patrols provided at 15 locations. Total beach attendances was 2,463,176 during 2019-20 patrol periods. This was impacted by COVID-19 from March 2020, with the beach season finishing early.
Beach and waterway safety, education and messaging provided throughout the year through partnerships with Surf Life Saving and community groups	Swim Between the Flags and safe swimming messaging completed via Council's communication channels throughout the season including swim between the flags, surfing etiquette and rock fishing
Provide a variety of elite sporting, entertainment and community events at the Central Coast Stadium	Due to COVID-19 restrictions all public gatherings and events were cancelled in April including the suspension of the Central Coast Mariners A-League season. Highlights include: Central Coast Stadium becoming the home away from home for the New Zealand Warriors as a training base camp. In May with the recommencement of the NRL Premiership season the stadium hosted seven Rugby League games, with The Warriors, Sea Eagles, Broncos, Cowboys, Knights, Storm, Bulldogs and Sharks all enjoyed playing at the stadium and provided positive feedback on the pitch and the venue. All games were held behind closed doors under strict bio-security guidelines.
Support 20 Central Coast Community Events	<p>Overall supported 22 community events, including:</p> <ul style="list-style-type: none"> <li>• Whale Dreamers</li> <li>• Springtime Festival</li> <li>• Woytopia</li> <li>• Chinese Cultural Festival</li> <li>• RUOK Community BBQ</li> <li>• Food, Fun and Music</li> <li>• Fright Night at The Entrance</li> <li>• Hot Rod Show</li> <li>• Coast Connect Day</li> <li>• Day on the Farm</li> <li>• Alive Festival</li> </ul>
Deliver 20 Central Coast Council Major Events to 250,000 participants	<p>Overall 30 major events delivered YTD to 181,945 participant, with 6 major events cancelled due to external forces and 3 major events delivered online. Events delivered include:</p> <ul style="list-style-type: none"> <li>• Winter in the Park</li> <li>• Winter Blues and Jazz</li> <li>• Country Music Festival</li> <li>• ChromeFest</li> <li>• Chalk the Walk</li> <li>• Mini Love Lanes Festival</li> <li>• Harvest Festival</li> </ul>
The Gosford Regional Art Gallery programs and exhibitions reach 175,000 people and 85% customer satisfaction rate by 30 June 2020	Attracted 119,882 visitors in this year. Exhibition highlights included The Archibald Prize and Gosford Art Prize. COVID-19 restriction meant no visitors in the last quarter.



Operational Plan Action / Target / Project	Comment
Deliver 245 varied theatrical productions through a diverse annual program catering to broad demographics and cultural interests at Laycock Street Community Theatre.	A total of 262 diverse performances and events. This included Australian Ballet, Mamma Mia, Strictly Ballroom, Les Mesirables, Dance Festivals and Morning Melodies. COVID-19 restrictions meant no performance during the last quarter.
Achieve 65% annual utilization of Peninsula Theatre	Peninsula Theatre utilisation was 63% with Woy Woy Little Theatre productions. COVID-19 restrictions meant no utilisation during the last quarter.

## What is delayed

Despite the various challenges of bushfires, wild weather and COVID-19 no actions have been delayed.

## Looking forward

As well as developing a new Disability Inclusion Action Plan (DIAP), there are two actions still progressing as part of the current DIAP. This includes the Disability Awareness Training to staff which will be rolled out in 2020-21 and the continuation of internal policies being reviewed to ensure inclusive practices.









# Calendar of Events

Whale Dreamers  
Festival at Norah  
Head  
Green Living  
Workshops  
NAIDOC Week  
Scottish International  
Highland Dance

Paddle to Pedal Woy  
Woy Nature Tour  
Grandma Moses Art  
Competition and  
Exhibition  
Mental Health  
Workshops for Youth

Colour Our Coast Fun  
Run  
The Lakes Festival  
International Games  
Week  
Coast Shelter Book  
Drive

July

August

September

October

November

December

Country Music  
Festival  
Homelessness  
Matters Event  
Weekend Waste and  
Recycling Community  
Tour at Buttonderry  
Waste Management  
Facility  
National Science  
Week

Aboriginal Rugby  
League Knockout  
at Central Coast  
Regional Sporting  
Complex  
Koori Cup  
ChromeFest  
Central Coast Council  
Small Business  
Initiative

Erina Creek  
Catchment Crawl  
Nature Tour  
Grant Writing  
Workshops  
Carols at Central  
Coast Stadium  
New Year's Eve at The  
Entrance and Gosford



Chalk the Walk at The Entrance  
 Citizen Science Workshops  
 Annual Lifeguard Challenge  
 Y4Y (Youth) Leadership Camp

Cinema Under the Stars at Central Coast Stadium  
 COVID-19 hits the Central Coast  
 Live Well Central Coast (delivered online)

Innovation Breakfast Event (delivered online)  
 Fatality Free Friday  
 National Road Safety Week  
 Local Strategic Planning Statement Engagement (delivered online)

January

February

March

April

May

June

Seniors' Festival  
 Mini Love Lanes Festival  
 Bus Safety Week  
 Innovation Workshop: Big and Bold Ideas

ALL PLANNED EVENTS CANCELLED DUE TO COVID-19

Harvest Festival (delivered online)  
 1Coast Recycling Video competition  
 Creation in Isolation Photographic and Video Project  
 Online Book Club







# 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.

## How we are achieving our goal



14

**Completed**

Work is completed / target achieved



7

**Active**

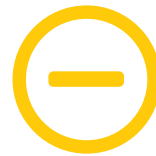
Multi-year project that will continue in 2020-21



1

**Delayed**

Work is behind schedule / target has not been achieved



3

**Inactive**

Work is on hold until further notice or there has been a change in priority and it has been closed

## What we achieved this year

Operational Plan Action / Target / Project	Comment
Adoption and commence implementation of a Economic Development Strategy for the Central Coast	Draft strategy presented to Council on 9 June to be placed on Public Exhibition. Strategy was on exhibition for 28 days until 20 July. Final strategy to be presented to Council on 28 September 2020 for endorsement.



Operational Plan Action / Target / Project	Comment
Provide a range of coordinated projects and activities to increase activation and improve the visitor experience of Council's Principal Town Centres	<ul style="list-style-type: none"> <li>Place Activation Framework completed for Woy Woy, Ettalong and Umina. Identity Packages completed for Woy Woy, Ettalong, Umina, Toukley, Budgewoi and Wyong and have been used to inform emblem for gateway signs in Wyong, Toukley and Budgewoi, the bin wrap program and street flags in various town centres. New bin wraps designed and installed in Gosford, Woy Woy, Ettalong, Umina, Toukley, Budgewoi, Terrigal, The Entrance and Long Jetty.</li> <li>Window decals showcasing place based images and supporting the Love Central Coast campaign installed in Woy Woy, Gosford, Budgewoi, The Entrance, Toukley and Wyong. EOI for creatives to occupy Council owned vacant properties, the container hub and open spaces in town centres circulated. New street flags linked to the identity of the town centres were designed and installed in Toukley, The Entrance, Umina, Ettalong, Long Jetty, Gosford, Terrigal and Wyong.</li> <li>Historic activation to celebrate the centenary of Terrigal SLSC showcased on light cubes developed in partnership with the SLSC and installed along Terrigal foreshore.</li> <li>A 12 month activation program for Kibble Park at Gosford was developed which included people participation activities such as have a go sports program and creative activations. The program was launched in March with the Photovoices exhibition and workshop program in the Container Hub, however the activation program was postponed due to COVID restrictions.</li> <li>Tai Chi and Mums and Bubs sessions were held in Memorial Park, The Entrance, but were cancelled in March due to COVID-219 restrictions. Support was provided to the Tai Chi facilitator to convert his sessions to online delivery. Content development and design of 16 x heritage signs for The Entrance historic walking tour was completed. The signs have been designed to be accessible with installation scheduled for 2020-21.</li> <li>10 x mural panels were installed on five frames in Bakers Lane, Wyong. The panels designs are informed by the theme of love to link to the Love Lanes festival, with their purpose to create colour and vibrancy to activate the laneways in Wyong town centre. Two (2) x 3D pavement artworks were installed in an alleyway connecting Alison Rd to Bakers Lane in Wyong. The purpose of these artworks was to connect the streets of Wyong town centre through activation of the laneway network in a fun and vibrant way. To complement the physical historic walking tours delivered by the Wyong Family History Group at the Love Lanes festival, a historic virtual reality tour was created to explore the streets of modern-day Wyong, comparing some of its most iconic buildings and monuments to photos of their past. A temporary paste up mural was installed on the Chapman Building to celebrate the community for the Love Lanes festival.</li> </ul>
Provide a coordinated asset management and maintenance program in Council's Principal Town Centres	The Place Management team completed multiple capital projects, operational delivery and contract implementation. Multiple projects improve not only the amenity of the area but also the visitor experience through improved asset upgrades and strategic asset maintenance.
Provide a variety of cabin and campsite options and a fun holiday environment for visitors at the Budgewoi Holiday Park	<p>The Budgewoi Holiday Park was closed from 26 March 2020 to 1 June 2020 due to COVID-19 restrictions. The Budgewoi Holiday Park provides the following accommodation options with the percentage of nights occupied for the 2019-20 financial year end:</p> <ul style="list-style-type: none"> <li>14 cabins at 47% occupancy</li> <li>219 tourist sites at 17% occupancy</li> <li>The Holiday Park also provides 84 sites for onsite holiday vans and 7 sites for permanent residents.</li> </ul>
Provide a variety of cabin and campsite options and a fun holiday environment for visitors at the Canton Beach Holiday Park	<p>The Canton Beach Holiday Park was closed from 26 March 2020 to 1 June 2020 due to COVID-19 restrictions. The Canton Beach Holiday Park provides the following accommodation options with the percentage of nights occupied for the 2019-20 financial year end:</p> <ul style="list-style-type: none"> <li>19 cabins at 42% occupancy</li> <li>189 tourist sites at 12% occupancy</li> <li>The Holiday Park also provides 150 sites for onsite holiday vans and 17 sites for permanent residents.</li> </ul>



Operational Plan Action / Target / Project	Comment
Provide a variety of cabin and campsite options and a fun holiday environment for visitors at the Norah Head Holiday Park	<p>The Norah Head Holiday Park was closed from 26 March 2020 to 1 June 2020 due to COVID-19 restrictions. The Norah Head Holiday Park provides the following accommodation options with the percentage of nights occupied for the 2019-20 financial year end.</p> <ul style="list-style-type: none"> <li>• 28 cabins at 38% occupancy</li> <li>• 204 tourist sites at 19% occupancy</li> <li>• The Holiday Park also provides 181 sites for onsite holiday vans and 5 sites for permanent residents.</li> </ul>
Provide a variety of cabin and campsite options and a fun holiday environment for visitors at the Toowoong Bay Holiday Park	<p>The Toowoong Bay Holiday Park was closed from 26 March 2020 to 1 June 2020 due to COVID-19 restrictions. The Toowoong Bay Holiday Park provides the following accommodation options with the percentage of nights occupied for the 2019-20 financial year end:</p> <ul style="list-style-type: none"> <li>• 32 cabins at 34% occupancy</li> <li>• 164 tourist sites at 33% occupancy</li> <li>• The Holiday Park also provides 241 sites for onsite holiday vans and 20 sites for permanent residents.</li> </ul>
Provide a variety of campsite options and a fun holiday environment for visitors at the Patonga Camping Ground	<p>The Patonga Camping Ground was closed to all patrons wanting to use the camp site from 26 March 2020 to 1 June 2020 due to COVID-19 restrictions. The June long weekend saw an influx of travellers to the site with an increase of 15% on previous year. New lighting was installed around the existing BBQs and was well received by the campers.</p>
Undertake a feasibility study for RV (Recreation Vehicle) tourism attraction on the Central Coast	RV feasibility study completed and results provided in July.
Implement tourism marketing campaigns and industry services year three deliverables	Completed year three deliverables.
Create an investment platform for new nature based tourism projects through an Ecotourism and Rural Tourism Opportunities Study	Eco and Rural Tourism Opportunities study completed and results provided in July.
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.	<p>Spatial mapping audit completed for Budgewoi, The Entrance, Wyong, Umina, with the aim of identifying, upgrading and actively promoting the accessible attributes of the places and spaces. Spatial mapping provides accurate information on gradients and ease of travel impediments for people with restricted mobility, which will therefore identify priority areas to improve the general accessibility of key town centres. Findings will identify short, medium and long term upgrades for each of the precincts and will complement access audits and internal stakeholder engagement. The <i>Making Access and Inclusion Your Business</i> resource kit was launched in February and business forums held in The Entrance, Gosford and Wyong. A range of businesses attended the sessions and the presentations were well received. Copies of the kit have been hand delivered to all businesses in The Entrance, Gosford, Wyong, Terrigal and Woy Woy and emailed to the relevant data bases.</p>
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.	<p>Due to COVID-19 restrictions the social enterprise Launch Pad program was delivered online to 12 participants in partnership with the Business Centre and Community Compass. Ongoing development support was provided to 20 social enterprises.</p>



**Operational Plan Action / Target / Project**

Develop regional alliance and alignment of regional priorities, facilitate open data sharing policies to enable the exchange of information between all the stakeholders for regional planning and growth

**Comment**

Activities include:

- Partnering with AusIndustry, Department of Industry, Innovation and Science to deliver Enterprise Learning Programs for the Central Coast, currently in the planning phase
- Council's Innovation Series events have promoted public discussions and showcased local organisations involved in start-up and entrepreneurship support. Over 220 people attended the inaugural event, with another two online events attracting about 150 participants each. Feedback has been mostly positive so far, with people feeling connected and engaged
- Various industry groups have been supported such as Central Coast Industry Connect, Central Coast Food Alliance, Business NSW, and the local Chambers of Commerce. Council staff are a representative on the board of Central Coast Food Alliance, providing support to increase membership and networking between local organisations to nurture the Central Coast's strong food manufacturing sector. Council also supports the Central Coast Business Incubator administered by Regional Development Australia Central Coast.

## What is delayed

One action has been delayed with the Local Ambassador Program developed this year, but due to COVID-19 it was unable to be launched as the Program requires events to be held for ambassadors to attend. The Program will be launched once restrictions have eased.

## Looking forward

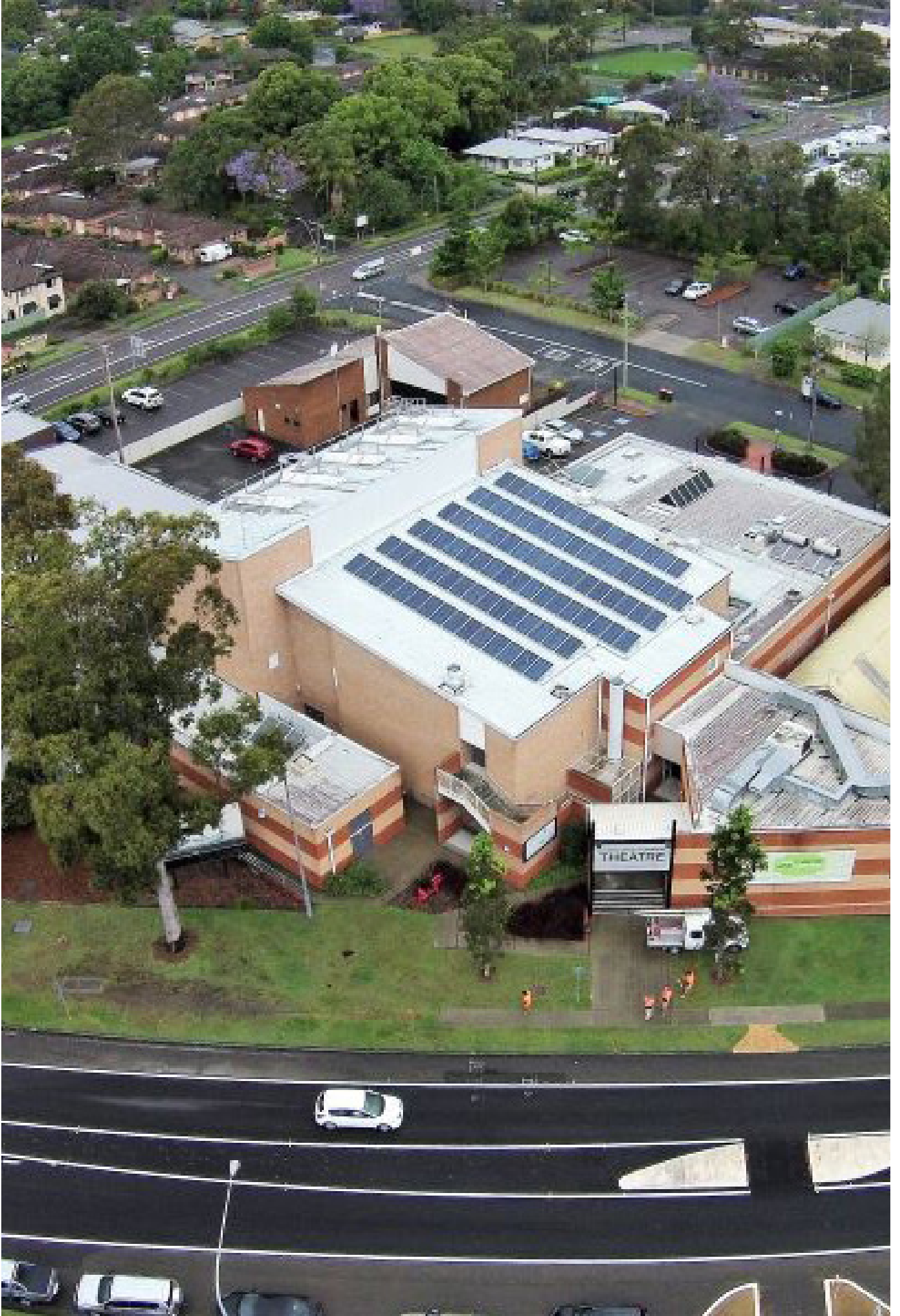
Seven actions will continue in 2020-21. This includes:

- The development reviews of Wyong and Toukley town centres
- Continuing the development of Structure Plans for East Gosford, Erina and Woy Woy
- Continuing to prepare the Employment Land Study which requires additional investigations to determine the impacts on employment as a result of the COVID-19 pandemic
- Continuing to implement actions from the Tourism Opportunity Plan
- Ensuring visitor information needs are being met with gateway signage to be installed and the disbursement of information via varying digital avenues.











# 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.

## How we are achieving our goal



11

**Completed**

Work is completed / target achieved



3

**Active**

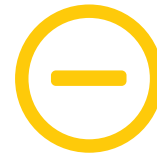
Multi-year project that will continue in 2020-21



0

**Delayed**

Work is behind schedule / target has not been achieved



0

**Inactive**

Work is on hold until further notice or there has been a change in priority and it has been closed

Operational Plan Action / Target / Project	Comment
Deliver a minimum of 10 Environmental Education programs (estuary, resilience, sustainability, general environmental education) to increase community awareness and promote behaviour change	Overall 17 educational program series delivered to the community, with multiple workshops, tours and events in each of these programs. This includes: <ul style="list-style-type: none"> <li>• Future Council</li> <li>• Digital storytelling</li> <li>• Citizen Science workshop series</li> <li>• Estuary and catchment tours</li> <li>• Discovery program</li> <li>• Love Water education program.</li> </ul>
Continue the Beach Watch Program at designated sites in accordance with OEH guidelines and provide data to OEH for reporting on the department's website	Program delivered in accordance with OEH and Beachwatch results available on website.
Annual removal of 8,000m <sup>3</sup> of floating wrack and macro algae from the Tuggerah Lakes Estuary	10,723 cubic metres of wrack and algae collected.
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.	Program completed with Waterways Report Card available on website.
Deliver education programs specifically targeting litter, up-cycling and green living to increase community awareness and promote behaviour change.	Litter projects successfully delivered throughout the year and include activity books, litter education animation and education projects focusing on community, tourism, schools and businesses. Green Living Workshop Program finished with: <ul style="list-style-type: none"> <li>• 34 Adult workshops</li> <li>• 11 Kids workshops</li> <li>• 16 Adult topics</li> <li>• 7 Green Living videos</li> <li>• Compost Revolution (COVID-19 alternative to workshops).</li> </ul>



Operational Plan Action / Target / Project	Comment
Greater than 40% diversion of domestic waste from the Central Coast Council landfill sites annually	Council implemented a wide range of resource recovery initiatives in this year, resulting in a domestic waste diversion rate of 41%. These included the 3 bin service and various associated resource recovery activities e.g. e-waste, soft plastics, and mattresses. The diversion rate was impacted by increased quantities of flood damaged waste.
Development of and the implementation of components of the Central Coast Waste Strategy, focussed on waste avoidance and resource recovery strategies	Draft Waste Strategy developed and publicly exhibited. Council adoption to be sought in Q1 2020-21. Various new initiatives consistent with strategy objectives of diversion from landfill / resource recovery were implemented this year. Other initiatives will continue to be implemented in 2020-21.
Investigate the feasibility of a revolving fund for installation of water tanks and solar in existing dwellings e.g. residents can apply for grant to install, then repay Council through rates / savings on energy and water	Investigations completed and findings passed on to relevant parties.
Undertake habitat restoration through bush regeneration and other methods on >20 Council managed natural reserves	Contractors have completed bush regeneration works in identified natural reserves. The extent of regeneration works was reduced for reasons partially due COVID-19 and other environmental emergency work.
Implementation of actions in accordance with Council-approved 2019-20 budget allocations	<p>A number of projects that align to actions in the CZMPs were completed this year, including:</p> <ul style="list-style-type: none"> <li>• Avoca Beach Foreshore Improvement Project</li> <li>• Various beach access upgrades including all access matting and ramps</li> <li>• Foreshore works at Green Point and a number of Tuggerah Lakes <i>Improving Your Local Park and Environment</i> funded projects</li> <li>• Investigation and design also completed for a number of other coastal projects</li> <li>• Continued to capture various water quality, environmental and coastal monitoring data.</li> </ul>
Coordinate the implementation of the Cities Power Partnership Program (six monthly reporting and updates to Council)	Coordination of the Cities Power Partnership Program and reporting completed. The progress reports were presented to Council at the Ordinary Meeting of 8 October and the 25 May. The next report is due to Council in November 2020.

## What is delayed

No actions have been delayed under this Theme.

## Looking forward

Three actions are still active with the continued installation of the solar panels on Council's assets, the development of a Sustainability Strategy and finalisation of the Greener Places Strategy.











# 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.

## How we are achieving our goal



36

**Completed**

Work is completed / target achieved



11

**Active**

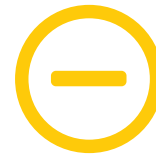
Multi-year project that will continue in 2020-21



4

**Delayed**

Work is behind schedule / target has not been achieved



0

**Inactive**

Work is on hold until further notice or there has been a change in priority and it has been closed

Operational Plan Action / Target / Project	Comment
Complete Council's Integrated Planning and Reporting requirements including; quarterly reporting against the Operational Plan 2019-20, development of the Operational Plan 2020-21 and the Annual Report 2018-19	Quarterly reporting completed for Operational Plan 2019-20. Operational Plan 2020-21 adopted and Annual Report 2018-19 completed.
No instances of substantive changes to recorded Council Meeting Minutes	Reduction in substantive changes to the minutes.
Live broadcasting of Council Meetings via Council's YouTube channel	All Council Meetings are broadcast live. During the conduct of remote meetings due to COVID-19, two recordings have been made available on Council's YouTube page.
All agenda documents are circulated to Councillors at least three days prior to each Council Meeting	All agenda documents have been provided to all Councillors within the required deadlines.
Ensure the distribution, completion and reporting of Section 449 Returns for Councillors and designated persons by 30 September	All returns were completed for designated persons and Councillors and placed on Council's website.
Provide a range of burial, ash placement and memorial sites while maintaining the amenity of the gardens and facilities in the Noraville Cemetery	This year Noraville Cemetery had 59 burials and 29 ash interments. There was little to no impact from COVID-19 with operations only altered in relation to face-to-face contact with the community and the Mother's Day Memorial Service was cancelled. Extensions to the lawn burial areas, upgrades to the memorial garden pathways and drainage works were well received by the community. The cemetery has been well maintained and presented throughout the year.
Provide a range of burial, ash placement and memorial sites while maintaining the amenity of the gardens and facilities in the Jilliby Cemetery	This year Jilliby Cemetery had 13 burials and 5 ash interments. There was little to no impact from COVID-19 with operations only altered in relation to face-to-face contact with the community. The cemetery has been well maintained and presented throughout the year.
Provide a range of burial, ash placement and memorial sites while maintaining the amenity of the gardens and facilities in the Point Clare Cemetery	Point Clare Cemetery has been operated and maintained throughout the year as per the Lease arrangement. Plans have been approved for new burial space and niche wall to be constructed in the new FY by the Lessee.
Provide a range of burial, ash placement and memorial sites while maintaining the amenity of the gardens and facilities in the Wamberal Cemetery.	Wamberal Cemetery has been operated and maintained throughout the year under the Lease arrangement.



Operational Plan Action / Target / Project	Comment
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)	All heritage cemeteries have been maintained throughout the year as per normal process. No bushfire damage was sustained throughout the summer months. There was no burial activity at the operational heritage sites however niche wall sites have started to sell in the new Yarramalong Wall.
Median processing time for all residential development applications <25 calendar days (based on current resources and workload)	Achieved median time of 40 days, delays have been outside of staff control.
Determine 90% of development applications for houses within 40 days as per the Premier's priority targets for amalgamated Councils	87.9% of housing DAs processed within 40 days.
Develop and implement an environmental management system	The System has been implemented. A gap analysis has been undertaken and an action plan developed to continue to improve the system.
Develop and implement Enterprise Risk Management framework	The Framework has been developed, with a maturity assessment undertaken in early 2020 and as a result an action plan has been created for implementation.
Achieve an improved position against the Governance Health Check	A 22.28% improvement on the Governance Health Check conducted in 2020. Score of 89.01% compared with the 2017 review (65.73%).
90% of Council's insurance and workers compensation claims are processed within agreed service levels	Workers compensation and insurance claims are processed within timeframes.
Undertake the agreed professional development program with the Mayor and Councillors as required by the Local Government Act	The Councillor and Professional Development Policy and Procedures adopted. A Mayoral induction process was conducted in September/October 2019. Professional development opportunities continue to be provided to Councillors.
Finalise templates for Business Continuity sub plans across the business, training of key staff and scenario testing against Business Continuity sub plans and overall plan	Council's Business Continuity Plan completed. The Plan was then successfully tested in March 2020 with COVID-19.
Implement outcomes from the Councillor Survey	Councillor Survey and subsequent engagement completed. An action plan was subsequently developed and agreed with Councillors before 30 June 2020.
Deliver a minimum of eight Road Safety Education Programs relating to road safety awareness, resulting in an increase in knowledge of participants	KPIs regarding road safety education projects have been met. Road safety education projects have adapted to COVID-19 restrictions and were delivered online or using alternative means.
Develop a coordinated approach to security and surveillance, including CCTV and GPS	CCTV Strategy developed, with supporting Policy and operational documentation. GPS Policy has been developed separately by the Plant and Fleet Unit.
Renewal process for 100% of leases and licences to commence within a week of the original request	Lease and licence renewal options commenced within the target for telecommunication leases. However, no new leases and licences progressed for community facilities whilst the Community Facilities Review was undertaken in 2019-20.
Undertake a customer satisfaction survey to allow baseline data for future improvement action plans	Customer satisfaction survey completed in March 2020, with a total of 129 responses. Improvement action plan has been completed for community facilities.
Complete Leisure and Lifestyle Customer Satisfaction Surveys in 2020 for all cultural and leisure facilities, to enable feedback for improvement	Customer Satisfaction Survey completed in March 2020 with 1095 responses. Improvement action plans devised for leisure and lifestyle facilities.
90% of the Road, Transport and Drainage capital expenditure projects are completed within scope and budget annually	Overall 494 of the projects completed. The road rejuvenation projects were unable to be completed as a result of COVID-19 restrictions with a specialist contractor residing in SA. 21 projects were incomplete due to delays in property acquisition, contractor availability or due to the project receiving grant funding changes. Expenditure tracked on budget.
100% compliance with the contract conditions for domestic waste collection to ensure the community annually receives a reliable, safe, cost effective and environmentally responsible domestic waste collection	Council managed its domestic waste management contracts in accordance with contract specifications, with no major disruptions to service.
Operation of Waste Facilities in accordance with Environmental Protection Authority license, legislation and waste levy s.88 reporting requirements	Council's facilities were operated in accordance with statutory requirements. Council was audited by the EPA for both environmental and s.88 waste levy compliance. Council received a letter from the NSW EPA acknowledging the sound environmental performance of Council's waste facilities.
Annual water main breaks per 100km of main <23.7	Achieved 11.17 per 100km main.



Operational Plan Action / Target / Project	Comment
Average frequency of unplanned interruptions per 1000 properties <151.8	Achieved 119.43 per 1000 properties.
Four (4) kilometres of drainage infrastructure to be constructed each year subject to historic funding levels	Overall 4.9 kilometres of drainage infrastructure constructed to address flooding and drainage issues across the region.
Twenty (20) kilometres of road pavement to be renewed each year	Overall 29.8 kilometres of road pavement being renewed to support long term sustainability of Council's road network.
Ninety (90) kilometres of road resurfacing to be renewed each year	Overall 107 kilometres of road being resurfaced to support long term sustainability of Council's road network.
Manage the monthly Local Traffic Committee in conjunction with local Police, Local Members of Parliament, Roads and Maritime Services and local bus service providers	Local Traffic Committee meetings held monthly with the exception of April to June 2020 due to COVID-19. At the direction of Transport for NSW, meetings were deferred with urgent matters emailed to all members for action.
Manage the ongoing operation of the Baker Street, Gosford multi-storey car park	The automation of the car park is completed. Automation has enabled a change in rostered staffing hours which has been economically beneficial. The CCTV system has now been completed and is functioning well. The automated roller door for the pedestrian bridge is currently outstanding and this project has been scheduled for 2020-21 budget allowing.
Manage the ongoing operation of the Wilson Road, Terrigal multi-storey car park	Automation of the rooftop has been completed and has been functioning well after some initial teething issues. Lift works have also been completed and staff now have the ability to alter hours of operation remotely. The loop counter / vehicle counting project is well underway which once completed will provide utilisation statistics and real time data to better assist with future utilisation plans as well as advertisement spaces available to the public. Staff have now successfully utilised CCTV footage to identify offenders involved in criminal and anti-social behaviours which have been reported to the police and successful convictions recorded. In some cases these offenders were reoffenders and this has also contributed to a decrease in reports received of anti-social behaviours.
Prepare a draft Local Strategic Planning Statement (LSPS) by June 2020	On 29 June 2020 Council adopted the LSPS with amendments.

## What is delayed

Four actions have been delayed, including:

- The proactive release of GIPA information which has been impacted due to the number of requests being managed
- The consolidation of policies which achieved 67% this year
- The draft Northern Economic Corridor which has been publicly exhibition and a further report to be presented to Council in Q2 2020-21
- Community consultation on the draft Local Environmental Plan and Development Control Plan, which is based on staff recommendation and the need to conduct further briefings. A report to Council is expected in Q2 2020-21.

## Looking forward

There are 11 actions that are still active and will continue into 2020-21. These include:

- The implementation of the Customer Experience Strategy with customer journey mapping nearing completion
- Service review and benchmarking, which commenced this year and will be ongoing in 2020-21
- Adoption and implementation of the Car Parking Strategy
- Preparing a number of land use planning documents such as the Rural Lands Audit and Strategy, Lake Munmorah Structure Plan, Heritage Strategy and Action Plan, 7.11 Contribution Plans, and Greater Warnervale Structure Plan.







# 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.

## How we are achieving our goal



24

**Completed**

Work is completed / target achieved



7

**Active**

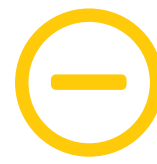
Multi-year project that will continue in 2020-21



0

**Delayed**

Work is behind schedule / target has not been achieved



0

**Inactive**

Work is on hold until further notice or there has been a change in priority and it has been closed

Operational Plan Action / Target / Project	Comment
Investigate and design of a multi-storey car park at Tuggerah train station by June 2022	State Government has confirmed they will be responsible for delivery of the upgrade to car parking at Tuggerah Station.
DIAP LC.023: Explore partnership opportunities with accessible bus companies to identify routes for accessible buses	Partnership developed with Community Transport to promote the door to door pilot commuter bus service.
Seven (7) kilometres of shared path and footpath to be constructed each year (target subject to funding equivalent to the 2018-19 program)	Overall 10.8 kilometres of pathway constructed to improve pedestrian safety and pathway network connectivity.
Refurbishment of Terrigal Beach Public Toilets and change rooms	Refurbishments completed.
DIAP LC.007: Ensure accessibility requirements are addressed at identified new or renewed playgrounds - this should include but may not be limited to access, fencing and equipment. Ensure relevant playground information is available on CCC website.	Accessibility considered and selected item included in all new, renewed and upgraded playspaces.
DIAP LC.012: Ensure priority recommendations arising from accessibility audit are considered within annual capital works program	Matting has been installed at Toowoona Bay and Umina Beaches to establish and enhance inclusive accessways. Matting was also purchased for installation at two additional beaches for next summer. Avoca Beach Southern Foreshore Improvement Project was completed in December 2019 including an all access ramp. Further opportunities to enhance access will be investigated in future years.
Delivery of a high quality leisure facility and program at Wyong Olympic Pool that attracts 28,000 visitors per year	Overall 34,222 attendances this year with the pool mostly closed during Q4 due to COVID-19.
Delivery of a high quality leisure facility and program at Toukley Aquatic Centre that attracts 125,000 visitors per year	Overall 101,287 attendances this year for recreational swimming, learn to swim and squad programs. Centre mostly closed during Q4 due to COVID-19.
Delivery of a high quality leisure facility and program at Peninsula Leisure Centre that attracts 435,000 visitors per year	Overall 371,263 attendances this year for fitness, gym, sports, recreational swimming, learn to swim and squad programs. Centre mostly closed during Q4 due to COVID-19.



Operational Plan Action / Target / Project	Comment
Delivery of a high quality leisure facility and program at Gosford Olympic Pool that attracts 200,000 visitors per year	Overall 160,166 attendances this year for recreational swimming, learn to swim and squad programs. Centre mostly closed during Q4 due to COVID-19.
Delivery of a high quality leisure facility and program at Niagara Park Stadium that attracts 125,000 visitors per year	Overall 100,443 attendances this year for recreation and sport programs. Centre mostly closed during Q4 due to COVID-19.
Delivery of a high quality leisure facility and program at Lake Haven Recreation Centre that attracts 125,000 visitors per year	Overall 96,772 attendances this year for fitness, gym, recreation and sports programs. Centre mostly closed during Q4 due to COVID-19.
Greater than 90% of parks and reserves scheduled servicing is completed on time annually	Greater than 90% completed. Although impacted by the wet weather and floods, KPI still met.
Program season amendments and changeover of sporting facilities completed on time	Changeover completed as scheduled.
Work in partnership with NSW Health to provide speech pathology services to identified children in the education and care services	While the focus changed due to COVID-19, the Speech Pathologist was able to continue to follow up on referrals via the Telehealth system. During the year there were 73 referrals from across the 8 services, 59 new assessments completed. These numbers were lower than anticipated due to COVID-19 and the requirement for Telehealth, which some families declined.
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	Overall, a very successful year with responsible pet ownership and community safety education. There were 237 desexing vouchers issued to community members this financial year, and 150 cats and 238 dogs have been microchipped this year. The community has engaged well with the education provided through the mental health projects ( <i>Lost Bird Found</i> ) and healthy relationships workshops, both of which have received very positive evaluations.
Annual library branch stock turnover is maintained or exceeds 5	Annual turnover of 5 achieved, meaning that on average, every item in the Library was used 5 times. This demonstrates a high utilisation of library items even with limited services available during the COVID-19.
Annual library loans maintain or exceed 1.5 million	Annual target exceeded by 1%, reaching 1,600,394, showing excellent utilisation of the library collections. This high utilisation was achieved despite COVID-19.
Annual visitations at library branches exceeds 1,050,000	Overall 718,486 visits or 68% of target reached. All library branches were mostly closed during Q4 due to COVID-19. Prior to this, branches were on track to meet target.
DIAP LC.004 Develop guidelines to establish economic and social cost/benefit of major and complex infrastructure projects to meet universal design and regulatory standards	Universal Design Guidelines incorporating stakeholder feedback has been finalised. Communication Plan being drafted to promote the Guidelines internally for staff use.
DIAP LC.006: Promote CCC community funding programs to assist local organisations to access funding to increase opportunities for inclusion and infrastructure enhancements	Two grant writing workshops focused on access and inclusion delivered to 35 participants. Council's grant program promoted through all relevant channels including the new Working Together Staying Strong grant.
95% of assets are inspected post the booking and bond refunds are processed by bookings staff within one (1) week post event date.	100% of assets were inspected post the booking, and bond refunds processed by staff within one week post event date.
To develop and implement a marketing plan to increase utilisation, bookings and awareness of community facilities	New marketing plan developed and implemented for community venues and halls.
DIAP LC.016: Ensure priority recommendations arising from accessibility audit are considered within the annual capital works program	Accessibility improvements works completed at Peninsula Community Centre, Chain Valley Bay Hall and Kincumber Neighbourhood Centre.



## What is delayed

No actions have been delayed under this Theme.



## Looking forward

There are seven actions that will continue into 2020-21. These include:

- The investigation and design of a Gosford City Centre car park with extensive community engagement now completed, a report is expected to go to Council in Q2 2020-21
- The construction of accessible toilets at Macmasters Beach and East Gosford, with design and cost issues requiring an alternative approach to both
- The continuation of the child care services review, with a survey to be developed and conducted
- The continuation of a new Recreation / Aquatic Centre and Community Centre, which will now form part of the Warnervale Education and Employment Precinct
- The design approvals and construction of a new Community Facility at Wyong, with a tender awarded for design and State Government funding secured. Completion of construction is on track for February 2022
- The implementation of the Community Facilities Strategy, with the strategy developed this year alongside a Leasing and Licensing Policy. Once adopted, implementation will then commence on both.







# Resourcing Strategy Performance

## 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. Therefore the three elements of the Resourcing Strategy are the:

- Long Term Financial Plan
- Asset Management Strategy
- Workforce Management Strategy

### 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 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 development and implementation of responsibilities and a function matrix; and
- Identification of services and service levels, with future planning on engagement with the community to assist in the development of a new Asset Management Strategy and subsequent plans.

## Workforce Management Strategy

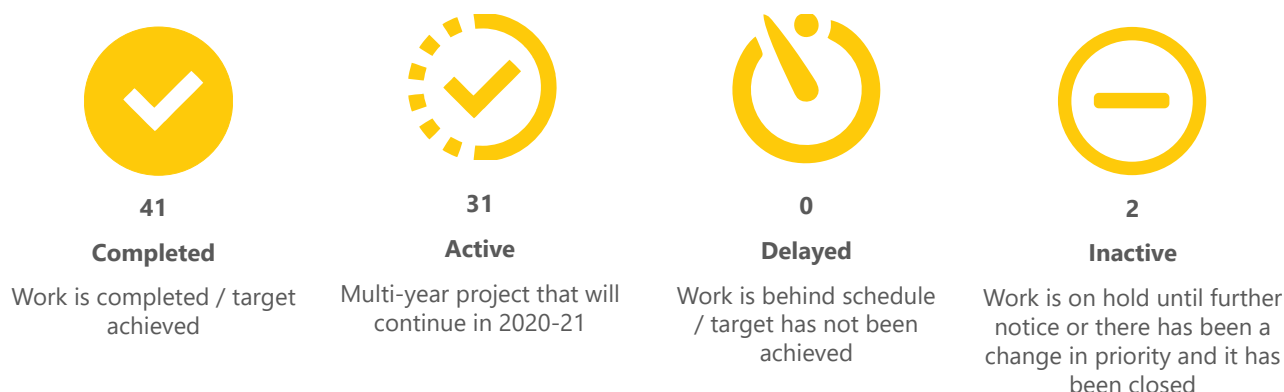
An effective Workforce Management Strategy will enable Council to plan and meet its future workforce, delivering agreed goals and focussing beyond the short term to the medium and long term.



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 challenges through the pillars of:

- 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



### What we achieved this year

Action	Performance Measure	Comment
<b>Governance</b>		
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 a disability, and updated recruitment processes to enable reasonable adjustments in the application process.
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. Ongoing monitoring and review to identify opportunities for improvement is occurring.



Action	Performance Measure	Comment
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 awareness is incorporated in the current induction program, with online refresher training now available.
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	Remuneration requirements actioned in July as part of the Local Government Award.
Implement on-line approaches that will improve access to compliance training and simplify records management	On-line approaches to compliance training are implemented	Training delivered via the Blueprint Learning Management System e-learning platform.
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	Standard letter and report templates have been developed to support the grievance process. Workflow requirements have been communicated to Managers and supervisory staff.
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	A new Induction and Orientation Program developed and implemented. An online version is currently in development.
<b>Organisational Structure</b>		
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	Recruitment activities are aligned with the business strategies and goals.
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	In 2018 an Organisational Structure review was completed as per the Local Government Act. The next review will be scheduled in 2021 following the Council elections.
Effectively deliver the Community Strategic Plan (CSP) and four-year Delivery Plan within the budgeted employee structure	Headcount in line with budget enabling delivery of CSP	Headcount and positions are maintained in line with budgeted Full Time Equivalent plan.



Action	Performance Measure	Comment
<b>Work Health and Safety</b>		
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	Provider appointed for the new Employee Assistance Program. Information around annual awareness campaign in development.
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	The implementation of a Work Health Safety consultation framework has been completed. The Work Health Safety Committee meet regularly and consultation with employees has commenced. Engagement sessions with all employees continues.
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' principles	Case management for injured workers is actively provided to help identify return to work opportunities.
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.
<b>Organisational Development</b>		
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	Capability Framework and Talent Mapping program developed which identify transferable learning.
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	Council has engaged consultants to drive culture and road map associated programs for the leadership and staff.
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	The following development programs have been offered / delivered: <ul style="list-style-type: none"> <li>• Springboard to Leadership Program</li> <li>• Leadership Development Program – Certificate IV Leadership and Management</li> <li>• Leadership Development Program - Diploma Leadership and Management</li> <li>• Corporate Leadership Challenge for emerging leaders.</li> </ul>

Action	Performance Measure	Comment
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 tools and processes have been designed and available. The tools and process will be utilised to facilitate succession planning.
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	Performance review templates updated and rolled-out July 2019.
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	Study Assistance Program developed and rolled out to employees.

### Equity and Diversity

Ensure Central Coast Council's recruitment activities conform with Equal Employment Opportunity principles to allow equal access to positions for people with disabilities	All actions within the Central Coast Council Equal Employment Opportunity Management Plan and Disability Action Plan are implemented, evaluated and reviewed against performance indicators	Adjustments have been made to the Recruitment website, application and interview email with additional wording added for those needing specific assistance.
Aim to eliminate discrimination, harassment and bullying in the workplace	Grievances relating to discrimination, harassment and workplace bullying are minimised	Training rolled out using Blueprint Learning Management System e-learning platform on Anti-bullying and Harassment and Equal Employment Opportunity.
Provide grievance processes that ensure a fair and equitable resolution of all complaints of discrimination, harassment and workplace bullying, with the aim to effectively remedy problems and minimise adverse impacts on those involved	Achieve the status of becoming a White Ribbon Accredited organisation	Grievances have been processed as per the Award requirement and guided by Council's Equity Diversity and Respect policy. The Family and Domestic Violence policy and associated guidelines and procedures have been implemented providing Council with accreditation.
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 templates continues.

### Workforce Relations and Flexibility

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 adopted.
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 adopted with associated guidelines to support employee flexibility.



Action	Performance Measure	Comment
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.
<b>Workforce Data Measurements and Analysis</b>		
Implement and maintain systems to ensure the capture of accurate employee data	Employee data is accurately captured into the Human Capital Management System	Data remediation complete.
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	Monthly meetings held with the Governance Unit to advise on strategy development.
<b>Attraction and Retention</b>		
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	All recruitment processes and KPIs have been reviewed and are systematically reviewed for effectiveness.
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	A business as usual function, with Managers / supervisors provided training.
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 an established relationship with the University of Newcastle regarding Council's career opportunities. Council was the host for the Central Coast Careers Advisor group in 2019.
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	Succession planning process implemented.
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	Work Experience and Placement program implemented. A review of the program is planned with further consideration of school needs.
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	Culture survey completed in 2018 and 2020.
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 implemented and is linked to Council's values and aims to celebrate success in these particular areas.

Action	Performance Measure	Comment
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	Engagement survey action plans is now incorporated into the Culture survey.
<b>Technology</b>		
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	Utilisation of Skype and Service Now to communicate across the organisation.
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. Review of communication methods is ongoing.
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 Web Content Accessibility Guidelines (WCAG) and the Disability Inclusion Action Plan.
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	Council's e-recruit system is accurate.
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	Online learning platforms implemented and the number of available programs is increasing.

## What is delayed

All actions under the Workforce Management Strategy are underway with no delays.

## Looking forward

There are 37 actions that will commence and / or continue in 2020-21. Some of these include:

- Continued review of policies to ensure alignment with current legislation
- Identifying the behaviours and attributes for the new organisational value of Safety, which was identified and added to the suite of values this year
- Implementation of the Work Health Safety Management system
- Development of an Ageing Workforce Management Strategy
- Development of formal mentoring program
- Roll out of the Equity Diversity and Respect Policy and alignment to the Equal Employment Opportunity Management Plan
- Implementation of single payroll system.







# 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 2020-21 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 2019-20 which is aligned to the Community Strategic Plan.

### Environmental Upgrade Agreements

There are no Environmental Upgrade Agreements to report on for 2019-20

### State of Environment Report

A State of Environment Report was prepared and is available on Council's website. In accordance with the Local Government Act an update will be provided as part of the Annual Report for 2020-21.

## Local Government (General) Regulation 2005

### Amounts Granted under Section 356

The following payments were provided under Section 356:

<b>Sponsorship, Grants, Contributions and Donations</b>	<b>Full Year Actual</b>
Aboriginal Jobs Market Event Sponsorship	\$7,000
Central Coast Academy of Sport	\$22,075
Central Coast Comicon	\$7,500
Colour Our Coast	\$5,953
Community Development Grants	\$314,448
Community Events and Place Activation Grant Program	\$314,191
Community Infrastructure Grants	\$332,275
Community Support Grants	\$300,911
Contribution for Hunter/Central Coast RID Squad 2019/2020	\$125,000
Convict Trail	\$5,000
Copacabana Surf Lifesaving Club Inc	\$31,649
Disaster Relief Fund	\$10,000

Flying Fox Grant Program 2019 - North Avoca Camp Protection	\$19,130
Girrakool Blues and BBQ Festival 2020	\$8,750
Glenworth Valley - Horses Birthday 2020	\$10,000
Gosford City Sports Stadium	\$19,800
Gosford Race Club	\$9,200
Heritage Grants	\$111,128
Kincumber and District Neighbourhood Centre Inc	\$55,000
LakeCoal Community Funding	\$44,514
Maximum Adventure P/L - Bouddi Coastal Trail Run 2020	\$19,900
Naughty Noodle - Coastal Twist Festival	\$50,000
NSW Business Chamber	\$15,455
Other Miscellaneous	\$11,871
Protection of the Environment Trust (POET)	\$44,250
Social and Creative Enterprise Grant Program	\$130,035
Stronger Communities Grant Funding	\$383,000
Surf Clubs	\$213,250
Surfing NSW Inc	\$12,500
The Art House	\$1,074,996
Town Centre Business Development Funding Programs	\$150,300
Working Together Staying Strong Grant Program	\$119,314
<b>Total</b>	<b>\$3,978,394</b>

### Coastal Protection Services Levy

Council did not levy a coastal protection services charge for 2019-20.

### Companion Animal Activities

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

- a) End of year pound data unable to be logged due to the register being out of operation.
- b) All dog attack data lodged in accordance with the legislative period.
- c) \$385,000 has been spent on companion animal management activities
- d) Companion animal community education activities include:
  - Two free microchipping events throughout the year. In September 2019 there were 46 cats and 113 dogs (total of 159) and in February 2020 there were 104 cats and 125 dogs (total of 229) microchipped.
  - Creation of Dog Safety for Kids video and children's story time with Parker the platypus.
  - Dog Safety for Kids project, which included providing 450 Preschool aged children with a dog safety package.
  - Production of resources and promotional material disseminated to residents and vet practices on the Central Coast.



- Responsible Pet Ownership Campaign focused on promoting microchipping, registration, desexing and community citizenship in relation to pet ownership
  - Council also actively promotes National Desexing Month
- e) Council has 62 off leash areas within the LGA.

## Contracts Awarded

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

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract Yes / No	Contract Value*
Insight Informatics Pty Ltd	Libero hosting licencing, Library Services	Yes	\$152,580.73
Australian Roads and Mining Services Pty Limited	Water main relocation - Murrawal Road Wyongah	Yes	\$154,000.00
Live to Dig Pty Ltd	Kincumber Sewage Treatment Plant digester upgrade - refurbishment and renewal of the sludge feed mai pits	No	\$154,836.00
Creative Recreation Solutions Pty Ltd	Parks and Reserves - Design and construction - contract play equipment - Play space upgrade Archibold Park	No	\$155,975.61
Engage Squared Pty Ltd	Information technology implementation contract Our+Collaboration SharePoint build	No	\$157,080.00
Scape Constructions Pty Ltd	Construction gross pollutant trap upgrade - Colorado Drive, Blue Haven	No	\$157,740.00
The Maytrix Group	Strategic Analysis and Operational Business Plan for Regional Performing Arts and Conference Centre	No	\$160,055.50
OverDrive Inc	OverDrive Digital Library Reserve, Libraries Learning and Education	Yes	\$161,074.10
Northrop Consulting Engineers Pty Ltd	Intersection upgrade - Peats Ridge Road and Kilpa Road Peats Ridge	No	\$162,940.80
The Misfits Media Co Pty Ltd	Destination Brand Marketing Services	No	\$164,803.10
Assetic Australia Pty Ltd	Footpath condition survey	No	\$165,000.00
Barry Hunt Associates Pty Ltd	EPOCH Survey's for high consequence dams	Yes	\$165,000.00
Bridge Design Pty Ltd	Level 3 Structural inspections and assessment on timber bridge structures (Stage 1)	Yes	\$165,000.00
Delcare Constructions Pty Ltd	Wallarah Road Gorokan and Rose Street Wyong - Shared path and footpath construction	Yes	\$165,000.00
GHD Group Pty Ltd	Chlorination Strategy Development for water supply system	Yes	\$165,000.00
Tentite Pty Ltd Trading as B and K Revegetation and Landscaping	Tree and vegetation replacement and maintenance program	Yes	\$165,000.00
Turspec Pty Ltd	Subsoil drainage and irrigation at Fagan's Park and Maidens Brush Oval	No	\$165,000.00

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract Yes / No	Contract Value*
Hornby, Project Signage	Removal and Installation of Town Centre identity signs - Budgewoi, Toukley and Wyong	No	\$167,200.00
Kennard Group Holdings Pty Ltd	Supply and delivery of office furniture for accommodation project Wyong stage 1 to 3	Yes	\$168,751.00
Ramboll Australia Pty Ltd	Accredited Site Auditor for Hylton Moore Park, Garnet Adcock Memorial Park and Frost Reserve	Yes	\$170,885.00
NTT Australia Pty Ltd	Oracle virtual machine hardware replacement	No	\$180,594.74
Complete Tapping Service	Pressure tapping recoverable works - Minor construction	Yes	\$181,500.00
Konverge Australia Pty Ltd	Water and Sewer Hp Servers, Erina Depot	No	\$181,500.00
Accent Furniture	Office Furniture procurement for Accommodation Project (Wyong)	No	\$181,841.00
Event Studios Australia Pty Ltd	Place activation shipping container - Pop-Up Bar	No	\$183,466.80
Ettalong Carpets	Flooring replacement and drainage improvements - Toukley Neighbourhood Centre	No	\$184,800.00
WSP Australia Pty Ltd	Emergency desalination readiness assessment	Yes	\$185,251.00
Velrada Capital Pty Ltd	Council asset mobility development	Yes	\$185,460.00
Downer EDI Works Pty Ltd	Heavy patching, supply and lay - Various locations	No	\$185,508.58
Green Light Design Group Pty Ltd	Winney Bay Cliff Top Walk and Captain Cook Lookout design	No	\$186,780.00
Collins and Turner Pty Ltd	Wyong Cultural Hub - Design phase	Yes	\$187,000.00
Think Project Services Pty Ltd	Ramps and internal fit out, Chain Valley Bay	No	\$187,000.00
Plus ES	Nexus WAN Connectivity	Yes	\$187,400.00
Synergy Construction NSW Pty Ltd	Chittaway Oval amenities refurbishment	No	\$192,422.97
Think Project Services Pty Ltd	Refurbishment of pool change rooms at Wyong and Gosford Olympic Pools	No	\$192,443.31
GHD Pty Ltd	Reservoir External Condition Assessment	Yes	\$192,830.00
JCB Construction Equipment Australia Pty Ltd	Plant, Machinery and Equipment Road Upgrades, Kincumber and Woy Woy	Yes	\$194,975.00
PrimeQ Pty Ltd	Oracle Cloud application support	Yes	\$196,858.92
G James Extrusion Co Pty Ltd	Public place waste and recycling station upgrade	No	\$198,000.00
D K Graves Pty Ltd	Amenities upgrade, Gavenlock Oval	Yes	\$198,721.82
Playground Centre Australia Ltd	Supply and install of Skyline Tower, Copacabana	Yes	\$200,027.30



<b>Name of Contractor</b>	<b>Nature of Goods and Services Supplied</b>	<b>Multi-year Contract Yes / No</b>	<b>Contract Value*</b>
Kentan Machinery Pty Ltd	Plant, machinery and equipment	Yes	\$201,018.98
Initial Hygiene	Sanitary Services	Yes	\$201,924.80
Adtrans Hino Pty Ltd	Purchase of Jetty Truck (LGPNNP04-13)	No	\$202,327.77
Allcom Networks Pty Ltd	Telephony Hybrid Enterprise Voice	No	\$206,251.10
Complete Playgrounds Pty Ltd	Softfall renewal program for play spaces	No	\$209,929.50
Olympic Fencing (NSW) Pty Ltd	Catchment fencing at multiple site - Mangrove Dam	Yes	\$210,474.00
GHD Pty Ltd	Multidisciplinary services for the proposed racecourse car park, Gosford	No	\$214,379.00
City Hino	Purchase of trucks under \$250K (LGPNNP04-13)	Yes	\$215,258.40
CDA Group Australia Pty Ltd	Construction gross pollutant trap- Balmoral Drive, Gorokan	No	\$215,861.38
Department of Planning Industry and Environment - Manly Hydraulics Laboratory	Northern Lakes Floodplain risk management study plan	Yes	\$216,370.00
Sapio Pty Ltd	Installation of access gates, intercom and security system at Woy Woy Depot and Mangrove Mountain Works Depot	No	\$217,069.02
Moir Landscape Architecture Pty Ltd	Kibble Park place plan	Yes	\$217,470.00
Computer Systems (Australia) - Pty Limited	ServiceNow HR service management, People Services	Yes	\$218,592.00
BandK Revegetation and Landscaping	Footpath and Vehicle Access Crossing St James Avenue, Berkeley Vale	No	\$218,735.00
Rivers Construction Pty Ltd	Water Treatment Plant lagoon desludging	Yes	\$220,000.00
Green Options Pty Ltd	Turf cricket wicket construction at Central Coast Regional Sporting Recreation Complex	No	\$222,162.82
TGB and Son Pty Ltd	Footpath renewal works - Package 1	No	\$222,200.00
Water Intelligence Australia Pty Ltd	Water and Sewer Leakage Detection Contract	Yes	\$224,317.50
Greenline Group Pty Ltd	Covered walkway for Peninsula Leisure Centre	Yes	\$227,359.00
CJD Equipment Pty Ltd	Plant, machinery and equipment	Yes	\$240,900.00
City Hino	Purchase of 12 tonne tipper truck (LGPNNP04-13)	No	\$240,940.00
Synthetic Sports Group Pty Ltd	Tennis Courts - Adelaide Street Killarney Vale - design and construction	No	\$242,325.60
Veolia Energy Technical Services Pty Ltd	Air conditioning upgrade - Gosford Art Gallery	Yes	\$242,498.30
Microsoft Pty Ltd	Microsoft Premier support agreement	Yes	\$242,669.90
Form Construction Group Pty Ltd	Internal and external works, Kincumber Neighbourhood Centre	No	\$242,730.10

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract Yes / No	Contract Value*
McNamee Constructions Pty Ltd	Brisbane Water Drive, Point Clare sewer relocation - Tania Drive to Koolinda Avenue	No	\$245,228.50
Ground Stabilisation Systems Pty Ltd	Oceano Street shotcrete wall (CH530-610)	No	\$246,356.00
The University of Newcastle	Avoca Lagoon green and golden bell frog assessment and habitat improvement	Yes	\$247,500.00
BCP Precast	Supply and Drainage Culverts (Stage 1) - Walu Avenue, Kala Avenue Halekulani	No	\$248,381.10
ECS Services Pty Ltd	CCTV Upgrade - Design, Supply, Install and Commission - Gosford City Car Park	No	\$261,921.00
Gerard Murphy (Drainage) Pty Ltd	Backflow Prevention Inspection and Certification Contract	Yes	\$262,581.00
Komatsu Australia Pty Ltd	Plant Pool - Purchase 13 tonne excavator (LGP707-3)	No	\$264,000.00
Arogl Pty Ltd	Bateau Bay Sewage Treatment Plant - Design, Fabrication and Installation of Launder Covers and Ducting to Odour Control Unit	Yes	\$264,710.60
Datacom Information Technologies Pty Ltd	Shed 4 micro media digitisation	No	\$265,573.44
JMK Excavations Pty Ltd	Footpath construction and associated roadworks - Brisbane Water Drive, Point Clare	Yes	\$267,663.00
Gartner Australasia Pty Ltd	Consultancy information and technology research and advisory tool licences	Yes	\$271,920.00
Generation-e-Productivity Solutions Pty Ltd	AV/VC hardware and deployment professional services	No	\$273,900.00
Turspec Pty Ltd	Kanwal Oval installation of sub soil drainage and irrigation	No	\$274,870.20
Excom Civil Pty Ltd	Design and construction of hostile vehicle mitigation measures at The Entrance	No	\$275,000.00
Bolla Contracting Pty Ltd	Charmhaven Depot driveway upgrade	No	\$280,887.77
Gleeson Civil Engineering Pty Ltd	Intersection upgrade - Evans Road and Oleander Street, Noraville	Yes	\$289,407.80
The Misfits Media Company Pty Ltd	Event marketing and graphic design - Events team	Yes	\$295,256.50
Turspec Pty Ltd	Redevelopment of James Browne Oval, Woy Woy	No	\$295,704.20
Coastal Asphalt Pty Ltd	Retaining wall, guardrail and footpath works - Scenic Highway Terrigal	No	\$302,589.65
Gilbert and Roach Pty Ltd	Trucks for Local Government (LGP NPN04-13)	Yes	\$302,691.31
Arup Australia Pty Ltd	Terrigal Boardwalk and rock pool - Construction quality assurance and control (CQA) and engineering technical services	Yes	\$304,566.90
TPG Network Pty Ltd	Internet links upgrade	Yes	\$316,800.00



<b>Name of Contractor</b>	<b>Nature of Goods and Services Supplied</b>	<b>Multi-year Contract Yes / No</b>	<b>Contract Value*</b>
Allcom Networks Pty Ltd	Cisco phone system licensing	Yes	\$326,546.55
Gilbert and Roach Pty Ltd	Purchase of 2 x 6 tonne tipper and 1 x Jetter truck (LGPNNP04-13)	No	\$332,372.55
Grant Thornton Australia Limited	Cultural Change Development Program – 2020-22 - Stage 2	Yes	\$347,463.60
Thomas Duryea Logicalis Pty Ltd	SCADA network equipment for Northern WandS	No	\$356,198.41
Rivers Construction Pty Ltd	Sewage pumping station FB4 refurbishment	No	\$372,256.50
Projected Civil Pty Ltd	Construction of Koolewong waterfront car park Stage 2	Yes	\$384,507.58
PDA Building Pty Ltd or PDA Custom Constructions Pty Ltd	North Entrance Beach amenities block	No	\$386,543.30
Bedrule Pty Ltd T/as TOBCO	Adcock Park redevelopment- Mains power supply upgrade	No	\$393,473.14
SMEC Australia Pty Ltd	Design and Documentation for Buttonderry Waste Manage Facility landfill cell 4.4	Yes	\$398,909.50
Challengila Pty Ltd T/A Bannerconda	Banner Upgrade Project	No	\$401,500.00
Kellogg Brown and Root Pty Ltd	Water and sewer tunnels and outfalls - Condition assessment	Yes	\$411,022.70
a-Space Recreation Pty Ltd Trading as a_space	Parks and Reserves - Design and construction play space upgrade Wallarah Point Peace Park	No	\$411,070.00
Gilbert and Roach Pty Ltd	Road and Drainage - Purchase combination tar truck (LGPNNP04-13)	No	\$411,486.27
Coast Connect Operations Limited	Gosford CBD Shuttle Bus Services	Yes	\$432,705.90
Komatsu Australia Pty Ltd	Purchase motor grader	No	\$434,115.00
Capital Precast and Drainage Pty Ltd	Avoca Bowl Drainage - Culvert Supply, Stage 4	No	\$434,720.56
Newpave Asphalt Pty Ltd	Rehabilitation of Coles car park in Toukley LGP213-2 Bitumen	No	\$435,567.00
Gongues Constructions Pty Ltd	Water and Sewer general construction works PS WG6 refurbishment (panel arrangement CPA/2043)	Yes	\$436,370.00
North Construction and Building Pty Ltd	Wamberal Surf Life Saving Club - Roof replacement and deck addition	Yes	\$437,715.25
Kellogg Brown and Root Pty Ltd	Engagement of consultancy for various Water and Sewer projects - Planning and delivery	Yes	\$440,000.00
ARA Security Services Pty Ltd Trading as ECS Services	Central Coast Stadium - CCTV upgrade	Yes	\$450,126.29
Department of Planning Industry and Environment – Manly Hydraulics Laboratory	Coastal engineering studies for Wamberal Coastal Protection	Yes	\$452,359.60

<b>Name of Contractor</b>	<b>Nature of Goods and Services Supplied</b>	<b>Multi-year Contract Yes / No</b>	<b>Contract Value*</b>
Central Coast Group Training Ltd	Managed Placements for Apprentices and Trainees	Yes	\$460,075.00
FITT Resources Pty Ltd	Spillway repair works Mangrove Creek Dam	No	\$463,028.50
Geelong Abrasive Blasting Pty Ltd T/as Australian Reservoir Services	Green Point Reservoir external coating and safety upgrades.	Yes	\$466,287.80
Gilbert and Roach Pty Ltd	Purchase of 3 maintenance trucks (LGPNNP04-13)	No	\$472,298.52
Barron G.J.M Pty Ltd	Mardi Water Plant value actuators procurement	Yes	\$474,474.00
Hunter Wharf and Barge Pty Ltd	Design and Construction of Correa Bay Boat Ramp	Yes	\$480,260.00
MuleSoft LLC	API lifecycle management platform	Yes	\$492,504.10
Saxon Letter T/as Land and Marine Construction Services	Construction of South Tacoma Boat Ramp jetty and parking	Yes	\$499,974.96
Donnelly Services Pty Ltd	Traffic management services	Yes	\$516,989.09
Grant Thornton Australia Limited	Financial Capacity Review and interim role appointments	Yes	\$528,000.00
Mott MacDonald Australia Pty Ltd	Central Coast Council Seer Flow Gauging contract	Yes	\$533,368.00
Gilbert and Roach Pty Ltd	Purchase of 3 Beavertail Trucks (LGPNNP04-13)	No	\$535,979.72
Hunter Wharf and Barge Pty Ltd	Design develop and construct San Remo Boat Ramp	No	\$541,475.00
Collaborative Construction Solutions Pty Ltd	Design and construction Toukley Pool upgrade	No	\$544,508.80
Content Security Pty Ltd	Information Management - IT professional services panel CPA/2143	Yes	\$550,000.00
Kapish Services Pty Ltd T/as Kapish - a Citadel Group Company	Information Management - IT professional services panel CPA/2143	Yes	\$550,000.00
Larsen and Toubro Infotech Limited T/as LTI (NSE, India)	Information Management - IT professional services panel CPA/2143	Yes	\$550,000.00
Outcomex Pty Ltd	IMandT Network Hardware Placement (LGP115)	No	\$550,000.00
The Missing Link Security Pty Ltd	Information Management - IT professional services panel CPA/2143	Yes	\$550,000.00
Gongues Constructions Pty Ltd	Sewage Pumping Station WG5B refurbishment	Yes	\$600,160.00
Keegan Civil Pty Ltd	Design and construction of Lees Lane Fire Trail	No	\$607,247.30
Knock Contractors Pty Ltd	Gravity sewer renewal - Brisbane Water Drive, Point Clare	No	\$634,928.49



<b>Name of Contractor</b>	<b>Nature of Goods and Services Supplied</b>	<b>Multi-year Contract Yes / No</b>	<b>Contract Value*</b>
Liquitek Pty Ltd	Design and construction Clarifier 3 (Humus Tank 1) refurbishment - Bateau Bay Waste Water Treatment Plant	No	\$634,928.49
Centium Group Pty Ltd	Co-sourced internal audit	Yes	\$660,000.00
Fulton Hogan Industries Pty Ltd	Road surface repairs - contract - supply lay - Asphaltic concrete works - Dalnott Road Gorokan	No	\$712,703.43
Bolte Civil Pty Ltd	Hutton Road upgrade and associated drainage works - Stage 3 - Coogee Avenue to Simpson Street Entrance North	Yes	\$720,184.72
Coffey Services Australia Pty Ltd	Waste landfill site monitoring and reporting	Yes	\$740,928.94
Allcom Networks Pty Ltd	Information technology - Hardware - Contract - Meeting room hardware upgrade	Yes	\$756,768.36
City Hino	Purchase of 4 x 8 tonne tipper trucks (LGPNPN04-13)	Yes	\$759,023.01
Kapish Services Pty Ltd T/as Kapish-a Citadel Group Company	Content Manager support agreement, maintenance and licensing - IMandT Service Operations	Yes	\$774,180.95
Bolte Civil Pty Ltd	Road and drainage upgrade, Bungary Road Norah Head - Stage 2B	Yes	\$774,280.57
Gongues Constructions Pty Ltd	Design, development and construction of sewage pumping station N7A	Yes	\$778,800.00
Delcare Constructions Pty Ltd	Mackenzie Avenue Woy Woy - Drainage works	Yes	\$784,746.38
McElligotts (NSW) Pty Ltd	Structural steel painting - Central Coast Stadium	Yes	\$824,036.40
Fragile to Agile (Asia Pac) Pty Ltd	Information Management - IT professional services panel CPA/2143	Yes	\$825,000.00
Thomas Duryea Logicalis Pty Ltd	Information Management - IT professional services panel CPA/2143	Yes	\$825,000.00
Golflinks Industrial Estate Pty Ltd	Nexus Building lease	Yes	\$844,725.66
NTT Australia Pty Ltd	VMWare renewal 2020	Yes	\$857,097.48
Delcare Constructions Pty Ltd	Replacement of water mains - Davistown Road, Saratoga	No	\$930,549.39
Business Security and Management Solutions Pty Ltd	Provision of Security and Gatekeeping Services at Buttonderry Waste Management Facility	Yes	\$945,294.90
Combined Traffic Management Pty Ltd	Provision of pavement and line marking services	Yes	\$946,087.93
JC Entertainment and Events Pty Ltd	Event talent and production	Yes	\$949,300.00
Talis Civil Pty Ltd	Intersection upgrade - Bryant Drive and Lake Road, Tuggerah	Yes	\$1,005,551.80

<b>Name of Contractor</b>	<b>Nature of Goods and Services Supplied</b>	<b>Multi-year Contract Yes / No</b>	<b>Contract Value*</b>
Fulton Hogan Industries Pty Ltd	Polymer modified bitumen emulsion - Preservation treatment	No	\$1,050,787.47
JCB Construction Equipment Aust	Purchase of five backhoes LGP707-3	No	\$1,069,200.00
ASV Sales and Services Pty Ltd	Purchase of 5 backhoes LGP419	No	\$1,069,200.30
Rees Electrical Pty Ltd	Central Coast Stadium Lighting Tower Upgrade	Yes	\$1,072,775.00
Asplundh Tree Expert (Australia) Pty Ltd	Grounds Maintenance - Water Sewer Pumping Stations Reservoirs - Central Coast Council	Yes	\$1,078,000.00
Crystal Pools Pty Ltd	Peninsula Leisure Centre - Splash Play Water Park	No	\$1,083,060.00
Expose Data Pty Ltd	Information Management - IT professional services panel CPA/2143	Yes	\$1,100,000.00
Gongues Constructions Pty Ltd	Upgrade of Sewage Pump Station BB07	Yes	\$1,180,372.60
PDA Custom Construction Pty Ltd Trading as PDA Building	Redevelopment amenities toilet block - Adjacent Don Small Oval - 1W Wolseley Avenue, Tacoma	Yes	\$1,286,450.00
Protek Australia Pty Ltd	Charmhaven Depot Roof Restoration	No	\$1,345,863.76
HG Sports Turf Pty Ltd	Central Coast Stadium Pitch Replacement	Yes	\$1,379,187.70
Solgen Energy Pty Ltd	Central Coast Council Solar PV Program	Yes	\$1,391,472.19
GHD Pty Ltd	Dam and spillway flood upgrade, investigation and design - Mangrove Creek Dam	Yes	\$1,419,727.27
Lahz Nimmo Architects Pty Ltd	Gosford Regional Library and Innovation Hub - Design and construction library and innovation Hub at Donnison Street Gosford	Yes	\$1,493,734.00
Fulton Hogan Industries Pty Ltd	Road resurfacing works various RMS Roads	No	\$1,540,000.00
Waste Processing Solutions Pty Ltd	Dewatering of sludge lagoons from Central Coast Council sewerage treatment plans and Mardi Water Treatment Plant	Yes	\$1,604,185.00
Australian Environmental Services Pty Ltd	Period Aquatic Vegetation Management Wrack and Algae collection Tuggerah Lakes	Yes	\$1,712,378.80
Access Engineering Systems Pty Ltd	Air Conditioning service contract 2019	Yes	\$1,815,000.00
Norwa Chemical Manufacturers	Bulk Liquid Aluminium Sulphate	Yes	\$1,987,095.00
Allpoint Security	Provision of Security and Monitoring Services for the protection of Council Facilities and Assets	Yes	\$2,222,706.20
Civil Mechanical Engineering Contractor Pty Ltd	Kerb and gutter associated works	Yes	\$2,290,748.90
TGB and Son Pty Ltd	Kerb and gutter works	Yes	\$2,290,748.90
Colas NSW Pty Ltd	Road rehabilitation, Empire Bay Drive and Sparks Road (LGP213-2)	Yes	\$2,334,858.93



<b>Name of Contractor</b>	<b>Nature of Goods and Services Supplied</b>	<b>Multi-year Contract Yes / No</b>	<b>Contract Value*</b>
Accenture Australia Pty Ltd	Oracle Cloud application support 2020-21 (NSW Buy SCM0020 - ITC)	Yes	\$2,390,514.50
Total Drain Cleaning Services Pty Ltd	Sewage Pump Station Civil Maintenance (Wet Well Cleaning)	Yes	\$2,642,112.00
Telstra Corporation Limited	GPS Renewal Program 2019 - 2023 - Renewal of Mobile Fleet Asset GPS hardware, software and other related services	Yes	\$2,703,229.87
Various (Controlek Services Pty Ltd, Various (Controlek Services Pty Ltd, DNA Electrical Pty Ltd, Jones and Gray Electrical Pty Ltd)	Services Providers for Electrical Works	Yes	\$3,300,000.00
Ersnt and Young Trading as EY	Information Management - IT professional services panel CPA/2143	Yes	\$3,850,000.00
NTT Australia Pty Ltd	Data Centre transformation	No	\$4,374,756.01
Somersby Electrical Pty Ltd	Service providers for electrical switchgear and control assemblies (SCA)	Yes	\$4,400,000.00
Various	Legal Services Panel	Yes	\$4,400,000.00
Bolla Contracting Pty Ltd	Kerb and Gutter Works	Yes	\$4,581,497.80
Western Safety Barriers Group	Road Safety Barrier Systems	Yes	\$4,584,578.90
Pluim Commercial Contractors Pty Ltd	Adcock Park redevelopment - Stage 1 - Building construction	Yes	\$5,003,046.59
Stabilised Pavements of Australia Pty Ltd	In Situ road stabilisation works	Yes	\$5,500,000.00
Integrity Locksmiths and Security aka Locksmith Integrity	Water and Sewer smart key/lock rollout - Reservoirs	Yes	\$5,510,348.60
Michilis Pty Ltd	Woy Woy Wharf and foreshore redevelopment	Yes	\$5,956,090.80
Land and Marine Ocean Engineering Pty Ltd	Terrigal Rock Pool Renovation	Yes	\$6,732,979.00
Datacom Systems (AU) Pty Ltd	Microsoft enterprise agreement (LGP108-3)	Yes	\$7,590,000.00
Rivers Construction Pty Ltd	Sewage Pumping Station TO01, TO06 and TO09 refurbishment	Yes	\$8,716,058.82
Australian Native Landscape Constructions Pty Ltd	Contract - Organics Reveal - Transfer - Processing Services 2018 - 2023	Yes	\$14,650,806.50
Toyota Motor Corporation Australia and GM Holding Ltd	Supply of Passenger and Light Commercial Vehicles (Toyota \$20,260,195 and GM Holden \$3,027,386)	Yes	\$23,287,578.60
Accurate Asphalt and Road Repairs Pty Ltd T/as Accurate Stabilisation	In Situ Road Stabilisation Central Coast Council	Yes	\$31,623,828.50
Multiple	Casual Heavy Plant and Truck Hire - Central Coast Local Government Area	Yes	\$37,950,000.00
Spiecapag Australia Pty Ltd and Whyte Constructions Pty Ltd	Construction of Mardi to Warnervale Truck Water Pipeline (M2WP)	Yes	\$40,744,500.01

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract Yes / No	Contract Value*
Various (Comdain Civil Constructions, Various (Comdain Civil Constructions, Diona Pty Ltd, Gongues Construction Pty Ltd, Kerroc Constructions Pty Ltd, Knock Constructions Pty Ltd , Ledonne Constructions Pty Ltd, Pensar Water Pty Ltd, Rivers Construction Pty Ltd and TMC Civil Pty Ltd)	Panel of General Construction Providers for Water and Sewer Works	Yes	\$66,000,000.00

### Equal Employment Opportunity (EEO) Activities

The following EEO activities were undertaken during 2019-20:

- Council has commenced work with the Council for Intellectual Disability to audit current recruitment processes and ensure equity for all people with a disability
- EEO statement added to all recruitment advertising to ensure access for all as well as an opportunity for reasonable adjustments to be made throughout the recruitment process
- Disability Awareness training currently being rolled out to customer facing areas of the business to improve customer experience (Dementia training, Auslan training, generic disability awareness and legislative compliance training)
- An EEO online module has been rolled out to all employees, which is available online. This module has been integrated into the onboarding process for new employees as one of the key modules they need to undertake when joining Council.

### External Bodies exercising Council Functions

The following external bodies were delegated to exercise Council functions:

External Body	Purpose
Central Coast Local Planning Panel	Determination of certain Development Applications (as set out in Ministerial Directions)
Rumbalara Environmental Education Centre	Deliver contract for Wiping Out Waste Education Program
Take 3	Deliver contract for Litter Education Program for schools
Blue Datto Foundation	Provision of education sessions to high school students to prepare young drivers to become safer drivers and passengers. This driver education project is funded by Council to a successful applicant each year.
Fishbone Pty Ltd t/as Personal Services Australia	Lease for operations and maintenance of Point Clare and Wamberal cemeteries
Conacher Consulting	OLS Ecological survey (Airport)
Litoria ERS Pty Ltd	Vegetation management survey (Airport)



External Body	Purpose
NSW Rural Fire Service (RFS)	The NSW RFS Commissioner exercises all of the functions imposed on the Council by and under the Rural Fires Act 1997 (NSW)
Council delegates functions to the current seventeen Section 355 committees for the care, control and management of the relevant seventeen Council facilities, as per the Local Government Act 1993 <ul style="list-style-type: none"> <li>Berkeley Road Sports Complex</li> <li>Budgewoi Scout Hall</li> <li>Chain Valley Bay Community Hall</li> <li>Chittaway Point Hall</li> <li>Kincumber School of Arts</li> <li>Kulnura Memorial Hall</li> <li>Lake Munmorah and District Senior Citizens Centre</li> <li>San Remo Neighbourhood Centre</li> <li>Sohier Park Community Hall</li> <li>St Barnabas Church</li> <li>Summerland Point Community Hall</li> <li>Toukley District Art and Tourist Centre</li> <li>Toukley Neighbourhood Centre</li> <li>Tuggerah Community Hall</li> <li>Tuggerawong Retirement Village</li> <li>Tunkuwallin Park Hall</li> <li>Wyong Old School Community Centre</li> </ul>	Management of Council's community facilities
Affinity Partnership Pty Ltd (Tourism Central Coast)	Deliver tourism marketing and industry services contract.

## Legal Proceeding Information

The following legal proceeding information is provided:

Legal Proceeding Expenses	
Expenditure	\$1,635,256
Less Costs Recovered	\$3,370
<b>Total</b>	<b>\$1,631,886</b>

The following matters were finalised:

Matter	Result
<b>Land and Environment Court of NSW</b>	
Rocco Furfaro	Orders under s.34 of the Land and Environment Court Act
Sam Furfaro	Orders under s.34 of the Land and Environment Court Act

Matter	Result
Darcy Smith (2)	Orders under s.34 of the Land and Environment Court Act
Scape Constructions Pty Limited	Orders under s.34 of the Land and Environment Court Act
Anthony Denny (2)	Orders under s.34 of the Land and Environment Court Act
Duratyne Pty Ltd	Orders under s.34 of the Land and Environment Court Act
David Guy Rowland ( <i>Class 4</i> )	Judgment
40 Gindurra Road Somersby Pty Ltd ( <i>Class 4</i> )	Judgment
Pastoral Investment Land and Loan Pty Ltd ( <i>s.56A</i> )	Judgment
John Hancock t/a SJH Planning and Design	Discontinued
Angolet Pty Ltd	Discontinued
Penelope King	Discontinued
Apex Intelligent Design	Discontinued
Michael Clayton	Discontinued
Top 8 Pty Ltd	Discontinued
The Entrance Plaza Pty Ltd	Discontinued
Domenico Biasi	Discontinued
Thomas Wolfram Luedecke	Discontinued
Peter and Nicola Gardiner	Dismissed
40 Gindurra Road Somersby NSW Pty Ltd ( <i>Class 1</i> )	Dismissed
Tony Sleiman	Dismissed
<b>Supreme Court of NSW</b>	
Pastoral Investment Land and Loan Pty Ltd	Judgment
<b>Local Court of NSW</b>	
Various criminal prosecutions	Consent orders (1)
	Control orders (1)
	Conviction with penalty (27)
	Dismissed (23)
	Section 10 dismissal no conviction (31)
	Section 10A conviction no other penalty (14)
	Section 9 Conditional release order (3)

The following matters have not been finalised and are ongoing:

Matter	Court
Pastoral Investment Land and Loan Pty Ltd ( <i>Class 1</i> )	Land and Environment Court



Matter	Court
Environment Protection Authority (Class 5)	Land and Environment Court
Stevens Holdings Pty Ltd	Land and Environment Court
Denis Fitzgerald	Land and Environment Court
Michelle Thomas	Land and Environment Court
George Tselis and Fotios Tselis	Land and Environment Court
Anthony Carantinos	Land and Environment Court
Sandro Sardi	Land and Environment Court
Rupert Chung-Ching Ouyang	Land and Environment Court
Andrew Damerau and Quanhong Sun t/a Lucy	Land and Environment Court
Joseph Rzepecki and Leokadia Rzepecki	Land and Environment Court
Albany Investments Aust Pty Ltd	Land and Environment Court
Hervinder Pal Singh Bhandari (Class 4)	Land and Environment Court
Aquamore Credit Equity Pty Ltd	Land and Environment Court
Bruce Kerr Pty Ltd	Land and Environment Court
Warnervale Employment Zone Pty Ltd and Anor.	Land and Environment Court
422 Pacific Hwy Wyong Pty Ltd and Ors. (Class 4)	Land and Environment Court
Verde Terra Pty Ltd (Class 4) (2)	Land and Environment Court
Verde Terra Pty Ltd (Class 1) (2)	Land and Environment Court
Various criminal prosecutions (27)	Local Court of NSW
Landis	District Court of NSW
Atlantis Penthouse Pty Ltd	Supreme Court of NSW
Norcross Pictorial Calendars Pty Ltd and Anor	Supreme Court of NSW
Various criminal prosecutions (27)	Local Court of NSW
EIO	NSW Civil and Administrative Tribunal

### Public Liability Claims

Claim	Current Status	Costs incurred by Council in 2019-20
Blair Munford	Pending	\$24,432.74
Jodak Pty Ltd	Pending	\$18,092.65
David Findlay	Settled	\$18,597.25
Christine Henderson	Pending	\$39,818.79
Strathavon (Darcy Smith)	Judgement - Claimant	\$23,469.00
Karyl Holloway	Settled	\$46,865.92
Deborah McCartin	Settled	\$87.54
Kim-Maree Pattrick	Settled	\$31,857.92

David Kings	Pending	\$41,180.00
Julie Huppatz	Pending	\$7,053.00
Sheryl Richardson	Pending	\$23,327.00
Anthony Collins	Settled	\$27,673.80
Carlene Lawler	Settled	\$15,742.00
Michael Morgan	Settled	\$38,184.79

## Other Bodies in which Council had a Controlling Interest

Council had a controlling interest in the following:

Body	Details
Protection of the Environment Trust	The Trust was established under the former Gosford City Council. The objectives of the Trust are to promote the protection and enhancement of the natural environment and to guide the administration of Trust assets.
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 Foundation Trust	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.
The Art House Wyong 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
Sport Central Coast	The Unit Manager, Open Space and Recreation is a member.
Norah Head Lighthouse Reserve Management Board	Attended monthly meetings as Central Coast Council representative.
Central Coast Wetlands Pioneer Dairy	Attended monthly meetings as Central Coast Council representative.
Sustainability Advantage Program – NSW DPIE	State Government Program that encourages organisations to improve their sustainability through a mentoring and recognition program.
PTech Program	2020 Sponsor.
Central Coast Industry Connect	2020 Sponsor.
Cemeteries and Crematoria Association NSW	Section Manager Cemeteries held executive council position.
Floodplain Management Australia (FMA)	The FMA is an industry body with a membership including 140 Councils, State Government Agencies, businesses and professionals. The FMA represents



Body	Details
	members' interests at State and Federal levels, promote public awareness of flood issues, and provides professional development for members.
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.
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.
Catchments 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.
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 expansion of 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	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.
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.
Gosford Foundation Trust Management Committee	The 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	The Advisory Committee is responsible for providing advice and feedback on matters relating to natural, historic and Aboriginal cultural heritage and providing advice 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	The 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	The role of the Committee is to consider, review, contribute to and participate in discussions regarding projects and directions of Central Coast Council to achieve objectives in the Central Coast Community Strategic Plan relating to Active Transport.
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

Body	Details
	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	The Advisory Group is responsible for providing advice to Council on gender equality and the empowerment of women to improve the ways in which women on the Central Coast are able to participate and engage actively in all aspects of community and civic life.
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 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.
Central Coast Water Management Advisory Committee	The role of the Central Coast Water Management Committee (the Advisory Group) is to provide high level advice to Council and staff on integrated water management, with the objective of ensuring ongoing water security for the Central Coast in line with social, economic and environmental considerations.

### Rates and Charges Written Off

Rates and charges written off \$3,260.17

### Remuneration of Chief Executive Officer (General Manager)

The remuneration of the Chief Executive Officer for the reporting period was \$495,849.

### Remuneration of Senior Staff

The remuneration for the reporting period was \$2,806,611.

### Staff Overseas Visits

In November 2019, the Executive Manager for Innovation and Futures travelled to Barcelona to attend the Smart City Expo World Congress. This trip was an invitation from AMEC URBIS (Spanish Association of the Internationalized Industrial Companies) and included flight tickets, 3 nights of hotel accommodation and transportation from the hotel to the congress venue. Council did not incur any cost for this activity.



## Stormwater Management Services Levy

The following stormwater management service information is provided:

<b>Stormwater Management Levy Projects</b>	<b>Amount</b>
Gross Pollutant Trap – Gwandalan (Design)	\$8,853
Berkeley Vale Site 2 Sub-catchment	\$12,704
Berkeley Vale Site 1 Sub-catchment	\$28,082
Tuggerah Lakes Catchment Stormwater Management Planning	\$33,598
Streambank Rehabilitation – Spring Creek	\$39,510
Kayak facilities upgrades – Berkeley Vale	\$58,176
Gross Pollutant Trap – Oakland Ave The Entrance	\$87,123
Gross Pollutant Traps upgrade – Tuggerah Lakes	\$171,271
Improving your local parks and environment projects	\$262,316
Streambank Rehabilitation – Wyong River	\$271,222
Aquatic Infrastructure Upgrade – Buff Point	\$292,050
	<b>\$1,264,905</b>

Note: the above figures indicate the amount of stormwater levy funds utilised on these projects. The full cost of these projects may be 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:

<b>Summary of Work</b>	<b>Amount subsidised</b>
The Entrance Memorial Park grass maintenance	\$1,275
Budgewoi CCTV camera upgrade	\$1,980
The Entrance Boardwalk upgrade – restrain and surface	\$2,000
Toukley bin hutch wraps	\$2,643
Terrigal SLSC - removal fairy lights Norfolk Island Hibiscus Tree	\$3,000
Wyong - repairs to sandstone garden beds	\$3,420
Water Drinking Station Terrigal	\$3,470
Woy Woy and Umina - 15 custom bike racks installations	\$4,340
Corner of The Boulevard and Brisbane Water Drive - garden bed kwik-kerb edging	\$4,399
Woy Woy - Painted 60 x bollards	\$4,800
Toukley pavement upgrades	\$5,000
Terrigal SLSC carpark landscaping works	\$6,350
Umina and Ettalong - bin hutch replacements	\$9,455
Frank Ballance Park irrigation system	\$10,000
Installation of 4 dual bin hutches	\$11,200

<b>Summary of Work</b>	<b>Amount subsidised</b>
15 Yaralla Road, Toukley - demolition of shed	\$11,399.60
Budgewoi Town Centre street furniture upgrade	\$17,839
Budgewoi - install seats	\$18,090
Woy Woy, Umina, Ettalong - landscaping upgrades	\$22,150
The Entrance playground fencing	\$22,500
Terrigal SLSC tactile upgrade	\$25,960
Kibble Park, Gosford irrigation	\$50,000
The Entrance Christmas tree lights installation	\$56,291
Wyong, Toukley, Budgewoi - gateway signs	\$61,632
The Entrance - Norfolk Tree lighting	\$63,000
The Entrance bin housings upgrades	\$71,000
The Entrance outdoor exercise equipment	\$71,152
Toukley southern carpark resurfacing	\$86,416
The Entrance round tree seating in 4 locations	\$90,000
Terrigal decorative lighting / solar lighting	\$105,844
Waterfront Plaza, The Entrance pavement rectification	\$115,000
The Entrance stage 1 anti-terrorism bollards	\$150,000
The Entrance heritage signage	\$323,632
Toukley southern carpark lighting supply and installation	\$367,000
Budgewoi Town Centre bin hutch upgrade	\$383,680
The Entrance outdoor dining installation	\$450,000
Terrigal SLSC carpark - bin gate upgrade	Internal costing
The Chapman Building, Wyong - pavement rectification and drainage upgrades around	Internal Costing
Ettalong Beach foreshore - various painting and varnishing restoration works along	Internal costing
Terrigal, Avoca - fixing damaged bollards, sandstone capping, bin hutches, street signs, graffiti, vandalism and trip hazards	Internal costing

## 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:

DIAP Actions	Comment
DIAP LC.024: Identify opportunities to promote existing information portals/apps such as WheelEasy, finder website	Spatial mapping - inclusive tourism project has created accessibility maps for public and Council use. Better Access Map [BAM] partnered with Council for International Day of People with a Disability to display the Better Access Map functions to the community. The 'Including You' Tent was set up in Kibble Park where public were given demonstrations of the information available profiling accessibility features of local businesses. Other outcomes include: <ul style="list-style-type: none"> <li>• Promotion of upcoming WheelEasy mapping events</li> <li>• Link to WheelEasy on Council website Access and Inclusion landing page Better Access</li> <li>• Map promoted at Access and Inclusion Business Forums</li> <li>• Council website displayed Easy English COVID Fact Sheets and notification of resource was promoted to sector network.</li> </ul>
DIAP AB.003: Include regular contributions regarding disability inclusion / access to internal communication mediums	Regular contributions of disability inclusion content is included in Council internal communications. For example, all videos include captions, or a transcript and audio translation. Public awareness days about mental health and social inclusion are promoted to staff.
DIAP AB.010: Support Community Partnerships in annual disability awareness and education campaign	Regular inclusion of disability awareness and education information in Council communications activity continues as business as usual.
DIAP AB.007: Continue to provide 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	All Council corporate publications include a diversity of images.
DIAP SP.004: Deliver accessible documents training to staff who produce documents for upload to the website	Online training program completed and available to staff.
DIAP SP.007: Identification and prioritisation of key customer service enquiries / complaints identified for development into Easy English documents and forms	Reporting of key word searches from Customer Experience system to assist Disability Inclusion Officer with understanding customer issues. Information is used to address the issues while highlighting inclusion challenges our customers are still facing.
DIAP SP.008: Develop a procedure at customer service centres for the timely engagement of Auslan interpreters for customers	Procedure developed for customer service in 2018-19
DIAP AB.002: Develop and implement 2 disability awareness and education activities for CCC staff	Draft Universal Design Guidelines developed and circulated to internal stakeholders for comment. Comments have been received and guidelines currently being finalised. During the year there were: <ul style="list-style-type: none"> <li>4 Smart Eats Deaf Awareness / Auslan workshops delivered across Wyong and Gosford Administration buildings.</li> </ul>

DIAP Actions	Comment
DIAP AB.003: 6 items on disability access and inclusion included in various Council internal communication mediums	Deaf Awareness / Auslan workshops promoted on internal platforms. Updated content added to Access and Inclusion landing page. Planning Accessible Events Guide uploaded to website to assist event planners.
DIAP AB.010: Develop and implement a disability awareness and education campaign for the broader Central Coast community in partnership with relevant external organisations	Partnered with Busy Beans Café who provide barista training to people with disability and set up at coffee cart in Kibble Park next to the <i>Including You</i> tent to promote International Day of People with a Disability.
DIAP E.001: Establish a program or adapt existing project(s) to provide work placement opportunities and volunteer positions for people with disabilities.	A new work experience program was launched in July 2019. This program, whilst open to all had a specific focus to place people with a disability. The response and success of this to date has been extremely positive.
DIAP E.009: Provide professional development training/information and resources for employees with disabilities on rights and relevant support available.	The Disability e-learning is scheduled to be published in July / August 2020. In addition, a Disability Expo Stand launched in February 2020 as part of Council's redesigned induction program. This will provide new staff with understanding and access to information relating to disability and inclusion.
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.	Spatial mapping audit completed for Budgewoi, The Entrance, Wyong, Umina, with the aim of identifying, upgrading and actively promoting the accessible attributes of the places and spaces. Spatial mapping provides accurate information on gradients and ease of travel impediments for people with restricted mobility, which will therefore identify priority areas to improve the general accessibility of key town centres. Findings will identify short, medium and long term upgrades for each of the precincts and will complement access audits and internal stakeholder engagement. The <i>Making Access and Inclusion Your Business</i> Resource kits was launched in February and business forums held in The Entrance, Gosford and Wyong. A range of businesses attended the sessions and the presentations were well received. Copies of the kit have been hand delivered to all businesses in The Entrance, Gosford, Wyong, Terrigal and Woy Woy and emailed to the relevant data bases.
DIAP LC.004 Develop guidelines to establish economic and social cost/benefit of major and complex infrastructure projects to meet universal design and regulatory standards	Universal Design Guidelines incorporating stakeholder feedback has been finalised. Communication Plan being drafted to promote the Guidelines internally for staff use
DIAP LC.006: Promote CCC community funding programs to assist local organisations to access funding to increase opportunities for inclusion and infrastructure enhancements	Two grant writing workshops focused on access and inclusion delivered to 35 participants. Council's grant program promoted through all relevant channels including the new Working Together Staying Strong grant
DIAP LC.016: Ensure priority recommendations arising from accessibility audit are considered within the annual capital works program	Accessibility improvements works completed at Peninsula Community Centre, Chain Valley Bay Hall and Kincumber Neighbourhood Centre.



# 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
23/12/2019	Chad Property Group	Lot 111 DP 705880 Virginia Road Hamlyn Terrace	Road Works	Completed
11/2/2019	Lukeston Pty Ltd	Lot 3 DP 669441 36-62 Virginia Road Hamlyn Terrace	Road Works	Completed
07/03/2019	Stannic Securities	Lot 272 DP 707329 125-129 Warnervale Road Hamlyn Terrace	Wetland	Completed
Not Yet Executed	NL Gentle Pty Ltd	Lot 1531 DP 1159478 539 Pacific Highway Wadalba	Drainage Works	Not commenced
Under assessment	ADW Johnson	Pt Lot 1 DP 181839 590 Pacific Highway, Hamlyn Terrace	Open space, road works, drainage, cycleways	Not commenced
Under assessment	Colliers Lurin	Pt Lot 1 DP 1818839 580 Pacific Highway Hamlyn Terrace	Flood prone land road works	In progress
Under assessment	ADW Johnson	Lot 150 of Lot 2 DP 1100181	Playground	Not commenced

## 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	0	0	0	0	0	0	0	0
Private sector business	9	5	0	2	0	0	0	0

**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
<b>Not for profit organisations or community groups</b>	4	1	3	0	0	0	0	1
<b>Members of the public (Legal Representatives)</b>	15	3	0	3	0	0	0	0
<b>Members of the public (Other)</b>	51	13	5	3	3	1	0	3

\*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
<b>Personal information applications*</b>	0	2	0	0	0	0	0	0
<b>Access applications (other than personal information applications)</b>	0	6	0	0	1	0	0	0
<b>Access applications that are partly personal information applications and partly other</b>	0	11	0	0	1	0	0	0

\*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)	1
Application is for excluded information of the agency (Section 43 of the Act)	0
Application contravenes restraint order (Section 110 of the Act)	0
<b>Total number of invalid applications received</b>	<b>1</b>
<b>Invalid applications that subsequently became valid applications</b>	<b>3</b>



**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	1
Excluded information	1
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
Information about complaints to Judicial Commission	0
Information about authorised transactions under Electricity Network Assets (Authorised Transactions) Act 2015	0
Information about authorised transaction under Land and Property Information NSW (Authorised Transaction) Act 2016	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	4
Law enforcement and security	1
Individual rights, judicial processes and natural justice	11
Business interests of agencies and other persons	7
Environment, culture, economy and general matters	0
Secrecy provisions	0
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)	110
Decided after 35 days (by agreement with applicant)	9
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>119</b>

**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	1	3	4
Review by Information Commissioner	1	1	2
Internal review following recommendation under Section 93 of Act	1	1	2
Review by NCAT	0	0	0
<b>Total</b>	<b>3</b>	<b>5</b>	<b>8</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

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

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

**Table I:** Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type transfer)

	Number of applications transferred
Agency-initiated transfers	1
Applicant-initiated transfers	0

## Independent Pricing and Regulatory Tribunal Act 1992

### Implementation of determination / recommendation from the Tribunal

The following information covers:

1. Water supply service charges
2. Water usage charges
3. Sewerage supply service charges
4. Sewerage usage charges
5. Stormwater drainage service charges
6. Liquid trade waste charges
7. Ancillary and miscellaneous charges

#### Water Authority Charges - former Gosford Local Government Area

Single residential dwelling - House	Annual Amount	Quarterly Instalment
<b>Water Service Charge</b> (for the availability of your water supply service - separate user pays charges apply for water usage)	\$84.50	
<b>Sewer Service Charge</b> (for the availability of sewer services)	\$390.06	
<b>Stormwater Drainage Service Charge</b> (provides funds to maintain and improve Council's drainage network)	\$104.55	
<b>Sewer Usage Charge</b> (Fixed usage charge)	\$105.00	
<b>Total Service Charges (excluding water usage @ \$2.03 per kL)</b>	<b>\$684.11</b>	<b>\$171.03</b>



### Water Authority Charges - former Wyong Local Government Area

Single residential dwelling - House	Annual Amount	Quarterly Instalment
<b>Water Service Charge</b> (for the availability of your water supply service - separate user pays charges apply for water usage)	\$84.50	
<b>Sewer Service Charge</b> (for the availability of sewer services)	\$358.30	
<b>Stormwater Drainage Service Charge</b> (provides funds to maintain and improve Council's drainage network)	\$104.55	
<b>Sewer Usage Charge</b> (Fixed usage charge)	\$105.00	
<b>Total Service Charges (excluding water usage @ \$2.03 per kL)</b>	<b>\$652.35</b>	<b>\$163.09</b>

### Billing Methodology

Council operates as both the local government authority under the Local Government Act 1993 (LGA) and as the local water authority under the Water Management Act 2000 (WMA).

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

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

### Billing Methodology

Council operates as both the local government authority under the Local Government Act 1993 (LGA) and as the local water authority under the Water Management Act 2000 (WMA).

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

\* 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 a connected water supply service. This covers the costs of making water available. Council does not levy water supply service charges to unconnected properties.

For those properties that become chargeable or non-chargeable during the year the charge will be applied in the next billing period.

The water supply service charges for 2019-20 were as follows:

<b>Basis of Charge Meter Size or Property Type</b>	<b>Annual Charge</b>
Unconnected Property	NIL
Unmetered Property (connected to the water supply system but not serviced by a meter)	\$84.50
20mm meter	\$84.50
25mm meter	\$132.03
32mm meter	\$216.32
40mm meter	\$338.00
50mm meter	\$528.12



<b>Basis of Charge</b>		<b>Annual Charge</b>
<b>Meter Size or Property Type</b>		
80mm meter		\$1,351.99
100mm meter		\$2,112.48
Other Meter sizes	<u>(Meter size in mm)<sup>2</sup> x Water supply access charge for a 20mm Meter for the applicable period</u>	400

### Water Usage Charges

In addition to the water supply service charge, all potable water consumed was charged at \$2.03 per kilolitre.

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

Where a property is unmetered the water usage for that property was a deemed volume based on the previous metered period (approx. 365 days). If there was not a previous metered period zero kilolitres were charged.

Where a property was unconnected zero kilolitres were charged.

### 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. Council does not levy sewerage supply service charges to unconnected properties.

For those properties that become chargeable or non-chargeable during the year the charge was applied in the next billing period.

Non-residential properties were levied a sewerage service charge based on meter size and sewerage usage charges. However, Non-residential properties within a Mixed Multi-Premises that is serviced by a common meter were levied a sewerage service charge based on a 20mm meter. A discharge factor in accordance with Council's Trade Waste Policy was applied to the charges.

Residential properties were levied a sewerage service charge based on a 20mm meter with a fixed sewerage discharge factor of 75% and a deemed sewerage usage charge based on the property type.

The sewerage supply service charges for 2019-20 were as follows:

<b>Basis of Charge</b>	<b>Former Gosford LGA</b>
<b>Meter Size or Property Type</b>	
Unconnected Property	Nil
Unmetered Property	\$520.08
20mm meter	\$520.08
25mm meter	\$812.63
32mm meter	\$1,331.42
40mm meter	\$2,080.34

Basis of Charge		Former Gosford LGA
Meter Size or Property Type		
50mm meter		\$3,250.53
80mm meter		\$8,321.35
100mm meter		\$13,002.11
Other meter sizes	<u>(Meter size in mm)<sup>2</sup> x sewerage access charge for a 20mm Meter for the applicable period</u>	
	400	

Applying the fixed sewerage discharge factor of 75% for Residential Properties, the adjusted sewerage service charge for a Residential Property in the former Gosford local government area was \$390.06 from the Commencement Date to 30 June 2020 and escalated for inflation in each subsequent Period.

Basis of Charge		Former Wyong LGA
Meter Size or Property Type		
Unconnected Property		NIL
Unmetered Property		\$477.73
20mm meter		\$477.73
25mm meter		\$453.99
32mm meter		\$743.81
40mm meter		\$1,162.21
50mm meter		\$1,815.95
80mm meter		\$4,648.82
100mm meter		\$7,263.79
Other meter sizes	<u>(Meter size in mm)<sup>2</sup> x sewerage access charge for a 25mm Meter for the applicable period</u>	
	625	

Applying the fixed sewerage discharge factor of 75% for Residential Properties, the adjusted sewerage service charge for a Residential Property in the former Wyong local government area was \$358.30 from the Commencement Date to 30 June 2020 and escalated for inflation in each subsequent Period.

### Sewerage Usage Charges

For the purpose of the sewerage usage charge, the volume deemed to have been discharged from a Property into the sewerage system is

- (1) In the case of a Residential Property:
  - (A) Within a Mixed Multi or Multi-Premises: 80/365 kilolitres per day of that period;
  - (B) Not within a Mixed Multi or Multi-Premises: 125/365 kilolitres per day of that period;
- (2) In the case of a Non-Residential Property:
  - (A) Within a Mixed Multi-Premises: 125/365 kilolitres per day of that period;
  - (B) Not within a Mixed Multi-Premises: – the volume of water supplied to that Property multiplied by the Sewerage Discharge Factor; and
- (3) In the case of an Unconnected Property – zero kilolitres.

Exempt Land was charged for sewerage usage charges. Sewage discharged into the sewerage network was charged at \$0.84 per kilolitre.



### Recycled Water

Supply of reticulated tertiary treated sewerage effluent, except when covered by an individual agreement, was charged at 50% of the potable water supply charge. This charge was \$1.02 per kilolitre for the 2019-20 financial year.

### Stormwater Drainage Service Charges

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

Currently there are two designated Drainage Areas in place under the Water Management Act 2000. The former Gosford drainage area covered the entire former Gosford LGA, while the drainage area for the former Wyong LGA included all properties within 1.5km and/or east of the M1.

For the stormwater drainage service charge to apply throughout the Central Coast LGA, Council needs to apply to the NSW Minister for Water to have the entire Central Coast LGA declared a Drainage Area under the Water Management Act 2000. Until this time, the stormwater drainage service charge will apply to the designated drainage areas for both former LGAs.

### Fixed stormwater drainage service charges

Basis of Charges	Annual Charge
Low Impact Property	\$104.55
Residential Property that is not part of a Multi-Premises	\$104.55
Each Property within a Residential Multi-Premises or Mixed Multi-Premises	\$78.41
Vacant Land	\$78.41

### Area-based stormwater drainage service charges

The area-based stormwater drainage service charge was applicable to Non-Residential Properties that do not fall within one of the categories of Property that may be charged a fixed stormwater drainage service charge.

Property Area	Annual Charge
Small ( $\leq 1,000\text{m}^2$ )	\$104.55
Medium ( $> 1,000\text{m}^2$ and $\leq 10,000\text{m}^2$ )	\$130.69
Large ( $> 10,000\text{m}^2$ and $\leq 45,000\text{m}^2$ )	\$357.22
Very Large ( $> 45,000\text{m}^2$ )	\$940.98

### 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:**

<b>Property Type</b>	<b>Water Service Charges</b>	<b>Water Usage Charges</b>	<b>Sewer Service Charges</b>	<b>Sewer Usage Charges</b>	<b>Stormwater Drainage Service Charges</b>
Metered residential properties with individual meter(s)	Each property is levied the 20mm meter water service charge.	Each property will be levied for water passing through its meter.	Each property is levied the 20mm meter sewerage service charge (based on former Council local government area) multiplied by the deemed fixed sewerage discharge factor of 75%.	Each property will be levied a deemed usage charge.	Each property is levied the stormwater drainage service charge based on their property category.
Metered residential properties with a common meter(s)	Each property will be levied the 20mm meter water service charge.	Usage through a common meter will be apportioned by unit entitlement or apportioned equally across all premises.	Each property is levied the sewerage service charge (based on former Council local government area) for a 20mm meter multiplied by the deemed fixed sewerage discharge factor of 75%.	Each property will be levied a deemed usage charge.	Each property will be levied the stormwater drainage service charge based on their property category.
Metered Residential properties within a mixed multi-premises that is serviced by a common meter	Each property is levied the 20mm meter water service charge.	Usage through a common meter will be apportioned by unit entitlement or apportioned equally across all premises.	Each property is levied the sewerage service charge (based on former Council local government area) for a 20mm meter, multiplied by the deemed fixed sewerage discharge factor of 75%.	Each property will be levied a deemed usage charge – note no discharge factor is applied.	Each property is levied the stormwater drainage service charge based on their property category.
Metered Non-residential properties with individual meter(s)	Each property is levied the water service charge based on the meter size(s) of the property.	Each property will be levied for water passing through its meter.	Each property is levied the sewerage service charge (based on former Council local government area) based on the meter size of the property, multiplied by the	Sewer usage is based on the water usage multiplied by the applicable discharge factor.	The storm water drainage service charge will apply based on either low impact or on the rateable properties land size.



Property Type	Water Service Charges	Water Usage Charges	Sewer Service Charges	Sewer Usage Charges	Stormwater Drainage Service Charges
			applicable discharge factor.		
Metered non-residential properties with a common meter(s)	Each property is levied the water service charge based on the size of the meter(s), divided by the number of properties within the premises that is served by the meter(s).	Usage through a common meter will be apportioned by unit entitlement or apportioned equally across all premises.	Each property is levied the sewerage service charge (based on former Council local government area) based on the size of the meter(s), divided by the number of properties within the premises that is served by the meter(s) multiplied by the applicable discharge factor.	Usage through a common meter will be apportioned by unit entitlement or apportioned equally across all premises.	Each property is levied the stormwater drainage service charge based on either low impact or rateable properties land size.
Metered Non-residential properties within a Mixed Multi-premises that is serviced by a common meter	Each property is levied the 20mm meter water service charge	Usage through a common meter will be apportioned by unit entitlement or apportioned equally across all premises.	Each property is levied the sewerage service charge (based on former Council local government area) for a 20mm meter, multiplied by the applicable sewerage discharge factor.	Each property will be levied a deemed usage charge.	Each property is levied the stormwater drainage service charge based on the property category.
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.	Usage is not charged for a dedicated fire service  Where there is a combined service the property will be levied for water greater than 10 kilolitres passing through its meter.	No charge.	No charge.	No charge.
Unconnected properties not connected to the water and sewerage systems	No charge. .	No charge.	No charge	No charge.	Each property is levied the stormwater drainage service charge based on the property category

Property Type	Water Service Charges	Water Usage Charges	Sewer Service Charges	Sewer Usage Charges	Stormwater Drainage Service Charges
Unmetered properties connected to the water and sewerage supply system but not serviced by a meter	Each property is levied the water service charge for unmetered properties.	Water usage will be a deemed volume based on the previous metered period (approx. 365 days). If there is not a previous metered period zero kilolitres will be charged.	Each property is levied the sewerage service charge for unmetered properties.	Sewer usage will be a deemed volume based on the water usage from the previous metered period (approx. 365 days). If there is not a previous metered period zero kilolitres will be charged.	Each property is levied the stormwater drainage service charge based on the property category.

**Liquid Trade Waste Charges**

Liquid trade waste is defined as all liquid waste other than sewage of a domestic nature. Liquid trade waste can be produced by business, commercial, and industrial activities, by community/public facilities, and by institutions such as hospitals, schools and correctional facilities.

Council provides liquid trade waste services on a commercial basis, with full cost recovery through fees and charges. Four categories of liquid trade waste have been established for liquid trade waste charging purposes (Category 1, Category 2, Category 3 and Category S). 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 per kilolitre (kL)	Excess Mass charges per kilogram (kg)	Non-compliant Excess Mass charges per kilogram (kg)
<b>Category 1</b>						
Category 1 liquid trade waste dischargers are those conducting an activity deemed by Council as requiring nil or minimal pre-treatment equipment and whose effluent is well defined and of a relatively low risk to the sewerage system. In addition, Category 1 includes dischargers requiring prescribed pre-treatment but with low impact on the sewerage system.						
	\$96.57	\$96.58	\$111.86	No charge	No charge	No charge
<b>Category 2</b>						
Category 2 liquid trade waste dischargers are those conducting an activity deemed by Council as requiring a prescribed type of liquid trade waste pre-treatment equipment and whose effluent is well characterised.						
	\$122.25	\$350.54	\$111.86	Compliant \$1.77 per kL Non-compliant \$15.13 per kL	No charge	No charge
<b>Category 3</b>						
Category 3 liquid trade waste dischargers are those conducting an activity which is of an industrial nature and/or which results in the discharge of large volumes (over 20 kL/d) of liquid trade waste to the sewerage						



Liquid Trade Waste Discharge Category	Application Fee	Annual Trade Waste Fee	Reinspection Fee	Liquid Trade Waste Usage charge per kilolitre (kL)	Excess Mass charges per kilogram (kg)	Non-compliant Excess Mass charges per kilogram (kg)
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system. Any Category 1 or Category 2 discharger whose volume exceeds 20 kL/d may be categorised as a Category 3 discharger.

	\$2,201.86	Former Gosford LGA- \$1,781.30 Former Wyong LGA - \$865.90	\$111.86	No charge	Refer attached Schedule of Fees	Refer attached Schedule of Fees
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### Category S

Category S dischargers are those conducting an activity of transporting and/or discharging septic tank, chemical toilet waste, ship-to-shore pump out or pan content waste into the sewerage system. Council does not deal directly with residential customers under Category S.

	Non-residential \$168.09 Includes one inspection	Non-residential \$152.82	\$111.86	Category S \$17.77 per kL Category S (Septic effluent unable to discharge onsite) \$1.77 per kL	No charge	Charged to private pumping stations only – in accordance with attached Schedule of Fees
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The charges nominated by IPART determination are applied in accordance with the New South Wales Liquid Trade Waste Regulation Guidelines and Central Coast Council Liquid Trade Waste Policy. The trade waste charges apply in addition to sewer services charges.

The application fee recovers the cost of administration and technical services provided by Council in processing applications for approval to discharge liquid trade waste to the sewerage system. The purpose of the annual trade waste fee is to recover the cost incurred by Council for administration and the scheduled inspections each year to ensure a liquid trade waste discharger's ongoing compliance with the conditions of their approval. Where non-compliance with the conditions of an approval has been detected and the discharger is required to address these issues, Council will undertake re-inspections for a fee to confirm that remedial action has been satisfactorily implemented.

Volume-based trade waste usage charge is imposed to recover the cost of transporting and treating liquid trade waste in Council's sewage treatment plant and disposing the solid and liquid components appropriately. Excess mass charges will apply per kilogram of substances discharged in excess of the deemed concentration (listed in the Liquid Trade Waste Policy) in domestic sewage. Where a discharge quality fails to comply with the approved concentration limits of substances specified in Council's approval conditions or the acceptance criterion listed in the Liquid Trade Waste Policy, non-compliant excess mass charges may also apply in accordance with the formulas contained in Central Coast Council Liquid Trade Waste Policy. 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.

Mass charges will be calculated using a "per kilogram" rate and determined in accordance with the methodology in Council's Liquid Trade Waste Policy.

Basis of Charge - Pollutant	Per kg	Basis of Charge - Pollutant	Per kg
Biochemical oxygen demand	\$0.78	Herbicides/defoliant	\$742.55
Suspended solids	\$1.00	Iron	\$1.52
Total oil and grease	\$1.41	Lead	\$37.14
Ammonia	\$0.78	Lithium	\$7.44
pH	\$0.43	Manganese	\$7.44
Total Kjeldahl nitrogen	\$0.18	Mercaptans	\$79.96
Total phosphorus	\$1.51	Mercury	\$2,475.17
Total dissolved solids	\$0.05	Methylene blue active substances (MBAS)	\$0.73
Sulphate (as SO <sub>4</sub> )	\$0.15	Molybdenum	\$0.73
Aluminium	\$0.73	Nickel	\$24.74
Arsenic	\$74.24	Organoarsenic compounds	\$742.55
Barium	\$37.14	Pesticides general (excludes organochlorines and organophosphates)	\$739.51
Boron	\$0.73	Petroleum hydrocarbons (non-chlorinated)	\$2.33
Bromine	\$15.13	Phenolic compounds (non-chlorinated)	\$7.44
Cadmium	\$343.75	Polynuclear hydrocarbons	\$15.12
Chloride	No charge	Selenium	\$52.23
Chlorinated hydrocarbons	\$36.53	Silver	\$1.46
Chlorinated phenolics	\$1,512.59	Sulphide	\$1.50
Chlorine	\$1.55	Sulphite	\$1.50
Chromium	\$24.74	Thiosulphate	\$0.27
Cobalt	\$15.13	Tin	\$7.44
Copper	\$15.13	Uranium	\$8.00
Cyanide	\$74.24	Zinc	\$15.12
Fluoride	\$3.69		
Formaldehyde	\$1.55		

#### Charges for Ancillary and Miscellaneous Customer Services

No.	Description	Maximum Charge
1	<b>Conveyancing Certificate - Statement of Outstanding Charges</b> Statement of outstanding rates and charges at a specific date which is issued to solicitors, conveyancers, and individuals as a requirement for buying and selling property.	\$26.91



No.	Description	Maximum Charge
<b>2</b>	<b>Property Sewer Line and Drainage Diagram</b>	
	Where available, Council will issue a copy of a diagram showing the location of the property service line, building sewer and drainage for a property.	
	a) Property Sewer Line and Drainage Diagrams	\$18.29
	b) Property Sewer Line and Drainage Diagrams (with long section)	\$21.53
	c) Property Sewer Line and Drainage Diagrams (property complex)	\$31.21
<b>3</b>	<b>Service Location Diagrams</b>	
	Council will provide a location diagram of sewer and/or water mains in relation to a property's boundaries, or a statement that no sewer main is available, for a contract of sale.	
	a) Water and Sewer Location Plans	\$21.53
	b) Water and Sewer Location Plans (including long section)	\$26.91
<b>4</b>	<b>Special Meter Reading Statement</b>	
	a) Manual request	\$41.92
	b) Online Request	\$31.16
<b>5</b>	<b>Billing Record Search Statement</b>	
	a) up to and including 5 years	\$37.67
	b) up to and including 10 years	\$69.90
	c) beyond 10 years	\$102.25
<b>6</b>	<b>Building Over or Adjacent to Water and Sewer Advice (existing structures)</b>	
	Investigation, and issue of letter regarding an existing building's compliance with required standards for building adjacent to or over Council water or sewer pipes or structures.	\$54.52
<b>7</b>	<b>Water Reconnection</b>	
	Water reconnection - business hours only (reconnection service is not available after hours)	\$150.10
<b>8</b>	<b>Workshop Test of Meter</b>	
	Testing of the removed water meter by an accredited organisation at the customer's request, to determine the accuracy of the meter. Testing involves dismantling and inspection of the meter components. If the meter is faulty, no charge will be levied.	
	a) 20mm to 80mm	\$314.03
	b) > 80mm	\$486.24
<b>9</b>	<b>Application for Disconnection of Water Service</b>	
	Price payable when customer requests the Council to disconnect existing service	\$62.11
	a) Application	\$236.64
	b) Physical disconnection	

No.	Description	Maximum Charge
<b>10</b>	<b>Connection of Water Service</b>	
	a) Application for connection (all sizes)	\$62.11
	b) Water service connection meter only (20mm)	\$182.93
	c) Water service connection short and long service (20mm)	\$716.54
	d) Water service connection short and long service (25mm)	\$716.54
	e) Water service connection short service (32mm)	\$1,981.28
	f) Water service connection long service (32mm)	\$2,774.14
	g) Water service connection short service (40mm)	\$1,981.28
	h) Water service connection long service (40mm)	\$2,774.14
	i) Water service connection short service (50mm)	\$2,385.74
	j) Water service connection long service (50mm)	\$3,395.63
	k) Water service connection short service (63mm)	\$2,385.74
	l) Water service connection long service (63mm)	\$3,395.63
	m) Water service connection metered short service (80mm)	\$7,870.90
	n) Water service connection unmetered short fire service (80mm)	\$6,939.62
	o) Water service connection metered long service (80mm)	\$13,477.39
	p) Water service connection unmetered long fire service (80mm)	\$12,546.11
	q) Water service connection metered short service (100mm)	\$9,191.56
	r) Water service connection unmetered short fire service (100mm)	\$7,452.50
	s) Water service connection metered long service (100mm)	\$14,596.81
	t) Water service connection unmetered long fire service (100mm)	\$13,259.34
	u) Water service connection metered short service (150mm)	\$9,658.67
	v) Water service connection unmetered short fire service (150mm)	\$8,443.07
	w) Water service connection metered long service (150mm)	\$16,788.09
	x) Water service connection unmetered long fire service (150mm)	\$15,572.49
<b>11</b>	<b>Standpipe Hire – Security Bond</b>	
	a) Security bond (25mm)	\$438.98
	b) Security bond (63mm)	\$844.72
<b>12</b>	<b>Standpipe Hire – Annual Fee</b>	
	Annual hire charge of standpipe issued	
	a) 25mm	\$132.03
	b) 63mm	\$838.44
	c) Standpipe special reading fee	\$60.91
<b>13</b>	<b>Standpipe Water Usage Fee</b> (per kilolitre)	\$2.03
<b>14</b>	<b>Backflow Prevention Device Application and Initial Registration</b>	
	There is no charge for annual reporting of backflow device inspection by a private plumber	\$70.89



No.	Description	Maximum Charge
<b>15</b>	<b>Inspection of New Water and Sewer Assets (including encasements)</b> Council inspection and testing of water and sewer works carried out by private developers, to ensure compliance with Council's standards. Should the works not comply with Council 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.	
	a) Water and pressure sewer main	\$120.31 + \$6.31 per meter of water and pressure sewer main
	b) Gravity sewer main	\$120.31 + \$8.42 per meter of gravity sewer main
<b>16</b>	<b>Statement of Available Pressure and Flow</b>	\$133.69
<b>17</b>	<b>Location of Water and Sewer Mains</b> Council undertakes on-site physical locations and provides all equipment and labour to expose asset, if required. The charge includes labour costs of 2 crew members for 2 hours. Additional plant and equipment costs (if required) are by quote.	\$572.04
<b>18</b>	<b>Plumbing and Drainage Inspection</b> Inspection of plumbing and drainage work to ensure compliance with prescribed Council standards:	
	a) New Sewer Connection (including residential single dwelling, unit or villa complex, commercial and industrial)	\$180.59
	b) Each additional WC (including residential single dwelling, unit, villa, commercial and industrial)	\$15.29
	c) Alterations, Caravans and Mobile Homes Inspection of alterations and extensions to internal plumbing, where no inspection of junction is required, and Caravan and Mobile Home waste disposal connections Includes allowance for 1 WC	\$165.30
	d) Sewer re-inspection Each additional inspection, following previous identification of non-compliant plumbing and drainage work	\$41.33
	e) Rainwater tank connection Inspection of rainwater tank(s) and associated plumbing, where there is a connection from the tank to internal plumbing	\$67.66
<b>19</b>	<b>Adjust an Existing 20mm Service</b> Raise, lower, and/or laterally adjust existing water service	
	a) 20mm service Lateral adjustment ≤ 2 metres, included materials	\$190.83
	b) > 20mm service	By quote
<b>20</b>	<b>Raise / Lower Manhole Inspection</b>	
	a) Inspection fee	\$56.58

No.	Description	Maximum Charge
<b>21</b>	<b>Water or Sewerage Engineering Plan Assessment</b>	
	Review and approval of engineering plans and assessment of system impacts from proposed development.	
a)	Small Projects - Residential development ≤ 10 lots (including associated mains relocations) or mains extensions to existing properties outside service area (charged per application, water or sewer)	\$294.10
b)	Medium Projects > 10 and ≤ 50 lots (including associated mains relocations), new or modification to existing private sewage pumping stations or medium density development (charged per application, water or sewer)	\$701.84
c)	Large Projects > 50 and ≤ 150 lots (including associated mains relocations) (charged per application, water or sewer)	\$895.67
d)	Special Projects (roads and/or rail authority asset relocations/adjustments, new or adjustments to existing water or sewerage pumping stations, assessment of consultant reports for development within water catchment areas (Neutral or Beneficial Effect (NorBE)) or developments > 150 lots)	\$3,074.69
<b>22</b>	<b>Section 307 Certificate</b>	
	Preparation and issue of a Section 307 Certificate, which states whether a development complies with the Water Management Act 2000. Follows the lodgement of a Section 305 application (no charge for application) and provision of a Section 306 requirements letter for the development.	
a)	Development without requirements	\$60.16
b)	Boundary Realign, Subdivisions or developments involving mains extensions	\$327.52
c)	Multi-Residential Development including units, granny flats and dual occupancies	\$147.05
d)	Commercial Buildings, Factories, Torrens Subdivision of Dual Occupancy	\$180.48
<b>23</b>	<b>Cancellation of Water and Sewer Applications</b>	\$21.53
<b>24</b>	<b>Water and Sewer Building Plan Assessment (review building over or adjacent to water or sewer mains requirements for new structures)</b>	
	Review building plans with respect to the impact on assets and systems capacity. Includes building over sewer, building adjacent to sewer, system load demand for large development proposals which do not trigger	\$133.69

## 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
H1.008	Kala Ave and Walu Avenue - Road Upgrade Stage 1 and 2	43	350	On Target
H1.088	Rotherham Street - Road Reconstruction	368	366	Complete
H1.092	Lakedge Avenue - Drainage Upgrade Stage 1	561	327	On Target
H1.093	Lakedge Avenue - Road Upgrade Stage 1	65	331	On Target



Reference Number	Project	Annual Spend \$'000	Actual Budget \$'000	Status / Comment
H1.097	Eloora Road – drainage upgrade stage 3	\$1,489	\$1,480	On Target
H1.098	Eloora Road – road upgrade stage 3	\$1,286	\$1,040	On Target
H1.103	Ocean Parade – drainage outlet upgrade	\$195	\$200	On Target
H1.104	Fowlers Bridge – timber bridge replacement	\$50	\$198	On Target
H1.112	Mary Street – road reconstruction	\$358	\$505	Complete
H1.117	Carrington Street – timber bridge design	\$100	\$325	On Target
H1.138	Murrawal Road – road upgrade with drainage	\$842	\$613	On Target
H1.141	Sohier Park Bridge – timber bridge replacement	\$455	\$445	Complete
H4.024	Routing infrastructure (north) – upgrade	\$355	\$355	On Target
H4.066	Kurraba Parade – road reconstruction block 1	\$518	\$517	Complete
H4.070	Nirvana Street and Stella Street intersection – design and upgrade	\$1,377	\$709	On Target
K3.036	Wallarah Point Peace Park – design and construction of District Play Space	\$298	\$300	On Target
K3.005	Lake Munmorah District Skate Park – investigation and design	\$37	\$56	On Target
L1.086	Bill Sohier Ourimbah Tennis Facility – resurfacing	\$73	\$115	On Target
L1.068	EDSACC Masterplan – program of rolling works projects to renew and upgrade	\$35	\$30	On Target
<b>Total</b>		<b>\$7,468</b>	<b>\$6,888</b>	

## Public Interest Disclosure Act 1994

### Public Interest Disclosure Information

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.

Council has a public interest disclosure policy in place with training provided to all staff. A statement of Commitment by the CEO is also available.

PID Statistical Information (from 1 July 2019 to 30 June 2020)			
	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	2	0	0
Number of public interest disclosures received by your public authority	2	0	0

**PID Statistical Information (from 1 July 2019 to 30 June 2020)**

	Made by public officials performing their day to day functions	Under a statutory or other legal obligation	All other PIDs
Of public interest disclosures received, how many were primarily about:			
• Corrupt conduct	0	0	0
• Maladministration	2	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 2019) that have been finalised in this reporting period	0	0	0

## Protection of the Environment Operations Act 1997

### Enforceable Undertaking

The following information is provided regarding Enforceable Undertaking:

- A water pollution incident occurred in January 2019 as a result of a break in a sewer rising main at 893 The Entrance Road, Wamberal, NSW 2260. This impacted Forrester's Creek, a tributary of Wamberal Lagoon.
- After locating the main break, Central Coast Council undertook actions to isolate the rising main and fix it immediately. In response to the overflow, Council liaised with the NSW Environment Protection Authority and undertook the following clean-up actions:
  - Damming off the affected areas of the creek
  - Pumping contaminated creek water back into the sewer network
  - Mechanical aeration of the creek
  - Flushing with clean water
- Throughout the clean-up, Council undertook water quality sampling and kept the community informed of the situation via door knocks, media releases, public health warning signage and social media notifications.
- Central Coast Council holds Environmental Protection Licence No. 1802 for the management of the reticulated sewer network associated with Kincumber Sewage Treatment Plant. This licence is regulated by the NSW Environment Protection Authority.
- In response to the incident, Central Coast Council and the NSW Environment Protection Authority entered into an Enforceable Undertaking on 15 January 2020 pursuant to Section 253A of the *Protection of the Environment Operations Act 1997*.
- Enforceable undertakings are a voluntary and legally binding agreement between the NSW Environment Protection Authority and a party (in this case, Council) alleged to have breached the *Protection of the Environment Operations Act 1997*. The agreement includes commitments by Council, in response to an alleged breach, that are designed to achieve improved environmental outcomes. The Enforceable Undertaking process is often used as an alternative to prosecution in the Land and Environment Court, as it diverts legal costs towards fit-for-purpose environmental projects.
- The Enforceable Undertaking and progress reports are available on Council's website: <https://www.centralcoast.nsw.gov.au/environment/environmental-programs/environmental-management/enforceable-undertaking>



# Swimming Pool Act 1992

## Swimming Pool Inspections

The following swimming pool inspections were carried out:

Inspection Type	Number
Tourist and visitor accommodation	52
More than two dwellings	0

The following certificates were issued as a result of the above inspections:

Certificate Type	Number
Certificate of compliance under s. 22D of the <i>Swimming Pool Act 1992</i>	52
Certificate of non-compliance under cl. 21 of the <i>Swimming Pool Regulations 2018</i>	0



## Annual Report

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