



## Pelican feeding

Pelican feeding at The Entrance is the one of the Central Coast's most popular tourist attractions, attracting over 80,000 visitors per year. It operates from 3.30pm daily, 365 days a year come rain, hail or shine.

Central Coast Council

# Year in Review



# Message from the Administrator



I am pleased to be able to present the first Central Coast Council Annual Report highlighting the achievements of our organisation from 12 May 2016 until 30 June 2017.

The Central Coast is the only Council in NSW that is also a region in its own right and is now the third largest in the State. We are only going to get bigger with another 75,000 residents predicted to make the Central Coast their home by 2036.

Council is now a nationally significant business and has carefully managed its budget of \$823.5 million and over \$9.7 billion in assets on behalf of the community, during this period.

This financial year we have delivered more than \$569 million on essential services and over \$161 million on infrastructure across the Central Coast to improve the quality of life for our residents and help create local jobs and opportunities for our growing community.

We have completed street upgrades, undertaken major road improvements, cultivated more engagement with our community and businesses, maintained our unique environment, enhanced community facilities and developed new open spaces and recreation assets as well as upgrading vital water infrastructure. These are the key areas our community has told us to prioritise and we have delivered.

Council can be proud of the new Art House in Wyong, the new regional skate place at Bateau Bay – Bato Yard - and the turning of the first sod for the Tuggerah Regional Sporting Complex. These major projects will deliver artistic and sporting opportunities for our growing community as well as boosting our regional economy as a result of increased visitation to the Coast.

Work has progressed on two major projects the community has been asking for, for some time – a Regional Performing Arts and Conference Centre for the Gosford waterfront and a Regional Library and Learning Centre in the Gosford CBD. Sites have been identified for both centres and business cases are being developed to support the design processes.

Coast residents have continually raised with me the need to better maintain and improve our roads. This is why we prioritised roads and drainage capital works projects throughout the region, including Berkeley Vale, Buff Point, Horsfield Bay, Umina Beach, West Gosford and Wyongah in the 2016-17 year with more to come in 2017-18 and beyond.

Council has been working hard to cultivate good working relationships with our State and Federal counterparts. Council will continue to engage with them to ensure budget and election promises are kept to provide infrastructure and services and that appropriate funding is made available to overcome backlogs and support growth on the Coast.

We have been helping to keep our community active with over \$18 million spent on recreational facilities this year including upgrade of 25 play spaces across the Coast including creating a district level playground at Kurraba Oval, Berkeley Vale.

Boating, one of the most popular pastimes here on the Central Coast, received a major boost this year with a new boat ramp completed at Terrigal Haven.

It is a credit to our staff and Leadership Team who have continued to deliver essential services to our community during a time of significant organisational change. One of the features of Central Coast Council is that the overwhelming majority of our staff live here in their Council area. So they are doubly committed to seeing the Central Coast thrive and prosper.

It has been a pleasure to have been the Administrator for this formative period of Central Coast Council. Our priority has been to set a solid foundation for the newly elected Council to build on following September 2017. I believe that has been achieved. We are well on the way to ensuring the Central Coast is to be the best place in Australia to live, work and play.

**Ian Reynolds**  
Administrator  
30 June 2017

# Message from the Chief Executive Officer



Since its formation, Central Coast Council has been implementing a robust merger program focussed on transforming the organisation to better provide valuable services that strengthen and support the Central Coast community. Our priority has been to build a solid foundation for the newly elected Council in September 2017.

New legislative and governance requirements have been established, an interim brand implemented, customer service processes aligned so residents can transact at both offices regardless of where they live and we have rationalised key external supplier contracts, including general insurance, financial advice, and audit.

Council has saved approximately \$750,000 per annum through consolidation of supplier contracts. Customers have saved \$240,000 per annum with the removal of the merchant services fee in the former Wyong Local Government Area.

It has been a major challenge to create one Central Coast Council as the two former Councils did almost everything in different ways. Thanks to the foresight of the leaders of the two former Councils, transformation began before amalgamation with a specific team set up to put in place a framework of projects to bring the organisations together. There has been a major effort in cultural change too with the adoption of a new vision and values with all Council staff striving to create a vibrant and sustainable Central Coast.

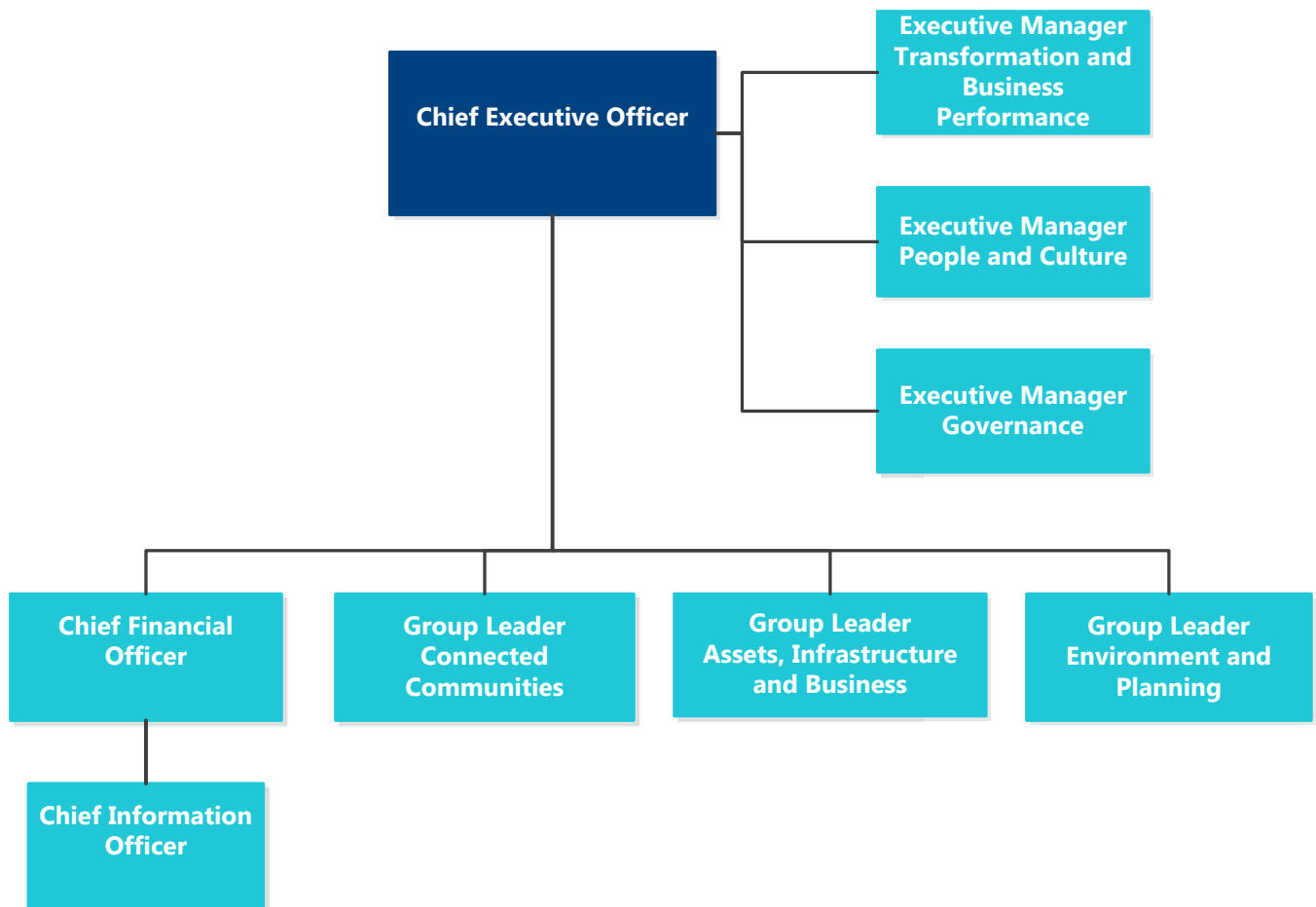
It is not just inward looking. Council has undertaken initiatives to better connect with the community through an Engagement Framework adopted earlier this year. Regular face-to-face interactions at pop-up stalls, online engagement and information sessions have all been successful in hearing first-hand from our community. Over 6,200 residents were actively consulted this year in the first stage of development of ideas for the Central Coast Community Strategic Plan, helping to inform the new councillors as they set a delivery program for their term of office and beyond.

As a key growth area in the State, Council faces the challenge of ensuring infrastructure and facilities meet the needs of our growing population, while protecting our environment and ensuring maintenance and renewal in our established communities. Council is committed to helping to create a vibrant and sustainable Central Coast and to provide valuable services that strengthen and support the Central Coast community. Our finances are sound and strong and we can deliver.

It has been a huge task to bring two organisations together and to achieve that has been quite a feat. I would like to thank my Executive Leadership Team for their dedication and leadership, our Administrator, Ian Reynolds, for his vision and leadership and our staff and community for their contributions to making the Central Coast the very best place it can be.

**Rob Noble**  
Chief Executive Officer  
30 June 2017

# Organisational Structure







\*Organisation Structure as at 30 June 2017

# Workforce

## 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, towards the improvement and advancement of local government.

	<p>Deliver amazing services through empowering people</p> <p>Pursue collaborative partnership for better community outcomes</p>
	<p>Look for better ways of doing things</p> <p>Encourage participation and new ideas</p>
	<p>Build relationships based on mutual trust</p> <p>Share ideas, talent, skills and knowledge</p> <p>Actively listen to find the best overall outcome</p> <p>Demonstrate care and respect for ourselves and each other</p>
	<p>Strive to be your best everyday</p> <p>Promote self-awareness and development</p> <p>Open to continual learning and improvement</p> <p>Take personal responsibility for actions and decisions</p>
	<p>Celebrate having a go</p> <p>Build one team spirit</p>



## Working at Central Coast Council

Central Coast Council employees come from a diverse range of backgrounds with a wealth of experience, knowledge and expertise to share.

### Employee Headcount (total number of employees)



2,396

### Employee by Gender



42%

58%

### Employee Turnover



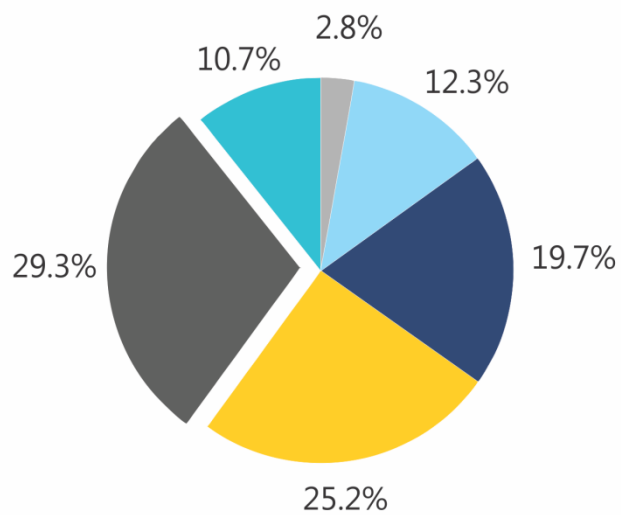
6.6%

### Employees Living within Local Government Area



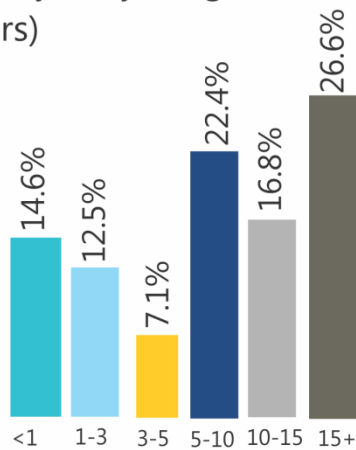
80%

### Employee by Age



Legend: <20 (grey), 21-29 (light blue), 30-39 (dark blue), 40-49 (yellow), 50-59 (dark grey), 60+ (teal)

### Employee by Length of Service (years)





## Swimming Pools

Council maintains four swimming pools and offers many programs and activities including learn to swim classes. A comprehensive education program catering for all ages and levels of ability follows best practice with fully trained and qualified instructors.

# Awards and Recognition

Award	Detail of Award	Project / Staff Member	Achievement
NSW Local Government Professionals Australia Award	Excellence in Environmental Leadership and Sustainability – population over 100,000	Tuggerah Lakes Estuary Education Program	Highly commended
NSW Local Government Professionals Australia Award	Special Project Initiative	The Art House	Highly commended
NSW Local Government Professionals Australia Award	Special Project Initiative	The Lakes Festival	Finalist
NSW Local Government Professionals Australia Award	Special Project Initiative	Sk8 Revolution	Finalist
NSW Local Government Professionals Australia Award	Excellence in Community Service	Kings of War library program	Finalist
Institute of Public Works Engineering Australia (IPWEA) Award	Excellence in Road Safety Engineering	Proactive work in making local roads safer	Winner
Institute of Public Works Engineering Australia (IPWEA) Award	Design and / or Construction of a Local Government / Public Works Project	Wyong Central Business District (CBD) drainage project	Winner
Institute of Public Works Engineering Australia (IPWEA) Award	Design and / or Construction of a Local Government / Public Works Project	Mooney Mooney Water Pump Station high voltage asset upgrade	Highly commended
NSW Local Government Minister's Award for Women in Local Government	Senior Staff Member for Metropolitan Councils	Julie Vaughan (Group Leader – Connected Communities)	Winner

<b>Award</b>	<b>Detail of Award</b>	<b>Project / Staff Member</b>	<b>Achievement</b>
Engineering Excellence Awards	Newcastle Professional Engineer of the Year	Misbah Khan (Senior Asset Systems Engineer)	Winner
RH Dougherty Awards	Innovation in Special Events – population over 100,000	The Lakes Festival	Winner
Australian Entertainment 'MO' Awards	Technical Support Award	Laycock Street Theatre	Winner
NSW Department of Industry Training Awards	Central Coast Apprentice of the Year	Jai Sampson	Winner

# Audited Financial Statements

## Central Coast Council Financial Statements Update

For amalgamated Councils the first statutory reporting period is from 13 May 2016 to 30 June 2017 (2016-17 reporting period). Due to recent legislative changes all NSW councils' financial statements are required to be audited by the Audit Office of New South Wales.

Council would usually be required to include audited financial statements in this Annual Report. However, due to the need to consolidate financial data from the former Gosford City and former Wyong Shire Councils has resulted in additional complexities and time required to complete the 2016-17 Financial Statements. The NSW Office of Local Government, in consultation with the Audit Office of New South Wales, has extended the deadline for Council to submit the audited financial statements from 30 November 2017 to 31 December 2017.

As the Annual Report for 2016-17 will be adopted prior to 31 December 2017, the audited 2016-17 Financial Statements will subsequently form an addendum to this Report, following adoption by Council.

In accordance with legislative requirements the audited 2016-17 Financial Statements will be presented to Council at a public meeting and notice will be provided to the community.

It should be noted that all financial information, including statutory information disclosed in this Annual Report is drawn from draft, unaudited results.

Readers of this Report should therefore be mindful that the financial information contained within this Annual Report for 2016-17 is subject to review and adjustment throughout the audit process.

**Vivienne Louie**  
Acting Chief Financial Officer