



Stadium

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

Central Coast Council

Part 4: Achievements














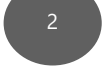
Operational Plan 2018-19

Performance

Performance Summary



Performance Summary against the Community Strategic Plan

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

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





Central Coast Council

BELONGING

Belonging

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

Focus Area	
 <p>Our community spirit is our strength</p>	A1 Work within our communities to connect people, build capacity and create local solutions and initiatives.
	A2 Celebrate and continue to create opportunities for inclusion where all people feel welcome and participate in community life.
	A3 Work together to solve a range of social and health issues that may impact community wellbeing and vulnerable people.
	A4 Enhance community safety within neighbourhoods, public spaces and places.
 <p>Creativity, connection and local identity</p>	B1 Support reconciliation through the celebration of Aboriginal and Torres Strait Islander cultures.
	B2 Promote and provide more sporting, community and cultural events and festivals, day and night, throughout the year.
	B3 Foster creative and performing arts through theatres, galleries and creative spaces, by integrating art and performance into public life.
	B4 Activate spaces and places to complement activity around town centres, foreshores, lakes and green spaces for families, community and visitors.

Highlights

Seniors Festival

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

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

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

Central Coast Youth Strategy

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

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

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

Delivering an Inclusive and Accessible Coast

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

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

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

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

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

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

White Ribbon Day

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

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

NAIDOC Week

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

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

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

Laycock Street Community Theatre turns 30

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

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

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

Surf Safety during Summer

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

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

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

Council Installs 21 CCTV cameras

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

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

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

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

Performance against the Operational Plan 2018-19

Summary

Completed



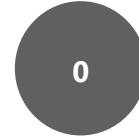
Active






Delayed








Inactive



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

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

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

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

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

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




Central Coast Council

SMART

Smart

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

Focus Area	
 <p>A growing and competitive region</p>	<p>C1 Target economic development in growth areas and major centres and provide incentives to attract businesses to the Central Coast.</p> <p>C2 Revitalise Gosford City Centre, Gosford Waterfront and town centres as key destinations and attractors for businesses, local residents, visitors and tourists.</p> <p>C3 Facilitate economic development to increase local employment opportunities and provide a range of jobs for all residents.</p> <p>C4 Promote and grow tourism that celebrates the natural and cultural assets of the Central Coast in a way that is accessible, sustainable and eco-friendly.</p>
 <p>A place of opportunity for people</p>	<p>D1 Foster innovation and partnerships to develop local entrepreneurs and support start-ups.</p> <p>D2 Support local business growth by providing incentives, streamlining processes and encouraging social enterprises.</p> <p>D3 Invest in broadening local education and learning pathways linking industry with Universities, TAFE and other training providers.</p> <p>D4 Support businesses and local leaders to mentor young people in skills development through traineeships, apprenticeships and volunteering.</p>

Highlights

Ignite Business LaunchPad

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

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

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

Social Enterprises Launch Pad Program

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

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

Topics included:

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

Growing Tourism on the Coast

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

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

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

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

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

Have a Little Adventure

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

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

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

Central Coast Regional Business Awards

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

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

The winners of the 2018 Central Coast Regional Business Awards:

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

Expert Advice for Small Businesses

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

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

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

Terrigal Traffic Flow Improvements

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

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

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

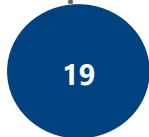


Harvest Festival

Performance against the Operational Plan 2018-19

Summary

Completed



Active



Delayed















Inactive







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

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

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

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

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

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

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




Central Coast Council

GREEN

Green

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

Focus Area	
 <p>Environmental resources for the future</p>	<p>E1 Educate the community on the value and importance of natural areas and biodiversity, and encourage community involvement in caring for our natural environment.</p> <p>E2 Improve water quality for beaches, lakes, and waterways including minimising pollutants and preventing litter entering our waterways.</p> <p>E3 Reduce littering, minimise waste to landfill and educate to strengthen positive environmental behaviours.</p> <p>E4 Incorporate renewable energy and energy efficiency in future design and planning, and ensure responsible use of water and other resources.</p>
 <p>Cherished and protected natural beauty</p>	<p>F1 Protect our rich environmental heritage by conserving beaches, waterways, bushland, wildlife corridors and inland areas, and the diversity of local native species.</p> <p>F2 Promote greening and ensure the wellbeing of communities through the protection of local bushland, urban trees, tree canopies and expansion of the Coastal Open Space System (COSS).</p> <p>F3 Improve enforcement for all types of environmental non-compliance including littering and illegal dumping, and encourage excellence in industry practices to protect and enhance environmental health.</p> <p>F4 Address climate change and its impacts through collaborative strategic planning and responsible land management and consider targets and actions.</p>

Highlights

Tuggerah Lakes multi-touch book

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

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

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

Combining Sewer Infrastructure with Wrack Collection

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

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

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

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

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

Turning Old Tyres into Roads

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

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

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

Reusable Litter Bags

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

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

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

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

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

Waste Management Strategy

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

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

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

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

National Sustainability Award

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

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

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

Turning Plastic bags and Recycled Glass into Roads

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

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

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

Single use plastic policy

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

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

Help Keep the Coast Clean Movie Screening

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

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

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

Single Use Plastic Bag Solution

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

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

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

Chemical CleanOut Continue to Break Records

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

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

Sand Used to Nourish Local Beaches

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

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

Avoca Beach Foreshore Works

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

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

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

Performance against the Operational Plan 2018-19

Summary

Completed



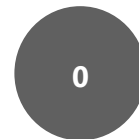
Active








Delayed










Inactive




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

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

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

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

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



Central Coast Council

RESPONSIBLE

Responsible

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

Focus Area	
 <p>Good governance and great partnerships</p>	<p>G1 Build strong relationships and ensure our partners and community share the responsibilities and benefits of putting plans into practice.</p> <p>G2 Communicate openly and honestly with the community to build a relationship based on transparency, understanding, trust and respect.</p> <p>G3 Engage with the community in meaningful dialogue and demonstrate how community participation is being used to inform decisions.</p> <p>G4 Serve the community by providing great customer experience, value for money and quality services.</p>
 <p>Delivering essential infrastructure</p>	<p>H1 Solve road and drainage problem areas and partner with the State Government to improve road conditions across the region.</p> <p>H2 Improve pedestrian movement safety, speed and vehicle congestion around schools, town centres, neighbourhoods, and community facilities.</p> <p>H3 Create parking options and solutions that address the needs of residents, visitors and businesses.</p> <p>H4 Plan for adequate and sustainable infrastructure to meet future demand for transport, energy, telecommunications and a secure supply of drinking water.</p>
 <p>Balanced and sustainable development</p>	<p>I1 Preserve local character and protect our drinking water catchments, heritage and rural areas by concentrating development along transport corridors and town centres east of the M1.</p> <p>I2 Ensure all new developments are well planned with good access to public transport, green space and community facilities and support active transport.</p> <p>I3 Ensure land use planning and development is sustainable and environmentally sound and considers the importance of local habitat, green corridors, energy efficiency and stormwater management.</p> <p>I4 Provide a range of housing options to meet the diverse and changing needs of the community and there is adequate affordable housing.</p>

Highlights

Reduction in Parking Fee Fines

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

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

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

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

Free Pet Microchipping Day

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

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

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

Single Set of Planning Controls

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

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

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

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

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

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

Regional Parking Strategy

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

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

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

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

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

Innovative Parking Solutions

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

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

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

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

Council's Interactive Road Project Map

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

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

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

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

Opportunities to Meet your Local Councillors

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

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

Greater Lake Munmorah Structure Plan on Exhibition

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

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

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

Customer Engagement

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

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

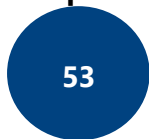
Engagement statistics:

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

Performance against the Operational Plan 2018-19

Summary

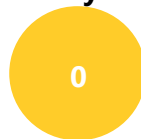
Completed



Active



Delayed



Inactive









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

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






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

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

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








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



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





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

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

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

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

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

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Implement a single Central Coast Local Environmental Plan	13.01.2018-19	Develop a consolidated Central Coast Local Environmental Plan by December 2019	Strategic Planning		Exhibition closed and community consultation submissions being reviewed. Report to Council and Councillor Briefing to be prepared.
Create a long term strategic urban plan for the Central Coast Region to support housing, employment and economic growth in accordance with the Central Coast Regional Plan 2036	13.02.2018-19	Prepare a Urban Spatial Strategy for the Central Coast Council by December 2018	Strategic Planning		Urban Spatial Plan endorsed for exhibition. The Plan will provide input into the development of the Local Strategic Planning Statements.
Council and the community working together to address social housing needs	14.01.2018-19	Implement relevant actions from the Affordable and Alternative Housing Strategy	Community Partnerships		Council endorsed strategies for inclusion in the final Central Coast Affordable Housing Strategy. Council staff are liaising with Judith Stubbs (Strategy author) to finalise the document.
Create a long term strategic urban plan for the Central Coast Region to support housing, employment and economic growth in accordance with the Central Coast Regional Plan 2036	14.02.2018-19	Develop a Central Coast Housing Strategy to support the Comprehensive Local Environmental Plan by June 2020	Strategic Planning		Stage 1 of Residential Land Audit nearing completion (24 suburbs within the former Wyong Local Government Area). Stage 2 (remainder of former Wyong Local Government Area suburbs) to be completed early 2019-20.



Central Coast Council

LIVEABLE

Liveable

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

Focus Area	
 <p>Reliable public transport and connections</p>	<p>J1 Create adequate, reliable and accessible train services and facilities to accommodate current and future passengers.</p> <p>J2 Address commuter parking, drop-off zones, access and movement around transport hubs to support and increase use of public transport.</p> <p>J3 Improve bus and ferry frequency and ensure networks link with train services to minimise journey times.</p> <p>J4 Design long-term, innovative and sustainable transport management options for population growth and expansion.</p>
 <p>Out and about in the fresh air</p>	<p>K1 Create a regional network of interconnected shared pathways and cycle ways to maximise access to key destinations and facilities.</p> <p>K2 Design and deliver pathways, walking trails and other pedestrian movement infrastructure to maximise access, inclusion and mobility to meet the needs of all community members.</p> <p>K3 Provide signage, public facilities, amenities and playgrounds to encourage usage and enjoyment of public areas.</p> <p>K4 Repair and maintain wharves, jetties, boat ramps and ocean baths to increase ease of access and enjoyment of natural waterways and foreshores.</p>
 <p>Healthy lifestyle for a growing community</p>	<p>L1 Promote healthy living and ensure sport, leisure, recreation and aquatic facilities and open spaces are well maintained and activated.</p> <p>L2 Invest in health care solutions including infrastructure, services and preventative programs to keep people well for longer.</p> <p>L3 Cultivate a love of learning and knowledge by providing facilities to support lifelong learning.</p> <p>L4 Provide equitable, affordable, flexible and co-located community facilities based on community needs.</p>

Highlights

Commuter Car Park Funding

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

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

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

Redevelopment of Woy Woy Town Centre Wharf

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

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

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

Opening of the Central Coast Regional Sporting and Recreation Complex

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

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

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

Active Kids Vouchers

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

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

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

New and Improved Kids Water Garden

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

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

Koolewong Boat Ramp

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

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

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

Banjo's Skate Park Opening

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

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

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

San Remo BMX Facility Redevelopment

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

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

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

Gosford Foreshore Revitalised

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

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

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

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

Performance against the Operational Plan 2018-19

Summary

Completed



Active



Delayed








Inactive





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

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

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

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

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

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