

CENTRAL COAST COUNCIL

Annual Report

2020-21



Central
Coast
Council

Acknowledgement of Country

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

Central
Coast
Council

Annual Report 2020-21

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About this report

Integrated Planning and Reporting Framework

The Integrated Planning and Reporting (IP&R) Framework promotes integration with community-based objectives and is informed by state-level plans, cascading down through to Council for implementation. The Annual Report forms part of the IP&R Framework as detailed in the following diagram.



Purpose of this Report

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

This Annual Report provides a comprehensive account of Central Coast Council's performance from 1 July 2020 to 30 June 2021, detailing progress made against the Operational Plan for 2020-21.

The audited financial statements are required to be included in the Annual Report. However, the Office of Local Government has granted Council an extension to the 17 December 2021. As such the audited financial statements for 2020-21 will subsequently form as an addendum to this Report once they are adopted by Council.

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

Report Structure

This Annual Report includes highlights and challenges for the year, information on the region, Councillors and the organisation, as well as specific information required under legislation. Details on performance against the Operational Plan for 2020-21 is structured around the Community Strategic Plan Themes of Belonging, Smart, Green, Responsible and Liveable.

Community Strategic Plan Framework

Belonging



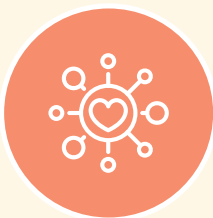
Our community spirit
is our strength

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

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

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

A4 Enhance community safety within neighbourhoods, public spaces and places



Creativity, connection
and local identity

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

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

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

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

Smart



A growing and
competitive region

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

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

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

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



A place of opportunity
for people

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

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

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

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

Green



Environmental resources for the future

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

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

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

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



Cherished and protected natural beauty

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

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

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

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

Responsible



Good governance and great partnerships

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

G2 Communicate openly and honestly with the community to build a relationship based on transparency, understanding, trust and respect

G3 Engage with the community in meaningful dialogue and demonstrate how community participation is being used to inform decisions

G4 Serve the community by providing great customer experience, value for money and quality services



Delivering essential infrastructure

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

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

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

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



Balanced and sustainable development

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

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

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

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

Liveable



Reliable public transport and connections

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

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

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

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



Out and about in the fresh air

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

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

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

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



Healthy lifestyle for a growing community

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

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

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

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

About the Central Coast



Area
1,680 km²



Coastline
80 km



State Forests
and National
Parks 10



Average
temperature
23.2°C



Population
343,968



Median
age 42



Aboriginal and
Torres Strait
Islanders 3.8%



Local
Government
ranking 3rd
largest in NSW



Born
overseas
14.6%



Families
41%



Persons with a
disability 6.4%



Gross Regional
Product \$14.33
billion



Businesses
24,188



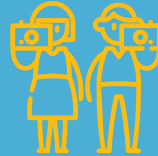
Local jobs
121,245



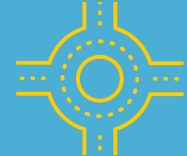
Unemployment
rate 6.7%



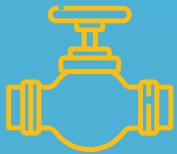
Public transport
to work 9%



Tourism 5.2 million
overnight visitors



Roads
2,176 km



Water and sewer
mains 2,248 km



Shared pathways
737 km



Patrolled
beaches 15



Leisure and Aquatic
Centres 5



Council libraries
10



Sporting facilities
77



Skate parks
28



Playspaces
260



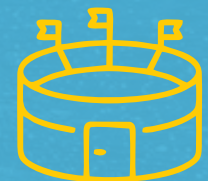
Parks and Reserves
490



Tennis Courts
119



Child Care Centres
8



Stadiums
3



Boat ramps and
Jetties 101



Netball courts
100



Dog off the leash
areas 23

Administrator's Message

Central Coast Council for the past twelve months has been faced with many challenges which have also had a major impact on our community. Placed into administration in November 2020 with Dick Persson AM as the initial Administrator, myself as A/Chief Executive Officer and now as Administrator, as a result of the financial crisis, required swift action and key measures in place to steer the ship back on the right course.

The Minister for Local Government put in place an order suspending Councillors and subsequently announced a public Inquiry into the financial crisis. Until such time that inquiry is completed local government elections will not occur for Central Coast until post June 2022.

Such measures included seeking \$150million in bank loans, restructuring the organisation to reduce costs resulting in up to \$50million in savings, selling assets of up to \$60million, a reduction in capital works program of \$67million and a special rate variation of 13% plus the rate peg of 2% totalled a 15% increase. Unfortunately for our rate payers this also came at a time the implementation of the rate harmonisation was required by the NSW State Government because of the merger that now ensures there is equity in how rates are charged across the whole of the Central Coast region.

Unfortunately, two years of heavy losses and overspending left Council having to restructure its business and budget to produce a surplus to repay \$150million debt over the next 10 years. To date much of the cost savings have been made by reducing management and administrative costs, including productivity gains. Over 50% of the total salary savings were achieved in the Corporate Services area. There has been a relatively small reduction in the level of service to the community.

I would like to thank council staff for maintaining services during a very difficult period when a number were facing personal challenges and particularly the positive approach the Unions had supporting the immense changes needed to be made in a very short period.

The focus continues to remain on 'fixing the problem', maintaining services and creating a sustainable pathway forward for Council. We want our community to be in the driver's seat in how we get to that point through making informed choices about maintaining services and service standards for the future of the Central Coast.

I acknowledge it has been a challenging year for our community and staff. The COVID-19 Delta strain has had a significant impact on our residents, local businesses, and staff. I commend the community for their resilience and diligence in adhering to the public health orders. It is the support of our community for one another that makes us a beautiful region.



Rik Hart | Administrator

“It is the support of our community for one another that makes us a beautiful region.”

Our community is keen to have their region return to a democracy, and I couldn't agree more. I have written to the Minister to return democracy to the Central Coast subject to recommendations from the Public Inquiry, and suggested council elections for Central Coast should be held in the second half of next year, in conjunction with the referendum to determine the future number of Central Coast councillors.

Rik Hart

Administrator



CEO's Message

I am pleased to have joined Central Coast Council as the Chief Executive Officer on 12 April 2021. There is no doubt I have joined this organisation at the crossroads of a very difficult time for our staff and our Central Coast community. My previous local government executive roles have involved major challenges in governance and finance. I have overseen the recovery of a number of Councils from deteriorating financial situations and also assisted two re-elected Councils return from a period of administration.

Currently Council is in a stable position and tracking in a satisfactory way towards financial recovery following a series of deliberate actions to reduce and contain costs. There is still a long way to go in winning back community trust and we are committed to showing the community every day that the services we deliver, and that our community wants, contribute to the quality of life on the Coast and that ratepayers are getting good value for money.

The focus remains on ongoing financial improvement and reinvesting back into the community as we create further efficiencies in our service delivery.

On reflection, this past year stands out to me as one where despite the difficulties, the hard work of many – staff and community – has still resulted in exceptional achievements for the Central Coast.

Whilst the unpredictable nature of the coronavirus (COVID-19) continued to cause ongoing disruption, with the easing of public health restrictions we were able to open our doors again for most of 2020/21 for the community to enjoy our recreational facilities and pools, libraries, theatre, gallery, parks and playgrounds, plus events and cultural programs in a COVID safe manner. We worked hard for our community to assist in conveying public health directions and doing our part to keep our community and our staff safe. We also contributed to the regional business recovery program and supported our local businesses through pivoting our tourism marketing investment towards local promotion.

Our disaster management coordination was tested again in March 2021 with the impacts of a major wet weather event being declared as a natural disaster for the State. Our response was supported by funding from the State Government and included months of clean-up and recovery including maintenance to the road network and resolving water and sewer interruptions.

Council continued to advance a number of important long term strategic plans to benefit our growing region. Community feedback helped shape the development of the draft Water Security Plan, a plan to



David Farmer | Chief Executive Officer

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“On reflection, this past year stands out to me as one where despite the difficulties, the hard work of many – staff and community – has still resulted in exceptional achievements for the Central Coast.”

secure the coast's water supply for future generations, and that Plan will be considered by the Council late 2021. The Central Coast is also on its way to becoming a certified Eco Destination through our Ecotourism Australia and WWF-Australia funded partnership, shoring up our recognition as a world-class destination for sustainable, nature-based tourism that will help attract an increasing number of visitors seeking sustainable travel experiences.

The newly constructed Terrigal Boardwalk and upgraded rockpool were opened to the public with both delivering great social, health and economic benefits to the area. This project was jointly funded by Central Coast Council and the NSW Government. Another important partnership was the release of the Sports Hub online directory with Office of Sport and Sport Central Coast, helping our community connect with an active and healthy lifestyle by linking with the coast's extensive variety of sport and active recreation activities. Protection and enhancement of our natural environment was also a key focus with the release of the scientific investigations of the Terrigal and Coastal Lagoons Audit Reports helping to action improved water quality in this popular area.

It has certainly been a challenging year and I thank all our residents for adhering to public health restrictions, our tireless community organisations working for the community and our partners and stakeholders continuing to financially support this beautiful region. I look to the future with optimism as we continue to progress towards making the Central Coast a better and more enjoyable place to live.

David Farmer
Chief Executive Officer





Year in Review



Calendar of Events

2020

JULY

Rock Fishing Safety Awareness Program

Virtual Careers at Council Expo

Y4Y Living Green Sustainable Artwork Competition

Indigenous school holiday program delivered in partnership with Toukley Neighbourhood Centre

DECEMBER

Aldi Christmas campaign featuring Wyong Pool aired

Christmas on the Coast with 3,132 attendees

AUGUST

Distribution of 1,880 trees to the community for National Tree Day

Bin Wise virtual community talk

Chemical CleanOut

Man;Kind Podcasts Season 2 released

NOVEMBER

Launch of the new 24/7 gym at Lake Haven Recreation Centre

Recruitment of new Y4Y team

IT workshops for Seniors

16 Days of Activism initiatives

SEPTEMBER

New water play park at Peninsula Leisure Centre opens

Winner of the Gosford Art Prize 2020 announced, selected from over 900 individual works and 145 finalists.

Big Chair Art Trail

Public exhibition of the Draft Positive Ageing Strategy

Ignite Young Entrepreneurs online sessions

OCTOBER

Online training and workshops delivered to promote Mental Health Awareness Month

Garage Sale Trail

ChromeFest online – 40,282 engaged users, and 986,629 total reach

Employ Me workshop

2021

JANUARY

School holiday events

Heritage Walks in Wyong
hosted by the Wyong
Family History Group

Social Enterprise Launch
Pad online workshops

FEBRUARY

Library Lovers Day

Artspace Pop-Up at
The Entrance

Youth Action Team
(Y4Y) leadership camp

MARCH

Clean Up Australia Day

Bright Nights at The
Entrance

Flavours by the Sea – 1,093
attendees

Graffiti Removal Day

JUNE

Bay to Bay
Running Festival

Harvest Festival –
48,407 attendees

MAY

Central Coast Air Show
at Warnervale Airport

Relish the Coast – 2,295
attendees

Reconciliation week

APRIL

Anzac Day

Seniors Festival

Cultivate and Create
online workshops



Highlights

Indigenous Art

Residents may have spotted a series of artworks popping up on the side of local roads during the year, as a number of nbn™ network nodes were wrapped in indigenous designs, celebrating the local indigenous culture and heritage.

The designs were created as part of the Maliga program by local students from Kincumber Public, Kincumber High School, Wyong High School, Tuggerah Lakes Secondary College and Wadalba Community School. Thanks to the joint initiative with nbn, the design can be seen across a total of seven nbn™ node cabinets around the suburbs of Kincumber, Wyong, Wadalba and Bateau Bay.

Recycled Plastic Trial

In partnership with iQ Renew and their partner Nestlé, Central Coast residents were invited to participate in a new and exciting trial this year to recycle soft plastics.

The focus of the trial was to reduce the amount of soft plastics going to landfill by enabling residents to recycle soft plastics using their existing yellow-lidded recycling bins. The first 2,000 residents to register their details took part in the trial, which included filling pre-provided bags with clean soft plastic items such as plastic food wrappers, plastic bags, cling wrap etc then tying the full bags to their yellow recycling bin as part of their normal household recyclables collection. The bags were then be separated from the general recycling at iQ Renew's Somersby Material Recovery Facility, before reprocessing and reuse. Participating households were also asked to provide feedback to refine the service and determine its potential roll out across the Central Coast in the future.

Discovered

Young coasties were invited to showcase their singing and song writing talents this year, with



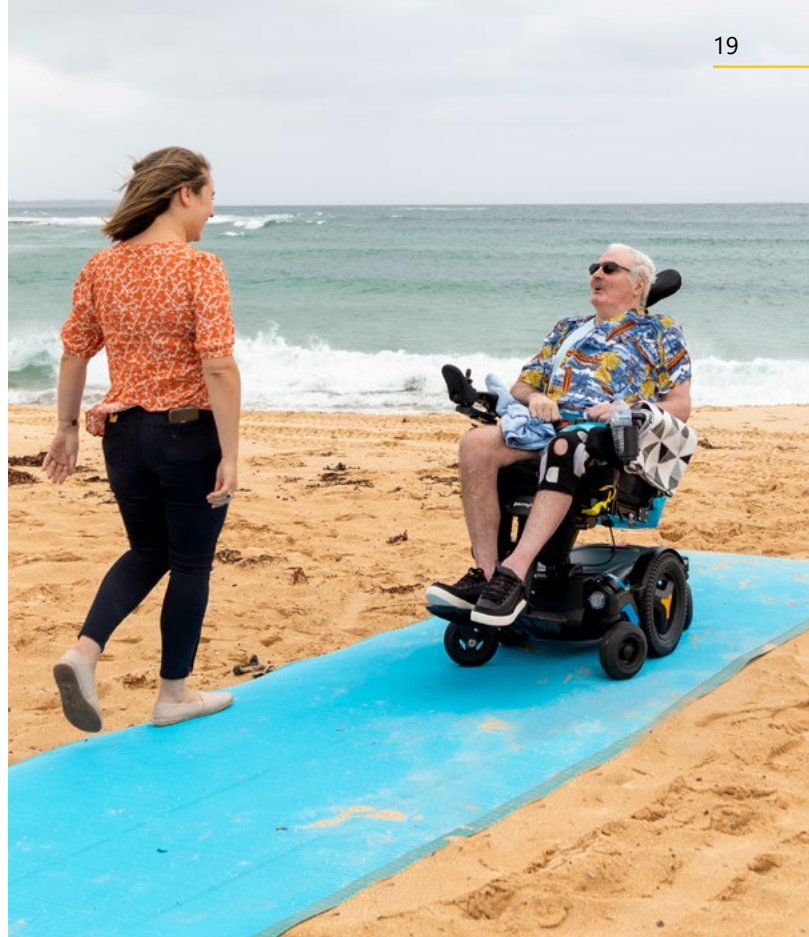
the highly successful program, Discovered, returning for its ninth year in 2020.

Discovered, a professional development program for Central Coast singers and singer/songwriters aged 7 to 24 years, showcases their talents, enhances their professional skills, increases their exposure to the industry, broadens their audience base, and allows them to compete and win a share of impressive prizes. In previous years, Discovered has supported and mentored some of the Coast's most celebrated young musicians, including 'The Voice' winner Karise Eden, 'Australia's Got Talent' champ Fletcher Pilon and most recently, Kelly Griffith (performing as Elaskia) whose singles have featured on 'Home and Away', 'Dynasty' and 'Royals'.

The 2020 program was supported by Central Coast music industry personalities and entities including Gina Jeffreys, Rod McCormack and Musicians Making A Difference (MMAD) and due to COVID-19, was adapted to allow participants to submit their entries via video.

Live at the Drive In

In order to adapt to the COVID-19 way of life, events were delivered a little bit differently



during the year with a drive-in style concert held in November.

Live at the Drive In was a first for the Central Coast and featured the modern blues genius of headliner Ash Grunwald and local support Elaskia performing to audience members sitting comfortably and safely in their own cars. Due to limited spaces, the free event required concert goers to pre-register, with tickets then randomly drawn and only those in possession of a ticket permitted to enter.

Terrigal and Coastal Lagoons Audit

A suite of reports as part of the Terrigal and Coastal Lagoons Audit were released this year detailing the scientific investigations, community engagement activities and the remediation actions of Council and the NSW Government.

The audit began in January 2019, with Council partnering with NSW Department of Planning, Industry and Environment (DPIE) and the University of Technology Sydney (UTS) to investigate potential pollution sources and monitor water quality at over 160 sites across Terrigal and the coastal lagoons. The research conducted by DPIE and UTS has been innovative and invaluable

in assisting Council with this audit program and in identifying key priority areas for remediation works, with 12km of sewer pipes have already relined and 11 illegal connections between the sewer and stormwater systems discovered, and further inspections using CCTV and smoke testing continuing.

While the NSW Government's part in the program is now complete, Council remains committed to continuing the Terrigal and coastal lagoons audit to pinpoint any potential pollution sources and continue to improve the water quality in the area. Smaller audits are also being undertaken at Toowoona Bay, Cabbage Tree Bay and Canton beach. For detailed information on the progress of the Terrigal and coastal lagoons audit visit: yourvoiceourcoast.com/tcla

Ecotourism

The Central Coast is on its way to becoming a certified ECO Destination through the Ecotourism Australia and WWF-Australia funded partnership. The Ecotourism Australia and WWF-Australia partnership will support the region with a two-year \$30,000 package that covers all costs to progress through the ECO Destination Certification Program,

which requires progression through three certification levels. As the Central Coast offers a high number of existing ecotourism operators alongside a high proportion of national parks and protected natural spaces the goal is to bring this all together with ECO Destination certification. This would recognise the region as a world-class destination for sustainable, nature-based tourism, and help to attract an increasing number of visitors seeking sustainable travel experiences.

The Central Coast currently has five operators already certified with Ecotourism Australia, with the opportunity for other local tourism operators to pursue certification and join these businesses:

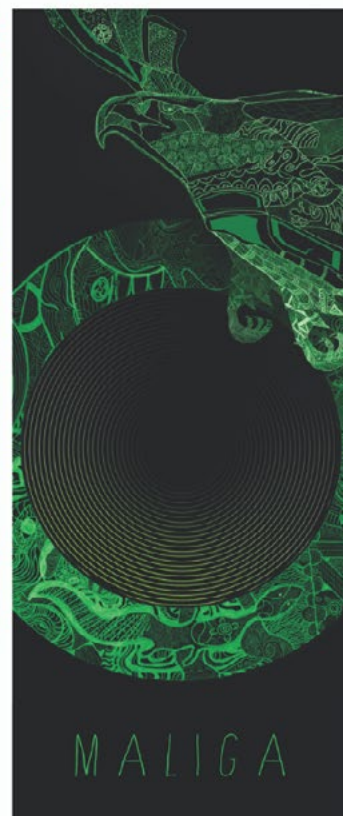
- TreeTops (Advanced Ecotourism and Ecotourism certified) – Ourimbah State Forest
- Noonaweena (Advanced Ecotourism and Nature Tourism certified) – Kulnura
- Aquafun Avoca Lake (Ecotourism certified) – Avoca Beach
- Central Coast Marine Discovery Centre (Advanced Ecotourism and Climate Action Business certified) – Terrigal
- Peak Potential Adventures (Ecotourism certified) – Charmhaven.

Big Chair Display

A collaborative and community connecting project was undertaken this year with the Big Chair display created and installed across five town centres on the Coast during the summer.

The project formed part of Council's eMerge Youth Program and involved five oversized wooden chairs being constructed by The Entrance Men's Shed, painted with creative artwork, then installed in Budgewoi, Canton Beach, Woy Woy, Terrigal and Umina.

The designs were completed by students and young people from Gorokan and Terrigal High School, the Epicentre Community Centre, and also by disability community group, Australian Disability Enterprise Team. Each chair's artwork was inspired by the unique identity of the local areas where they were installed, providing not only a creative outlet and important social connection for the creators, but also delivering an engaging art installation for community and visitors to enjoy.



Makers and Creators

Connecting with the Coast's 'Makers and Creators' is now easier than ever through a new dedicated digital directory on the Love Central Coast website.

A Maker and Creator is an individual or group who creates something unique to share with our community and visitors. And while our breathtaking beaches and beautiful hinterland are synonymous with the Coast, it is the Makers and Creators who are growing the magnetic appeal of the region, with the new digital resource showcasing the creative enclave of the Coast.

The 'Love Central Coast' website and its 'Makers and Creators' microsite will not only help to promote the Central Coast and encourage more tourism for our region, but also make it easier for the community to discover unique and creative ventures taking place. The microsite was made possible thanks to the NSW Government's Bushfire Community Recovery and Resilience Fund, with \$50,000 provided.

Explore the Makers and Creators of the Central Coast or submit a free listing at lovecentralcoast.com

The Sports Hub

A new comprehensive online directory, showcasing the Central Coast's variety of sport and active recreation opportunities was launched this financial year, making it easier for the community to find something that suits their needs, abilities and interests.

The Sports Hub is an exciting new initiative developed in partnership with the Office of Sport, Sport Central Coast and Council. It is a user-friendly site allowing users to quickly search for activities by location and interests and filter by categories such as age group suitability, activities that are accessible and inclusive and providers that accept Active Kids Vouchers. Whether you're searching for a small club or group or large association running casual, competitive, indoor, outdoor, land, water, individual or team-based activities on weeknights or weekends – The Sports Hub provides a place to find all types of local sport and active recreation providers.

Visit The Sports Hub or register as a sports and active recreation provider at: www.sportcentralcoast.org.au/sportshub





Terrigal Boardwalk

The newly constructed Terrigal Boardwalk and upgraded rockpool were completed and opened to the public this financial year, with both delivering great social, health and economic benefits to the area.

The 277-metre-long boardwalk was designed to complement the natural environment and is composed of materials that can withstand the elements to ensure longevity and ease of maintenance. The boardwalk features a viewing platform, integrated seating, lighting, access to the rock platforms and smooth integration with the existing walkways either end. The boardwalk creates an accessible continuous link from The Haven to Terrigal's town centre. While the restored rockpool has been made easier to access, with a ramp leading to the water and new pathways linking the rockpool area with the new boardwalk and beach promenade.

Both projects are a result of extensive community consultation during the planning period, with feedback from every participant used to inform the final boardwalk design. In addition, concept designs were led by studies and an environmental assessment to ensure

all impacts and risks were considered, with the final product receiving numerous positive posts and comments.

The Terrigal Boardwalk project was jointly funded by Central Coast Council (\$2.9M) and the NSW Government's Restart NSW Regional Growth Environment and Tourism Fund (\$2.98M). The Terrigal rockpool renovation project is supported by the NSW Government with a \$250,000 grant from the Crown Reserves Improvement Fund and \$728,542 from Council's operational budget.

Central Coast Food Festival

The inaugural Relish the Coast Food Festival was held this year, celebrating our region's passion for great food, beer, wine and amazing local produce.

Relish the Coast was a two-day event held in Woy Woy Town Centre, drawing residents and visitors to the Peninsula to celebrate and support Woy Woy's vibrant hospitality scene. Day one of the event included a Woy Woy Food Map showcasing local venues and restaurants offering a variety of set menus and specials to enjoy, while day two was held at Woy Woy Oval and included live music,



entertainment and a variety of food stalls on offer, and the Six String Brewery pop-up beer and wine bar to sample some local drops. To ensure COVID safety, the free event was a ticketed with a limited number of spots available.

Tuggerah Lakes History

The first stage report of a large scale study on the management of Tuggerah Lakes and The Entrance waterways was released in 2020-21, providing key background information and data dating back to 1987 to now. The Stage 1 Report also details the complex nature of the Tuggerah Lake system and entrance, with no simple solution available.

The report will assist in developing an interim management procedure, which will require a careful balance between reducing the severity of major catchment floods while protecting the lakes from adverse ocean inundation, and minimising disturbances to the community, lake water levels and its unique ecology. The interim management procedure, once complete, will assist Council to manage The Entrance and will inform the larger scale development of the Coastal

Management Program for Tuggerah Lakes. To view the report and details about the stages visit: centralcoast.nsw.gov.au/environment/coastlines/estuaries-lagoons-and-wetlands/tuggerah-lakes-estuary

Water Security Plan

Between December 2020 and April 2021 Council sought community feedback on the development of a Water Security Plan, a plan to secure the Coast's water supply for future generations.

The three phased approach consisted of deliberative forums and in-depth phone interviews which were conducted in December 2020, February 2021 and April 2021. The approach gave participants the appropriate information and time to consider issues in-depth, make the required trade-offs and then arrive at a considered outcome.

The successful process has fed into the draft Water Security Plan which was recently exhibited and open to community feedback. A review of the feedback received during exhibition is now underway, with a final plan to be presented to Council for adoption.

Challenges

Floods

A major wet weather event impacting the east coast of NSW brought heavy rain across the Central Coast in March 2021, with over 340mm of rainfall occurring over the five days.

Prior to the weather system hitting the Central Coast, Council enacted its incident management plan, with one precautionary measure including minor maintenance work to The Entrance Channel, with a sand removed on the north side of the Channel to allow for a more direct flow path of the predicted floodwaters. Due to the amount of rainfall, the water levels of Tuggerah Lakes peaked at 1.52m causing widespread flooding, with some communities even isolated. The peak was higher than the April 2015 storm event, which saw the lake rise to 1.45m, but lower than the February 2020 storm event which saw the lake peak at 1.67m.

And as the clouds cleared and the flood waters subsided, the focus turned to recovery with the event declared as a natural disaster and funding and support provided by State Government, Council and other agencies. Amongst the clean-up and recovery was maintenance to the road network, resolving water and sewer interruptions and reconnecting power supply to affected properties.





COVID-19

COVID-19 continued to be a topic of conversation in 2020-21, with the unpredictable nature of the virus causing ongoing disruption.

Luckily much of the 2020-21 financial year was with reduced restrictions, with Council able to open its doors once again and the community able to enjoy events and programs in a COVID safe manner. Continued outbreaks and reports of community transmission kept us on guard though, with variations of restrictions being introduced during the year. And unfortunately, by the end of the financial year the highly contagious Delta variant was out, and once again, shutdown of non-essential services and stay at home orders given.

As the situation evolves, Council will continue to do its part and deliver updates via its emergency dashboard (emergency.central-coast.nsw.gov.au/dashboard/overview) which provides localised information and data. The NSW Health website contains the latest COVID-19 information, advice and restrictions for the state – <https://www.nsw.gov.au/covid-19>.



Council's Financial Situation

In October 2020, Council's serious financial situation was announced, leading to a number of actions and changes at Council. Due to the severity of the situation, the Minister for Local Government suspended Councillors for six months and appointed an interim Administrator, Mr Dick Persson AM, to perform the functions of the Mayor and Councillors. Upon the Administrator's commencement acting Chief Executive Officer, Mr Rik Hart, was appointed to oversee Council's operations and lead its recovery. In April 2021, the Minister for Local Government announced that a public inquiry into Central Coast Council would be conducted. As a result, Council would remain under Administration, with Mr Dick Persson AM stepping down as Administrator and Mr Rik Hart assuming the role. This has also meant that the local government elections that were due to be held September 2021 are now postponed until the public inquiry concludes and a date is determined by the Minister.

Since Council was placed under Administration, the road to financial recovery has included the following:

- Sale of Assets: The sale of underutilised assets commenced in November 2020 and will likely result in a one-off income of \$49M - \$60M. Property being considered for sale has been assessed against Council's strategic planning priorities as well as whether the property could be better utilised, or its potential, better realised by the private sector. For instance, some of the asset sales are expected to provide additional benefits for the region and the community, such as local jobs and a boost to the economy.
- Structural reduction in staff expenses: A revised organisational structure with reduced headcount was prepared and was implemented during the 2020-21 financial year. Voluntary redundancies were offered as part of the implementation process, which resulted in a one-off expenditure cost, but overall, will mean reduced employee costs from 2021-22 onwards, similar to pre-merger numbers.
- Cessation of temporary employees and contractors: 51 temporary employees or contractors were terminated between October and late December 2020, resulting in savings of \$4.678M.
- Restriction on overtime: Overtime was restricted from October 2020 to only that required for safety or emergency requirements. As a result, Council's overtime costs will reduce from \$14.4M per annum to \$5.28M per annum, a saving of \$9.1M per annum.
- Seeking bank loans: In November 2020, Council accepted a loan from one of the four major banks in Australia for \$50M on a fixed five-year term amortising over 15 years. And in December 2020, a loan of \$100M was accepted from one of the four major banks in Australia on a fixed three-year term, amortising over 15 years. The loans were provided on the basis of



Council seeking and receiving a 15% special rate variation.

- Reduced operating expenditure: A review of materials and contracts has resulted in estimated ongoing savings in 2021-22 of \$20M.
- Reduced capital expenditure: Council reduced the capital works program from \$242M in 2019-2020 to \$170 million in 2020-21 and has continued this allocation in the four-year capital works program 2021-22 to 2024-25. Details of the projects planned can be found in the Delivery Program and Operational Plan 2021-22: <https://www.centralcoast.nsw.gov.au/delivery-program-and-operational-plan>.
- Reduced service levels: Services were reduced and include slower response times to community requests for service, longer wait times between mowing maintenance, reprioritisation of operational projects, reduced events and programs, and closure of The Entrance Library to name a few.
- Productivity improvements: These have ensured the necessary cost-cutting measures have meant minimal service reductions for the community. Improvements have been made through better management of staff time; purposeful equipment to help staff do their job efficiently; and our technological progression coming to fruition with our staff benefiting from using upgraded technology systems and transitioning manual processes into digital ones. Some of these productivity gains will continue to have an

ongoing positive impact on improved service delivery and the community will see the benefits year on year.

- Special Rate Variation: Whilst the focus has been on reducing costs, it was also necessary that a proportion of the funds come from increased revenue, which included seeking a Special Rate Variation from the Independent Pricing and Regulatory Tribunal (IPART). Council applied to IPART for a 15% permanent rate increase in February 2021 and in May 2021, IPART approved a 15% rate increase for three years starting from the 2021-22 financial year. Council's Long-Term Financial Plan assumes a permanent 15% rate increase be awarded. And even though the approved three-year 15% rate increase does provide Council with short term stability, it does not provide for long term financial sustainability beyond 2024-25 and is non compliant with the bank proposal for the \$100m loan. As such further efficiencies will need to be identified, with another SRV likely required.
- Monthly Financial Reporting: To ensure transparency to the community, monthly financial reporting has also been introduced. This includes tracking of actual expenditure against the year to date and full year budget for the financial year. This reporting is in addition to the legislative quarterly reporting Council completes. The monthly reports can be found on Council's website at: <https://www.centralcoast.nsw.gov.au/council/forms-and-publications/finance-monthly-reports>

While the above actions have placed Council in a better financial position, continued sound financial management will ensure Council remains fiscally sustainable in the long term.

For more information on the public inquiry please visit the Office of Local Government's website: <https://www.olg.nsw.gov.au/public-inquiries/central-coast-council-public-inquiry/>





About Council



Governance of Council

Council under Administration

Due to the financial situation, the Minister for Local Government placed Council under Administration. The Administrator will act as the Council, effectively replacing the role previously performed by the Mayor and Councillors. Mr Rik Hart assumes the role of Administrator from Mr Dick Persson AM in May 2021 who had been in the role since October 2020.

Code of Conduct

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

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

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

Council Meetings

Council Meetings are the key decision-making mechanism for Council and are conducted in accordance with the Code of Meeting Practice and Code of Conduct.

The Administrator makes decisions on behalf of the community at Council Meetings, with meetings held on the second Tuesday and fourth Tuesday of the month. An Extraordinary Meeting may also be convened by the Administrator where necessary. All Meetings of Council, excluding confidential sessions and meetings closed to the public, are open to the public and are recorded and webcast on Council's YouTube channel.

Before each meeting, an agenda for the meeting is available on Council's website with the detailed background information included. The Minutes are also published on the website shortly after the meeting.

Committees and Advisory Groups

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

Audit, Risk and Improvement Committee

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

Catchments and to Coast Advisory Committee

This Committee consolidates the two former Committees for Brisbane Water and Tuggerah Lakes. It is responsible for promoting linkages and co-operation between the community, Council, State and Federal Governments, and other key stakeholders in the development and the implementation of coastal, estuarine, catchment and floodplain management plans for the Central Coast region.

Coastal Open Space System (COSS) Committee

This Committee is responsible for providing advice and feedback on championing biodiversity conservation outcomes within the

broader community of the Central Coast, we well as providing advice and feedback to Council on the development and implementation of the COSS Strategy for the Central Coast including the expanding COSS.

Companion Animals Working Group

This Group is responsible for providing advice and feedback on the development of strategic policies, programs, events, services and plans for effective management of companion animals within the Local Government Area.

Economic Development and Regional Activation Network

This group consolidates the former Committees for Employment and Economic Development, Gosford CBD and Waterfront, Tourism, and Town Centres. It is responsible for providing advice and feedback on sustainable economic development initiatives, attracting investment, promoting and supporting sustainable tourism and activating town centres.

Gosford Foundation Trust Management Committee

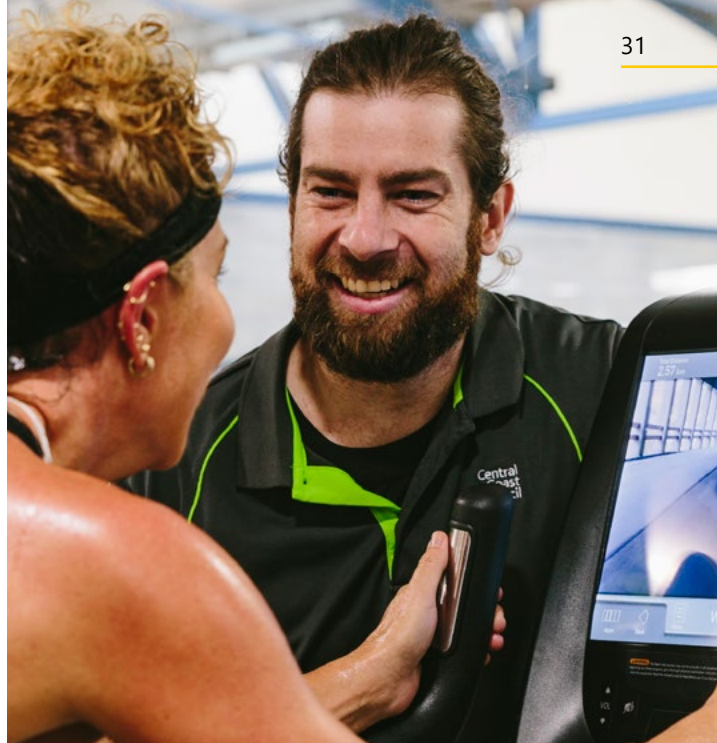
This Committee is responsible for providing advice and feedback on how the Trustee should deal with Trust assets, the acceptance of gifts of cash and property, the distribution of cash and property, and other matters provided for in the Trust Deed.

Heritage and Culture Advisory Committee

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

Mangrove Mountain and Spencer Advisory Committee

This Committee is responsible for providing advice and feedback on matters relating to



the Mangrove Mountain landfill site and the illegal dumping at Spencer, including recommendation and actions for implementation.

Pedestrian Access and Mobility Advisory Committee

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

Playspaces Working Group

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

Protection of the Environment Trust Management Committee

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

Social Inclusion Advisory Committee

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

Status of Women Advisory Group

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

Wamberal Seawall Advisory Taskforce

The New South Wales Government established the Wamberal Seawall Advisory Taskforce to provide Council with support in implementing a sustainable long-term solution to the coastal erosion issues at Wamberal Beach. For information on the

work being undertaken at Wamberal Beach in response to coastal erosion, including investigation of long-term solution, please visit our coastal erosion page.

Water Management Committee

The Committee is responsible for providing high level advice to Council and staff on integrated water management, with the objective of ensuring ongoing water security for the Central Coast in line with social, economic and environmental considerations.

Councillor Statutory Reporting Information

Councillor Fees and Expenses

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

Details of these expenses incurred during this reporting period are provided below, noting that the Councillors were suspended from October 2020 and an Administrator was appointed to perform the role of the elected body.

Councillor Fees

(i)	Office equipment	\$41
(ii)	Telephone calls	\$910
(iii)	Conferences and seminars	\$0
(iiia)	Induction training / professional development	\$ 14,599
(iv)	Other training (skill development)	\$0
(v)	Interstate visits	\$0
(vi)	Overseas visits	\$0
(vii)	Expenses of spouse, partner or other person	\$0
(viii)	Expenses for provision of care	\$1,163
Total Cost		\$16,713

Administrator Fees

(i)	Office equipment	\$0
(ii)	Telephone calls	\$528
(iii)	Conferences and seminars	\$989
(iiia)	Induction training / professional development	\$0
(iv)	Other training (skill development)	\$0
(v)	Interstate visits	\$0
(vi)	Overseas visits	\$0
(vii)	Expenses of spouse, partner or other person	\$0
(viii)	Expenses for provision of care	\$0
Total Cost		\$1,517

Councillor Professional Development

During the reporting period the following professional development training was provided.

Professional Development	Councillor Name
Induction	No Induction training required
Induction refresher	No Induction training required
Supplementary induction	No Induction training required
Ongoing Professional Development	Councillor Name
LGNSW Water Forum	Councillor Smith
ARIC Training	Councillor Smith Councillor MacGregor Councillor Sundstrom
AICD Company Directors	Councillor MacGregor
Executive Certificate for Elected Members	Councillor Mehrstens
National General Assembly	Administrator
Seminars, Circulars and Other Activities	Number of Activities
LGNSW Water Forum Budget Workshop	8
LGNSW Water Forum	
LGNSW ARIC Training	
Cyber Security	
LGNSW Social Media	
AICD Company Directors Course	
Executive Certificate for Elected Members	
Organisational Psychologist sessions	

Councillor Overseas Visits

There were no overseas visits for Councillors during the reporting period.

Office of the Internal Ombudsman

What does Council's Internal Ombudsman do?

The Office of the Internal Ombudsman (IO Office) provides residents, community members, ratepayers, local businesses, staff, Councillors and other Council Stakeholders with an 'independent ear' regarding serious complaints about:

- Corrupt conduct
- Misconduct
- Maladministration

The IO Office provides ad hoc advice to staff, has commenced 'Open Office' sessions for staff once a month, and information sessions to schools and community groups.

The IO Office is governed by an adopted Charter that provides a framework for the operation of the office. The IO reflects Council's values and works to a high standard of ethical conduct ensuring procedural fairness and unbiased decision-making for all investigations.

Who are Council's Internal Ombudsmen?

Lilly Mojsin Senior Internal Ombudsman	Jade Maskiewicz Assistant Internal Ombudsman
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2020-21 Complaints

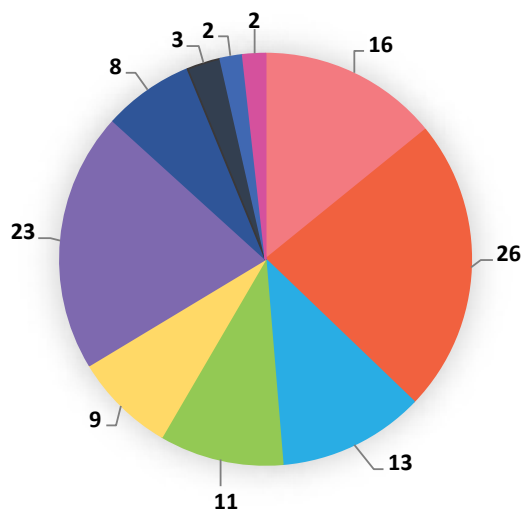
The IO Office received 163 complaints for the 2020-21 financial year. These complaints are made up of Code of Conduct complaints against Councillors and staff, referrals from external agencies such as the NSW Ombudsman, ICAC and Office of Local Government on a variety of issues, Public Interest Disclosures (PID), water claims and other process/service driven complaints.

There were 73% of Councillor and staff Code of Conduct complaints dismissed. The IO made recommendations for improvements to Council policy and processes when a gap was identified during an investigation.

As Councillors were suspended 30 October 2021 the number of Code of Conduct complaints was reduced.

Complaints	Number
Total number of complaints received 2020-21	163
Code of Conduct Complaints – Councillors	8
Code of Conduct Complaints – Staff	16
External Agency Referrals (NSW Ombudsman, ICAC, OLG)	23
Water Claims	13
Public Interest Disclosures (PID)	1

Complaint Themes 2020-21



- Rates/Hardship
- Water Claims
- Conflicts of Interest
- Development Applications
- Theft
- Public Safety *including Property damage and driving
- Trees
- Inappropriate Conduct
- Drugs and alcohol
- Social Media

What's happening next year?

In the year ahead, the IO Office will focus on more pro-active and innovative staff and Councillor education, specifically in the areas of Code of Conduct, Protected Interest Disclosures, Gifts and Benefits, Privacy and Conflicts of Interest. Knowledge is the key to prevention, and this will remain a high priority. The IO intends to provide input into the review of existing policies and the development of new policies. The team will

consult with staff ensuring fairness, good governance and adherence to legislation. Covid restrictions over the past year has allowed the IO team to refocus and improve access to the Office. The team encourages openness and will provide easier mechanisms for internal reporting and access to the office both online and face to face in the coming year.

Lilly Mojsin

Senior Internal Ombudsman

Jade Maskiewicz

Assistant Internal Ombudsman





About the organisation

Corporate Vision and Values



*A vibrant organisation
doing great things*



BE SAFE



BE POSITIVE



BE YOUR BEST



SERVE



COLLABORATE



IMPROVE

Organisational Structure

Administrator

Rik Hart

Chief Executive Officer

David Farmer

Internal
Ombudsman

Corporate Affairs	Community and Recreation Services	Environment and Planning	Infrastructure Services	Water and Sewer
Natalia Cowley	Julie Vaughan	Scott Cox	Boris Bolgoff	Jamie Loader
<ul style="list-style-type: none"> • Communications, Marketing and Customer Engagement • Economic Development and Property • Facilities, Asset and Energy Management • Finance • Governance and Risk • Information and Technology • Legal • People and Culture • Plant and Fleet • Procurement and Project Management 	<ul style="list-style-type: none"> • Community and Culture • Leisure, Recreation and Community Facilities • Libraries and Education • Open Space and Recreation 	<ul style="list-style-type: none"> • Development Assessment • Environmental Compliance and Systems • Environmental Management • Strategic Planning 	<ul style="list-style-type: none"> • Engineering Services • Roads and Drainage Infrastructure • Roads Construction and Maintenance • Waste and Resource Recovery 	<ul style="list-style-type: none"> • Headworks and Treatment • Planning and Delivery • Network Operations and Maintenance

Workforce Information

Workforce Statistics*	Number
Headcount**	
Total number of employees	2183
Employees by Gender	
Male	1226
Female	957
Other	0
Senior Management by Gender (%)****	
Male	68%
Female	32%
Other	0%
Employee Turnover***	
Turnover Rate	11.9%
Employees by Age	
<18	19
18 - 25	201
26 - 35	355
36 - 45	525
46 - 55	567
56 - 65	456
66 - 75	59
75>	1
Length of Service by Years	
<1	111
1 - 5	799
6 - 10	346
11 - 15	325
16 - 20	267
21 - 24	120
25 - 29	123
30>	92

*as at 30 June 2021 **Includes permanent, fixed term and casual employees

Exclude voluntary redundancies *Includes CEO, Directors and Unit Managers

Awards and Recognition

Award	Detail of Award	Project / Staff Member	Achievement
IPWEA Engineering Excellence Awards	Public Works Leader of the Year	Parissa Ghanem	Winner
IPWEA Engineering Excellence Awards	Projects greater than \$5M	Somersby Industrial Estate	Highly Commended
IPWEA Engineering Excellence Awards	Excellence in Road Safety Engineering	Road Safety Awareness (Adam Mularczyk)	Highly Commended
IPWEA Engineering Excellence Awards	Environmental Enhancement Project or Initiative including Recovering, Recycling and Reusing	Murrawal Road Upgrade Project	Finalist
AustStab Awards of Excellence	Excellence in Sustainability	Stuart Baverstock – Murrawal Road Upgrade Project (striving for 100% recycling)	Finalist
NSW Local Government Excellence Awards	Community Partnerships – Population over 100,000	Harvest Festival	Finalist
NSW Local Government Excellence Awards	Disaster Recovery / Emergency Management – Population over 100,000	Emergency Communications Response and Recovery	Finalist
NSW Local Government Excellence Awards	Supporting Local Enterprise	Central Coast Economy Taskforce	Finalist
Local Government NSW Excellence in the Environment Awards	Environmental Health Management – Division C	Terrigal and Coastal Lagoons Audit and Water Quality Improvement Program	Winner
Local Government NSW Excellence in the Environment Awards	Natural Environment Protection and Enhancement On-ground Works	Connecting Our Foreshores – Tuggerah Lakes	Highly Commended
IAP2 Core Value Awards	Australasian Organisation of the Year	Central Coast Council	Highly Commended
NSW Top Tourism Town Award	Judges Choice Award – Most Compelling Itinerary	Ettalong Beach	Winner
NSW Top Tourism Town Award	Top Tourism Town over 5,000 residents	Terrigal	Finalist
NSW Top Tourism Town Award	Top Tourism Town under 5,000 residents	Ettalong Beach and Toukley	Finalist
Central Coast Volunteering Awards	Volunteer Manager of the Year	Brooke Longford	Highly Commended
Sport NSW Community Sport Awards	Local Council of the Year	Central Coast Council	Finalist





Achievements

Operational Plan Performance Summary

108 Actions / Measures / Projects



**71
COMPLETED**

Work is completed / target achieved



**9
ACTIVE**

Multi-year action or action will continue in 2021-22



**15
DELAYED**

Work is behind schedule / target has not been achieved



**13
INACTIVE**

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

What we achieved this year

- Developed an Inclusive Sports Resource Booklet which is included in the new Sports Hub and is a resource for local clubs and recreation providers on how to make their sport more accessible for people with disabilities.
- Supported 41 community events and delivered 14 major events across the Coast. Whilst some were unfortunately cancelled due to COVID-19 restrictions, many were delivered in a COVID safe manner, including the Central Coast Food Festival, Bright Nights at The Entrance, Relish the Coast and Flavours by the Sea. These events delivered an economic benefit to the region of \$6.58 million
- Supported and promoted programs and initiatives to address domestic violence such as the See Something Do Something campaign, Positive Relationships campaign, 16 Days of Activism and Domestic Violence – it is Your Business campaign
- Delivered graffiti management actions including the provision of graffiti removal kits to residents, partnering with Juvenile Justice to assist with the removal of graffiti on private property and a mural created at Jubilee Park in Long Jetty
- Continued to promote and grow tourism through various campaigns, which saw

visitation to the region increase with all Council owned Holiday Parks and camping grounds exceeded their annual targets

- Delivered environmental actions and programs including the soft plastics recycling trial, the collection of 8,178 cubic metres of wrack, and the provision of 4 new education programs on upcycling, littering and green living
- Delivered 2.55 kilometres of drainage infrastructure, 17.5 kilometre of road pavement renewal, 19.1 kilometres of road resurfacing and 6.5 kilometres of kerb and guttering

Looking forward

- Continued development of key land-use planning documents including the Ourimbah Masterplan, Lake Munmorah Structure Plan, and the Coastal Management Program
- Adoption and implementation of the Greener Places Strategy, the new Disability Inclusion Action Plan, and a Responsible Pet Ownership Policy
- Development of a three-year Delivery Program detailing the operational projects, programs and actions that will be carried out in 2022-23, 2023-24 and 2024-25 financial years

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.



Our community spirit
is our strength



Creativity, connection
and local identity



18 Actions / Measures / Projects



COMPLETED
16



ACTIVE
0



DELAYED
2



INACTIVE
0

Completed

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Community and Culture			
Increased opportunities for community capacity building projects, strengthening community organisations and infrastructure / amenity improvements	A.01.2020-21 Manage Central Coast Council Community Grants program	30/06/21	<ul style="list-style-type: none"> Community Support Program: 21 projects supported for funding, with a total value of \$65,345.43. Working Together Staying Strong (WTSS): 5 projects supported for funding, with a total value of \$32,457.40 Colliery Grants Program: 6 projects supported for funding, with a total value of \$80,467.82 (exclusive of GST).
Improve Council's commitment and approach to designing inclusive and liveable communities	A.02.2020-21: Develop a new Disability Inclusion Action Plan (DIAP)	30/06/21	Draft Disability Inclusion Action Plan 2021-22 to 2024-25 has been developed, with exhibition in August 2021 and adoption planned for October 2021. During its development over 240 people including people living with a disability, family members and services providers were engaged to inform the plan's development. The Draft Plan has also been developed in collaboration with the Access and Inclusion Reference Group (AIRG).
Improve Council's commitment and approach to designing inclusive and liveable communities	A.03.2020-21: DIAP LC.024: Identify opportunities to promote existing information portals/ apps such as WheelEasy, finder website	30/06/21	<ul style="list-style-type: none"> Link to the WheelEasy and Better Access Map websites available on Council's website. Development and delivery of public-facing maps to promote the accessible attributes of The Entrance, Umina, Budgewoi, Wyong and Gosford town centres. Developed and promoted the Inclusive Sports Resource Booklet which was added to the new Sports Hub as a resource for local clubs and recreation providers on how to make their sport more accessible for people with disabilities.

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Community and Culture			
Increase positive community attitudes and behaviours towards people with disability	A.04.2020-21: DIAP AB.002: Develop and implement 2 disability awareness and education activities for CCC staff	30/06/21	<ul style="list-style-type: none"> • Universal Design guidelines have been developed and promoted to Council staff. The Guidelines provide a framework to inform staff of best practice approach to inclusion. • Internal scoping completed with communications team relating to the development of Council's Accessibility Hub.
Increase positive community attitudes and behaviours towards people with disability	A.05.2020-21: DIAP AB.003: 6 items on disability access and inclusion included in various Council internal communication mediums	30/06/21	<ul style="list-style-type: none"> • The profiles and a video of the new Access and Inclusion Reference Group (AIRG) representatives promoted • A DIAP highlights document produced and implemented to promote the work Council is doing to improve access and inclusion. • Produced video story showcasing local accessible and inclusive sporting clubs. • Photo shoot conducted to source contemporary images of people with lived experience of disability.
Increase positive community attitudes and behaviours towards people with disability	A.06.2020-21: DIAP SP.005: Ensure Central Coast Council Website has a dedicated area that contains accurate and relevant information for people with a disability - encompassing residents, tourists and businesses	30/06/2021	<ul style="list-style-type: none"> • The Disability Inclusion Officer undertook continuous review of the website and responding to requests for information to be more accessible, including uploading additional information on accessible and inclusive services and new imaging.
Increase positive community attitudes and behaviours towards people with disability	A.07.2020-21: DIAP SP.011: Promote the role and function of the Disability Inclusion Officer (DIO) within Central Coast Council and the broader community - with information available through various mediums (e.g. website, interagency, media, written information etc)	30/06/21	<ul style="list-style-type: none"> • The DIO role was promoted through Council's intranet and internet, as well as through the AIRG video and as part of the promotion of the Inclusive Sports Resource Booklet, and through various industry and community meetings.
Increase positive community attitudes and behaviours towards people with disability	A.08.2020-21: DIAP AB.010: Develop and implement a disability awareness and education campaign for the broader Central Coast community in partnership with relevant external organisations	30/06/21	<ul style="list-style-type: none"> • Filmed and produced a video story showcasing accessible and inclusive local sporting clubs. This was uploaded to Council social media platforms with 156 webpage views, 192 YouTube views, Facebook post reached 4.9 people, 1.4 viewed video, 52 reactions, comment and shares, 326 views on Instagram with 17 likes, 643 impression on LinkedIn with 6 reactions and 10 clicks and e-news EDM going out to 10,689 subscribers. • Provided messaging for summer beach matting media campaign and accessibility features of local nature trails e.g. Kincumber Mountain and Katandra Reserve, with 260 Facebook likes and 36 comments, 240 Instagram likes and 15 comments

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Community and Culture			
Develop, support and promote initiatives to address domestic violence	A.09.2020-21: Develop and deliver 3 projects with internal and external stakeholders designed to reduce the local impact of domestic and family violence.	30/06/21	<ul style="list-style-type: none"> • See Something Do Something Campaign: Council partnered with local Police, Liquor Accord and the Central Coast Domestic Violence Committee (CCDVC) and developed an educational video that exposes silent bystanders. The video shows audiences how to respond to an abusive situation. • Positive Relationships Campaign: This campaign targets young people and raises awareness of what a positive relationship is and isn't. High impact images and text were selected by young people and rolled out in areas where young people gather online. • Bottle shop campaign: Domestic Violence – it is your business placed on bottle shop brown bags, as well as the t-shirts of bottle shop staff. The intent of this project is to raise aware of domestic and family violence and the links with alcohol consumption. • 16 Days of Activism: Projects were rolled out in partnership with the Police, CCDVC and Liquor Accord to educate the community about the signs of violence, how to stop it, how to support someone going through it and what a positive relationship is. Light boxes at Erina Fair and The Entrance to tell the story of family and domestic violence including personal stories, and information on the role the community can play. Promotion of a virtual walk to encourage residents to “Step Up Against Domestic Violence” and share the message that domestic violence is never OK. Positive relationships campaign rolled out on digital screens throughout local shopping centres. • Bystander Video: Production of an educational film on active bystanders included contribution from members of the CCDVC, Central Coast Community Council, Happiness Habits, Specialist Homelessness Services and the Liquor Accord. The video features Peter Sterling as presenter and extras who volunteered their time. The video was released with coverage on A Current Affair, E-News, every Police Facebook page in NSW, and reaching 55,000 people on Social Media.

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Community and Culture			
Improve safety and amenity of the region	A.10.2020-21: Implement actions from the Graffiti Management Strategy	30/06/21	<ul style="list-style-type: none"> • Graffiti Removal Kits provided to community members upon request, with ongoing partnership with Department for Juvenile Justice for the removal of graffiti on private property. • Graffiti Removal Day: Partnered with Toukley Lions Club and Department of Juvenile Justice and produced a time-lapse video of the painting over of illegal graffiti in Toukley. • Jubilee Park Mural: Partnered with local community groups to develop a mural for Jubilee Park.
Assist external event organisers to deliver events built on a sustainable financial model that provide either economic or social return for the Central Coast.	B.01.2020-21: Support 15 Central Coast community events	15 events	Supported 41 community events, including: <ul style="list-style-type: none"> • Springtime Festival • Chinese Festival, The Entrance • Rotary Social Impact Network Fundraising Event • CitiRun • Kingdom Sounds • Easy Street Hod Rod Show N' Shine • Salvation Army craft fair
Increase tourism and economic development opportunities	B.02.2020-21: Deliver 15 Central Coast Council Major Events to 170,000 participants	15 events to 170,000 participants	14 major events delivered, with some events delivered online due to COVID-19 restrictions. This has resulted in: <ul style="list-style-type: none"> • Total economic impact of \$6.58 million (noting this is for physical events only) • Total sponsorship procured is \$7,550 • Total social media reach is 1,058,045
Leisure Beach Safety and Community Facilities			
Provide beach lifeguard services to patrolled beaches from September to April each year.	A.11.2020-21: Council to safely patrol 15 beach locations and beach safety, education and messaging programs provided (in partnership with Surf Life Saving Central Coast)	15 locations	Council safely patrolled 15 beach locations and delivered beach safety, education and messaging programs. This included Central Coast's COVID-19 Summer Safe Plan. Council provided \$213,000 in financial partnership support to Central Coast Life Saving and the regions 15 Surf Club's to support beach safety patrols and safety programs.
Providing an outstanding quality and cultural experience at Gosford Regional Art Gallery through programs and exhibitions	B.03.2020-21: Number of visitors attending the Gosford Regional Art Gallery	85000 visitors	Gosford Regional Art Gallery visitation was a total of 126,955. The Gallery provided a range of high quality exhibitions including Gosford Art Prize, Gosford Junior Portrait Prize, a Central Vision, Antartica, Angela Valamanesh and On Country.
Laycock Street Community Theatre hold a large range of cultural productions meeting the varied demographics and interests of the community	B.04.2020-21: Number of performances and events at Laycock Street Community Theatre that have been provided for the community	120 performances	Laycock Street Theatre hosted a total of 179 diverse events and performances including Great Southern Nights, Youth in Performing Arts, Stars of the Central Coast, Sydney Comedy Showcase and a range of tribute musical events.

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Economic Development and Property			
Provide a premier venue for sports and entertainment on the Central Coast community	B.07.2020-21: Number of events held at the Central Coast Stadium	30 events	The Central Coast Stadium hosted 14 NRL games, 17 A-League events, 8 community sporting events and 2 business events , with a total 41 events for the year.

Delayed

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Economic Development and Property			
Increase tourism and economic development opportunities	B.05.2020-21: Develop an events strategy for Central Coast Stadium (pending approval of the Stadium Strategy)	30/06/21	The Stadium Events Strategy has been delayed and is expected to be delivered late 2021.
Provide a premier venue for sports and entertainment on the Central Coast community	B.06.2020-21: Average attendance at events at the Central Coast Stadium	5500	Average attendance at the Stadium was trending towards the 5,500 target with the Mariners securing a home semi-final. Due to COVID-19 the average throughout the year was 4,000 to 4,500.

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.



A growing and competitive region



A place of opportunity for people



20 Actions / Measures / Projects



COMPLETED

8



ACTIVE

4



DELAYED

2



INACTIVE

6

Completed

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Communications Marketing and Customer Engagement			
Promote and grow tourism through the implementation of the Central Coast Destination Management Plan	C.02.2020-21: Destination Brand Strategy - Launch and year 1 execution of Destination Marketing campaign and Industry services	30/06/21	New Destination Brand launched in July 2020 with a number of campaigns and executions rolled out continuously throughout the year including an in region out of home campaign, a paid digital campaign amplifying Destination Brand Ambassador videos across Facebook, Instagram and YouTube, a paid content campaign developed in conjunction with Destination NSW, an internally managed influencer campaign, and the Blank Canvas Makers and Creators Pop Up.
Community and Culture			
Increase tourism and economic development opportunities	C.03.2020-21: 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	30/06/21	Accessible places and spaces access audits were completed for Wyong, The Entrance, Budgewoi and Umina. Further work undertaken with Briometrix to ensure data sets from the master-map for each of the accessible places and spaces areas is in the required format to inform upgrade priorities. Process of analysing the GIS geo data for compatibility for use on Council internal/ external platforms is progressing.

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Economic Development and Property			
To attract visitors to holiday on the Central Coast	C.15.2020-21: Number of nights stayed by tourists stayed in sites or cabins annually at Budgewoi Holiday Park	19,500 nights	Budgewoi Holiday Park exceeded its annual target with total number of nights 28,749.
To attract visitors to holiday on the Central Coast	C.16.2020-21: Number of nights stayed by tourists stayed in sites or cabins annually at Canton Beach Holiday Park	15,000 nights	Canton Beach Holiday Park exceeded its annual target with total number of nights 20,279.
To attract visitors to holiday on the Central Coast	C.17.2020-21: Number of nights stayed by tourists stayed in sites or cabins annually at Norah Head Holiday Park	19,500 nights	Norah Head Holiday Park exceeded its annual target with total number of nights 37,950.
To attract visitors to holiday on the Central Coast	C.18.2020-21: Number of nights stayed by tourists stayed in sites or cabins annually at Toowoona Bay Holiday Park	31,500 nights	Toowoona Bay Holiday Park exceeded its annual target with total number of nights 54,361.
To attract visitors to holiday on the Central Coast	C.19.2020-21: Number of nights stayed by tourists stayed in sites or cabins annually at Patonga Campground Holiday Park	15,000 nights	Patonga Campground exceeded its annual target with total number of nights 17,646.

Active

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Strategic Planning			
Provide a clear approach to the planning and development of key growth regions	C.05.2020-21: Finalise Lake Munmorah Structure Plan	30/06/21	Report currently being prepared for adoption by Council.
Provide a clear approach to the planning and development of key growth regions	C.06.2020-21: Prepare a draft Structure Plan for the Greater Warnervale Area	30/06/21	Finalisation of draft plan requires final position on railway corridor, Warnervale Town Centre, and Aircraft Landing Area.
Provide a clear approach to the planning and development of key growth regions	C.08.2020-21: Commence development of character statements	30/06/21	Work has commenced with review of the DPIE requirements and preliminary review of existing Character Statements. The focus in 2021-22 will be the development of Character Statements for the northern part of the LGA .
Provide a clear approach to the planning and development of key growth regions\	C.09.2020-21: Finalise the Ourimbah Land Use Strategy and Masterplan	30/12/20	Finalisation of the Ourimbah Masterplan has recommenced, with adoption planned to occur in 2021-22.

Delayed

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Strategic Planning			
Integrated approach to the funding of infrastructure to meet the needs of the Central Coast population	C.10.2020-21: Prepare a new 7.11 Contribution Plans for the Central Coast region	31/12/21	The Warnervale District Contribution Plan was adopted by Council in August 2021. The next stage of the process is repealing of plans that have been superseded by the Regional s7.12 Contribution Plan. A report to Council is being prepared for September 2021 to repeal 35 Contribution Plans. Pending available staff resources, the consolidation of contribution plans will be completed in 2021-22.
Economic Development and Property			
Grow tourism and profitability of the Holiday Parks To attract visitors to holiday on the Central Coast	C.14.2020-21: Develop a Holiday Parks business strategy and masterplans	30/06/21	The Holiday parks Masterplan and business strategy will be developed in the 2021-22 financial year once the Holiday Parks Manager role is filled.

Inactive

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Communications Marketing and Customer Engagement			
Promote and grow tourism through the implementation of the Central Coast Destination Management Plan	C.01.2020-21: Tourism Opportunity Plan: Launch and year 1 execution of "1000 Little Things We Could Do" campaign	30/06/21	Due to the financial situation the actions were unable to be delivered. Despite this, tourism on the Central Coast has remained high.
Strategic Planning			
Planning controls that enable the development of active and liveable Town Centres	C.04.2020-21: Prepare Wyong Town Centre Structure Plan	31/06/21	Due to Council's financial recovery process this project has been put on hold, and will be reconsidered as part of the Delivery Program 2022-23 to 2024-25.
Provide a clear approach to the planning and development of key growth regions	C.07.2020-21: Prepare the Woy Woy Structure Plan	30/06/21	Due to Council's financial recovery process this project has been put on hold, and will be reconsidered as part of the Delivery Program 2022-23 to 2024-25.
Implementation of the Somersby to Erina Corridor Strategy	C.11.2020-21: Prepare East Gosford Structure Plan	30/06/21	Due to Council's financial recovery process this project has been put on hold, and will be reconsidered as part of the Delivery Program 2022-23 to 2024-25.
Support revitalisation of the southern growth corridor	C.12.2020-21: Prepare Erina Structure Plan	30/06/21	Due to Council's financial recovery process this project has been put on hold, and will be reconsidered as part of the Delivery Program for 2022-23 to 2024-25.
Support revitalisation of the southern growth corridor	.13.2020-21: Commence development of a West Gosford Structure Plan	30/06/21	Due to Council's financial recovery process this project has been put on hold, and will be reconsidered as part of the Delivery Program 2022-23 to 2024-25.

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.



Environmental resources
for the future



Cherished and protected
natural beauty



15 Actions / Measures / Projects



COMPLETED

9

ACTIVE

2

DELAYED

2

INACTIVE

2

Completed

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Waste and Resource Recovery			
Increased waste avoidance and diversion of domestic waste from landfill	E.01.2020-21: Implementation of actions from the Central Coast Waste Strategy, focused on waste avoidance and resource recovery strategies	30/06/30	The Central Coast Waste Resource Management Strategy 2020-2030 was adopted during the year. Key actions implemented included, commencement of planning for a combined garden and food organics service, construction of a community recycling centre at Buttonderry Waste Management Facility, and commencement of a national first soft plastics collection initiative.
Expand the diversion of domestic waste from landfill through increased resource recovery resulting in environmentally responsible waste collection services	E.02.2020-21: Percentage of household waste diverted from landfill	>40% diversion	Council continues to implement a wide range of waste avoidance and resource recovery initiatives resulting in EOFY diversion rate of 41%. Key activities for the year included the adoption of the Central Coast Waste Resource Management Strategy 2020-2030, diversion of 28,200 tonnes of household recyclables (including 8T of soft plastics), 57,000T of garden organics/ seaweed / wood waste, 26,000T of sewage biosolids, and 5,600T of scrap metal. Council also commenced investigation and planning for a Food Organics Garden Organics service.
Libraries and Education			
Environmental education programs to increase knowledge of (issues impacting) coastal areas, lakes, catchment area and conservation	E.03.2020-21: Number of Environmental Education programs (estuary, resilience, sustainability, general environmental education) delivered	10 programs	A total of 10 environmental education programs have been delivered across the subjects of biodiversity, resilience, and water conservation. These programs have reached businesses, early childhood education, schools, general community and internal attendees.

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Libraries and Education			
Community Education programs focused on increasing community awareness and instilling behaviour change around sustainable living including, waste avoidance and reduction and re-use / recycle concepts	E.04.2020-21: Number of new community education programs specifically targeting litter, up-cycling and green living delivered	4 programs	Four new education programs developed and delivered specifically targeting litter, up-cycling and green living. These included webinars, pPlastic free July, YouTube videos on up-cycling, booklets for Keep the Coast Clean.
Environmental Management			
Education Programs focused on increasing community awareness and instilling behaviour change around sustainable living including, waste avoidance and reduction and re-use/ recycle concepts	E.05.2020-21: Number of attendees at environmental education programmed activity	3,125 attendees	Removal of the Environmental Education Team from Council's structure has resulted in the loss of capacity to deliver previous programs about sustainable living including, waste avoidance and reduction and re-use/ recycle concepts. Some capacity was retained to deliver waterways, natural assets and biodiversity programs.
Regular operation wrack and algae collection (and other equipment under contract) in near-shore zones of Tuggerah Lakes	E.06.2020-21 8,000m3 of floating wrack and macro algae removed from the Tuggerah Lakes Estuary annually	100% collection	1,757 cubic metres collected in Q4, with a total of 8,178 cubic metres collected 2020-21.
Identify future opportunities to increase participation in Landcare	E.07.2020-21: Commence implementation of actions from the adopted Landcare Program	30/06/21	Completion of actions 1-4, including <ul style="list-style-type: none"> 1. Changing Council's environmental volunteering program title to the Central Coast Council Environmental Volunteer Program. 2. Provided 4 sub-programs, including conservation program, technical program, short-term volunteer program and amenity program. 3. Continued to develop and review procedures to support the program. 4. Ensured the Site Strategy or Plan for each group was compliant with current policy, legislation, and reviewed at least every 2 years.

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Environmental Management			
To identify high priority conservation value lands within the CCC LGA to: a) preserve and enhance local and regional biodiversity b) invest in generating biodiversity credits on Council land that: i. serve as a valuable financial commodity for Council ii. enable progression of priority Council projects under the Biodiversity Offset Scheme c) expand and strengthen the COSS network	F.01.2020-21: Commence implementation of actions from adopted Biodiversity Strategy	30/06/21	The implementation of actions from the adopted Biodiversity Strategy has progressed by prioritising actions that can be delivered through existing resources.
Strategic Planning			
Mitigate the impacts of climate change on the regions, coastal ecosystems, infrastructure, health, agriculture, and biodiversity	F.04.2020-21: Adopt and commence the implementation of the Greener Places Strategy	30/06/21	The Greener Places Strategy was adopted at the 27 July Council Meeting. Implementation of the Strategy will be in line with budget and resourcing.

Active

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Environmental Management			
Review existing Coastal Zone and Estuary Management Plans as required by new Coastal Management Act	F.02.2020-21: Complete scoping studies and commence development of new Coastal Management Programs (CMPs) – as required by new Coastal Management Act	30/06/21	Hawkesbury-Nepean River CMP Stage 1 Scoping Study completed in prior year. Stage 2 CMP development underway with partner Councils. Open Coast and Coastal Lagoons CMP Stage 1 Scoping Study completed. Grant application lodged to undertake Stage 2 CMP studies during 2021-22. Tuggerah Lakes CMP Stage 1 Scoping Study completed. Grant application lodged to undertake Stage 2 CMP studies during 2021-22. The first phase of stakeholder and community engagement was completed using a combined 'Our Coast, Our Waterways' campaign including a region wide survey and community pop-up sessions
Facilities Asset and Energy Management			
Reducing energy cost, improve energy productivity and reduce Council's greenhouse gas emissions	E.11.2020-21: Develop a set of guidelines to ensure the design and operation of Council assets is energy efficient	30/06/21	The joint Council's group have determined the most appropriate contracting model from the market information and have established indicative timeframes with a Tender to be released in early September.

Delayed

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Strategic Planning			
Climate Change Adaptation	E.08.2020-21: Develop the Climate Change Action Plan	30/06/21	The Climate Action plan is now programmed for completion in 2021-22.
Facilities Asset and Energy Management			
Reducing Council's energy cost, improve energy productivity and reduce Council's greenhouse gas emissions	E.09.2020-21: Installation of solar power systems on Council assets	30/06/21	This work has been delayed due to lack of resourcing in the Energy Management space.

Inactive

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Strategic Planning			
Enable sustainable urban development that values energy efficiency, heritage, local character, the environment, transport, safety and liveability	F.03.2020-21: Adopt and commence implementation of the Sustainability Strategy	30/06/21	The Sustainability Strategy will be included as part of the CSP Review.
Facilities Asset and Energy Management			
Reducing energy cost, improve energy productivity and reduce Council's greenhouse gas emissions	E.10.2020-21: Percentage of greenhouse gas emissions	65% reduction by 31/12/22	Significantly impacted by proposed organisational structure, lack of resources and financial situation has put this work on hold

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.



Good governance and great partnerships



Delivering essential infrastructure



Balanced and sustainable development



35 Actions / Measures / Projects



COMPLETED
21

ACTIVE
3

DELAYED
8

INACTIVE
3

Completed

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Waste and Resource Recovery			
Provide a reliable, safe, cost effective and environmentally responsible domestic waste collection to the Central Coast region	G.01.2020-21: Percentage of waste bins collected on the scheduled date	>99% collected	Council delivered its domestic waste collection services in accord with agreed levels of service, including >99.8% of services delivered on the scheduled day, and no disruption to service delivery due to COVID-19.
Leisure Beach Safety and Community Facilities			
Develop a coordinated approach towards implementation and ongoing management of security measures across Council's facilities / assets	G.02.2020-21: Implement Year 1 recommendations from the CCTV strategy	30/06/21	CCTV strategy finalised and Year 1 recommendations implemented, including finalisation of an asset audit and inclusion of CCTV in Council's asset management system.
Maintain good governance practice for Council's leasing and licensing portfolio.	G.03.2020-21: Percentage of all leases and licences commencing due diligence process within a week of the original request	100% completed	100% target met. Community leases due diligence completed within the one week target timeframe.
Strategic Planning			
Meet legislative and business requirements	G.14.2020-21: Complete Council's Integrated Planning and Reporting (IP&R) requirements including; quarterly reporting against the Operational Plan 2020-21, development of the Operational Plan 2021-22, development of the Annual Report 2019-20	30/06/21	All activities required under the IP&R framework for the 2020-21 financial year have been completed.
Comprehensive Local Environment Plan	I.06.2020-21: Commence Heritage Review including new heritage nominations for the Comprehensive Local Environmental Plan	31/12/21	Nomination, conservation and landscape framework finalised. Recommendations will form part of I.04.2020-21.

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Economic Development and Property			
Provide beautiful well-tended places of rest available for the community and families	G.05.2020-21: Number of ash interments in Council's Cemeteries	109 ash interments	A total of 102 ash interments were conducted across both the Council operated and Leased cemeteries this year. While short of the target, the number is mainly driven by the death rate and not significant to cause concern.
Provide beautiful well-tended places of rest available for the community and families	G.06.2020-21: Number of burials in Council's Cemeteries	260 burials	A total of 251 burials were conducted across both the Council operated and Leased cemeteries. While short of the target, the number is mainly driven by the death rate and not significant to cause concern.
Increased utilisation of parking station	H.09.2020-21: Implement pricing strategy for Gosford City Carpark	30/06/21	The Gosford City Carpark pricing strategy has been implemented as part of the 2021-22 fees and charges.
Create car park options and solutions for the Central Coast	H.13.2020-21: Continue implementation of Central Coast Carpark Study	30/06/21	The Central Coast Carpark Study and Implementation Plan was adopted by Council in April 2021.
Governance and Risk			
An Enterprise Risk Management Framework (ERMF) for Central Coast Council that is consistent with ISO 31000 - 2009 Risk management – principles and Office of Local Government guidelines	G.07.2020-21: Maintain and improve the Enterprise Risk Management framework	30/06/21	An Enterprise Risk Management Framework consistent with AS ISO 31000 2018 is in place. A supporting work program is also in place and is being followed. The risk register has been updated to reflect the new organisational structure. A risk Committee has been established made up of relevant stakeholders across the organisation.
Ensure compliance with the statutory requirement and promote transparency and accountability	G.10.2020-21: Number of non-compliances with legislative compliance requirements	0 non-compliances	For the last Financial year there were 102 items recorded, of these only six have not been actioned. It is expected that this number (six) will be lower following further discussion with the relevant areas who may not have entered the required details into the Legislative Compliance Register.
Support Councillors in effective decision making and promote transparency and accountability	G.13.2020-21: Percentage of Council matters considered in confidential session	<5% considered	No items were considered in confidential session this quarter.
Environmental Compliance and Systems			
An Environmental Management System (EMS) for Central Coast Council that is consistent with AS/NZ ISO 14001:2016	G.09.2020-21: An Environmental Management System for Central Coast Council that is consistent with AS/NZ ISO 14001:2016	30/06/21	EMS System development continues in line with Operational Plan target. It is noted that a number of amendments to the 2020-22 EMS Audit Plan have been made in response to Council's financial recovery process. Audit Plan have been made in response to Council's financial recovery process.
Ensure compliance with the statutory requirement and promote transparency and accountability	G.11.2020-21: Number of Environment Protection License non-compliances	Reduction in Number	All licence non-compliances reported to the EPA within the required timeframes.

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Roads and Drainage Infrastructure			
Expansion and upgrade of the drainage network across the Central Coast to reduce flooding, improve stormwater management, and maintain accessibility around the Central Coast	H.01.2020-21: Kilometres of drainage infrastructure constructed each year (subject to historic funding levels)	2.7 kilometres	During the 2020-21 financial year, Council constructed 2.55 kilometres of drainage infrastructure.
Region wide improvement to road pavement condition to ensure long term sustainability of the road network and to support economic growth	H.02.2020-21: Kilometres of road pavement to be renewed each year	15 kilometres	During the 2020-21 financial year, Council renewed 17.5 kilometres of road pavement.
Region wide improvement to road pavement condition to ensure long term sustainability of the road network and to support economic growth	H.03.2020-21: Kilometres of road resurfacing to be renewed each year	20 kilometres	During the 2020-21 financial year, Council resurfaced 19.1 kilometres of road pavement. While this is slightly below the target, pavement renewal has exceeded the target by 2.5 kilometres.
Region wide improvements to bus stop infrastructure to improve access to public transport and ensure legislative compliance	H.04.2020-21: Number of bus stops upgraded to meet Disability Discrimination Act (DDA) compliance each year	23 bus stops	During the 2020-21 financial year, Council upgraded 23 bus stops.
Region wide improvements to kerb and gutter infrastructure to improve access to public transport and ensure legislative compliance	H.05.2020-21: Kilometres of kerb and gutter constructed each year	5.5 kilometres	During the 2020-21 financial year, Council constructed 6.5 kilometres of kerb and gutter.

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Engineering Services			
Capital expenditure projects are completed as planned	H.06.2020-21: Percentage of Roads Transport Drainage and Waste capital expenditure projects completed within scope and budget annually	90% completed	Based on the reduced capital works budget, 138 projects were completed and seven (7) were deferred to allow for further design and consultation or due to contractor availability.
Environmental Management			
Complete Flood Studies and Floodplain Risk Management Plans in consultation with the community	I.01.2020-21: Complete and revise the following flood studies and floodplain risk management plans (in accordance with priorities and approved budget allocations): Lake Macquarie Overland Flood Study (OFS), Wallarah Creek floodplain risk management study and plan (FRMSP), Ourimbah Creek floodplain risk management study and plan (FRMSP), Wyong River floodplain risk management study and plan (FRMSP), Coastal Lagoons Overland Flood Study (OFS), Killarney Vale / Long Jetty floodplain risk management study and plan (FRMSP), Brisbane Water Catchment Overland Flood Study (OFS)	30/06/21	The studies were all completed as planned. Flood mapping databases are being updated utilising the new information and the studies are being loaded onto the website.

Active

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Strategic Planning			
Comprehensive Local Environment Plan	I.02.2020-21: Prepare a draft Central Coast Housing Strategy	30/06/21	To be continued into 2021-22. Consultants (Hills PDA) contract has been extended to enable the delivery of the strategy by June 2022.
Comprehensive Local Environment Plan	I.03.2020-21: Prepare a Central Coast Employment Land Audit and Strategy	30/06/21	Project will be recommence in 2021-22. Contract variation may be required to update audit results, and assess implications of recent planning reforms for employment reforms and exempt and complying development.
Enable sustainable urban development that values energy efficiency, heritage, local character, the environment, transport, safety and liveability	I.08.2020-21: Commence development of a Landscape Design Guideline	30/06/21	Project progressing in line with project plan and remains on track

Delayed

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Strategic Planning			
Comprehensive Local Environment Plan	I.04.2020-21: Develop a Heritage Strategy by December 2020	30/06/21	Relates to I.05.2020-21 and I.06.2020-21. Completion of final Heritage Strategy and Action Plan deferred to 2022 or 2023 given resource and budget constraints.
Comprehensive Local Environment Plan	I.05.2020-21: Develop a Heritage Action Plan by December 2020	30/06/21	Gap Analysis finalised. Recommendations will form part of I.04.2020-21
Economic Development and Property			
Structural remediation plan	H.07.2020-21: Undertake structural remediation plans for Gosford City Carpark	30/06/21	The structural remediation project was paused as it was not urgent works that need to be undertaken. The work will commence in 2021-22.
Structural remediation plan	H.08.2020-21: Undertake Structural remediation plans for Terrigal Wilson Road Carpark	30/06/21	The structural remediation project was paused as it was not urgent works that need to be undertaken. The work will commence in 2021-22.
Better visibility of parking availability in Gosford	H.10.2020-21: Integrate the available spaces at Gosford City Carpark into the ParkSpot App	30/06/21	The project was delayed due to Councils financial situation and is scheduled for 2021-22.
Better visibility of parking availability in Terrigal	H.11.2020-21: Integrate the available spaces at Terrigal, Wilson Road Carpark into the ParkSpot App	30/06/21	The car park tracking system did not reach practical completion prior to the end of the financial year due to delays caused by COVID-19 restrictions for both NSW and VIC. Practical completion for the project is due to take place in July 2021. Additionally, integration of the API data to the available app will also take place in 2021-22.
Optimise the usage of the Baker Street Car Park for visitors to the Gosford City Centre	H.12.2020-21: Average Occupancy rates for business hours - Monday to Friday	60% occupancy	COVID-19 has caused a drop in demand for carparking within the Gosford CBD and this has resulted in lower occupancy than targeted for this financial year.

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Governance and Risk			
Support Councillors in effective decision making and promote transparency and accountability	G.12.2020-21: Percentage of Council resolutions actioned within agreed timeframes	90%	17% of actions were open and overdue at the end of Q4. 77% of council resolutions were actioned within agreed timeframes

Inactive

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Strategic Planning			
Build Council and community capacity to manage disaster	G.04.2020-21: Adopt and Implement of the Disaster Resilience Strategy	30/06/21	Due to Council's financial recovery process this project has been put on hold, and will be reconsidered as part of the Delivery Program 2022-23 to 2024-25.
Improved social and economic opportunities in the rural areas of the central coast	I.07.2020-21: Prepare and deliver a draft Rural Lands Audit and Strategy to Council for the Central Coast Region	30/06/21	Due to Council's financial recovery process this project has been put on hold, and will be reconsidered as part of the Delivery Program 2022-23 to 2024-25.
Governance and Risk			
Community confidence that Central Coast Council is managed in the community's best interests	G.08.2020-21: Provide a professional development program for the Mayor and Councillors as required by the Local Government Act	30/06/21	This is currently on hold due to the suspension of Central Coast Council Councillors.

20 Actions / Measures / Projects



COMPLETED

17

ACTIVE

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DELAYED

1

INACTIVE

2

Completed

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Roads and Drainage Infrastructure			
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	K.01.2020-21: Kilometres of shared path and footpath constructed each year	5 kilometres	During the 2020-21 financial year, Council constructed 8.5 kilometres of footpath and shared paths.
Community and Culture			
Improve Council's commitment and approach to designing inclusive and liveable communities	L.01.2020-21: DIAP LC.006: Promote CCC community funding programs to assist local organisations to access funding to increase opportunities for inclusion and infrastructure enhancements	30/06/21	The grant program released during COVID-19, <i>Working Together, Staying Strong</i> was promoted to the disability sector and relevant networks.
Leisure Beach Safety and Community Facilities			
To increase transparency on Council's decision making for leasing and licensing of facilities, contributions to community groups through subsidised rent and building outgoings	L.02.2020-21: Implement Year 1 recommendations from the Community Facilities Review,	30/06/21	New lease template developed and aligned to the Facilities Leasing and Licencing Policy. Draft Portfolio Plan completed, identifying the planning of new facilities linked to population growth and the potential to rationalise community facilities that may be at the end of their asset lifecycle.
To increase utilisation of community facilities by providing quality assets at affordable rates	L.05.2020-21: Number of annual bookings for community halls managed and administered	7,500 bookings	A total of 24,940 regular bookings of community halls were managed and administered during the year.
Efficient delivery of community facilities that meets the community needs	L.06.2020-21: Number of visitors attending the Gosford Olympic Pool	62,000 visitors	A total of 211,599 attendances at Gosford Olympic Pool during the year, in lap swimming, learn to swim and squad programs.
Efficient delivery of community facilities that meets the community needs	L.07.2020-21: Number of visitors attending the Wyong Olympic Pool	20,000 visitors	A total of 36,278 attendances at Wyong Pool during the year in lap swimming, learn to swim and squad programs. The pool closed for the winter season from 31 March 2021

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Leisure Beach Safety and Community Facilities			
Efficient delivery of community facilities that meets the community needs	L.08.2020-21: Number of visitors attending the Toukley Aquatic Centre	42,000 visitors	A total of 112,793 attendances at Toukley Aquatic Centre during the year, in lap swimming, learn to swim and squad programs.
Efficient delivery of community facilities that meets the community needs	L.09.2020-21: Number of visitors attending the Peninsula Leisure Centre	165,000 visitors	A total of 449,246 attendances at Peninsula Leisure Centre during the year in swimming, sports programs and health and fitness. The new water play park was opened to the public in September 2020, providing safe water-based family fun activities.
Efficient delivery of community facilities that meets the community needs	L.10.2020-21: Number of visitors attending the Lake Haven Recreation Centre	42,000 visitors	A total of 124,868 attendances at Lake Haven Recreation Centre during the year in sports programs and health and fitness. New 24/7 gym access was opened at the centre in November 2020.
Efficient delivery of community facilities that meets the community needs	L.11.2020-21: Number of visitors attending the Niagara Park Stadium	45,000 visitors	A total of 118,944 attendances at Niagara Park Stadium during the year in sport programs, events and recreation activities.
Engineering Services			
Road Safety programs increase road safety awareness and planned behaviour change	L.12.2020-21: Number of Road Safety Education programs relating to road safety awareness delivered	8 programs	All eight (8) Road Safety projects have been delivered to the community.
Libraries and Education			
Programs focused on increasing Community Safety, improving awareness and instilling behaviour change for responsible citizenship	L.13.2020-21: Number of Community Safety Education programs delivered in topics such as responsible pet ownership, parking, personal and family safety, household safety, compliance	5 programs	Five Community Safety Education programs delivered to the community covering topics such as responsible pet ownership, parking, personal and family safety, household safety and compliance providing a range of learning opportunities for the community across the year.
Provision of 8 education and care services for children aged 6 weeks to 6 years	L.14.2020-21: Number of families receiving education and care services	540 families	Centres have exceeded the target of providing care and education to 540 families. YTD there have been 693 families in the community who have received care and education. This KPI exceeded the target by 153 families.
Provision of 8 education and care services for children aged 6 weeks to 6 years	L.15.2020-21: Number of vulnerable children who receive inclusive opportunities to maximise their learning, development and wellbeing	60 children	The child care centres are providing inclusive care for a total of 93 children who have high support needs and are classed as vulnerable. This exceeds the KPI target by 33 children.
Education Programs focused on increasing Community Safety, improving awareness and instilling behaviour change for responsible citizenship	L.16.2020-21: Number of attendees at community safety education program activities	1,000 attendees	Community Safety programs were delivered across the year to more than 1200 community members, including topics such as responsible pet ownership, parking, personal and family safety, household safety and compliance. These will help to create positive behaviour change and improve safety within our community.

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Libraries and Education			
Road Safety programs increase road safety awareness and planned behaviour change	L.17.2020-21: Number of attendees at road safety education program activities	500 attendees	The Road Safety Team delivered Road Safety programs to more than 500 community members, creating positive behaviour change in road safety education outcomes.
Increased learning opportunities across all life stages through partnerships and provision of information	L.18.2020-21: Number of children aged 3-5 years receiving preschool program that attract start strong funding	405 children	There were a total of 585 children aged 3-5 years who received care, attracting Start Strong Funding. This exceeded the target by 180 children.

Active

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Leisure Beach Safety and Community Facilities			
To increase utilisation of community facilities by providing quality assets at affordable rates	L.03.2020-21: Percentage of assets inspected post booking and bond refunds are processed by bookings staff within one week, post event date	95% inspected	Limited new casual bookings were taken in 2020-21 for community halls due to COVID-19 restrictions and the necessary additional cleaning requirements.
To increase utilisation of community facilities by providing quality assets at affordable rates	L.04.2020-21: Percentage of actions implemented from the Marketing Plan (Year 1) to improve the utilisation of community halls	95% implemented	Marketing Plan implementation was on hold during the year due to COVID-19 restrictions and casual bookings not being taken.

Delayed

Delivery Program	Action / Measure / Project	Timeline / Target	Comment
Economic Development and Property			
Provide a premier venue for sports and entertainment on the Central Coast community	L.19.2020-21: Percentage of surveyed respondents that are either satisfied or very satisfied with the Central Coast Stadium overall in Customer Surveys.	67% satisfied	Due to COVID-19 the survey was not conducted this year.



Resourcing Strategy Performance

About the Resourcing Strategy

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

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

Long Term Financial Plan

The Long Term Financial Plan (LTFP) details the 10 year projected financial path for Central Coast Council, and:

- Provides financial projections, scenario modelling and performance measures
- Highlights issues and helps assess the long-term fiscal sustainability of Council and whether service levels need to be adjusted now or into the future
- Details the assumptions and drivers that help form the LTFP

The LTFP that was adopted in July 2020 already forecasted a deficit for 2020-21, but not to the extent of the current financial situation. A Revised LTFP was then drafted, exhibited and adopted. Details on Council's financial performance and progress towards achieving financial sustainability is detailed in Council's Quarterly Business Reports and an end of financial year performance is detailed in the Audited Financial Statements.

Asset Management Strategy

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

Council is continuing to focus on maturing the asset management process, with development and / or revisions to existing Asset Management Plans. This will assist with the development of a new Asset Management Strategy as required following Local Government elections, which is expected in 2022.

Workforce Management Strategy

An effective Workforce Management Strategy will enable Council to plan and meet its future workforce, delivering agreed goals and focussing beyond the short term to the medium and long term. The major focus for Council is to ensure that the workforce model includes the right people, in the right place, at the right time and at the right cost, in order to meet the community's aspirations and its operational objectives.

Details of performance against the actions within the Workforce Management Strategy is below.

Workforce Management Performance



**25
COMPLETED**

Work is completed / target achieved

**6
ACTIVE**

Multi-year action or action will continue in 2021-22

**2
DELAYED**

Work is behind schedule / target has not been achieved

**3
INACTIVE**

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

Completed

Action	Performance Measure	Comment
Work Health and Safety		
Promote a positive and engaged attitude towards health and safety in the workplace	Include Work Health and Safety into the organisation's core values.	Introduction of the Be Safe value and inclusion of activities to promote a positive and engaged attitude into Councils Workplace Health and Safety Strategic Plan to ensure continual improvement. Safety will be included as a significant part of the future Culture program for Council.
Promote accountability for health and safety in the workplace	Inclusion of Unit work health safety key performance indicators in monthly Executive reporting	Accountability framework has been included in the Workplace Health and Safety Management System development. Regular reporting against key performance indicators is presented to senior management to monitor and action.
Focus on reducing the number and severity of work-related injuries	Maintain effective reporting and include identified strategies to reduce injuries within the Work Health Safety Management Plan	This is business as usual activity and will also be achieved through the implementation of the new Workplace Health and Safety Management system.
Drive continuous improvement	Maintain an effective Work Health Safety Audit Program to identify and implement corrective actions	An effective audit program has been included in the Workplace Health and Safety Management system.
Ensure that the Work Health Safety Management System is appropriate, and effective.	Commence the development of a performance-based Work Health Safety Management System to meet legislative and other requirements	Development and implementation plan finalised.
Implement strategies to support the health and safety of the workplace including reducing time lost to injury, and responding to identified opportunities for improvement	Review workplace injuries and capture strategies in the Work Health Safety Management Plan	Strategies have been completed with further inclusion into Council's Workplace Health and Safety Strategic Plan 2020-2023 for further continual improvement.

Completed

Action	Performance Measure	Comment
Organisational Development		
Implement formal mentoring to employees to support them in their current roles and better prepare them for future opportunities	A formal mentoring program is implemented for Central Coast Council	"Emberin for Women" pilot commenced with ten women participating.
Implement on-line learning strategies to address learning needs in a cost effective and contemporary approach	On-line learning strategies are implemented to meet organisational development needs	LinkedIn learning currently implemented and on-line access available for staff.
Equity and Diversity		
Offer equitable training and development opportunities to employees	Learning opportunities are promoted across the organisation including professional development, computer skills and leadership opportunities	Workforce planning and capability assessments in line with business needs and requirements rolled out.
Workforce Data Measurements and Analysis		
Implement system enhancements to improve efficiency of data analysis	Enhancements are implemented to improve business reporting requirements	Power Business Intelligence Dashboard Reporting developed for a range of reporting, including People and Culture reporting.
Undertake analysis of workforce data to identify trends and focus areas	Trends and focus areas are identified and reported to management on a monthly basis	Reports are published to the business every month, includes full time equivalent employee reporting and excess leave reports.
Provide comprehensive reports to Management to assist with people decision making	Employee establishment analysis and reporting is provided to management on a monthly basis	Monthly reports are provided to the Executive Leadership Team.
Proactively undertake research regarding remuneration and benefits to ensure Central Coast Council remains competitive in the labour market	Proactively undertake research regarding remuneration and benefits to ensure Central Coast Council remains competitive in the labour market	Remuneration and Benefits Specialist reviewed the market data and this research influenced the development of the remuneration strategy.
Utilise data to make organisational changes that contribute to improved productivity and organisational performance	Managers / supervisors are actively addressing identified focus areas with the support of their Business Partner teams	Data remediation occurring to ensure accuracy of data.
Attraction and Retention		
Data remediation occurring to ensure accuracy of data	An Employee Value Proposition is developed which promotes Central Coast Council as an employer of preference	Employee Value Proposition approach designed for implementation.
Implement projects and programs that assist in building talent pools to attract and retain a diverse workforce	Central Coast Council offers a trainee program including apprentices, graduates and other students to build talent pools in skill shortage areas	Analysis of skills shortage data used to help promote these areas at Career Expos. Workforce Development programs have been delivered and a recruitment plan intake has been communicated.
Continue to build people management and leadership skills across the organisation	Employee response rates for engagement surveys are analysed against previous years to assess opportunities for improvement	MyVoice Survey completed and Unit action plan published on the intranet.
Actively promote career opportunities through participation at career expos	A minimum of one career expo is attended each year	Due to COVID-19 many career expos were not held in 2020, with the focus moving to online methods. Promotion of career opportunities was done so online where possible.

Completed

Action	Performance Measure	Comment
Technology		
Utilise various modes of electronic communication to provide HR information to employees and the community	Accurate People and Culture related information is provided to the community via Council's website	People and Culture have been promoting the use of MS Teams to communicate to employees. Council's website is updated as needed to ensure accuracy of HR information.
Make the most appropriate use of contemporary communication methods	Social networking sites are used to promote People and Culture programs and initiatives	Implementation of technology made available for outdoor staff including mobile devices and access to specific online applications.
Comply with the Web Content Accessibility Guidelines (WCAG) in order to encourage and enable people living with disabilities to more fully interact with the organisation	All online People and Culture media content complies with WCAG	All content on Council's website meets the WCAG.
Utilise e-recruit facilities to engage with the community and provide information on career opportunities	E-recruit is accurate, up-to-date and well utilised	Council's e-recruit system, Scout, is utilised.
Reduce dependence on paper-based forms and introduce a self-service mode	A system supporting case management and self-service is implemented across Central Coast Council to provide efficient and accessible services to our workforce Information is communicated to employees through emails, SMS and the intranet	The Kronos Payroll system was rolled out to all staff, providing self-service functionality and reducing reliance on manual paper systems.
Increase process automation to improve customer service and business processes to enable easy access and reporting on people metrics and information	A single Human Capital Management and payroll system is implemented across Central Coast Council Programs and strategies are implemented to support and drive mobility and digital literacy across Central Coast Council	The Kronos Payroll system was rolled out to all staff. This application provides automation and a single system for time-card management, improved reporting and trend analysis.
Implement online learning strategies to assist in increasing employee engagement and cost savings	Online learning is utilised for employee induction and other programs where opportunities arise	The roll out of GPS in Councils fleet provides digital communication options to the outdoor workforce. This roll out was linked with training to enable 2-Way communication. Council has provided mobile phones and iPads technology to improve digital literacy and mobility to remote staff.

Active

Action	Performance Measure	Comment
Work Health and Safety		
Action our commitment to provide and maintain a safe and healthy work environment for everyone in the workplace through commitment to policy, systems, leadership, accountability, consultation, participation and worker engagement	Work Health Safety Policy Statement signed by the CEO will be developed in consultation with worker representatives and communicated to all employees and other interested parties	Cleaning regimes, flexible work practices and staff surveys to ensure the physical and emotional safety of staff rolled out as a result of COVID-19. Employee engagement and consultation provided staff the opportunity to determine the behaviours that underpin the new Be Safe value. E-learning modules are under development in regard to managing injured workers and demonstrating leadership in safety.

Active

Action	Performance Measure	Comment
Organisational Development		
Implement strategies to support the attraction and retention of youth to assist in effective succession planning	A project is implemented to design and develop a youth employment strategy for Central Coast Council.	Central Coast Council Youth Strategy 2019-2024 developed and adopted. Trainee, apprentice and undergraduate programs for existing learners continuing.
Implement strategies to assist in understanding the needs of Council's ageing workforce and implement strategies to address organisation needs	Project is implemented to design and develop an ageing workforce strategy for Central Coast Council staff	Online intranet page currently in development, this will provide access to leader tools that will assist with discussions around retirement, succession planning and superannuation.
Equity and Diversity		
Ensure all employees and managers understand Equal Employment Opportunity principles and their rights and responsibilities in relation to Equal Employment Opportunity	Training is provided to all employees in line with Equal Employment Opportunity management plan	Council currently has an Equity, Diversity and Respect Policy which outlines the rights of all employees from an Equal Employment Opportunity perspective.
Implement robust systems that eliminate duplication of effort in the management of HR data	A management information system is implemented which provides readily accessible People and Culture data to management	This action is on-going as system improvements are made. Software development focus has been included in the Human Capital Management (HCM) and Electronic Business (E-Biz) interface.
Attraction and Retention		
Conduct exit interviews to gain insight into how the organisation can improve employee retention	Exit interviews are conducted to understand employee perspectives and identify issues which may contribute to improved business processes, and actions are implemented to address opportunities	Due to the large number of voluntary redundancies and other priorities, exit interviews have not been conducted during 2020-21. Now that the voluntary redundancy process and restructure has been completed exit interview will recommence.

Delayed

Action	Performance Measure	Comment
Workforce Data Measurements and Analysis		
Implement strategies to track and report on return on investment of employee training	Tracking of the integrated plans to ensure the strategies are delivering the business needs to community. A system is implemented to track and report on return on investment of employee training.	The Learning Management System implementation has been delayed due to Council's financial situation.
Attraction and Retention		
Ensure salary bands are competitive with the marketplace	Annual salary marketplace review	Benefits Specialist has undertaken research to ensure proposed Unified Salary Scale has appropriate spread within salary bands.

Inactive

Action	Performance Measure	Comment
Organisational Development		
Implement strategies that assist in developing a positive workplace culture and resilient workforce	Tools are implemented to ensure a consistent understanding of the required culture to meet the strategic direction of the organisation	Structural realignment, redundancies and the current financial position has challenged the workforce culture. Executive Leadership Team are determining next steps to ensure role modelling of culture and behaviours.
Workforce Relations and Flexibility		
Pursue an Enterprise Agreement as a method of galvanising the organisation	Design, development and consultation around the production of an Enterprise Agreement	This action will not take place due to current financial commitments and long-term financial planning priorities.
Workforce Data Measurements and Analysis		
Participate in external benchmarking surveys to better understand how Central Coast Council is positioned in the labour market and against our competitors	Relevant HR external benchmarking surveys are completed, and results used to understand how Central Coast Council is positioned against other local government organisations.	Due to the financial situation, this resource has been removed from structure.





A photograph of a man and a woman walking away from the camera at a night festival. The man is wearing a grey t-shirt and dark shorts, and the woman is wearing a dark t-shirt and patterned shorts. They are walking on a paved path. In the background, there are colorful lights and structures, suggesting a fair or festival. The right side of the image is overlaid with a large, semi-transparent blue rectangle. The text "Statutory Reporting" is written in white on this blue background.

Statutory Reporting

Local Government Act 1993

Achievements against the Community Strategic Plan

Achievements against the Community Strategic Plan were reported to Council in September 2021. The End of Term Report 2018-19 to 2020-21 is available on Council's website.

Achievements against the Delivery Program

This Annual Report provides details of Council's performance against the Delivery Program and Operational Plan for 2020-21 which is aligned to the Community Strategic Plan.

Environmental Upgrade Agreements

There are no environmental upgrade agreements to report on for the reporting period.

State of Environment Report

A State of Environment Report has been prepared and is available on Council's website.

Local Government (General) Regulation 2005

Amounts Granted under Section 356

Sponsorship, Grants, Contributions and Donations	Full Year Actual
Central Coast Academy of Sport	\$67,075
Central Coast Basketball Inc - Coastal Classic Junior Basketball Tournament	\$9,900
Community Support Grants	\$59,095
Convict Trail	\$5,000
Cultural Cool Burn Forum (Disaster Recovery Funding Arrangement (DRFA))	\$25,000
Environmental Restoration Fund (Local Land Service) - Tuggerah Lakes Catchment	\$37,930
Glenworth Valley - Horses Birthday 2021	\$5,000
LakeCoal Community Funding	\$76,372
Other Miscellaneous	\$4,170
POET	\$19,501
Regional Economic Development & Employment	\$50,000
Sport Central Coast Website	\$30,000
Surf Clubs Sponsorship	\$97,500
Surfing NSW Inc	\$166,000
The Art House	\$1,015,683
The Entertainment Grounds - Gold Cup	\$10,000
Tip Subsidies - Charities	\$152,114
Youth Week	\$5,762
Total Sponsorship, Funding, Contributions and Donations	\$1,836,102

Coastal Protection Services Levy

Council did not levy a coastal protections services charge for the reporting period.

Companion Animal Activities

Companion Animal Requirement	Details
a) Lodgement of pound data collection returns with the OLG	From 1 July 2020 to 30 June 2021, 1,478 animals were impounded by Council – 315 cats and 1,163 dogs. Of these, 1,058 dogs and 82 cats were returned to their owners. The remaining animals were transferred to the Animal Care Facilities for rehoming.
b) Lodgement of data about dog attacks with the OLG	<p>There were 281 reported dog attacks on the Central Coast in 2020-21, these attacks occurred in the following locations:</p> <ul style="list-style-type: none"> • Private property - 79 • Public road or footpath - 165 • Public off-leash area - 21 • Public place/beach or park - 16 <p>The most common times for an attack to occur on the Central Coast is 9 am, 12 pm and 5 pm.</p> <p>Dog attack animal victims/type:</p> <ul style="list-style-type: none"> • Dogs - 173 • Cats - 9 • Livestock - 18 • Other (poultry & pocket pets) - 14 <p>Dog attack animal victims/injury severity:</p> <ul style="list-style-type: none"> • No injury - 78 • Minor injury - 57 • Medical attention - 49 • Hospitalisation - 10 • Death – 20 (5 dogs, 3 cats, 3 livestock, 9 poultry & pocket pets) <p>Note: Each dog attack often results in multiple victims. Intervention by the dog owner(s) during the attack often results in an injury to the person and the animal(s) involved.</p> <p>Dog attack human victims/type:</p> <ul style="list-style-type: none"> • Adults (16 years +) - 141 • High School Students (11-15 years) - 7 • Primary School Students (5-10 years) - 8 • Toddlers (2-4 years) - 10 <p>Dog attack human victims/injury severity:</p> <ul style="list-style-type: none"> • No injury - 84 • Minor injury - 43 • Medical attention - 29 • Hospitalisation - 10 • Death – 0

Companion Animal Requirement	Details
c) The amount of funding spent on companion animal management and activities	Central Coast Council spends in excess of \$500,000 annually on companion animal services, which includes the operation of two (2) Animal Care Facilities located at Erina and Charmhaven.
d) Companion animal community education programs carried out and strategies the council has in place to promote and assist the desexing of dogs and cats	<p>The following companion animal community education programs and strategies were carried out in 2020-21 to promote and assist with the desexing of dogs and cats:</p> <ul style="list-style-type: none"> • Happy Pet Packs – providing educational material on responsible pet ownership, including information on desexing, children safety around pets and dog behaviour in public places; • Animal Adoptions from Council’s Animal Care Facilities – all animals rehomed out of our facilities are desexed if able, and for infant animals, a desexing voucher is provided • Responsible Pet Ownership social media campaign – promoting desexing and animal registration. • Due to COVID-19, the free microchipping days, desexing program and dog safety kids program could not proceed.
e) Council’s strategies for complying with the requirement under Section 64 of the Act to seek alternatives to euthanasia for unclaimed animals	Central Coast Councils Animal Care Facilities are managed by two (2) Contractors who are responsible for the rehoming of unclaimed animals after the impound period. The euthanasia rate is less than 5%. The reason for euthanasia, include medical issues and failed temperament assessments making the animal unsafe to be rehomed. This rate does not include euthanasia of dogs that are declared dangerous under the Companion Animal Act 1998.
f) Off-leash areas provided in the council area	<p>Central Coast Council provides the following designated off-leash areas:</p> <ul style="list-style-type: none"> • Fenced Dog Parks – 4 • Beach - Off-leash area – 11 • Sportsground/Oval - Off-leash area – 8
g) Detailed information on fund money used for managing and controlling companion animals	<p>Operation and management of the two (2) animal care facilities located at Erina and Charmhaven is: Total cost - \$441,046</p> <p>As part of operations Council’s Community Safety Officers responded to the following companion animal incidents during 2020-21:</p> <ul style="list-style-type: none"> • Aggressive Animal Incident – 1215 • General Companion Animals Enquiries – 782 • Reports of Roaming Animals – 1790 • Report of Nuisance Animal – 258 • Barking Dog Complaints – 1854 <p>The following companion animal community education programs and strategies were carried out in 2020-21:</p> <ul style="list-style-type: none"> • Happy Pet Packs – providing educational material on responsible pet ownership, including information on desexing, children safety around pets and dog behaviour in public places • Social media campaign – promoting key messages of ‘keep your dog on a leash’ and ‘safety around dogs’ • Letterbox drops in communities with concerns about cats and wildlife • Trial of a designated small dog park at Tuggerah.

Contracts Awarded over \$150,000

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract	Contract Value
HunterH2O Holdings Pty Ltd	Mardi Water Treatment Plant, Stage 3 Upgrade - reference design and technical support consultant	Yes	\$220,000.00
Weston Energy Pty Ltd	natural gas services	Yes	\$331,019.70
Leonards Advertising	Media, advertising and creative services - schedule of rates	Yes	\$550,000.00
Aquatec Fluid Systems Pty Ltd	Design, manufacture, testing and delivery of Pressure Sewerage System Proprietary Equipment and Associated Services	Yes	\$627,071.50
Forms Express Pty Ltd	Printing and distribution of council notices 2021 - 2024	Yes	\$676,547.64
Vestone Capital Pty Ltd	Vestone Capital Computer novated lease contract - IMT Service Delivery	No	\$687,085.61
JC Entertainment and Events	Event talent and production tender	Yes	\$949,630.00
Macquarie Bank Ltd	Macquarie Computer Lease Contract - IM&T Service Delivery - Schedule of rates	No	\$1,320,000.00
ERM Business Energy	Street lighting for Central Coast Council, various locations	Yes	\$2,098,758.20
Boral Construction Materials Group Ltd; Hymix Australia Pty Ltd; Hanson Construction Materials Pty Ltd; Coastwide Readymix Concrete Pty Ltd	Supply and delivery of ReadyMix concrete panel arrangement - schedule of rates	Yes	\$2,970,000.00
Evershore Electrical	Electrical works for Wyong Administration Building refurbishment project	No	\$176,704.00
Command Building and Construction	Construction of Wyong Administration Building refurbishment stage 3 & 4	No	\$255,200.00
Datacom Systems (AU) Pty Ltd	Microsoft server and cloud (SCE) IM&T Operations - schedule of Rates	Yes	\$1,505,653.25
Pensar Water Pty Ltd	Upgrade of sewer pump station TO19	No	\$1,914,863.50
Kerroc Construction Pty Ltd	Pipe replacement, sewer pump station BB05	No	\$164,880.10
ATI Australia Pty Ltd	ATI Microwave network maintenance, IM&T Operations - schedule of rates	No	\$346,500.00
Form Construction Group Pty Ltd	Amenities upgrade - Duffy's Oval	No	\$213,110.21

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract	Contract Value
Civille Pty Ltd	Warnervale Oval upgrade - design	No	\$239,624.00
Waeger Constructions Pty Ltd	Design and supply of modular bridge components and pilings system - Akora Road, Wyoming and Carrington Street, Narara	Yes	\$505,175.00
Bolte Civil Pty Limited	Road reconstruction Oceano Street Copacabana - Stage 4	Yes	\$2,418,943.36
Accent Furniture	Office furniture, stage 4 - Wyong Administration Building refurbish project	No	\$165,000.00
Ascape Pty Ltd; Complete Playgrounds	Sarah Fahey Playspace upgrade panel arrangement	No	\$550,000.00
Exceed Creative Pty Ltd	Town Centre christmas decorations - Events Team	No	\$494,503.90
Pensar Water Pty Ltd	Construction of new water pump station FB01 at Forrester's Beach	Yes	\$1,488,555.20
Grant Thornton Australia Limited	Interim finance function support for Central Coast Council	No	\$275,000.00
Various	Casual heavy plant and truck hire for Central Coast local government area - panel arrangement - schedule of rates	Yes	\$37,950,000.00
NGH Pty Ltd	Terrigal Lagoon walking track flora and fauna survey	No	\$246,094.20
A J Grant Building Pty Ltd	Supply and install outdoor dining awnings, The Entrance Town Centre	No	\$263,888.90
Hunter Wharf & Barge Pty Ltd	Emergency dredging, The Entrance channel	No	\$660,000.00
Computer Systems (Australia) Pty Ltd	Internet edge firewall replacement, IM&T operations	Yes	\$580,472.95
Local Land Services	Emergency beach renourishment, North Entrance	No	\$220,000.00
Fulton Hogan Industries Pty Ltd	Asphalt works, deep lift and overlay - Racecourse Road, Gosford	No	\$263,921.81
Local Land Services	Local land services incentive grant support	No	\$165,000.00
BCP Precast	Reinforced concrete boxed culverts, stage 2 R&D Construction - Kala Avenue and Walu Avenue	No	\$208,810.25

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract	Contract Value
Kronos Australia Pty Ltd	Systems support, Kronos Workforce Management	No	\$306,087.54
Eilbeck Cranes	Crane maintenance contract - works depot	No	\$198,000.00
Australia Post	Contract PostBillPay - Australia Post	Yes	\$1,650,000.00
Excom Civil Pty Ltd	Construction of hostile vehicle mitigation measures (HVM) - The Entrance, Stage 2	No	\$172,337.00
Central Coast Asphalt Pty Ltd	Construction of shared path in foreshore reserve, Stage 2A - Tuesday Street to Monday Street Tuggerawong	No	\$252,221.20
LMS Energy Pty Ltd	Landfill gas extraction infrastructure at Woy Woy Waste Management Facility	No	\$220,000.00
Sydney Water Corporation	Water analysis for treatment plants and catchment - Sydney Water	No	\$550,000.00
Grant Thornton Australia Limited	Financial management services - Design and implementation of financial plan	No	\$715,000.00
Clayton Utz	The provision of legal services regarding Central Coast Council finances	No	\$165,000.00
KPMG Australia	Forensic financial audit Phase 1 and 2	No	\$176,000.00
GHD Pty Ltd	Dam safety engineer - Specialist consultancy engagement	Yes	\$240,438.00
Robson Civil Projects Pty Ltd	Sewer Pump Station CH27 construction, Warnervale Town Centre	No	\$1,154,667.80
BMX Tracks Australia	BMX track upgrade, Terrigal	No	\$252,537.18
Woolcott Research Pty Ltd	Market research and community engagement - 2031 IPART submission and integrated water resource plan	No	\$264,000.00
Nexia Sydney Audit Pty Limited	Financial review and audit services for CFO	No	\$187,000.00
Mattress Recycle Australia Ltd	Interim collection, processing and reporting on waste mattresses from Woy Woy Waste Management Facility	No	\$275,000.00
Trility Solutions Australia Pty Ltd	Servicing of chlorine gas systems, maintenance of water sewerage treatment plants and network sites	Yes	\$198,000.00
Rees Electrical Pty Ltd	Sportsground lighting upgrade, Kanwal Oval	No	\$231,000.00

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract	Contract Value
Concrete Skateparks Pty Ltd	Narara Skatepark redevelopment - project management, environment and planning	No	\$825,000.00
Growth Civil Landscapes Pty Ltd	Sun Valley Regional Playspace and carpark construction	No	\$1,390,971.62
Oracle CMS	After hours customer call centre service	Yes	\$208,177.20
Litoria ERS Pty Ltd	Passive saltmarsh rehabilitation - Tuggerah Lakes (4.5)	Yes	\$153,959.54
AKBAR Enterprises Pty Ltd Trading as ECS International Security and Investigations	Town Centre security services at Terrigal and Woy Woy - schedule of rates	No	\$251,467.98
Mott MacDonald Australia Pty Ltd	Sewer flow gauging of northern STP catchments	No	\$267,465.00
Barker Ryan Stewart Pty Ltd	Design for intersection upgrade - Ocean Beach Road and Rawson Road Woy Woy	Yes	\$498,366.00
ASCO Group (Aust) Pty Ltd	Design and installation of prefabricated amenities building - Sun Valley Park, Green Point	No	\$305,674.05
GHD Pty Ltd	Water and Sewer asset revaluation	No	\$252,921.90
Fulton Hogan	State roads 2020-2021 resurfacing projects - schedule of rates	No	\$1,611,766.79
Liebherr Australia Pty Ltd	Supply and delivery of one landfill compactor	No	\$1,280,251.50
GCM Enviro Pty Ltd	Supply and delivery of one landfill compactor	No	\$1,280,251.50
Demonz Media Pty Ltd	Service level agreement, website environment support	No	\$165,000.00
Gongues Constructions Pty Ltd	Filler valve replacement and outlet works, Mangrove Creek Dam	No	\$211,200.00
VDG Pty Ltd	Town Centre cleaning and general services	Yes	\$3,702,100.07
Demonz Media Pty Ltd	Development and associated services for council's website portfolio	No	\$220,000.00
Hunter H2O Pty Ltd	Bateau Bay wastewater treatment plant process optimisation - design	Yes	\$902,657.80
Litoria ERS Pty Ltd	Streambank rehabilitation - Woodland Parkway - ERF 3.4	Yes	\$186,972.08

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract	Contract Value
Jacobs Group (Australia) Pty Ltd	Central Coast Council IPART proposal, water and sewer - September 2021	No	\$165,000.00
Robson Civil Projects	Construction of landfill Cell 4.4 at Buttonderry Waste Management Facility	No	\$8,467,401.70
Austek Constructions Pty Ltd	Playspace upgrade - John Pete Howard Reserve Sam Remo	No	\$262,807.49
Delcare Constructions Pty Ltd	Reinforced concrete base slab for culvert installation - Louisiana Road Hamlyn Terrace	No	\$242,000.00
SMEC Australia Pty Ltd	Closed landfill investigations - Garnet Adcock Memorial Park, Hylton Moore Oval and Frost Reserve	No	\$300,608.00
Argonauts Tree and Timber Service	Tree pruning and maintenance contract, Warnervale ALA	No	\$225,500.00
Precast Civil Industries Pty Ltd Trading as BCP Precast	Road and drainage reconstruction (pre-cast concrete culverts) Louisiana Road, Hamlyn Terrace	No	\$309,523.50
Austek Constructions Pty Ltd	District Playspace upgrade - Tunkuwallin Oval, Gwandalan	No	\$357,500.00
GHD Pty Ltd	Water and sewer engineering services consultancy (CPA/3543 Panel) - schedule of rates	Yes	\$322,631.10
Aecom Pty Ltd; GHD Pty Ltd	Water and sewer engineering services consultancy panel arrangement - schedule of rates	Yes	\$8,800,000.00
Fenworx Pty Ltd Trading as Newpave Asphalt	Asphalt patch and reseal - Gorokan Drive, Lake Haven	No	\$344,537.70
Trustee for JMK Family Trust Trading as JMK Excavations Pty Ltd	Shared path construction - Stage 2B - Tuggerawong	No	\$477,848.80
Wandering Glider Pty Ltd	Tourism industry services contract 2021-2023	Yes	\$220,000.00
C&D Constructions Pty Ltd	Water main relocation and associated civil works - Del Monte Place Copacabana	No	\$223,850.00
TGB and Son Pty Ltd	Shared path, Stage 1 - Racecourse Road, Gosford	No	\$247,761.89
Central Coast Asphalt Pty Ltd	Footpath upgrade, Umina Beach Surf Life Saving Club	No	\$265,529.00
Semal Pty Ltd T/as Consolidated Chemical Company	Supply and delivery of sodium silicofluoride to Mardi Water Treatment Plant	Yes	\$195,030.00
Graymont (Australia) Pty Ltd	Supply and delivery of bulk hydrated lime	Yes	\$1,359,886.00

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract	Contract Value
Redox Pty Ltd	Supply and delivery of soda ash to Somersby Water Treatment Plant	Yes	\$1,042,262.10
Fulton Hogan Industries Pty Ltd	Rehabilitation projects - 2020/2021 state roads	No	\$1,583,169.50
ARA Fire Protection Services Pty Ltd	Fire protection systems and equipment - inspection, servicing and maintenance	Yes	\$1,541,100.00
Ground Stabilisation Systems	Escarpment stabilisation and associated works - Greenhaven Drive, Umina Beach	No	\$265,364.77
Ixom Operations Pty Ltd	Supply and delivery of liquified chlorine gas to water and sewage treatment plants	Yes	\$3,105,922.60

Equal Employment Opportunity (EEO) Activities

The following EEO activities were undertaken during the reporting period:

- Conducted a Women in Leadership program
- Attendance at indigenous careers conference
- Implemented Disability learning for customer facing staff

External Bodies exercising Council Functions

External Body	Purpose
Surfer Rosa Communications	Tourism industry services
Wandering Glider	Tourism industry services
Scout PR	Destination public relations services
Hunter Central Coast Regional Planning Panel	In accordance with Section 2.15 of the Environmental Planning & Assessment Act 1979, the panel act as consent authority for applications under Part 4 of the Act where such applications are identified 'regionally significant' development.
Central Coast Local Planning Panel	In accordance with Section 2.19 of the Environmental Planning & Assessment Act 1979, the panel act as consent authority for applications under Part 4 of the Act where such applications conferred to it by Ministerial Direction.
Berkeley Road Sports Complex	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
Budgewoi Scout Hall	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
Chain Valley Bay Community Hall	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993

External Body	Purpose
Chittaway Point Hall	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
Kincumber School of Arts	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
Kulnura Memorial Hall	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
Lake Munmorah & District Senior Citizens Centre	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
San Remo Neighbourhood Centre	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
Sohier Park Community Hall	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
St Barnabas Church	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
Summerland Point Community Hall	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
Toukley District Art & Tourist Centre	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
Toukley Neighbourhood Centre	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
Tuggerah Community Hall	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
Tuggerawong Retirement Village	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993
Wyong Old School Community Centre	Council has resolved to delegate functions to the sixteen Section 355 committees for the care, control and management of the relevant Council facilities, as per the Local Government Act 1993

Legal Proceeding Information

Legal Proceeding Expenses	
Expenditure	\$1,125,287
Less Costs Recovered	\$34,188
Total	\$1,091,099

Finalised Matters	Result
Land and Environment Court of NSW	
Bhandari	Orders under s678 of the Local Government Act 1993
Environment Protection Authority	Consent Orders
Aquamore Credit Equity Pty Ltd	Orders under s.34 of the Land and Environment Court Act
Domenico Biasi	Discontinued
GV Nominee No 1 Pty Ltd	Orders under s.34 of the Land and Environment Court Act
Thomas Wolfram Luedecke	Discontinued
The Entrance Plaza Pty Ltd	Discontinued
40 Gindurra Road Somersby Pty Ltd and Ors	Dismissed - in favour of Council
Anthony Denny	Orders under s.34 of the Land and Environment Court Act
Apex Intelligent Design	Discontinued
Sandro Sardi	Orders under s.34 of the Land and Environment Court Act
Stevens Holdings Pty Limited	Orders under s.34 of the Land and Environment Court Act
Top 8 Pty Ltd	Discontinued
George and Fotios Tselis	Discontinued
Albany Investments Aust Pty Ltd	Discontinued
Michelle Thomas	Consent orders
Bruce Kerr	Judgment
Joseph Rzepecki and Leokadia Rzepecki	Judgment
Andrew Damerou and Quanhong Sun trading as Lucy	Dismissed
Andrew Donnelly	Orders under s.34 of the Land and Environment Court Act
Denis Fitzgerald	Judgment
Rupert Chung-Ching Ouyang	Discontinued
Anthony Carantinos	Judgment
Warnervale Employment Zone Pty Ltd and Anor	Dismissed
Heath Bonnefin	Judgment

Finalised Matters	Result
District Court of NSW	
Landis	Appeal Upheld
Supreme Court of NSW	
Central Coast Group Training Limited	Discontinued
Norcross Pictorial Calendars Pty Ltd and PTL Land Pty Ltd	Judgment
Local Court of NSW	
Various criminal prosecutions	Control orders (1)
	Conviction with penalty (7)
	Discontinued (1)
	Dismissed (4)
	Section 10 dismissal no conviction (17)
	Section 10A conviction no other penalty (8)
	Section 196 Convicted in Absence (16)
	Section 9 Conditional Release Order (1)
	Withdrawn (8)
Ongoing Matters	
Pastoral Investment Land and Loan Pty Ltd (Class 1)	Land and Environment Court
Anthony Carantinos	Land and Environment Court
422 Pacific Hwy Wyong Pty Ltd and Ors (Class 4)	Land and Environment Court
Verde Terra Pty Ltd (Class 1) (2)	Land and Environment Court
40 Gindurra Road Somersby Pty Ltd	Land and Environment Court
Zenith Tuggerah Pty Limited	Land and Environment Court
Colin Wallace	Land and Environment Court
Charlie Zeaiter	Land and Environment Court
Pinchgut Pty Ltd	Land and Environment Court
IDA Safe Constructions Pty Ltd	Land and Environment Court
Verde Terra	Land and Environment Court
EIO	NSW Civil and Administrative Tribunal

Other Bodies in which Council had a Controlling Interest

Body	Details
Protection of the Environment Trust	The Trust was established under the former Gosford City Council. The objectives of the Trust are to promote the protection and enhancement of the natural environment and to guide the administration of Trust assets.
Gosford Foundation Trust	The Trust was established under the former Gosford City Council. The objectives of the Trust are to encourage and facilitate benevolent acts for the benefit of the community and to guide the administration of Trust assets.
Gosford Affordable Housing Trust	The Trust was established under the former Gosford City Council. The objectives of the Trust are to promote and encourage the provision of social housing within the city of Gosford and to guide the administration of Trust assets.
The Art House - Wyong Performing Arts and Conference Centre Limited	The Art House is an independent company limited by guarantee and formed under Section 358 of the Local Government Act 1993. It is managed by an independent not-for-profit entity with an independent board of directors, that includes Council as a member.

Other Bodies in which Council Participated

Body	Details
Youth Action Team (Y4Y)	The Youth Action Team is responsible for advocating, advising and acting on youth related issues
Protection of the Environment Trust	The Trust was established under the former Gosford City Council. The objectives of the Trust are to promote the protection and enhancement of the natural environment and to guide the administration of Trust assets.
Gosford Foundation Trust	The Trust was established under the former Gosford City Council. The objectives of the Trust are to encourage and facilitate benevolent acts for the benefit of the community and to guide the administration of Trust assets.

Rates and Charges Written Off

The rates and charges written off for the reporting period was \$2,601.85

Remuneration of Chief Executive Officer (General Manager)

Remuneration Detail	Amount
(i) Salary Note: This includes salary details of all CEO position holders during the reporting period as well as the relevant termination payment of CEO, Mr Gary Murphy	\$916,652.94
(ii) Bonus and Other Payments	\$0
(iii) Superannuation	\$45,288.80
(iv) Non Cash Benefits	\$0
(v) FBT payable	\$0

Remuneration of Senior Staff

Remuneration Detail		Amount
(i)	Salary	\$1,580,833
(ii)	Bonus and Other Payments	\$0
(iii)	Superannuation	\$169,040
(iv)	Non Cash Benefits	\$0
(v)	FBT payable	\$12,690

Staff Overseas Visits

There were no overseas visits by staff during the reporting period.

Stormwater Management Services Levy

Council did not levy a stormwater management services charge for the reporting period.

Works on Private Land

Summary of Work	Full or Partly Subsidised	Amount Subsidised
Woy Woy bin wraps	Full	\$2,688
Terrigal fencing upgrade	Full	\$121,821
Gosford roundabout line marking	Full	\$17,502.92
Kibble Park bench seat removal	Full	\$5,178.64
Terrigal Bench seat upgrade	Full	\$7,688.48
Kibble Park electrical works	Full	\$2,060
Kerb and gutter repairs on Peters Lane, Wyong	Full	\$4,848.00
Pavement repairs and removal / re-planting of two trees at Frank Ballance Park, Wyong	Full	Internal costing
Repair and replacement of sandstone capping in garden beds on Alison Road, Wyong	Full	Internal costing
Removal of cable along Pacific Highway, Wyong	Full	\$1,686.00
Supply and installation of skate deterrents in Frank Ballance Park, Wyong	Full	\$2,539.20
Supply and installation of heritage bollards, Wyong	Full	\$33,490.00
Chemical soak and pressure clean of concrete walls in Frank Ballance Park, Wyong	Full	\$1,720.00
Installation of decorative lights on Pacific Highway, Wyong	Full	\$18,150.00
Street sweeping services during Autumn months, Wyong	Full	Internal costing
Paver and trip hazard rectifications, Wyong	Full	Internal costing
Fixing and or replacing damaged bollards, sandstone capping, bin hutches, street signs, decorative lights, graffiti and vandalism, Wyong	Full	Internal costing
Installation of new soap dispensers and sharps bins in amenities block, Wyong	Full	Internal costing
Re-line marking of pedestrian crossing, Toukley	Full	\$362.88

Summary of Work	Full or Partly Subsidised	Amount Subsidised
Painting of bollards and wheel stops, Toukley	Full	Internal costing
Supply and installation of carpark bollards, Toukley	Full	\$9,900.00
Pavement and sink hole rectification works, Toukley	Full	Internal costing
Concrete edging works, Toukley	Full	\$6,070.00
Landscaping repairs and upgrades to garden beds, Toukley	Full	Internal costing
Pressure cleaning of shade sails, Toukley	Full	\$2,300.00
Paver and trip hazard rectifications, Toukley	Full	Internal costing
Fixing and or replacing damaged bollards, sandstone capping, bin hutches, street signs, graffiti and vandalism, Toukley	Full	Internal costing
Installation of new soap dispensers and sharps bins in amenities block, Toukley	Full	Internal costing
Removal of Tuckeroo tree, Budgewoi	Full	\$1,700.00
Installation of new soap dispensers and sharps bins in amenities block, Budgewoi	Full	Internal costing
High pressure pavement clean and general clean (prior to cleaning contact commencement), Budgewoi	Full	\$6,504.00
Paver and trip hazard rectifications, Budgewoi	Full	Internal costing
Paver and trip hazard rectifications throughout The Entrance Town Centre	Full	Internal costing
Tree trimming, The Entrance	Full	Internal costing
Fixing and or replacing damaged bollards, sandstone capping, bin hutches, street signs, graffiti and vandalism in The Entrance	Full	Internal costing
Electricity maintenance to ensure events to occur in the Waterfront Plaza, The Entrance	Full	Internal costing
Installation of new soap dispensers for toilets in The Entrance Town Centre	Full	Internal costing
Replace and renew of Alcohol-Free Zone signs in The Entrance	Full	Internal costing
Foreshore pathway and Memorial Park car park works due to flood at The Entrance	Full	Internal costing
Memorial Park car park lining at The Entrance	Full	Internal costing
Outdoor Umbrellas removed and repurposed for two business, Waterfront Plaza, The Entrance	Full	Internal costing
Additional bin housing upgrades at The Entrance	Full	Internal costing
Toilet block repair at The Entrance	Full	Internal costing
Boardwalk maintenance at The Entrance	Full	\$4,200
Memorial Park playground round tree seating install The Entrance	Full	\$38,000
Round tree seating in 3 locations in Memorial Park at The Entrance	Full	\$34,000
CCTV camera upgrade/maintenance, The Entrance	Full	\$6,000

Summary of Work	Full or Partly Subsidised	Amount Subsidised
Veras Water Garden upgrade – repaint, new lights. soft-fall replacement, Waterfront Plaza, The Entrance	Full	\$48,000
Veras Water Garden urgent public safety works, Waterfront Plaza, The Entrance	Full	\$1,200
Veras Water Garden filtration/sand change upgrade, Waterfront Plaza, The Entrance	Full	\$4,000
Memorial Park stage repairs at The Entrance	Full	\$13,500
High pressure clean (HPC) completed on shade sails and umbrellas in The Entrance	Full	\$10,000
Additional waste services ordered for school holidays in The Entrance	Full	\$500
Anzac Day Cenotaph works for Anzac Day at the Entrance	Full	\$600
Sandstone blocks purchased for Memorial Park carpark at The Entrance	Full	\$10,500
Decorative lighting installation at The Entrance	Full	\$93,000
The Entrance Playground fencing replacement	Full	\$7,500
Fencing for public safety at The Entrance	Full	\$3,000
Flagpole replacement for The Entrance	Full	\$6,400
Waterfront Plaza playground repair and replacement of play equipment at The Entrance	Full	\$5,000
Lighting install in existing Outdoor Dining awnings at The Entrance	Full	\$2,500
Installation of Hostile Vehicle Mitigation Measures (HVM) at The Entrance (Stage 2)	Full	\$169,232
Installation of new paving at Coral St, The Entrance (Stage 1 & Stage 2)	Full	\$177,264
Removal of concrete plinth, Woy Woy	Full	\$3,630
Woy Woy public art - lighting contract	Full	\$25,000
Decorative tree up-lighting -Woy Woy Wharf	Full	\$27,508
HPC Ettalong Town Centre	Full	\$10,600
Woy Woy creative arena fit out	Full	\$28,500
Gosford Park House fit out	Full	\$15,000
Landscaping works throughout Kibble Park and Mann Street	Full	\$11,086
Kibble Park stream	Full	\$18,000
Painting public infrastructure in Gosford CBD (Bollards etc)	Full	\$9,780
Tactile indicator upgrade Kibble Park and Williams Street	Full	\$17,031
Burns Place foundation upgrade	Full	\$14,000
Sandstone capping - Gosford Town Centre	Full	\$4,257

Carers Recognition Act 2010

Report on Compliance with the Act

There are no activities to report during this reporting period.

Disability Inclusion Act 2014

Implementation of the Disability Inclusion Action Plan

DIAP Actions	Comment
DIAP LC.024: Identify opportunities to promote existing information portals/ apps such as WheelEasy, finder website	<ul style="list-style-type: none"> • Link to the WheelEasy and Better Access Map websites available on Council's website. • Development and delivery of public-facing maps to promote the accessible attributes of The Entrance, Umina, Budgewoi, Wyong and Gosford town centres. • Developed and promoted the Inclusive Sports Resource Booklet which was added to the new Sports Hub as a resource for local clubs and recreation providers on how to make their sport more accessible for people with disabilities.
DIAP AB.002: Develop and implement 2 disability awareness and education activities for CCC staff	<ul style="list-style-type: none"> • Universal Design guidelines have been developed and promoted to Council staff. The Guidelines provide a framework to inform staff of best practice approach to inclusion. <p>Internal scoping completed with communications team relating to the development of Council's Accessibility Hub.</p>
DIAP AB.003: 6 items on disability access and inclusion included in various Council internal communication mediums	<ul style="list-style-type: none"> • Photographs and profiles of new Access and Inclusion Reference Group (AIRG) representatives on Council website so that they are easily recognised. • AIRG video completed and was be promoted internally and externally. • A DIAP highlights document and communications plan produced and implemented to promote the work Council is doing to improve access and inclusion. • Produced video story showcasing local accessible and inclusive sporting clubs. This was promoted on internal platforms such as 5+ things, screen savers, email messages with link to video. • Photo shoot conducted to source contemporary images of people with lived experience of disability for various upcoming publications including new DIAP and Inclusive Sports Resource Booklet, as well as for general Council database.
DIAP SP.005: Ensure Central Coast Council Website has a dedicated area that contains accurate and relevant information for people with a disability - encompassing residents, tourists and businesses	<p>Council Website: The Disability Inclusion Officer undertook continuous review of website and responding to requests for information on website to be more accessible. Work included:</p> <ul style="list-style-type: none"> • Ongoing work to ensure that all images on website have relevant descriptions. • Access and Inclusion Reference group members are profiled on website in an accessible format • Updated Council website to include additional information on beach matting installation • Online version of Inclusive Sports Resource Booklet uploaded onto Council website and Sports Hub with link on the Access and Inclusion landing page • Accessibility Maps: Public facing accessibility maps have been produced in a digital format to enable the community to navigate their own journeys through five town centres. Each of the five maps is suitable for and designed to link with Council's website. It will be promoted to people with a disability who are visiting and also businesses in that area to encourage them to be more inclusive

DIAP Actions	Comment
<p>DIAP SP.011: Promote the role and function of the Disability Inclusion Officer (DIO) within Central Coast Council and the broader community - with information available through various mediums (e.g. website, interagency, media, written information etc)</p>	<p>Promotion of Role of DIO:</p> <ul style="list-style-type: none"> • Council's knowledge base updated to accurately direct all accessibility enquiries to the correct area within the organisation • Role of Disability Inclusion Officer referenced in the AIRG video story • Presentation of Inclusive Sports Resource Booklet at NSW conference, with role of DIO and DIAP outlined at conference. • Council's Sports Activation Officer promoted DIO role as key collaborator in Activate Central Coast project to Office of Sport <p>Sector Support:</p> <ul style="list-style-type: none"> • Ongoing attendance by DIO at Connectability Interagency, Central Coast Disability Ageing and Disability Association interagency and Central Coast Dementia Alliance Group. • Support and representation at Deaf Group AGM and Gig Buddies. • Information and advice provided at Local Government Universal Design Network Meeting • Support to the ARAFMI open day and Launch of 'The Trust' space at Lerida House, Lisarow. • Introduction and consultation with Local Area Co-ordinator from Social Futures.
<p>DIAP AB.010: Develop and implement a disability awareness and education campaign for the broader Central Coast community in partnership with relevant external organisations</p>	<p>Inclusive Sports Program:</p> <ul style="list-style-type: none"> • Filmed and produced a video story showcasing accessible and inclusive local sporting clubs. This was uploaded to Council social media platforms with 156 webpage views, 192 YouTube views, Facebook post reached 4.9 people, 1.4 viewed video, 52 reactions, comment and shares, 326 views on Instagram with 17 likes, 643 impression on LinkedIn with 6 reactions and 10 clicks and e-news EDM going out to 10,689 subscribers. • Developed a booklet for sporting groups to assist them to be more accessible. Booklets produced in hard copy and distributed to local clubs. The DIO and Sports Activation Officer presented booklet at Sports NSW Council Conference in Sydney. • The video and booklet were included as part of a Sports Hub initiative developed by Sport Activation Office in partnership with Office of Sport and Sports NSW. The booklet was nominated as a finalist as part of Local Government Sports award. • Ongoing meetings with sport clubs to promote and implement booklet with the view to develop a roadshow in 2021-22. <p>Virtual Reality (VR) Project:</p> <ul style="list-style-type: none"> • This project will provide a platform for people without a disability to understand the lived experiences of people with a disability. In May 2021, a VR content developer was engaged to develop and deliver a VR experience. This experience will be rolled out to community members, staff, organisations and Councillors in 2021/22. <p>Promotion of Accessibility Features:</p> <ul style="list-style-type: none"> • Provided messaging for summer beach matting media campaign and accessibility features of local nature trails e.g. Kincumber Mountain and Katandra Reserve. • Beach matting promoted to community with great results – 260 Facebook likes and 36 comments, 240 Instagram likes and 15 comments

DIAP Actions	Comment
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	Accessible places and spaces access audits were completed for Wyong, The Entrance, Budgewoi and Umina. Further work undertaken with Briometrix to ensure data sets from the master-map for each of the accessible places and spaces areas is in the required format to inform upgrade priorities. Process of analysing the GIS geo data for compatibility for use on Council internal/ external platforms is progressing.
DIAP LC.006: Promote CCC community funding programs to assist local organisations to access funding to increase opportunities for inclusion and infrastructure enhancements	The grant program released during COVID-19, Working Together, Staying Strong was promoted to the disability sector and relevant networks.

Environmental Planning and Assessment Act 1979

Planning Agreements

Date Executed	Agreement Parties	Property Description	Agreement Details	Status
November 2012	Wyong Shire Council and Stephen Thorne and Associates Pty Ltd	18 Pacific Highway, Wadalba	This agreement sets out the monetary S94 contributions.	Ongoing
December 2010	Wyong Shire Council and Fabcot Pty Ltd	275 Pacific Highway, Lake Munmorah	This agreement is the additional benefit for the Lake Munmorah Village Shopping Centre development with the upgrade of local pathways in two stages.	Ongoing
December 2013 (amended in August 2015)	Wyong Shire Council and Pelican Horizons Pty Ltd	2 Ocean Road (Lot 1 DP 513519) and 14 The Entrance Road West (Lot 2 DP 536168), The Entrance	This agreement provides for the provision of an additional public benefit and the increase in the height and Floor Space Ratio.	Ongoing
July 2014	Wyong Shire Council and Wyong Coal Pty Limited	Wallarah 2 Coal Project - Land subject to Development Application SSD-4974 made under the EP&A Act 1979	This agreement sets the amounts and form of contributions to be paid by the developer and the timing thereof.	Ongoing
December 2015	Wyong Shire Council and Rustrum Pty Ltd	Main Road, Toukley (proposed Lot 912 in proposed subdivision of Lot 91 DP 565884 and Lot 5 DP 514932)	This agreement sets out the monetary S94 and public benefit contributions.	Ongoing

Date Executed	Agreement Parties	Property Description	Agreement Details	Status
March 2016	Wyong Shire Council and IDA Safe Constructions Pty Ltd	10 Oscar Drive, Chittaway Point (Lots 1-3 DP21536, Lot 1 DP 1014033, Lots 1 DP 22467, Lots 10-11 DP 11777)	This agreement sets out the necessary actions to offset impacts to threatened flora and fauna arising from development of the land.	Ongoing
July 2016	Central Coast Council and Fabcot Pty Ltd	11W Figtree Boulevard, Wadalba (Lot 198 DP 1006789)	This agreement specifies the design and construction works to be completed.	Ongoing
September 2016	Central Coast Council and Lakecoal Pty Ltd	Chain Valley Bay Colliery	This agreement sets out the payment and management of contributions for ROM extractions.	Ongoing
August 2017	Central Coast Council and Rifon 2 Pty Ltd	200 Main Road, Toukley (Lot 32 DP 805021)	This agreement sets out the public benefit contribution for the provision of infrastructure and facilities.	Ongoing
November 2017	Central Coast Council and Threshold Development Pty Ltd	165 Louisiana Road, Wadalba (Lot 51 DP 1195704)	This agreement sets out the contributions and obligations of the developer to comply with the land rezoning.	Ongoing
July 2018	Central Coast Council and Transnational Pastoral Pty Ltd	414 Old Maitland Road, Mardi (Lot A DP 396416, Lot 36 DP 755249, Lot 41 DP 123953, Lot 1 DP 554423, Lot 1 DP 229971, Lot 101 DP 604655, Lot 1 DP 120512, Lot 1 DP 229970)	This agreement sets out the contributions and obligations of the developer to comply with the subdivision of land.	Ongoing
August 2018	Central Coast Council and Zaychan Pty Ltd	137 Johns Road, Wadalba (Lot 27 DP 663622)	This agreement sets out the contributions and obligations of the developer or subsequent owner to comply with the subdivision of land.	Ongoing
September 2006 (amended January 2007)	Gosford City Council, Norman Augustus McDonald Hunter and Norbet Enterprises Pty Ltd	Avoca Drive, Avoca Beach (Lot 651 DP 16791 and Lot 140 DP 9359)	This agreement sets out the contributions and obligations of the development.	Ongoing
May 2013	Gosford City Council and Narara Ecovillage Co-operative Limited	Research Road, Narara (Lot 13 DP 1126998)	This agreement sets out the contributions and obligations of the subdivision of land.	Ongoing

Government Information (Public Access) Regulation 2009

Government Information (Public Access) Information

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm / deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	5	2	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (Legal Representatives)	16	6	0	4	1	1	0	0
Members of the public (Other)	46	25	0	5	1	4	0	32

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

Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm / deny whether information is held	Application withdrawn
Personal information applications*	2	0	0	0	0	2	0	0
Access applications (other than personal information applications)	40	23	0	9	2	2	0	2
Access applications that are partly personal information applications and partly other	15	12	0	3	0	3	0	1

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

Table C: Invalid applications

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

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

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	1
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under Electricity Network Assets (Authorised Transactions) Act 2015	0
Information about authorised transaction under Land and Property Information NSW (Authorised Transaction) Act 2016	0

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

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

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

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	115
Decided after 35 days (by agreement with applicant)	11
Not decided within time (deemed refusal)	0
Total	126

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

Review Type	Decision varied	Decision upheld	Total
Internal Review	4	1	5
Review by Information Commissioner	1	3	4
Internal review following recommendation under Section 93 of Act	1	0	1
Review by NCAT	0	1	1
Total	6	5	11

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

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

Applicant Type	Number of applications for review
Applications by access applicants	6
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

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

Transfer Type	Number of applications transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

Independent Pricing and Regulatory Tribunal Act 1992

Implementation of determination / recommendation from the Tribunal

1. Water supply service charges
2. Water usage charges
3. Sewerage supply service charges
4. Sewerage Usage Charges
5. Stormwater Drainage Service Charges
6. Liquid Trade Waste Charges
7. Ancillary and Miscellaneous Charges

Water Authority Charges - former Gosford Local Government Area

Single residential dwelling – House	Annual Amount	Quarterly Instalment
Water Service Charge (for the availability of your water supply service - separate user pays charges apply for water usage)	\$86.36	
Sewer Service Charge (for the availability of sewer services)	\$398.64	
Stormwater Drainage Service Charge (provides funds to maintain and improve Council's drainage network)	\$106.85	
Sewer Usage Charge (Fixed usage charge)	\$107.50	
Total Service Charges (excluding water usage @ \$2.03 per kL)	\$699.35	\$174.84

Water Authority Charges - former Wyong Local Government Area

Single residential dwelling – House	Annual Amount	Quarterly Instalment
Water Service Charge (for the availability of your water supply service - separate user pays charges apply for water usage)	\$846.36	
Sewer Service Charge (for the availability of sewer services)	\$366.18	
Stormwater Drainage Service Charge (provides funds to maintain and improve Council's drainage network)	\$106.85	
Sewer Usage Charge (Fixed usage charge)	\$107.50	
Total Service Charges (excluding water usage @ \$2.03 per kL)	\$666.89	\$166.72

Billing Methodology

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

Current Billing Methodology former Gosford Local Government Area

Rate or Service Charge	Legislation	Notice / Account	Billing Frequency	Payment Dates
Ordinary Rates Special Rates Domestic Waste Other (non-Domestic) Waste	Local Government Act 1993	Annual Rates	July annually	In full by 30 September or four instalments due: 30 September 30 November 28 (or 29) February 31 May
Water Service Sewerage Service Stormwater Drainage Service Water Usage Sewer Usage Trade Waste Usage	Water Management Act 2000	Water Account Trade Waste Notice	Quarterly* Annually	30 days after issue date

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

Current Billing Methodology former Wyong Local Government Area

Rate or Service Charge	Legislation	Notice / Account	Billing Frequency	Payment Dates
Ordinary Rates Special Rates Domestic Waste Other (non-Domestic) Waste	Local Government Act 1993	Annual Rates	July annually	In full by 30 September or four instalments due: 30 September 30 November 28 (or 29) February 31 May
Water Service Sewerage Service Stormwater Drainage Service Water Usage Sewer Usage Trade Waste Usage	Water Management Act 2000	Water Account Trade Waste Notice	Quarterly* Annually	30 days after issue date

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

Water Supply Service Charges

Council levies the water supply service charge on the owners of all properties for which there is a connected water supply service. This covers the costs of making water available. Council does not levy water supply service charges to unconnected properties. For those properties that become chargeable or non-chargeable during the year the charge will be applied in the next billing period.

The water supply service charges for 2020-21 were as follows:

Meter Size or Property Type	Annual Charge
Unconnected Property	NIL
Unmetered Property (connected to the water supply system but not serviced by a meter)	\$86.36
20mm meter	\$86.36
25mm meter	\$134.93
32mm meter	\$221.08
40mm meter	\$345.44
50mm meter	\$539.74
80mm meter	\$1,381.73
100mm meter	\$2,158.95
Other Meter sizes	(Meter size in mm) ² x Water supply access charge for a 20mm Meter for the applicable period 400

Water Usage Charges

In addition to the water supply service charge, all potable water consumed was charged at \$2.07 per kilolitre.

Where water usage relates to multiple financial year periods the usage was apportioned to each period on a daily average basis and the applicable period's water usage charge was applied. Where a property is unmetered the water usage for that property was a deemed volume based on the previous metered period (approx. 365 days). If there was not a previous metered period zero kilolitres were charged. Where a property was unconnected zero kilolitres were charged.

Sewerage Supply Service Charges

Council levies this charge to cover the cost of supplying sewerage services on all properties for which there is a sewerage service either connected or available. Council does not levy sewerage supply service charges to unconnected properties. For those properties that become chargeable or non-chargeable during the year the charge was applied in the next billing period. Non-residential properties were levied a sewerage service charge based on meter size and sewerage usage charges. However, non-residential properties within a mixed, multi-premises that is serviced by a common meter were levied a sewerage service charge based on a 20mm meter. A discharge factor in accordance with Council's Trade Waste Policy was applied to the charges residential properties were levied a sewerage service charge based on a 20mm meter with a fixed sewerage discharge factor of 75% and a deemed sewerage usage charge based on the property type.

The sewerage supply service charges for 2020-21 were as follows:

Meter Size or Property Type	Former Gosford LGA
Unconnected Property	Nil
Unmetered Property	\$531.52
20mm meter	\$531.52
25mm meter	\$830.51
32mm meter	\$1,360.71
40mm meter	\$2,126.11
50mm meter	\$3,322.04
80mm meter	\$8,504.42
100mm meter	\$13,288.16
Other Meter sizes	(Meter size in mm) ² x Water supply access charge for a 20mm Meter for the applicable period 400

Applying the fixed sewerage discharge factor of 75% for residential properties, the adjusted sewerage service charge for a residential property in the former Gosford Local Government Area (LGA) was \$390.06 from the commencement date to 30 June 2020 and escalated for inflation in each subsequent Period.

Meter Size or Property Type	Former Gosford LGA
Unconnected Property	NIL
Unmetered Property	\$488.24
20mm meter	\$488.24
25mm meter	\$547.42
32mm meter	\$896.90
40mm meter	\$1,401.41
50mm meter	\$2,189.70
80mm meter	\$5,605.63
100mm meter	\$8,758.79
Other Meter sizes	Meter size in mm)2 x sewerage access charge for a 25mm Meter for the applicable period 625

Applying the fixed sewerage discharge factor of 75% for residential properties, the adjusted sewerage service charge for a residential property in the former Wyong LGA was \$358.30 from the commencement date to 30 June 2020 and escalated for inflation in each subsequent Period.

Sewerage Usage Charges

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

(1) In the case of a residential property:

- (A) within a mixed multi or multi-premises: 80/365 kilolitres per day of that period;
- (B) not within a mixed multi or multi-premises: 125/365 kilolitres per day of that period;

(2) In the case of a non-residential property:

- (A) within a mixed, multi-premises: 125/365 kilolitres per day of that period;
- (B) not within a mixed, multi-premises: the volume of water supplied to that property multiplied by the sewerage discharge factor; and

(3) In the case of an unconnected property – zero kilolitres.

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

Recycled Water

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

Stormwater Drainage Service Charges

This charge is levied by Council for the provision of stormwater drainage services and covers the cost of maintaining the drainage network. Currently there are two designated Drainage Areas in place under the Water Management Act 2000. The former Gosford drainage area covered the entire former Gosford LGA, while the drainage area for the former Wyong LGA included all properties within 1.5km and/or east of the M1.

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

Fixed stormwater drainage service charges

Basis of Charges	Annual Charge
Low Impact Property	\$106.85
Residential Property that is not part of a Multi-Premises	\$106.85
Each Property within a Residential Multi-Premises or Mixed Multi-Premises	\$80.14
Vacant Land	\$80.14

Area-based stormwater drainage service charges

The area-based stormwater drainage service charge was applicable to non-residential properties that do not fall within one of the categories of property that may be charged a fixed stormwater drainage service charge.

Property Area	Annual Charge
Small ($\leq 1,000\text{m}^2$)	\$106.85
Medium ($> 1,000\text{m}^2$ and $\leq 10,000\text{m}^2$)	\$160.28
Large ($> 10,000\text{m}^2$ and $\leq 45,000\text{m}^2$)	\$623.31
Very Large ($> 45,000\text{m}^2$)	\$1,816.50

Pension Rebates - Water and Sewerage Service Charges

Council provides a reduction of 50% of the water supply service and water usage charges levied up to a maximum of \$87.50 and a further reduction of 50% of sewerage service charges levied up to a maximum of \$87.50. Of these reductions 55% is reimbursed by the NSW Government.

Goods and Services Tax

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

Water, sewerage and drainage service, and usage charges for each property type

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

Property Type	Water Service Charges	Water Usage Charges	Sewer Service Charges	Sewer Usage Charges	Stormwater Drainage Service Charges
Metered non-residential properties with a common meter(s)	Each property is levied the water service charge based on the size of the meter(s), divided by the number of properties within the premises that is served by the meter(s).	Usage through a common meter will be apportioned by unit entitlement or apportioned equally across all premises.	Each property is levied the sewerage service charge (based on former Council LGAs) based on the size of the meter(s), divided by the number of properties within the premises that is served by the meter(s) multiplied by the applicable discharge factor.	Usage through a common meter will be apportioned by unit entitlement or apportioned equally across all premises.	Each property is levied the stormwater drainage service charge based on either low impact or rateable properties land size.
Metered non-residential properties within a mixed, multi-premises that is serviced by a common meter	Each property is levied the 20mm meter water service charge	Usage through a common meter will be apportioned by unit entitlement or apportioned equally across all premises.	Each property is levied the sewerage service charge (based on former Council LGAs) for a 20mm meter, multiplied by the applicable sewerage discharge factor.	Each property will be levied a deemed usage charge.	Each property is levied the stormwater drainage service charge based on the property category.
Water fire service.	There is no charge for a separate fire service. Where a property has a combined fire and commercial service the property will be charged in accordance with meter size.	Usage is not charged for a dedicated fire service Where there is a combined service the property will be levied for water greater than 10 kilolitres passing through its meter.	No charge.	No charge.	No charge.
Unmetered residential properties connected to the water and sewerage supply system but not serviced by a meter.	Each property is levied the water service charge for unmetered properties.	Water usage will be a deemed volume based on the previous metered period (approx. 365 days). If there is not a previous metered period zero kilolitres will be charged.	Each property is levied the sewerage service charge for unmetered properties.	Each property will be levied a deemed usage charge.	Each property is levied the stormwater drainage service charge based on the property category

Water, sewerage and drainage service, and usage charges for each property type

Property Type	Water Service Charges	Water Usage Charges	Sewer Service Charges	Sewer Usage Charges	Stormwater Drainage Service Charges
Unmetered non-residential properties connected to the water and sewerage supply system but not serviced by a meter.	Each property is levied the water service charge for unmetered properties.	Water usage will be a deemed volume based on the previous metered period (approx. 365 days). If there is not a previous metered period zero kilolitres will be charged.	Each property is levied the sewerage service charge for unmetered properties.	Sewer usage will be a deemed volume based on the water usage from the previous metered period (approx. 365 days). If there is not a previous metered period zero kilolitres will be charged.	Each property is levied the stormwater drainage service charge based on the property category
Metered non-rateable Residential property	No Charge	Each property will be levied for water passing through its meter.	No Charge	No Charge	No Charge
Metered non-rateable non-residential property	No Charge	Each property will be levied for water passing through its meter.	No Charge	Sewer usage is based on the water usage multiplied by the applicable discharge factor.	No Charge

Liquid Trade Waste Charges

Liquid trade waste is defined as all liquid waste other than sewage of a domestic nature. Liquid trade waste can be produced by business, commercial, and industrial activities, by community/public facilities, and by institutions such as hospitals, schools and correctional facilities. Council provides liquid trade waste services on a commercial basis, with full cost recovery through fees and charges. Four categories of liquid trade waste have been established for liquid trade waste charging purposes - Category 1, Category 2, Category 3 and Category 5.

Liquid trade waste charges categories and charging components were as follows:

Application Fee	Annual Trade Waste Fee	Reinspection Fee	Liquid Trade Waste Usage charge per kilolitre (kL)	Excess Mass charges per kilogram (kg)	Non-compliant Excess Mass charges per kilogram (kg)
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Category 1

Category 1 liquid trade waste dischargers are those conducting an activity deemed by Council as requiring nil or minimal pre-treatment equipment and whose effluent is well defined and of a relatively low risk to the sewerage system. In addition, Category 1 includes dischargers requiring prescribed pre-treatment but with low impact on the sewerage system.

\$98.69	\$98.70	\$114.32	No charge	No charge	No charge
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Application Fee	Annual Trade Waste Fee	Reinspection Fee	Liquid Trade Waste Usage charge per kilolitre (kL)	Excess Mass charges per kilogram (kg)	Non-compliant Excess Mass charges per kilogram (kg)
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Category 2

Category 2 liquid trade waste dischargers are those conducting an activity deemed by Council as requiring a prescribed type of liquid trade waste pre-treatment equipment and whose effluent is well characterised.

\$124.94	\$358.25	\$114.42	Compliant \$1.8 per kL Non-compliant \$15.46 per kL	No charge	No charge
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Category 3

Category 3 liquid trade waste dischargers are those conducting an activity which is of an industrial nature and/or which results in the discharge of large volumes (over 20 kL/d) of liquid trade waste to the sewerage system. Any Category 1 or Category 2 discharger whose volume exceeds 20 kL/d may be categorised as a Category 3 discharger.

\$2,250.30	Former Gosford LGA \$1,602.64 Former Wyong LGA \$1,134.87	\$114.42	No charge	Refer attached Schedule of Fees	Refer attached Schedule of Fees
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Category S

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

Non-residential \$171.79. Includes one inspection	Non-residential \$156.18	\$114.32	Category S \$18.16 per kl Category S (Septic effluent unable to discharge onsite) \$1.81 per kl	No charge	Charged to private pumping stations only – in accordance with attached Schedule of Fees
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The charges nominated by IPART determination are applied in accordance with the New South Wales Liquid Trade Waste Regulation Guidelines and Central Coast Council Liquid Trade Waste Policy. The trade waste charges apply in addition to sewer services charges.

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

Volume-based trade waste usage charge is imposed to recover the cost of transporting and treating liquid trade waste in Council's sewage treatment plant and disposing the solid and liquid components

appropriately. Excess mass charges will apply per kilogram of substances discharged in excess of the deemed concentration (listed in the Liquid Trade Waste Policy) in domestic sewage. Where a discharge quality fails to comply with the approved concentration limits of substances specified in Council's approval conditions or the acceptance criterion listed in the Liquid Trade Waste Policy, non-compliant excess mass charges may also apply in accordance with the formulas contained in Central Coast Council Liquid Trade Waste Policy.

Basis of Charge – Pollutant	Per kg	Basis of Charge – Pollutant	Per kg
Biochemical oxygen demand	\$0.80	Formaldehyde	\$1.58
Suspended solids	\$1.02	Herbicides/defoliant	\$758.89
Total oil and grease	\$1.44	Iron	\$1.55
Ammonia	\$0.80	Lead	\$37.96
pH	\$0.44	Lithium	\$7.60
Total Kjeldahl nitrogen	\$0.18	Manganese	\$7.60
Total phosphorus	\$1.54	Mercaptans	\$81.72
Total Dissolved solids	\$0.05	Mercury	\$2,529.62
Sulphate (as S ₀₄)	\$0.15	Methylene blue active substances (MBAS)	\$0.75
Aluminium	\$0.75	Molybdenum	\$0.75
Arsenic	\$75.87	Nickel	\$25.28
Barium	\$37.96	Organoarsenic compounds	\$758.89
Boron	\$0.75	Pesticides general (excludes organochlorines and organophosphates)	\$755.78
Bromine	\$15.46	Petroleum hydrocarbons (non-chlorinated)	\$2.38
Cadmium	\$351.31	Phenolic compounds (non-chlorinated)	\$7.60
Chloride	No charge	Polynuclear hydrocarbons	\$15.45
Chlorinated hydrocarbons	\$37.33	Selenium	\$53.38
Chlorinated phenolics	\$1,545.87	Silver	\$1.49
Chlorine	\$1.58	Sulphide	\$1.53
Chromium	\$25.28	Sulphite	\$1.53
Cobalt	\$15.46	Thiosulphate	\$0.28
Copper	\$15.46	Tin	\$7.60
Cyanide	\$75.87	Uranium	\$8.18
Fluoride	\$3.77	Zinc	\$15.45

Charges for Ancillary and Miscellaneous Customer Services

No.	Description	Maximum Charge
1	Conveyancing Certificate - Statement of Outstanding Charges Statement of outstanding rates and charges at a specific date which is issued to solicitors, conveyancers, and individuals as a requirement for buying and selling property.	\$27.50
2	Property Sewer Line and Drainage Diagram Where available, Council will issue a copy of a diagram showing the location of the property service line, building sewer and drainage for a property. a) Property Sewer Line and Drainage Diagrams b) Property Sewer Line and Drainage Diagrams (with long section) c) Property Sewer Line and Drainage Diagrams (property complex)	\$18.69 \$22.00 \$31.90
3	Service Location Diagrams Council will provide a location diagram of sewer and/or water mains in relation to a property's boundaries, or a statement that no sewer main is available, for a contract of sale. a) Water and Sewer Location Plans b) Water and Sewer Location Plans (including long section)	\$22.00 \$27.50
4	Special Meter Reading Statement a) Manual request b) Online Request	\$42.84 \$31.85
5	Billing Record Search Statement a) up to and including 5 years b) up to and including 10 years c) beyond 10 years	\$38.50 \$71.50 \$104.50
6	Building Over or Adjacent to Water and Sewer Advice (existing structures) Investigation, and issue of letter regarding an existing building's compliance with required standards for building adjacent to or over Council water or sewer pipes or structures.	\$55.72
7	Water Reconnection Water reconnection - business hours only (reconnection service is not available after hours)	\$153.40
8	Workshop Test of Water Meter Testing of the removed water meter by an accredited organisation at the customer's request, to determine the accuracy of the meter. Testing involves dismantling and inspection of the meter components. If the meter is faulty, no charge will be levied. a) 20mm to 80mm b) > 80mm	\$320.94 \$496.94
9	Application for Disconnection of Water Service Price payable when customer requests the Council to disconnect existing service a) Application b) Physical disconnection	\$63.48 \$241.85
10	Connection of Water Service a) Application for connection (all sizes) b) Water service connection meter only (20mm) c) Water service connection short and long service (20mm) d) Water service connection short and long service (25mm) e) Water service connection short service (32mm)	\$63.48 \$186.95 \$1,087.12 \$1,207.99 \$2,024.87

No.	Description	Maximum Charge
10	f) Water service connection long service (32mm) g) Water service connection short service (40mm) h) Water service connection long service (40mm) i) Water service connection short service (50mm) j) Water service connection long service (50mm) k) Water service connection short service (63mm) l) Water service connection long service (63mm) m) Water service connection metered short service (80mm) n) Water service connection unmetered short fire service (80mm) o) Water service connection metered long service (80mm) p) Water service connection unmetered long fire service (80mm) q) Water service connection metered short service (100mm) r) Water service connection unmetered short fire service (100mm) s) Water service connection metered long service (100mm) t) Water service connection unmetered long fire service (100mm) u) Water service connection metered short service (150mm) v) Water service connection unmetered short fire service (150mm) w) Water service connection metered long service (150mm) x) Water service connection unmetered long fire service (150mm)	\$2,835.17 \$2,024.87 \$2,835.17 \$2,438.23 \$3,470.33 \$2,438.23 \$3,470.33 \$8,044.06 \$7,092.29 \$13,773.89 \$12,822.12 \$9,393.77 \$7,616.46 \$14,917.94 \$13,551.05 \$9,871.16 \$8,628.82 \$17,157.43 \$15,915.08
11	Standpipe Hire – Security Bond a) Security bond (25mm) b) Security bond (63mm)	\$448.64 \$863.30
12	Standpipe Hire – Annual Fee Annual hire charge of standpipe issued a) 25mm b) 63mm c) Standpipe special reading fee	\$134.93 \$856.89 \$62.25
13	Standpipe Water Usage Fee (per kilolitre)	\$2.07
14	Backflow Prevention Device Application and Initial Registration There is no charge for annual reporting of backflow device inspection by a private plumber	\$72.45
15	Inspection of New Water and Sewer Assets (including encasements) Council inspection and testing of water and sewer works carried out by private developers, to ensure compliance with Council's standards. Should the works not comply with Council standards, a re-inspection is required. Council does not differentiate in price for major or minor works inspections. Private developers may be required to concrete encase sewer mains and provide additional sewer junctions. a) Water and pressure sewer main b) Gravity sewer main	\$122.96 + \$6.45 per meter of water and pressure sewer main \$122.96 + \$8.61 per meter of gravity sewer main

Charges for Ancillary and Miscellaneous Customer Services

No.	Description	Maximum Charge
16	Statement of Available Pressure and Flow	\$136.63
17	Location of Water and Sewer Mains Council undertakes on-site physical locations and provides all equipment and labour to expose asset, if required. The charge includes labour costs of 2 crew members for 2 hours. Additional plant and equipment costs (if required) are by quote.	\$584.62
18	Plumbing and Drainage Inspection Inspection of plumbing and drainage work to ensure compliance with prescribed Council standards:	
	a) New Sewer Connection (including residential single dwelling, unit or villa complex, commercial and industrial)	\$184.56
	b) Each additional WC (including residential single dwelling, unit, villa, commercial and industrial)	\$15.63
	c) Alterations, Caravans and Mobile Homes Inspection of alterations and extensions to internal plumbing, where no inspection of junction is required, and Caravan and Mobile Home waste disposal connections includes allowance for 1 WC	\$168.94
	d) Sewer re-inspection Each additional inspection, following previous identification of non-compliant plumbing and drainage work	\$42.24
	e) Rainwater tank connection Inspection of rainwater tank(s) and associated plumbing, where there is a connection from the tank to internal plumbing	\$69.15
19	Adjust an Existing 20mm Service Raise, lower, and/or laterally adjust existing water service	
	a) 20mm service Lateral adjustment ≤ 2 metres, included materials	\$195.03
	b) > 20mm service	By quote
20	Raise / Lower Manhole Inspection	
	a) Inspection fee	\$57.82
	b) Physical adjustment	By quote
21	Water or Sewerage Engineering Plan Assessment Review and approval of engineering plans and assessment of system impacts from proposed development.	
	a) Small Projects - Residential development ≤ 10 lots (including associated mains relocations) or mains extensions to existing properties outside service area (charged per application, water or sewer)	\$300.57
	b) Medium Projects > 10 and ≤ 50 lots (including associated mains relocations), new or modification to existing private sewage pumping stations or medium density development (charged per application, water or sewer)	\$717.28
	c) Large Projects > 50 and ≤ 150 lots (including associated mains relocations) (charged per application, water or sewer)	\$915.37
	d) Special Projects (roads and/or rail authority asset relocations/adjustments, new or adjustments to existing water or sewerage pumping stations, assessment of consultant reports for development within water catchment areas (Neutral or Beneficial Effect (NorBE)) or developments > 150 lots)	\$3,142.33

No.	Description	Maximum Charge
22	Section 307 Certificate Preparation and issue of a Section 307 Certificate, which states whether a development complies with the Water Management Act 2000. Follows the lodgement of a Section 305 application (no charge for application) and provision of a Section 306 requirements letter for the development. a) Development without requirements b) Boundary Realign, Subdivisions or developments involving mains extensions c) Multi-Residential Development including units, granny flats and dual occupancies d) Commercial Buildings, Factories, Torrens Subdivision of Dual Occupancy	\$61.48 \$334.73 \$150.29 \$184.45
23	Cancellation of Water and Sewer Applications	\$22.00
24	Water and Sewer Building Plan Assessment (review building over or adjacent to water or sewer mains requirements for new structures) Review building plans with respect to the impact on assets and systems capacity. Includes building over sewer, building adjacent to sewer, system load demand for large development proposals which do not trigger	\$136.63

Independent Pricing and Regulatory Tribunal Instrument

Special Rate Variation Expenditure and Activities within the former Wyong LGA area

Reference Number	Project	Approved Budget \$'000	Actual Spend \$'000
Green		5	5
G034.2020-21	Upgrade of Asset Protection Zone at Watanobbi	5	5
Responsible		2,738	2,646
R15.2020-21	Drainage upgrade Stage 1 - Lakedge Avenue	524	518
N/A	Design and upgrade - Nirvana Street and Stella Street intersection	6	3
R289.2020-21	Upgrade with drainage - Murrawal Road	160	125
R114.2020-21	Road upgrade Stage 3 - Eloora Road	77	77
N/A	Intersection upgrade - Evans Road and Oleander Road	15	15
R312.2020-21	Timber bridge replacement - Fowlers Bridge	103	60
R78.2020-21	Road upgrade Stage 1 and 2 - Kala Avenue and Walu Avenue	680	662
R16.2020-21	Road upgrade Stage 1 - Lakedge Avenue	768	777
R113.2020-21	Drainage upgrade Stage 3 - Eloora Road	13	13
R315.2020-21	Drainage outlet upgrade - Ocean Parade	392	396

Reference Number	Project	Approved Budget \$'000	Actual Spend \$'000
Liveable		461	323
L218.2020-21	Tennis facility resurfacing - Bill Sohler, Ourimbah	34	34
N/A	Play space 20 year renewal program - design and construction of District Play Space at Wallarah Point Peace Park	1	1
N/A	Program of rolling works projects to renew and upgrade the existing asset - EDSACC	21	20
N/A	Investigation and Design - Lake Munmorah District Skate Park (including carpark)	200	216
N/A	Roof replacement - Toukley Neighbourhood Centre	150	-
N/A	Roof replacement - East Gosford Potters	55	52
TOTAL		3,204	2,974

Public Interest Disclosure Act 1994

Public Interest Disclosure Information

The purpose of a public interest disclosure is to promote integrity and to enable Council to remedy any problems. Councillors and all staff are encouraged to report any wrongdoing. Council has a public interest disclosure policy in place with training provided to all staff. A statement of Commitment by the CEO is also available.

PID Statistical Information (from 1 July 2020 to 30 June 2021)

	Made by public officials performing their day to day functions	Under a statutory or other legal obligation	All other PIDs
a) Number of public officials who made public interest disclosures to your public authority	1	0	0
b) Number of public interest disclosures received by your public authority	1	0	0
Of public interest disclosures received, how many were primarily about:			
(i) Corrupt conduct	(i) 1	(i) 0	(i) 0
(ii) Maladministration	(ii) 0	(ii) 0	(ii) 0
(iii) Serious and substantial waste of public money or local government money (as appropriate)	(iii) 0	(iii) 0	(iii) 0
(iv) Government information contravention	(iv) 0	(iv) 0	(iv) 0
(v) Local Government pecuniary interest contraventions	(v) 0	(v) 0	(v) 0
c) Number of public interest disclosures finalised by the public authority	1	0	0

d) Does the public authority have a public interest disclosures policy in place? **Yes**

e) What actions have been taken to ensure staff awareness or their responsibilities under Section 6E(1)(b) of the Act have been met? **Policy briefing by senior managers and internal all staff communications**

Protection of the Environment Operations Act 1997

Enforceable Undertakings

The following information is provided regarding Enforceable Undertaking:

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

Swimming Pool Act 1992

Swimming Pool Inspections

During the reporting period 402 certificates of compliance were issued and 7 certificates of non-compliance were issued. This included inspections across a range of building types, including single dwellings, two of more dwellings, tourist and visitor accommodation.



Annual Report

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