

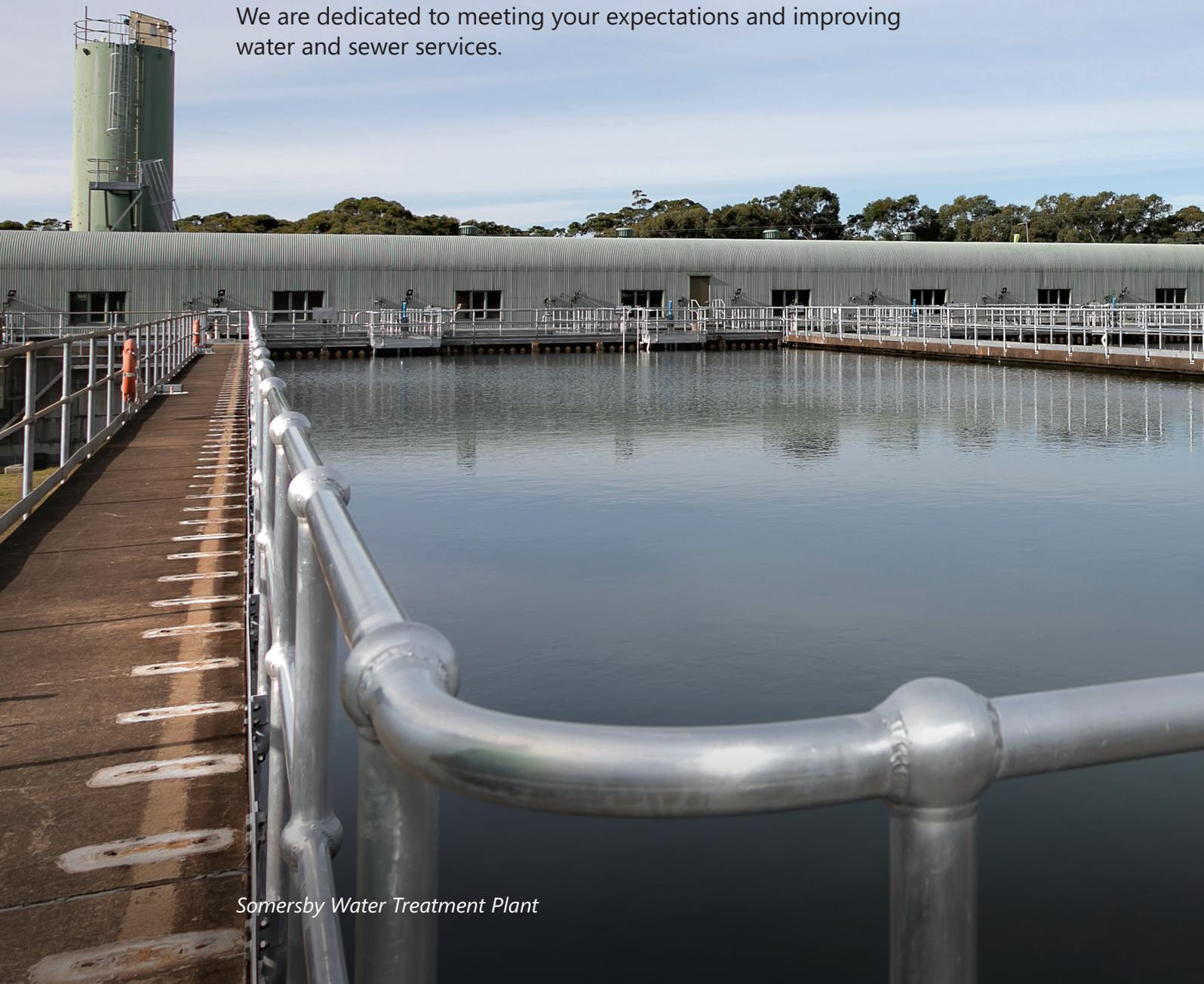


Water  
and Sewer

# Delivery Plan – Progress Report

**July - December 2023**

We are dedicated to meeting your expectations and improving water and sewer services.



*Somersby Water Treatment Plant*

An aerial photograph of a coastal landscape. The foreground shows a wide, golden-brown sandy beach with a few people walking. The ocean is a deep blue-green, with white foam from waves washing onto the shore. In the background, there are green, forested hills and a rocky coastline. A large, semi-transparent blue circle is overlaid in the center of the image, containing white text.

**We acknowledge the  
Traditional Custodians of the  
land on which we live, work and  
play. We pay our respects to Darkinjung  
country, and Elders past and present.  
We recognise the continued connection to  
these lands and waterways and extend this  
acknowledgement to the homelands and  
stories of those who also call this place  
home. We recognise our future leaders  
and the shared responsibility to care  
for and protect our place and  
people.**

## Our vision

To be a trusted service provider for the Central Coast community and place our customers at the centre of everything we do.

## Our purpose

To provide water and sewer services that preserve our environment and maintain the liveability and health of the Central Coast community.



# Director's message

As we embark on a new year, I'm pleased to present the latest edition of the Water and Sewer Delivery Plan Progress Report, July to December 2023. During this time, we have continued our commitment to our customers providing:

- stronger accountability to our community
- ongoing engagement with our customers to better understand values and priorities, and
- improvements to our asset and project management frameworks.

Some important objectives were achieved, including our Water and Sewer Customer Charter which was published on Council's website in September 2023.

This was complemented by a Customer Complaints Management framework, designed and based on earlier engagement with the community.

I look forward to a productive year ahead, working in partnership with our community to ensure that we continue to place our customers at the centre of everything we do.

**Jamie Loader**

**Director Water and Sewer**



# 1. Accountability

We demonstrate our accountability and transparency through informing, educating and engaging with our community.

We share timely, focused easy to understand information that aligns with the preferences of our customers.

We are committed to improving our customers' experience and building a platform that makes it easy for our community to find information that is important to them.

**FY 2022-23**

- ✓ Commence the roll-out of our Accountability Strategy by:
  - Publishing a Water and Sewer Performance Report that shows our performance against key metrics
  - Publishing our Delivery Plan

**FY 2023-24**

- ✓ Ask our customers what future reporting they want, in what format and how frequently they want it provided
- ✓ Publish a 'customer-defined' Water and Sewer Performance Report for 2023
- 🕒 Create a web page that is dedicated to water and sewer services and functions
- ☐ Update and expand information on our website including outages, emergency works, events, environmental outcomes, education materials, sampling results and expenditure performance

**FY 2024-25**

- ☐ Annual review of performance reporting – continue to provide information that is important to our customers
- ☐ Publish a 'customer-defined' Water and Sewer Performance Report for 2024

**FY 2025-26**

- ☐ Annual review of performance reporting – continue to provide information that is important to our customers
- ☐ Publish a 'customer-defined' Water and Sewer Performance Report for 2025
- ☐ Evaluate our delivery on the Accountability Strategy to measure our success

## Legend



Complete



In progress



In progress –  
delayed



Not  
commenced

# 2. Community engagement

We place our customers at the centre of everything we do. Our community engagement ensures that we understand our customers' needs, what our customers value about their water and sewer services, and how we embed those values into our decision making and service delivery.

Our Customer Charter is our commitment to the community. We engage with key stakeholders and build partnerships that assist with our regulatory and environmental obligations.

**FY 2022-23**

- Ask what type of information is important our customers, including levels of service and response times, what they value in relation to the services we provide, both short and long term
- Gauge what our community understands about shared rights and responsibilities
- Strengthen relationships with our regulators, local representatives, indigenous communities and other stakeholders

**FY 2023-24**

- Delivery of a Customer Charter that shows our commitments to our community
- Refine our Complaints Management framework to make it easier to engage with us
- Re-engage with our community to test if what you value has changed
- Provide information on our improvement plans and how we're delivering on our commitments
- Establish a customer reference group

**FY 2024-25**

- Engage with our customer reference group to test if our community's values have changed
- Use the community values to guide the expenditure on our assets for the next IPART pricing proposal
- Conduct a customer satisfaction survey

**FY 2025-26**

- Engage with our customer reference group to re-test our community's values
- Conduct a customer satisfaction survey

**Legend**

- Complete
- In progress
- In progress – delayed
- Not commenced

# 3. Asset management

We are implementing the recommendations made by the Independent Pricing and Regulatory Tribunal (IPART) in the 'Improving Performance' Information Paper (May 2022). We will implement asset management and project management strategies to ensure assets provide maximum value and meet our customers' needs, now and into the future.

To view the Paper search '**Improving Performance Central Coast Council**' at [IPART.nsw.gov.au](https://ipart.nsw.gov.au)

**FY 2022-23**

- Commence the update of servicing plans that meet current and future customer needs
- Update our project management approach to ensure accountability and performance
- Finalise Asset Management Plans for each asset class and implement the Asset Management Improvement Plan

**FY 2023-24**

- Commence implementation of Asset Management Improvement Plan
- Increased completion of preventative maintenance programs with the Asset Management System
- Further develop systems to identify poorly performing assets

**FY 2024-25**

- Embed our community's long-term values and expectations into our strategic planning
- Submit strategic planning documents to meet Department of Planning & Environment's Strategic Planning Assurance requirements for NSW Local Water Utilities
- Ensure an optimal level of capital expenditure and that this expenditure reflects our customers values

**FY 2025-26**

- Ongoing completion of assets condition, risk and criticality assessments
- Continuous improvement of inspection and preventative maintenance schedules
- Review progress against Asset Management Improvement Plan

**Legend**

- Complete
- In progress
- In progress – delayed
- Not commenced

# Our Progress

Central Coast Council Water and Sewer Delivery Plan 2022-26 focuses on improving performance, accountability and transparency to our community on water and sewer services.

To view the Plan, search '**Water and Sewer Delivery Plan**' at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)

This progress report highlights achievements against three focus areas, accountability, community engagement and asset management.

# Accountability

What will be delivered	Finish date	Status	Comments
<p><b>Performance Report 2017-22</b></p> <p>A report covering a number of measures recommended by IPART, under the following categories:</p> <ul style="list-style-type: none"> <li>• Service reliability</li> <li>• Customer</li> <li>• Asset and financial management</li> <li>• Environment and public health</li> <li>• Water conservation</li> </ul>	30/09/2022	Complete	Initial Water and Sewer Performance Report that detailed our performance, from 2017 to 2022, was published on Central Coast Council's website in September 2022 and is available online at <a href="http://www.centralcoast.nsw.gov.au">www.centralcoast.nsw.gov.au</a>
<p><b>Performance Report 2023</b></p> <p>Developed in consultation with our customers and community.</p>	31/10/2023	Complete	<p>Following several community engagement activities, the list of publicly reportable performance measures has now been defined by our community members.</p> <p>The 2023 Water and Sewer Performance Report was published on <a href="http://www.centralcoast.nsw.gov.au">www.centralcoast.nsw.gov.au</a> in October 2023.</p> <p>Ongoing engagement will be conducted each year, to ensure we are meeting the needs and preferences of our community in regard to performance reporting.</p>
<p><b>Water and Sewer web page</b></p> <p>A web page dedicated to water and sewer functions.</p> <p>A fit-for-purpose web page that provides our community with information that is important to them, including outages, emergency works, events, education materials and expenditure performance.</p>	30/06/2024	In progress - delayed	Currently in the planning phase to consider the best platform and approach to a dedicated site.

# Love water, use it wisely.

Visit [lovewater.centralcoast.nsw.gov.au](http://lovewater.centralcoast.nsw.gov.au)



# Community engagement

What will be delivered	Finish date	Status	Comments
<p><b>Develop engagement program including:</b></p> <ul style="list-style-type: none"> <li>Identify the audience and ensure diversity in demographics</li> <li>Develop engagement methods</li> <li>Implement and report on engagement activities and outcomes</li> </ul>	05/12/2022	Complete	<p>Engagement program included face to face forums, targeted forums, in depth consultation with hard-to-reach groups and phone survey. Forums occurred in March and May and survey was undertaken in June 2023.</p> <p>These engagement activities are part of our ongoing engagement program.</p>
<p><b>Engagement workshops to inform:</b></p> <ul style="list-style-type: none"> <li>Values and outcomes in relation to water and sewer services</li> <li>Presenting back the values and outcomes developed from the findings from Phase 1, to test customers' agreement and prioritisation</li> <li>Testing the list of performance measures and information developed from Phase 1 and ascertaining the level of importance of each</li> <li>Evaluating the target levels for existing measures and perceptions of Council's performance against those</li> </ul>	30/05/2023	Complete	<p>Engagement comprised:</p> <ul style="list-style-type: none"> <li>Face-to-face community forums with residents and small to medium businesses</li> <li>In-depth interviews with Aboriginal and Torres Strait Islander customers</li> <li>In-depth interviews with culturally and linguistically diverse customers</li> <li>In-depth interviews with large water use customers</li> </ul>
<p><b>Customer Charter for Water and Sewer:</b></p> <p>Provides clarity on:</p> <ul style="list-style-type: none"> <li>Shared rights and responsibilities</li> <li>Our service commitments to our customers</li> <li>Mechanisms of support for our customers</li> <li>Environmental obligations</li> <li>Complaints management</li> </ul>	30/07/2023	Complete	<p>The structure of the Customer Charter was informed by the community and was socialised in a focus group to seek their feedback prior to public exhibition.</p> <p>The final Customer Charter was adopted by Council on 26 September 2023 and has been published on Council's website.</p> <p>The Customer Charter is complemented by a Water and Sewer Customer Complaints Management Framework. This was also adopted by Council on 26 September 2023.</p>
<p><b>Central Coast Council Water and Sewer masterplan</b></p> <ul style="list-style-type: none"> <li>Water planning / resource planning - what's important to water and sewer network performance</li> <li>Un-serviced properties to be serviced (targeted group)</li> <li>Testing if water resource planning outcomes are still relevant to water and sewer treatment and network planning</li> </ul>	30/05/2023	In progress	<p>Engagement with the community on un-serviced properties is being undertaken via two surveys.</p> <p>The first survey was for customers connected to Council's water and sewer network. This survey was open from 23 November 2023 to 2 January 2024.</p> <p>The second survey will be for people who own, occupy or operate a business from an 'un-serviced' property on the Central Coast. This survey will be open from 24 January 2024 to 14 February 2024.</p> <p>Water Security Plan has been published and the Water Conservation Plan is now underway.</p>

# Community engagement

What will be delivered	Finish date	Status	Comments
<p><b>Survey of additional performance measures, communications channels and frequency for performance measures</b></p> <p>The Phase 3 survey will determine:</p> <ul style="list-style-type: none"> <li>• What channels the information and performance metrics will be communicated on (email, social media, council reports, quarterly bills etc.)</li> <li>• How frequently the information or performance metrics will be updated (quarterly, biannually, annually etc.)</li> <li>• How the community would like to be updated on emergency breakdowns and works</li> </ul>	30/05/2023	Complete	<p>The Phase 3 survey focused on:</p> <ul style="list-style-type: none"> <li>• How frequently the community want to be informed on certain performance measures and information.</li> <li>• What method of communication our customers prefer.</li> </ul> <p>The survey concluded on 3 July 2023 and steps to implement changes to reporting methods have commenced.</p>
<p><b>Stakeholder relationships</b></p> <p>Strengthen relationships with our regulators, local representatives, indigenous communities and other stakeholders.</p>	30/06/2023	In progress - delayed	<p>Regular meetings have been established with our key regulators; the Independent Pricing and Regulatory Tribunal (IPART) and the Environment Protection Authority (EPA).</p> <p>Further stakeholder identification and engagement plans have commenced.</p> <p>Planning for a Customer and Community Advisory Group is underway, that will include key stakeholders that are representative of our diverse Central Coast community. The establishment of the group is planned for July 2024.</p>



# Asset management

What will be delivered	Finish date	Status	Comments
<b>Asset management improvement</b> <ul style="list-style-type: none"> <li>Finalise asset management plans/strategies for each asset class</li> <li>Asset management maturity assessment and improvement plan</li> <li>Report progress against asset management improvement plans</li> </ul>	30/06/2025	<b>In progress - delayed</b>	<p>Update of asset management plans and finalisation of Improvement Plan is on track for completion by June 2024.</p> <p>Interim asset management improvements have commenced and are underway.</p>
<b>Asset condition assessment improvements</b> <ul style="list-style-type: none"> <li>Continually assess and identify poor condition assets and systems (Incl. 10 and 30 year works plans)</li> <li>Undertake site wide condition audit of Somersby Water Treatment Plant</li> <li>Undertake site wide condition audit of Mardi Water Treatment Plant</li> <li>Establish new and implement period contract for pressure pipeline condition assessment</li> <li>Complete planned condition assessment of major tunnels and outfalls</li> </ul>	30/03/2027	<b>In progress</b>	<p>Somersby Water Treatment Plant (WTP) condition and performance audit is underway.</p> <p>Pipeline condition assessment contract is underway.</p> <p>Two major tunnel condition assessments are complete - with the remainder in planning.</p>
<b>Asset lifecycle</b> <ul style="list-style-type: none"> <li>Establish and maintain consistent standards and specifications to deliver and manage asset lifecycle: <ul style="list-style-type: none"> <li>Sewer pump stations</li> <li>Water pump stations</li> <li>Water and sewer mains</li> <li>Sewage treatment plants</li> <li>Water treatment plants</li> <li>Electrical and instrumentation</li> </ul> </li> </ul>	30/07/2027	<b>In progress</b>	Standard specifications have been completed for water and sewer mains, based on industry standards, with the remaining assets in progress, but yet to be finalised.
<b>Monitoring business case implementation</b> <ul style="list-style-type: none"> <li>Bushfire management</li> <li>Catchment management</li> <li>Sewage treatment plant improvements</li> <li>Benthic studies at the outfalls</li> <li>Dam safety</li> <li>Effective data management for water quality results</li> <li>Building water resilience</li> <li>Building effective preventative management strategies and work plans for our assets</li> <li>Increasing the frequency of inspections on water and sewer mains</li> <li>Increasing the frequency of our mains flushing program</li> </ul>	30/06/2026	<b>In progress</b>	A reporting tool has been developed and monitoring has been established through ongoing, regular reviews.
<b>Improved project initiation</b>	30/06/2023	<b>Complete</b>	A Capital Approval and Review Committee has been established to conduct monthly reviews of water and sewer projects.
<b>Risk and opportunity initiation</b>	01/07/2027	<b>In progress</b>	The Assets and Projects Unit are adopting a more standardised approach to risk and opportunity estimating and developing a unit cost database for capital works projects.

# Get in touch

Our customer service centre can assist you anywhere anytime if you'd like to report an issue, make a request, or offer feedback.

## General enquiries, billing and payment difficulties

 (02) 4306 7900 – 8:30-5:00pm Monday-Friday

If you have hearing or speech impairments, call the National Relay Service on 13 36 77, and quote Council's contact number 02 4306 7900.

 [ask@centralcoast.nsw.gov.au](mailto:ask@centralcoast.nsw.gov.au)

 Search '**customer help**' at [centralcoast.nsw.gov.au](http://centralcoast.nsw.gov.au)

 Council Office  
2 Hely Street, PO Box 20, Wyong NSW 2259

## Faults, services and emergencies

 (02) 4306 7900 – 24 hours/7 days

 Search '**water service interruptions**' at [centralcoast.nsw.gov.au](http://centralcoast.nsw.gov.au)

Contact us about issues with:



WATER  
QUALITY



WATER  
PRESSURE



FAULTS &  
BLOCKAGES



ODOURS

## We invite you to

Take part in local community forums, in person or online, to provide feedback and learn about our projects and programs. Visit:

 [yourvoiceourcoast.com](http://yourvoiceourcoast.com)

Attend Council meetings. For more information, search '**council meetings**' at [centralcoast.nsw.gov.au](http://centralcoast.nsw.gov.au)

## Keep in touch and up-to-date

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