

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.



## Mayor's Message

Lawrie McKinna

Welcome to 2025! The new year means new activity in Council's water and sewer planning and delivery, and we will be placing you, our customer, at the centre of everything we do.

Council's Water and Sewer Delivery Plan 2022-2026 has three key focus areas – accountability, community engagement and asset management – and I'm pleased with the progress we've made since our plan was developed.

A key achievement has been the development of our first Water and Sewer Customer Charter and Complaints Management Framework. Our charter highlights our standard of service to you and acknowledges your expectations. And our complaints framework describes our response process so you can rely on us as a trusted service provider.

This year we'll continue to deliver what you value most about your water and sewer services.

We'll be managing our assets and working hard to develop improvement plans for each. The Mardi Water Treatment Plant upgrade is a great example of how we're investing in our community's water security, and we can look forward to its completion later this year.

I encourage you to view our Water and Sewer Quarterly Performance Reports on Council's website to keep up to date with how we are serving you better.

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## Welcome to Coast Connect Water

Central Coast Council as a water utility provides essential water and sewer services to the Central Coast Local Government Area. Our focus is on listening to our community and working hard to meet expectations and improve Council's water supply services.

Continue reading to see a snapshot of how Council's Water and Sewer team are working to provide water and sewer services that preserve our environment and maintain the liveability and health of the Central Coast community.

## Tube Fishway proves successful!

The University of New South Wales (UNSW) have returned to Ourimbah Creek Weir and proved that their upstream fish migration system is a success!

The Tube Fishway enables upstream fish migration across in-stream barriers like dams and weirs. Unlike alternative fishways, the design works through a self-powered, water propulsion design that could offer greater benefits compared to other fish passage options.

We will continue to collaborate with UNSW with the aim to enhance the fish passage and support the health of local fish populations.

Read the full story, search 'fishway' at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)



# Works in your neighbourhood

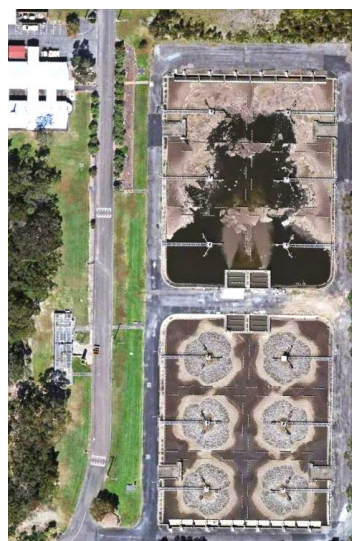


Each year, Council plans capital works as part of its operational plan to upgrade our roads, water and sewer and other community infrastructure. This includes sewer pump stations and treatment plants, refurbishment of water reservoirs, renewing drainage and other community facilities.

For more information on Capital works happening in your neighbourhood, scan the QR Code or search 'capital works' at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)



## Water and sewer project highlights



### Project 1 - Charmhaven Wastewater Treatment Plant Major Upgrade Works

We have initiated detailed design work for a major upgrade of the plant due to the population growth in the catchment area exceeding the plant's capacity. A concept study was completed in 2024 to determine the design parameters including future expansion due to predicted population growth.



### Project 2 - Forrester's Beach sewer pump station

We are currently refurbishing the Forrester's Beach sewer pump station and partially replacing the sewer rising main along the eastern side of The Entrance Road, between Crystal Street and the Tumby Umbi roundabout. These upgrades will enhance the efficiency and serviceability of the pump station for our residents.

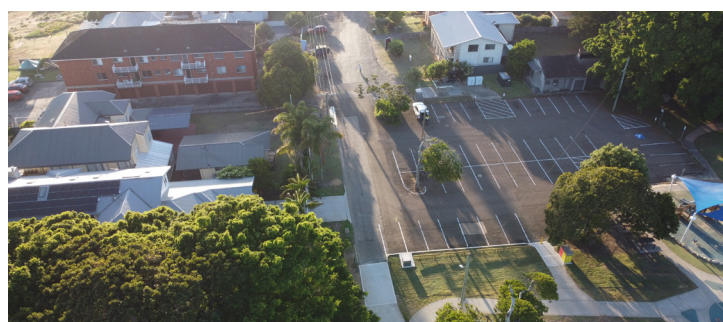
### Project 3 - Toukley 12 sewer pump station

We are currently in the planning stage for refurbishment of the Toukley 12 sewer pump station. This project will replace aging infrastructure to improve efficiency and reliability, reduce maintenance costs, and minimise risks to staff, the environment, and public health.



### Project 4 - Water transfer trunk main, Avoca Lagoon

We have reached a major milestone in the Avoca Lagoon water main replacement project. Heazlett Park's playground, basketball court, and gym area are now fully accessible, with fresh grass and new bitumen in the carpark. This upgrade ensures a reliable water supply for North Avoca, Avoca Beach, Copacabana, and Macmasters Beach.





## Sewerage upgrades future-proof Gosford CBD

The Gosford CBD area has undergone extensive redevelopment in recent years, a trend expected to continue into the foreseeable future.

To support this growth, Central Coast Council has undertaken essential sewerage system upgrades to maintain and improve overall performance. Funded by the NSW Government, this comprehensive program began in 2020 and is scheduled for completion by mid-2025.

Recent key projects have included the reconstruction of gravity sewer lines in the Kibble Park – Mann St and Donnison St areas, along with the construction of two new sewage pumping stations at Adcock Park (West Gosford) and Waterfront Park. The final phase will focus on two critical railway crossing projects, set to commence in early 2025.

For more information search 'major projects' at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)



## Learn about our progress and performance

We are committed to keeping you updated on our performance and progress through ongoing reporting. You can find the bi-annual Water and Sewer Delivery Plan Progress Report and the Annual Performance Report 2023-2024 on our website.

These reports offer results and insights into our performance and achievements across areas of accountability, customer engagement, and asset management. They indicate that while there's more work to be done, progress is being made as we continue to work towards meeting our customers' expectations.

Read the documents. Search 'water and sewer annual report' at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)



## Mardi Water Treatment Plant upgrade powers ahead

We have passed another major milestone of the Mardi Water Treatment Plant upgrade, with the third shutdown finishing ahead of schedule. During this shutdown, new equipment was tested and installed, existing systems relocated, and essential repairs carried out to enhance the plant's durability and flexibility.

Once completed, the plant will treat up to 160 million litres daily, safeguarding water quality for over 210,000 homes and businesses, enabling Council to better handle droughts, algal blooms, and increased demand.

With two more shutdowns planned for 2025, the \$82.5 million upgrade, supported by \$6.85 million from NSW's Restart Safe and Secure Water Fund, is set to future-proof water security for our region.

To learn more about this project search 'Mardi Water Treatment Plant upgrade' at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)



## Keep in touch and up-to-date:

- Sign up to Coast Connect e-newsletter [centralcoast.nsw.gov.au/enews](https://centralcoast.nsw.gov.au/enews)
- Read the latest news online [centralcoast.nsw.gov.au/news](https://centralcoast.nsw.gov.au/news)
- Give us your feedback on projects at [yourvoiceourcoast.com](https://yourvoiceourcoast.com)
- View the Finance Monthly Reports, search 'finance monthly reports' at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)
- View key capital works projects, search 'capital works program map' at [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)
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## Checking for a leak

A leaking water meter can lead to unexpectedly high water bills.

To check if your water meter is leaking, turn off all water sources in your home and watch the meter. Look at the red numbers on the display – if they continue to move, there may be a hidden leak.

Be patient, as it might take an hour or more to detect any changes in the numbers.

Identifying a leak early can help you save on future bills.



## How Council reads water meters

Central Coast Council is dedicated to providing all residents with an accurate water bill. Our Water Meter Readers visit each property to record the meter reading with an electronic device. If they're unable to access your meter for any reason, they'll leave a card at your property, either in the letterbox or at the front door. You can then provide your reading by email, phone, or by returning the card to the address provided. To ensure accuracy, Council never estimates water meter readings.



## Keep sewer inspection openings clear

Have you checked your sewer inspection openings lately? Are they clear of obstructions and visible for our water and sewer teams? Ensuring these openings are accessible is essential for our teams to reach them quickly in case of a sewer blockage. By keeping inspection openings unobstructed, you're helping us clear blockages more efficiently, reducing health risks, and minimising property damage. Taking a moment to check now can prevent bigger issues later.



## Did you know?



### National Water Week 2024

National Water Week was a huge success in 2024! Council's Water Education Officers hosted pop-ups at local shopping centres, gathering over 180 survey responses on water literacy. Gardening Australia's Costa Georgiadis live-streamed water saving tips on Council's Facebook page, reaching 3,000 views.

Story Time at Gosford Library featured interactive performances on water topics, and the National Water Week Primary School Poster Competition awarded a Woodport Public School student as a national winner, with Mayor Lawrie McKinna presenting the award.



### Illegal yabby traps found in our waterways

Opera House-style yabby traps are strictly prohibited in NSW. Unlike old traps, new open-top lift nets allow non-target species like platypus, birds, and turtles to escape if they enter while looking for food. Council Officers recently found two illegal traps in our local waterways—one contained a deceased rakali, a native water rat, and the other a deceased water bird. These incidents highlight the importance of using wildlife-safe yabby nets to protect local fauna.

View the Department of Primary Industries factsheet by searching 'fishing for yabbies' at [dpi.nsw.gov.au](https://dpi.nsw.gov.au)



Example of an illegal yabby trap