



CENTRAL COAST COUNCIL

# Annual Report

2021-22





## Acknowledgment of Country

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



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Central  
Coast  
Council

Annual Report 2021-22

Central Coast Council  
2 Hely St / PO Box 20 Wyong NSW 2259  
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# About this Report

## Integrated Planning and Reporting Framework

The Integrated Planning and Reporting (IP&R) Framework was introduced by the Office of Local Government in 2009 and promotes integration with community based objectives. It allows councils to bring plans and strategies together and provide a roadmap for the delivery of projects, programs and actions that is appropriately resourced and supports community aspirations. Progress is monitored on a quarterly, annual and term basis. This Annual Report forms part of the IP&R Framework.

## 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 Regulation 2005*.

This Annual Report provides a comprehensive account of Central Coast Council's performance from 1 July 2021 to 30 June 2022 and progress made against the Operational Plan.

The audited financial statements for the 2021-22 reporting period are required to be included in the Annual Report. However, the Office of Local Government has granted Council an extension to the 20 December 2022. As such, the audited financial statements 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.

## Report Structure

This Annual Report includes highlights and challenges for the year, information on the region, the organisation, as well as specific information required under legislation.

Details on performance against the Operational Plan for 2021-22 is structured around the Community Strategic Plan Themes of Belonging, Smart, Green, Responsible and Liveable.



Koolewong boat ramp

# About the Central Coast



Area  
1,680 km<sup>2</sup>



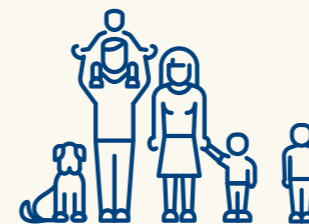
Coastline  
80 km



State forests and  
national parks  
10



Average  
temperature  
23.2°C



Population  
348,379



Avoca Beach



Ocean Beach



Gross Regional Product  
\$15.14 billion



Unemployment rate  
4.3%



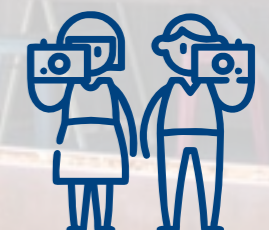
Public transport to work  
9%



Businesses  
24,480



Local jobs  
119,781



Tourism  
5.2 million  
overnight visitors



Gosford



Local Government ranking  
3rd largest by population in NSW



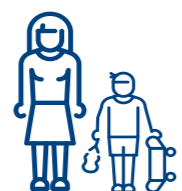
Median age  
42



Aboriginal and Torres Strait Islanders  
4.9%



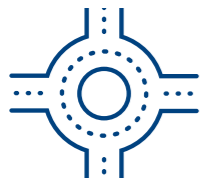
Born overseas  
16.1%



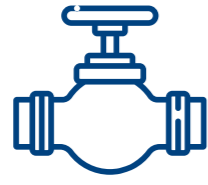
Families  
41%



Persons with a disability  
7%



Roads  
2,176 km



Water and sewer  
mains  
2,248 km



Shared  
pathways  
737 km



Patrolled  
beaches:  
15



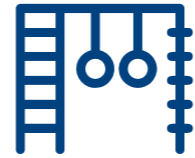
Council  
libraries  
10



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



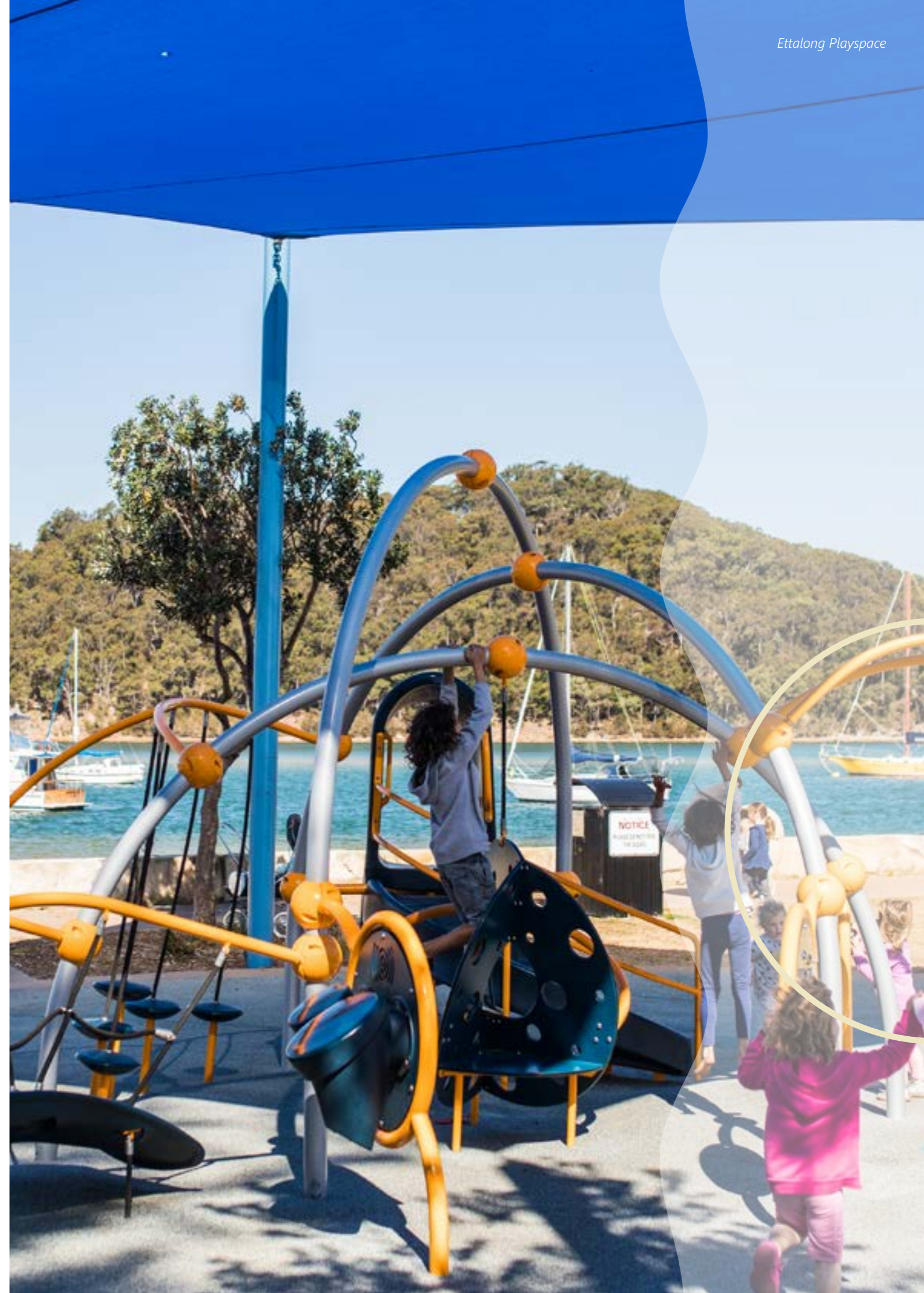
Dog off leash  
area  
62



Leisure and  
aquatic centres  
6



Hockey fields  
5





## CEO's Message

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As we move into my second year with Central Coast Council, I take this opportunity to reflect on how far we have come as an organisation and a community in the last 12 months. We have achieved a remarkable financial turnaround over the past year, with the current and forecast surpluses able to meet the repayments on emergency loans. The strong surplus and strengthening cash position mean that Council can now plan for the future with confidence.

The focus of Council is now on consolidating and improving the performance of the organisation. I am incredibly proud of staff, who have shown great strength, resilience, and optimism as we have had to implement rapid change with less resources. I extend that pride and admiration to our residents, who have stayed the course with us as we navigated challenging terrain. Our achievements over the last year make me genuinely excited and hopeful for our future and I am pleased to share them with you in this report.

This year, we made necessary changes to the Community Strategic Plan, based on input received from a diverse group of community members who formed our Community Reference Group. The revised plan includes a new objective that explicitly makes clear Council accountability for governance, leadership, and financial management. This was an inclusion that the community passionately wanted, and aligns with Council's promising new direction. Measuring our performance against this new objective in a clear and accessible way for the community will ensure that Council stays accountable and on track.

In March 2022, I welcomed the appointment of two new senior executives, Melanie Smith and Dr Alice Howe, to support our commitment to service delivery.

As an organisation, we navigated yet another COVID-19 related lock-down, managed severe weather events, including the storms and floods throughout early 2022, launched our Disability Inclusion Action Plan, upgraded essential infrastructure including playgrounds, roads, sports facilities, skate parks and wharfs and continued to deliver a range of other core services. Of note is the hallmark Woy Woy Town Centre Wharf that features a state-of-the-art floating pontoon, accessibility features, solar lighting, and smart benches with mobile phone charging capability. Woy Woy is the largest wharf project ever completed for the coast and is designed to rise and fall with Brisbane Water's varying tide conditions to ensure access in most weather conditions.

There are many more wonderful achievements highlighted within this report and I encourage you to take the time to read through. I am proud to be part of this organisation's rebuild towards a brighter future. We could not do it without the support, trust and tireless work of our staff, our local small and large businesses, our partners and stakeholders and our most valued community. Thank you for all that you do in making the Central Coast an enjoyable and glorious place to live.

**David Farmer**  
Chief Executive Officer



## Administrator's Message

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The last 12 months have seen Central Coast Council transition from "fixing the problem" to building long term financial sustainability. As an organisation, we met all the financial recovery plan milestones, with the focus shifting towards consolidating and improving the performance of the organisation. There are now tighter budget management controls in place, with better transparency to the community with monthly financial reports that provide consolidated financial information relevant to the operations, capital expenditure funding and cash position of Council.

Another notable outcome this year was the report on the Public Inquiry of Central Coast Council, tabled in March 2022, by the Minister for Local Government, the Hon Wendy Tuckerman MP. The report found there was no fraud, corruption or criminal activity that has caused the financial problems of Central Coast Council. The report provided eight recommendations, including that the Councillor roles be declared vacant and that an Administrator be appointed to serve until the Central Coast Council election, which is scheduled for September 2024. This gives us a unique opportunity to continue to focus on strengthening our financial position, maintaining core services, and regaining the trust and respect from our valued community. The 2021-22 financial year has been a year to celebrate in many ways, with some notable highlights including:

- Various awards and recognition for Council services and projects, including plant and fleet, marketing and tourism, Little Tern project, road safety, childcare and education, IT, and economic development and resilience.
- Recognition of the Central Coast with ECO Destination Certification by Ecotourism Australia, making it one of the first regions in the country to be recognised for its strong, well-managed commitment to sustainable practices and high-quality, nature-based tourism experiences.
- Two Independent Pricing and Regulatory Tribunal (IPART) determinations for the Special Variation rate and water, sewer and stormwater pricing. The application of each included extensive community

engagement and complex submission process. Both contribute to Council's long term financial sustainability.

- Delivered a new sports amenities building at Woy Woy, upgraded and constructed playspaces and improved accessibility with new pathways, removed 191 tonnes of waste from gross pollutant traps to keep it from entering the waterways, undertook roadside vegetation along Wyong Road, filled 85,000 potholes and removed tonnes of debris from the beaches following the intense rainfall events.
- Achieved a 'Good' rating for water quality and suitability for swimming was at 14 out of 15 (93%) of the Central Coast's ocean beaches and all of the region's ocean baths.
- Delivered a full calendar of community events and activities even through COVID-19 restrictions, including, Chromefest, the Harvest Festival, Taste of Toukley, Grandma Moses Art Competition, Senior Week, Youth Week and many more.

As we move forward, I want to acknowledge the passionate, persistent, and dedicated Council staff who have all played a significant role in reshaping this organisation's direction. I am completely confident that we are well on our way to being in a sound position in time for the next Local Government election. I sincerely thank you, the community of the Central Coast, for standing by this organisation in tough times. This year has been a big one for implementing lessons learned and constructing solid foundations that will drive us into the future. Let us draw a line in the sand as we walk towards brighter days. We are deeply committed to making the Central Coast the best place to live, work, age, and play.

**Rik Hart**  
Administrator

# About Council



# About Council

## Governance of Council

### Council under Administration

The Minister for Local Government placed Council under Administration in October 2020, with Mr Rik Hart operating as the Administrator. The Administrator acts as the Council, effectively replacing the role previously performed by the Mayor and Councillors. Council will remain under Administration, until such time as the Local Government elections is held in September 2024.

### 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 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, as 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.

#### 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.

#### Local Traffic Committee

The Local Traffic Committee is a technical review committee that operates as an advisory body to Council on traffic related matters. The Committee membership are representatives from Council, the NSW Police Local Area Command, TfNSW and the Local State Member of Parliament or their representative.

## 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.

Councillors were suspended from October 2020 and an Administrator was appointed to perform the role of the elected body. While Council was under administration and no Councillors were present during the reporting period, the fees and expenses for the Administrator is provided:

Administrator Fees		
(i)	Councillor / Administrator office equipment	\$140
(ii)	Telephone calls	\$821
(iii)	Conferences and seminars	\$1,882
(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
<b>TOTAL COSTS (a1)</b>		<b>\$2,843</b>

### Councillor Overseas Visits

There were no overseas visits by the Administrator 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 training and ad hoc advice to staff, provides monthly 'Open Office' sessions for staff, 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?



**Senior Internal Ombudsman**  
Lilly Mojsin



**Assistant Internal Ombudsman**  
Jade Maskiewicz

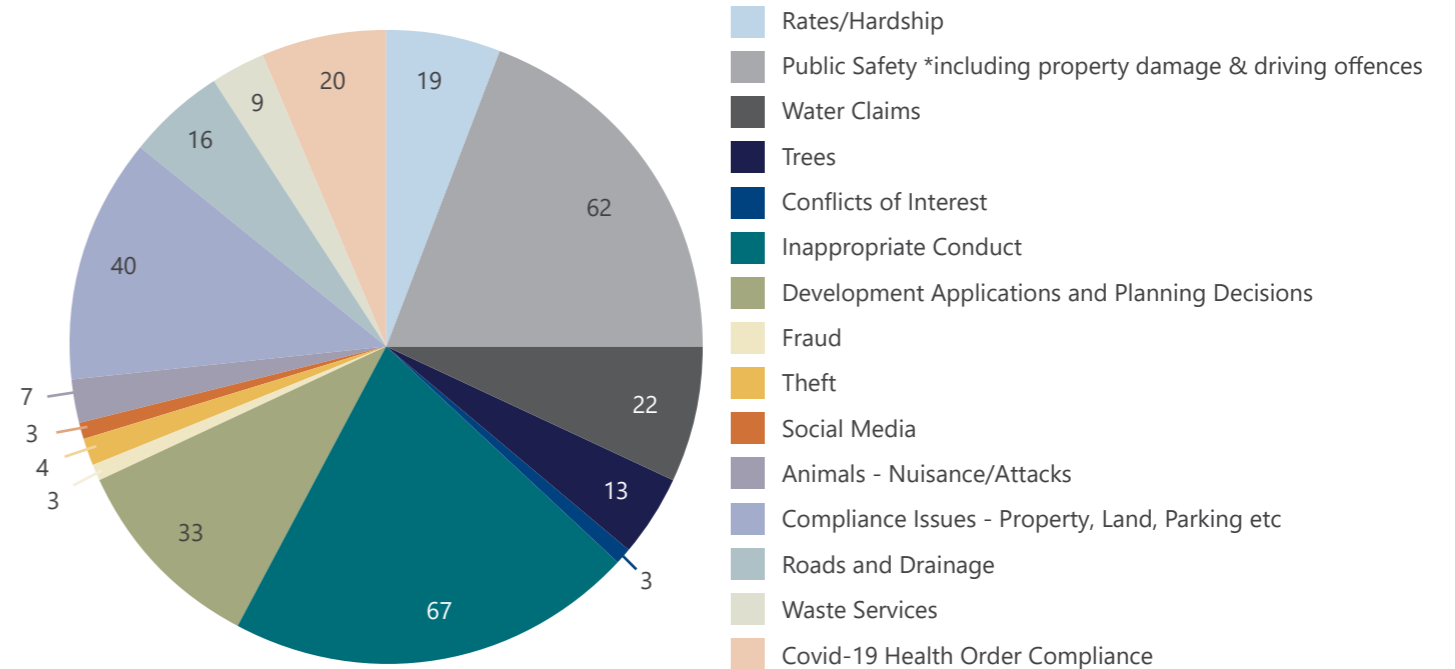
### 2021-22 Complaints

The IO Office received 370 complaints for the 2021-22 financial year. Complaints received by the Office are made up of Code of Conduct complaints, 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 57% of 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.

Complaints	Number
<b>Total number of complaints received 2021-22</b>	<b>370</b>
Code of Conduct Complaints - Councillors	0
Code of Conduct Complaints - Staff	14
External Agency Referrals (NSW Ombudsman, ICAC, OLG)	20
Water Claims	19
Public Interest Disclosures (PID)	0

### Complaint Themes 2021-22



### What's happening next year?

In the year ahead, the IO Office will continue to investigate allegations of fraud and corruption, and focus on pro-active and innovative staff education, specifically in the areas of Code of Conduct, Conflicts of Interest, Protected Interest Disclosures, Privacy and Gifts and Benefits. Knowledge is the key to prevention as well as developing a trustworthy and speak up culture. Education will remain a high priority for this office.

The IO will provide input into the review of existing policies and the development of new policies, in particular the effect of changes to the management of protected interest disclosures pursuant to the new Protected Interest Disclosures Act 2022. The team will consult with staff ensuring fairness, good governance and adherence to legislative changes.

Maintaining open access to the IO Office will continue with improved and simpler mechanisms made available for internal reporting both online, hardcopy in writing or face to face. Streamlined changes to processes will ensure that all sensitive complaints about staff, contractors, committee members and volunteers are triaged and recorded by the IO before allocation, when appropriate, to the relevant department for action.

The team will continue to provide education and advice in relation to corruption prevention as well as the reporting of wrongdoing in the coming year.

Compliments	Number
<b>Total number of compliments received 2021-22</b>	<b>443</b>
Council decision	4
General feedback	130
Quality of work	90
Response time	48
Staff performance	171



# About the Organisation

# About the Organisation




## Corporate Vision and Values

A vibrant organisation doing great things



Avoca Beach

## Organisational Structure



**Administrator**  
Rik Hart



**Chief Executive Officer**  
David Farmer

- Internal Ombudsman
- Finance

Corporate Services Krystie Bryant (Acting)	Community and Recreation Services Melanie Smith	Environment and Planning Dr Alice Howe	Infrastructure Services Boris Bolgoff	Water and Sewer Jamie Loader
Governance, Risk and Legal	Community and Culture	Development Assessment	Waste and Resource Recovery	Headworks and Treatment
Information Technology	Leisure, Beach Safety and Community Facilities	Strategic Planning	Engineering Services	Assets and Projects
People and Culture	Libraries and Education	Environmental Compliance Services	Roads and Drainage Infrastructure	Network Operations and Maintenance
Plant and Fleet	Open Space and Recreation	Environmental Management	Roads Construction and Maintenance	
	Communications, Marketing and Customer Engagement	Economic Development and Property	Procurement and Project Management	
			Facilities and Asset Management	

NB: as at 31 August 2022



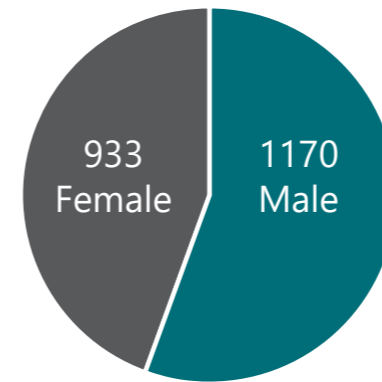
# Workforce Information



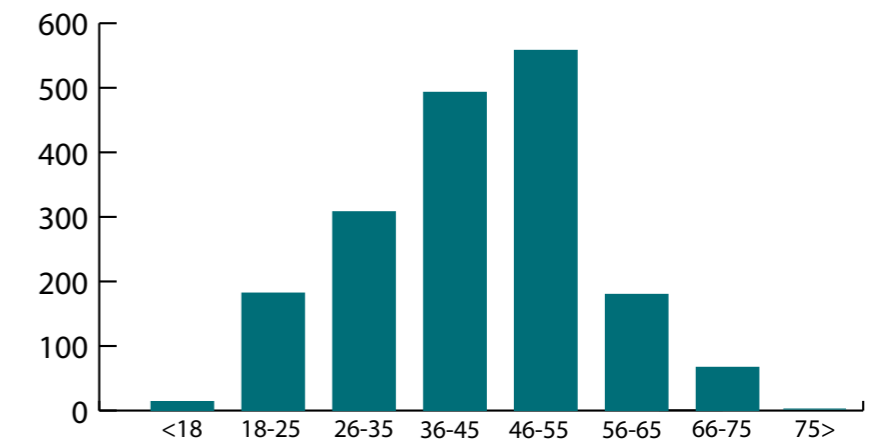
2,013  
Total number of employees\*



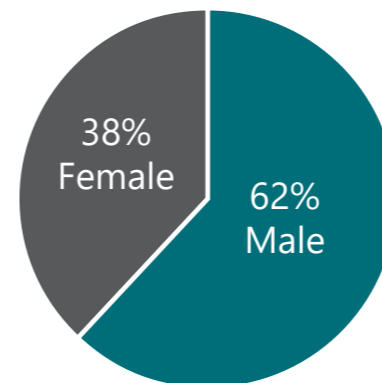
13.95%  
Turnover rate



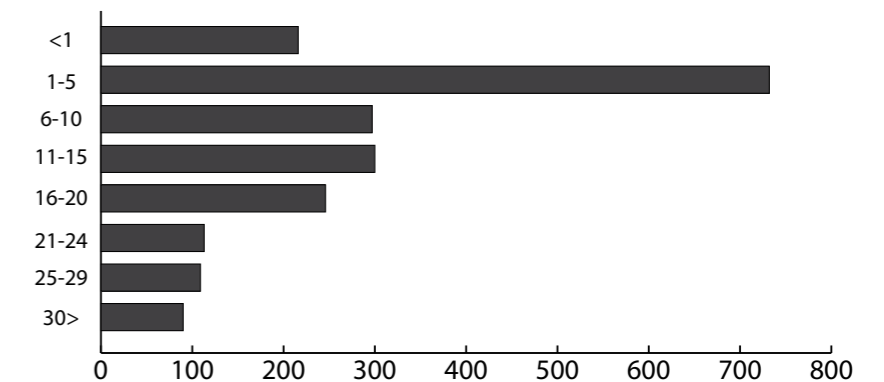
Employees by Gender



Employees by Age



Senior Management by Gender\*\*



Length of Service by Years

NB: as at 30 June 2022

\*Includes permanent, fixed term and casual employees

\*\*Includes CEO, Directors and Unit Managers

# Year in Review



# Year in Review

This section provide details of Council's performance and progress over the past 12 months. A year which challenged our core services as well as provided opportunities to innovate the way we work and provide value to the community. This includes information on the achievements Council has made towards its goals while managing the changing landscape of the COVID-19 pandemic and natural disasters and those impacts on our community, staff and organisation.

## Community Strategic Plan

### 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



Bright nights, The Entrance

## 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** Engage and communicate openly and honestly with the community to build a relationship based on trust, transparency, respect and use community participation and feedback to inform decision making
- G3** Provide leadership that is transparent and accountable, makes decisions in the best interest of the community, ensures Council is financially sustainable and adheres to a strong audit process
- 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



Gwandalan

NB: The revised Objectives of G2 and G3 are included. These were amended during the 2021-22 period, with final adoption resolved at the 28 June 2022 Council meeting.



Australia Day, The Entrance

# Calendar of Events

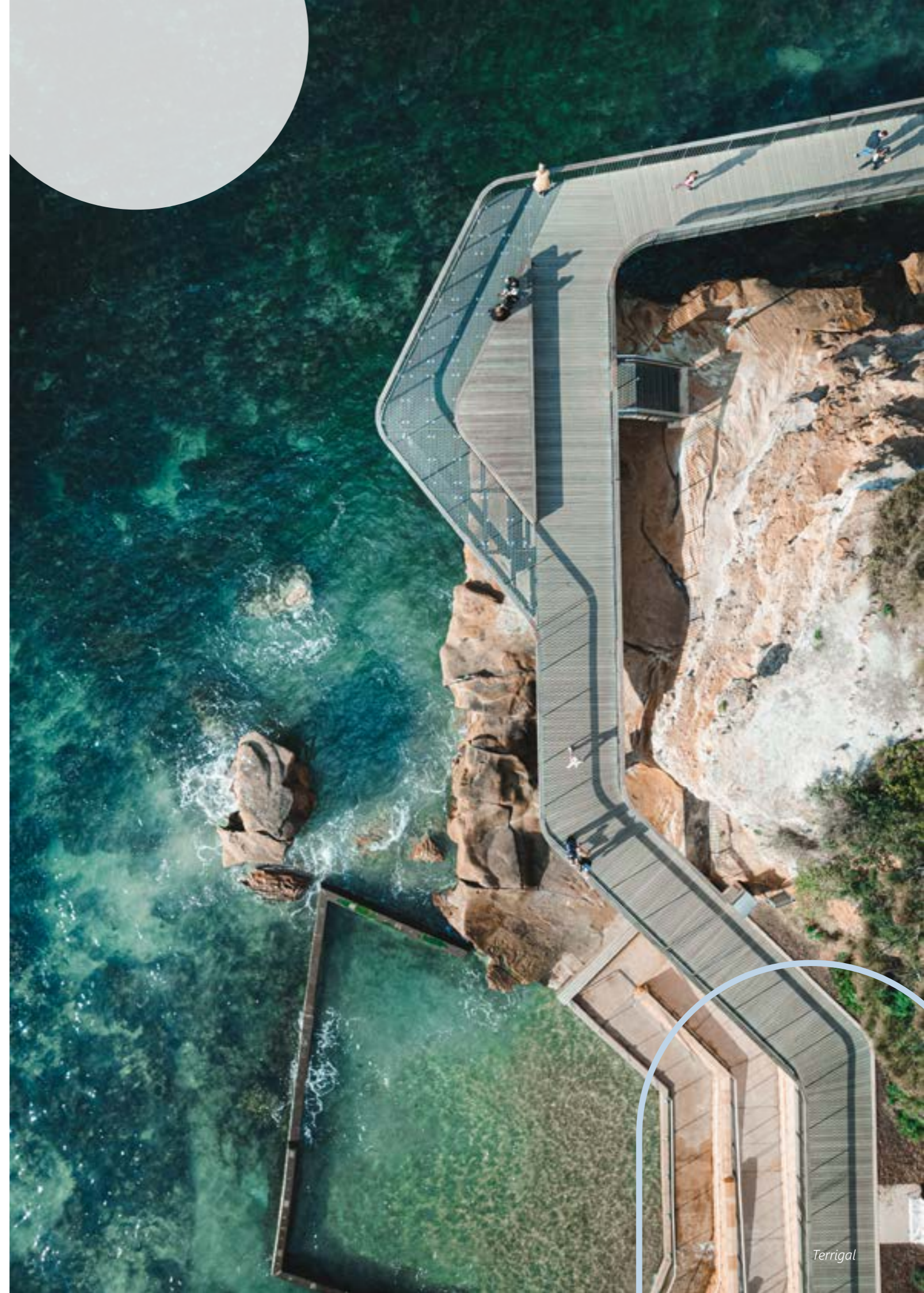
June 2021 to July 2022

- National Homelessness Week - Affordable Housing Animations released to educate community about the need for more affordable housing (400 views)
- Online Aboriginal Elders reading program to preschool children
- Citizenship Ceremony (online – 306 candidates)
- Self-guided audio tours of Wyong heritage launched
- Emergency Ready Week
- Report Illegal Graffiti Campaign launched
- Garage Sale Trail
- Official Opening of Woy Woy Town Centre Wharf
- ChromeFest (online - with a reach of 336,000 people)
- Mental Health Month
- Lakes Festival (delivered in modified format – with a reach of 53,784 people)
- Buy Local campaign launched
- Gosford Art Prize opened (951 applications received from across the country and 141 finalists displayed)
- 16 Days of Activism initiatives
- Men’s wellbeing workshops
- Christmas On the Coast
- New Year’s Eve Celebrations at The Entrance
- Summer Get Ready campaign launched
- January Activation - Pool Parties (over 500 attendees)
- Australia Day Awards (online)
- Relmagine Central Coast program
- Inaugural Annual Pet Event delivered (over 450 attendees and 200 services accessed)
- Chemical CleanOut- Karingong
- Social Enterprise Program
- Mardi Gras activation delivered by Naughty Noodle
- The Grandma Moses Art Competition and Exhibition (Senior Services)
- Clean Up Australia Day
- Flavours by the Sea (3,000 attendees)
- National Town Crier Championships (300 attendees)
- Saltmarsh Rehabilitation education and kayak tours
- Love Lanes Festival (8,000 attendees)
- Creative Spaces 2022
- Pop Up Bar in Kibble Park (delivered by Hawkesbury Brewing Co)
- Central Coast Airshow
- Harvest Festival (31,500 attendees)
- Taste of Toukley
- The Living Room filming of The Entrance Boat Shed and Memorial Park
- Invisible Disability / Think Outside the Chair campaign launched

NB: Limited number of events delivered or were delivered online due to COVID-19 restrictions

# Awards and Recognition

Award	Detail of Award	Project / Staff Member	Achievement
Excellence in Early Childhood Education Awards	Children's Wellbeing and Health Program Excellence	Umina Child Care Centre	Finalist
Excellence in Early Childhood Education Awards	Community Involvement Program Excellence	Little Coast Kids - Toukley	Finalist
Keep Australia Beautiful Sustainable Communities Tidy Town Award	Waterways and Marine Protection – Population Category E	Tuggerah Lakes – Connecting Our Foreshores project	Winner
Keep Australia Beautiful Sustainable Communities Tidy Town Award	Habitat and Wildlife Conservation – Population Category E	Little Tern Conservation Project	Winner
Local Government NSW Excellence in the Environment Awards	Natural Environment Protection and Enhancement: On-ground works - Division C	Little Tern Conservation Project	Winner
Local Government NSW Excellence in the Environment Awards	Sustainable Infrastructure – Division C	Recreational infrastructure upgrades to the kayak launching facility in Southern Tuggerah Lakes	Winner
NSW Local Government Excellence Awards	Asset and Infrastructure – Projects over 1.5 million	Terrigal Boardwalk	Finalist
NSW Local Government Excellence Awards	Environmental Leadership	Little Tern Conservation Project	Finalist
NSW Local Government Excellence Awards	Innovative Leadership – Population over 200,000	Fleet and Driver Management Transformation	Winner
NSW Local Government Excellence Awards	Partnerships and Collaboration	Hunter and Central Coast Councils Power Purchase Agreement	Finalist
NSW Local Government Excellence Awards	Partnerships and Collaboration	Property and Rating Consolidation Project	Finalist
NSW Local Government Excellence Awards	Special Project Initiative – Population over 200,000	Love Central Coast Project	Highly Commended
NSW Local Government Excellence Awards	Special Project Initiative – Population over 200,000	Economic Recovery and Resilience Framework	Finalist
NSW Local Government Excellence Awards	Supporting Local Enterprise	Central Coast Economic Development Strategy 2040	Finalist
Australia NSW Awards for Planning Excellence	Technology and Digital Innovation	Central Coast LEP Digital EPI	Highly Commended
Australasian Fleet Management Association (AfMA) – Fleet Awards	Fleet Safety	Central Coast Council	Winner
Green Destinations	Sustainable Top 100 International Destinations	Central Coast	Winner
NSW Tourism Awards	Local Government Award for Tourism	Marketing and Tourism Team	Bronze
NSW Top Tourism Town Awards Winner	Most Compelling Itinerary	Ettalong Beach	Winner
NSW Top Tourism Town Awards Winner	Top Tourism Town – Population over 5,000	Wyong, Woy Woy and Long Jetty	Finalist
NSW Community Sports Awards	Local Council of the Year	Central Coast Council	Winner
Institute of Public Works Engineering Australia (IPWEA) - Engineering Excellence Award	Innovation in Water Supply and Wastewater	Central Coast Water Security Plan	Winner
Institute of Public Works Engineering Australia (IPWEA) - Engineering Excellence Award	Excellence in Road Safety	Innovative technology to improve road safety	Winner
Institute of Public Works Engineering Australia (IPWEA) - Engineering Excellence Award	Design and Construction of a Local Government Project – Project over \$5M	Woy Woy Town Centre Wharf	Finalist
LG Pro Excellence Awards	Special Project Initiative	Man;Kind podcasts and domestic violence initiatives.	Highly Commended





## Challenges

### COVID-19

Restrictions continued during 2021-22, which included the temporary closure or reduced capacity of some facilities, and reduced programs or events or change in delivery to online. As the year continued, restrictions eased and the community were once again able to attend facilities and participate in events and programs.



### Resourcing

As COVID-19 cases rose across the Central Coast, the ability to continue service delivery was impacted due to required isolation.

Council's financial crisis also had an impact on Council recruitment. While recruitment was limited due to the financial situation, positions that were advertised received little submissions. The main reason was due to the instability of Council, with the Special Rate Variation (SRV) yet to be determined. Since IPART's determination on the SRV and the financial stability it has brought, recruitment has slightly improved.



### Wet weather events

La Nina continued to impact the east coast, including the Central Coast, with extreme rainfall resulting in flooding and other damage. This affected on service delivery, with staff deployed to respond to the emergency situation and recovery activities. The delivery of capital projects was also delayed, with the need to focus on reactive works such as addressing road pavement damage, landslides and embankment damage. The increased rainfall also impacted Council's capacity to efficiently maintain vegetation on sports fields, parks, reserves and roadsides, with many areas too soft for heavy machinery and low-efficiency manual work needed to be undertaken instead.



### Supply issues

Council services were impacted by global supply chain issues and the availability of physical stock was reduced.



### Inflation

As inflation increased above presumed levels, this resulted in increased costs and above what Council had budgeted for. This included fuel costs, electricity, certain goods and even some professional and contracted services. Council adjusted its budget based on inflation and will continue to monitor as the situation changes.



# Highlights

## Libraries

- The design for the Gosford Regional Library 95% complete and development application submitted to the Department of Planning and Environment for assessment and consent.
- Click and Deliver Library service continued during COVID-19 restrictions from 15 July – 15 October, with 21,688 library items delivered to members



300,829  
electronic library  
loans



823,824  
physical  
library loans



Over 5,700  
new members  
joined the library



509  
library branch  
programs  
delivered  
6,724  
attendees



44,563  
library items  
added to the  
collection this  
year



Kincumber Library

# Highlights

## Planning and Development

- 180 formal pre-lodgement meetings held (providing advice to prospective applicants and assisting with the smooth progress of applications once lodged)
- The new Central Coast Local Environmental Plan 2022 (CCLEP 2022) was finalised and notified on NSW Legislation on 24 June 2022 and came into effect on 1 August 2022. The consolidated Central Coast Development Control Plan 2022 (CCDCP 2022) also came into force on the same date. The consolidation of these planning control will help move the Central Coast forward from operating under separate controls and improve the development application and assessment process.



2,883  
Development applications lodged



3,283  
building certification inspections undertaken



358 construction certificates, 366 swimming pool compliance certificates, 225 building information certificates issued



488 new lots released, including 451 residential lots

## Environmental Management

- 8,483m<sup>3</sup> of wrack removed from waterways
- 518 tonnes of waste removed from gross pollutant traps

## Waste and Resource Recovery

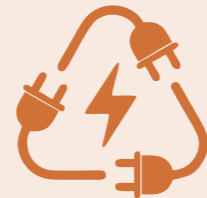
- Council assisted 12 Sydney Councils during the March 2022 floods by providing access to Council's waste management facilities when their contracted facilities became inaccessible following a flood event. Additional location specific services were also implemented to meet the needs of flood impacted properties following several natural disaster events.
- Council commenced planning for the future introduction of Food Organics Garden Organics (FOGO) collection and processing solutions.



16,088,970  
kerbside bin collections



212,029 bulk waste kerbside collections



140 tonnes of e-waste diverted from landfill



34,255 tonnes of household recyclables diverted from landfill



56 tonnes of soft plastics diverted from landfill



59,294 tonnes of garden organics and biosolids diverted from landfill



4733 tonnes of metal diverted from landfill

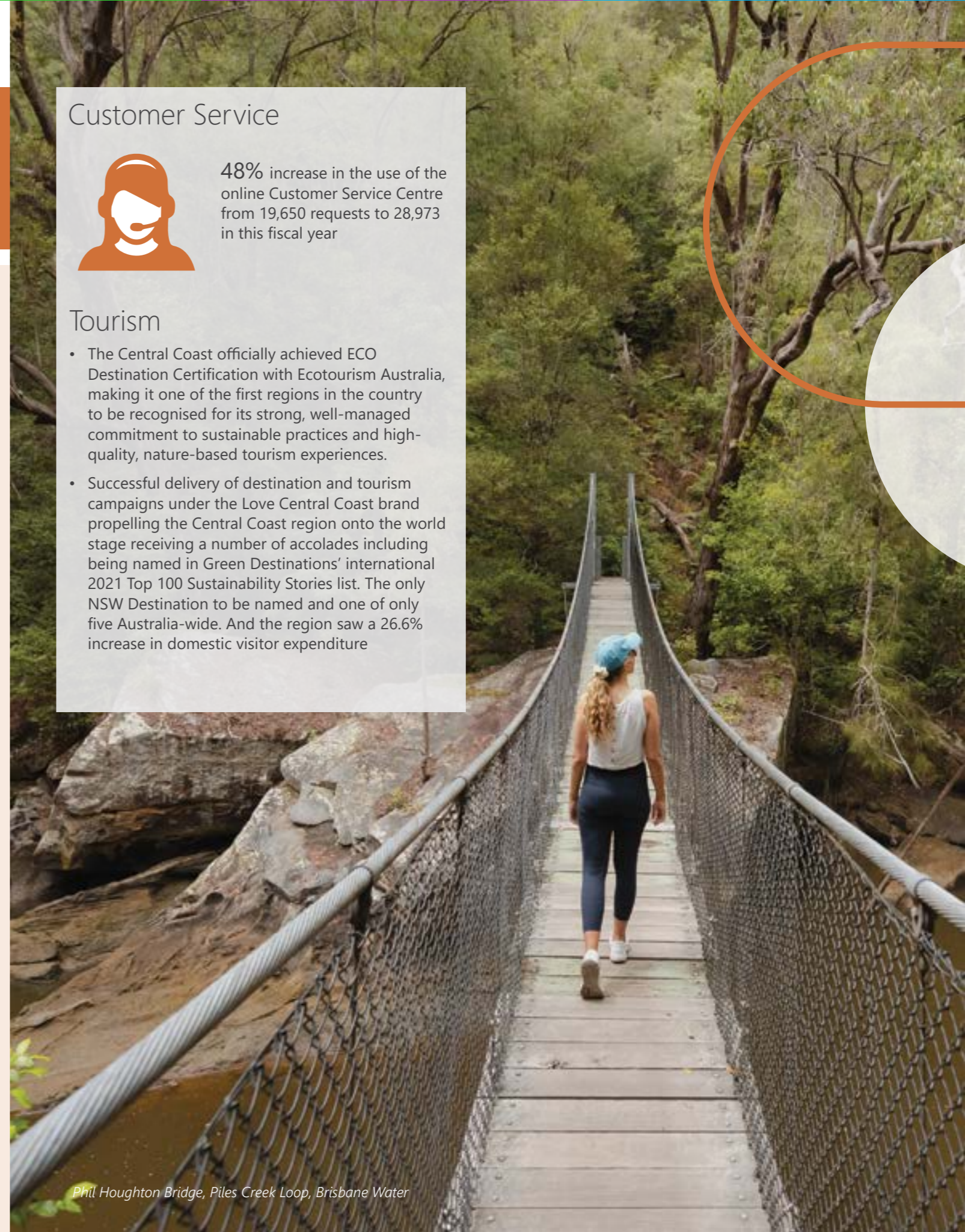
## Customer Service



48% increase in the use of the online Customer Service Centre from 19,650 requests to 28,973 in this fiscal year

## Tourism

- The Central Coast officially achieved ECO Destination Certification with Ecotourism Australia, making it one of the first regions in the country to be recognised for its strong, well-managed commitment to sustainable practices and high-quality, nature-based tourism experiences.
- Successful delivery of destination and tourism campaigns under the Love Central Coast brand propelling the Central Coast region onto the world stage receiving a number of accolades including being named in Green Destinations' international 2021 Top 100 Sustainability Stories list. The only NSW Destination to be named and one of only five Australia-wide. And the region saw a 26.6% increase in domestic visitor expenditure



Phil Houghton Bridge, Piles Creek Loop, Brisbane Water



Peninsula Leisure Centre

### Beach Safety

- 2.4 million visitations at 15 patrolled beach locations and the Grant McBride Baths.
- Staff attended to 1,902 first aid incidents and performed 746 rescues at patrolled beaches this season.



### Community Planning

- Disability Inclusion Action Plan and Positive Ageing Strategy both adopted by Council, following the public exhibition period.
- Development and exhibition of a draft Aboriginal Accord, which is an agreement between First Nations Leaders and Central Coast Council. It aims to set an agenda that will guide how best to work together and further reconciliation. Updated wording of an Acknowledgement Country was also included as part of the draft Accord. Council will consider community feedback and endorsement in late 2022.

### Leisure Centres and Pools



Attendances of 722,821 at Council's six leisure centres and pools



31,692 swim lessons delivered



2,560 group fitness classes and 720 aqua fitness classes delivered



125 events including swimming carnivals, basketball, table tennis hosted



2,148 Active kid and first lap vouchers processed valued at \$214,800



Peninsula Leisure Centre heat and ventilation project underway with a \$3.7M investment

### Community Facilities

24,086 community halls/centre bookings, with 87% office occupancy rate (5,556 cancellations processed)

19,748 open space and reserve bookings completed

205 community leases managed and 16 new leases executed



Long Jetty

### Roads and Drainage

- Continued the roll-out of the residential LED street lighting program and signed-on for the State Road LED roll-out
- 85,668 potholes filled
- 3,670 signs repaired/replaced during the year
- 30km of line markings
- 280km of road grading
- 353 projects completed consisting of road reseals, road and drainage reconstruction, traffic facility upgrades, shared pathway construction and footpath renewals, bus stop upgrades, bridge and wharve upgrades



Gosford Hospital

### Water and Sewer

- IPART's determination on Council's water, sewerage and stormwater drainage pricing, which will ensure Council can improve and ensure the efficient service delivery. The following investments will be delivered as part of the 2022-26 regulatory period.
  - The upgrade of Mardi Water Treatment Plant (MWTP) will secure the original design 160ML/day plant capacity to Australian Drinking Water Guidelines. The investment is \$32M.
  - Ensuring changes to the Gosford Central Business District (CBD) in both the long and short term are factored into a strategy to address performance requirements for minimum pressure, reservoir storage and mains velocity for the network under Peak Day Demand Conditions. The investment is \$5.3M.
  - The annual investment for priority and programmed water main renewals is \$5M per year.
  - Improving our environment through asset and service reliability:
    - Sewer Treatment Plant Major upgrade - Charmhaven - \$14M
    - Sewer Treatment Plant upgrade - Bateau Bay - \$7.8M
    - Gwandalan Sewer Treatment Plant Capacity upgrade - \$13.3M
- Central Coast Council Water Security Plan - Preparation and endorsement of the Central Coast Water Security Plan, which plans for the Coast's future demand on water supply and infrastructure. The Plan is now with the Department of Planning and Environment (DPE) for their review. It also received recognition with an Engineering Excellence Award for Innovation in Water Supply and Wastewater from the NSW and ACT Institute of Public Works Engineering Australia in March 2022.
- Sediment control at Mangrove - Following extreme rainfall, areas of hillslope erosion and landslips are found in steep locations and drainage lines along the access tracks around Mangrove Creek Dam. These slips require clean up and repair and also pose the risk of Council not being able to swiftly access critical assets in the area. Council has historically treated known problem areas (where revegetation is not suitable) with shotcrete to prevent further slips. This year, Council trialled the use of concrete mats as an alternative to shotcrete. The concrete mats have proven to be an effective and lower cost solution to manage erosion in these areas.

### Economic and Business Development

- In principle Council agreed to a new location for the aero club at Warnervale Airport. Council has appointed consultants to develop the new site in preparation of lodging a development application and eventual construction.
- The management rights for Central Coast Stadium were awarded to VenuesLive to operate the Central Coast Stadium on behalf of Council for a period of 5 years with an additional 5 year Option.

### Good Governance

- The Minister for Local Government announced in early June 2022 that the local government elections for Central Coast Council will be held on 14 September 2024. Council will remain under Administration until the elections are held.
- Implementation of a new cemeteries system that migrates all cemeteries data into one fit-for-purpose system.



66,439 items issued through internal stores



26,000 purchase orders generated by purchasing team



51% of purchase orders raised with local suppliers (\$143,375,361)

### Delivery of Capital Projects

Council continued to deliver a range of capital projects to improve community facilities and services. These projects were responsibly delivered while Council's financial crisis was still being resolved and were also thanks to NSW Government and Australian Government funding. Works included:

- Tuggerawong shared pathway (Tuggerawong Road along the foreshore from February Street to Palmer Street) - new shared path construction.
- Library maintenance and improvement works at Toukley, Tuggerah, Kincumber, Lake Haven, Woy Woy and Bateau Bay.
- Upgrade of sports lighting, drainage and irrigation infrastructure at 16 local sports grounds. Funded by NSW Government.
- Renewal and replacement of play equipment at six playspaces to provide safe, engaging and improved play equipment, with accessible features – Tunkawallin (Gwandalan), Sun Valley Park (Green Point), Woolmers Crescent Playspace (Mardi), Hylton Moore Oval Playspace (East Gosford), Palm Gully Park Playspace (North Avoca), Turo Reserve Playspace (Pretty Beach) and Jirramba Reserve Playspace (Saratoga). Funded by Australian Government.
- Upgrade public toilets and change facilities with new amenities building at Macmasters Beach. Funded by NSW Government.
- Upgrade of change room and toilet facilities Grant McBride Baths and the construction of the new Visitor Information Centre, The Entrance.
- Urban stormwater channel maintenance works in Wyoming, Woy Woy, Point Clare, Copacabana, Umina, Tascott and Narara to ensure stormwaters run effectively without obstruction.
- Major water and sewer infrastructure upgrades for Gosford CBD which will support economic and population growth by providing critical new water and sewer infrastructure for the CBD. Funded by NSW Government.
- Davistown and St Huberts Island Vacuum Sewer Refurbishment to improve the reliability and resilience of the system.
- Several road upgrades or improvements at specific streets in Avoca Beach, Berkeley Vale, Budgewoi, Copacabana, Davistown, East Gosford, Empire Bay, Erina, Gosford, Long Jetty, North Avoca, and Mardi.
- Woy Woy's new state of the art wharf was opened this year. The wharf was partially funded by the NSW Government and features a floating pontoon, accessibility features, solar lighting, and smart benches with mobile phone charging capability.

# Operational Plan Performance

## Summary

67 Actions / Measures / Projects



### 40 COMPLETED

Work is completed / target achieved



### 25 DELAYED

Work is behind schedule / target has not been achieved




### 2 INACTIVE


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




6 Actions / Measures / Projects



**6**  
**Completed**  
Work is completed / target achieved






**0**  
**Delayed**  
Work is behind schedule / target has not been achieved






**0**  
**Inactive**  
Work is on hold until further notice or there has been a change in priority and it has been closed



Operational Plan 2021-22 Performance

Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>Provide beach lifeguard services to patrolled beaches from September to April each year</b>	<b>2122_OP_082:</b> Council to safely patrol 15 beach locations and beach safety, education and messaging programs provided (in partnership with Surf Life Saving Central Coast)	30 April 2022	Leisure, Beach Safety and Community Facilities		Beach lifeguards safely patrolled 15 beach sites, keeping the regions residents and tourists safe. Safe swim messaging completed via Council's social media and website. During the patrol period there were around 2.4 million visitations
<b>Efficient delivery of community facilities that meets the community needs</b>	<b>2122_OP_090:</b> Delivery of high-quality exhibitions and programs at Gosford Regional Art Gallery that attracts 155,000 visitors per year	30 June 2022	Community and Culture		The Gosford Regional Gallery delivered 12 major exhibitions. The total visitor numbers to the complex were 80,909. There were 359 art classes delivered to 2326 participants over the year. This has been impacted by COVID-19 restrictions experienced during the year.
	<b>2122_OP_091:</b> Delivery of 195 cultural productions, events and performances at Laycock Street Community Theatre	30 June 2022	Community and Culture		This has been impacted by COVID-19 restrictions experienced during the year. The impacts from COVID-19 have been three fold: <b>1)</b> Closure period due to State Lockdown July to November <b>2)</b> Ticket purchase hesitancy with individuals making purchase choices based on current health status <b>3)</b> COVID-19 infections of cast and crew and resulting in cancellations. However, where possible shows have been rescheduled.

Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>Increase positive community attitudes and behaviours towards people with disability</b>	<b>2122_OP_107:</b> Implement relevant actions from the Central Coast Disability Inclusion Action Plan	Four projects delivered	Community and Culture		Projects delivered include: <ul style="list-style-type: none"> <li>• Think Outside the Chair campaign</li> <li>• Invisible Disabilities campaign</li> <li>• International Day of People with a Disability</li> <li>• Installation of beach matting and launch of the Beach Access Program with a video campaign and QR code posters to book wheelchairs online</li> <li>• Development of the Accessible Central Coast brochure</li> </ul>
<b>Provide a premier venue for sports and entertainment on the Central Coast community</b>	<b>2122_OP_144:</b> Conduct survey of respondents that are either satisfied or very satisfied with Central Coast Stadium	67%	Economic Development and Property		Management rights have been awarded to external company.
<b>Improved management of companion animals throughout the Central Coast</b>	<b>2122_OP_197:</b> Develop a Responsible Pet Ownership Policy for the Central Coast	By 30 June 2022	Environmental Compliance Services		Responsible Dog Ownership Policy completed and published on Council's website. Council to work on Responsible Cat Ownership Policy which will be a separate body of work.



Ettalong Lookour

4 Actions / Measures / Projects



**2**  
**Completed**  
Work is completed / target achieved



**1**  
**Delayed**  
Work is behind schedule / target has not been achieved




**1**  
**Inactive**  
Work is on hold until further notice or there has been a change in priority and it has been closed


Operational Plan 2021-22 Performance

Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>Create opportunities to expand tourism</b>	<b>2122_OP_130:</b> Destination Management Plan - Implement revised Strategic Priorities and Supporting Actions from 2018-2021 DMP	100% of actions delivered by 31 December 2021	Communications, Marketing and Customer Engagement		Destination Management Plan 2022-2025 adopted by Council on 22 February 2022. While two actions were not completed from the Destination Management Plan 2018-2021, these have rolled over into the new plan and this is considered complete.
	<b>2122_OP_131:</b> Develop 2022-2025 Destination Management Plan	By 31 December 2021	Communications, Marketing and Customer Engagement		Destination Management Plan 2022-2025 adopted by Council on 22 February 2022.
	<b>2122_OP_132:</b> Tourism Opportunity Plan (TOP) - Implement Revised Year 2 Actions from 2019-2024 Tourism Opportunity Plan	90% of actions completed by 30 June 2022	Communications, Marketing and Customer Engagement		Delivery of actions placed on hold due to limited resources. Priority action from the TOP have been aligned to Destination Management Plan for implementation.
<b>Grow tourism and profitability of the Holiday Parks</b>	<b>2122_OP_153:</b> Implement business strategy plan focussing on the future requirements of the business (pending approval from Council)	30 June 2022	Economic Development and Property		Focus is currently on additional capital expenditure and improving the Holiday Parks infrastructure. Once complete the Holiday Parks Strategy Plan will be updated and implemented.


8 Actions / Measures / Projects



**5**  
**Completed**  
Work is completed / target achieved






**3**  
**Delayed**  
Work is behind schedule / target has not been achieved





**0**  
**Inactive**  
Work is on hold until further notice or there has been a change in priority and it has been closed



Operational Plan 2021-22 Performance


Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>Reducing Council's energy cost, improve energy productivity and reduce Council's greenhouse gas emissions</b>	<b>2122_OP_071:</b> Review emissions reduction targets in alignment with IPCC recommendations	Revision of targets to Council by 30 June 2021	Leisure, Beach Safety and Community Facilities		Due to reduction in resources during the financial year, development of a formal emissions reduction pathway has been delayed. However, work continues to reduce emissions across Council operations, including fleet management, sustainable procurement and electricity saving measures.
<b>Regular operation wrack and algae collection (and other equipment under contract) in near-shore zones of Tuggerah Lakes</b>	<b>2122_OP_97:</b> Removal of 5,000m <sup>3</sup> of floating wrack and macro algae from the Tuggerah Lakes Estuary annually	By 30 June 2022	Environmental Management		8,483m <sup>3</sup> of wrack was collected in 2021-22. This exceeded the KPI target of 5000m <sup>3</sup> .
<b>Implementation of Council's Biodiversity Strategy</b>	<b>2122_OP_98:</b> Deliver priority actions (1.2.1, 1.4.2 and 2.3.1) of the Central Coast Council Biodiversity Strategy	By 30 June 2022	Environmental Management		Actions completed, including: <ul style="list-style-type: none"> <li>• Procuring the services of contractors to undertake bush regeneration and rehabilitation with priority bushland reserves and coastal ecosystems</li> <li>• Established Biodiversity Stewardship Agreement on reserves in Glenning Valley and credit transfer and associated payments finalised</li> <li>• Policy for land acquisition drafted for consideration by Council.</li> </ul>

Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>Complete Flood Studies and Floodplain Risk Management Plans in consultation with the community.</b>	<b>2122_OP_99:</b> Complete the following flood studies: <ul style="list-style-type: none"> <li>• Northern Lakes Floodplain Risk Management Plan (FRMP)</li> <li>• Wallarah Creek Floodplain Risk Management Plan (FRMP)</li> <li>• Davistown and Empire Bay Floodplain Risk Management Plan (FRMP)</li> <li>• Woy Woy Peninsula Floodplain Risk Management Plan (FRMP)</li> </ul>	By 30 June 2022	Environmental Management		The Wallarah FRMP has been prepared and adopted. The Northern Lakes FRMP and Davistown and Empire Bay FRMP have been prepared and will be going to Council for adoption in the second quarter of 2022-23. The Woy Woy FRMP has been delayed, however the final report has now been received and is currently being reviewed.
<b>Review existing Coastal Zone and Estuary Management Plans as required by new Coastal Management Act.</b>	<b>2122_OP_101:</b> Develop Coastal Management Programs (CMPs) in accordance with NSW Coastal Management Manual 2018 to replace existing Coastal Zone Management Plans (Including Estuary Management Plans) and have certified in accordance with the Coastal Management Act 2016.	By 31 December 2022	Environmental Management		Coastal Management Programs underway and will continue in 2022-23. Activities completed to date include: <ul style="list-style-type: none"> <li>• Stage 1 scoping studies completed</li> <li>• Stage 2 studies progressing and on track for the Open Coast. Coastal Lagoons CMP, Tuggerah Lakes CMP, Lake Macquarie CMP and Hawkesbury-Nepean CMP are all progressing well and on track against grant funding work plan.</li> </ul>


Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
Provide a reliable, safe, cost effective and environmentally responsible domestic waste collection to the Central Coast region	2122_OP_178: Percentage of domestic waste bins collected on scheduled date	>99%	Waste and Resource Recovery	✓	Target achieved, with 99.93% of domestic waste bins collected (16.08M collections) on the scheduled day for the year.
Expand the diversion of domestic waste from landfill through increased resource recovery resulting in environmentally responsible waste collection services	2122_OP_179: Percentage of domestic solid waste diverted from landfill	>40%	Waste and Resource Recovery	✓	Target achieved, 41.8% of domestic waste diverted from landfill for the year following the implementation of a wide range of waste avoidance and resource recovery initiatives.
An Environmental Management System (EMS) for Central Coast Council that is consistent with AS/NZ ISO 14001:2016	2122_OP_198: Implement Phase 3 of the EMS Project	By 30 June 2022	Environmental Compliance Services	✓	Environmental Management System development continued with a number of amendments to the EMS Audit Plan made in response to Council's financial recovery process.




29 Actions / Measures / Projects



**15**  
**Completed**  
Work is completed / target achieved







**13**  
**Delayed**  
Work is behind schedule / target has not been achieved











**1**  
**Inactive**  
Work is on hold until further notice or there has been a change in priority and it has been closed








Operational Plan 2021-22 Performance

Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>Region wide improvement to road pavement condition to ensure long term sustainability of the road network and to support economic growth</b>	<b>2122_OP_006:</b> Kilometres of road pavement to be renewed each year	10 km	Roads and Drainage Infrastructure		Council completed the rehabilitation of 18.76 km of existing road pavement, which has exceeded the target. This is on top of undertaking urgent pothole patching due to the continued wet weather.
	<b>2122_OP_007:</b> Kilometres of road resurfacing to be renewed each year	26 km	Roads and Drainage Infrastructure		Council completed the renewal of 40.22 km of existing road pavement, which has exceeded the target. This is on top of undertaking urgent pothole patching due to the continued wet weather.
<b>Region wide improvements to bus stop infrastructure to improve access to public transport and ensure legislative compliance</b>	<b>2122_OP_008:</b> Number of bus stops upgraded to meet Disability Discrimination Act compliance each year	45 bus stops	Roads and Drainage Infrastructure		Council completed the upgrade of 28 bus stops. The bus stop program was unable to meet the target due to significant and prolonged weather events.
<b>Expansion and upgrade of the drainage network across the Central Coast to reduce flooding, improve stormwater management, and maintain accessibility around the Central Coast</b>	<b>2122_OP_011:</b> Kilometres of drainage infrastructure constructed each year	4.1 km	Roads and Drainage Infrastructure		Council completed the construction of 2.47 kilometres of drainage infrastructure and was unable to meet the target due to the prolonged weather events as well as the ongoing COVID-19 related impacts on staff, contractors and material availability.

Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>Capital expenditure projects are completed as planned</b>	<b>2122_OP_017:</b> Percentage of road and drainage capital works projects completed within scope and budget	90%	Roads and Drainage Infrastructure		Overall capital expenditure was 73% of the adopted Q3 budget due to extended periods of wet weather and COVID-19 related impacts on staff, contractors and material availability.
<b>Support Councillors in effective decision making and promote transparency and accountability</b>	<b>2122_OP_054:</b> Percentage of Council resolutions actioned within agreed timeframes	90% of actions in agreed timeframes	Governance, Risk and Legal		Completion rate of 93% for the year.
	<b>2122_OP_056:</b> Percentage of Council matter considered in confidential session	<5% of matters considered in confidential every year	Governance, Risk and Legal		Less than 1% of matters were considered in confidential session for the year.
<b>Ensure compliance with the statutory requirement and promote transparency and accountability</b>	<b>2122_OP_060:</b> Number of non-compliances with legislative compliance requirements each year	Zero	Governance, Risk and Legal		Nil recorded for the financial year.
	<b>2122_OP_061:</b> Number deemed refusals for Formal GIPA applications due to missed deadlines	Zero	Governance, Risk and Legal		Nil recorded for the financial year.


Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>To provide independent assurance to the CEO and Audit, Risk and Improvement Committee (ARIC) on the effectiveness of management controls and to make recommendations on ways to mitigate identified risk exposures</b>	<b>2122_OP_063:</b> Reporting to ARIC at each meeting in line with Internal Audit and ARIC Charter obligations	30 June 2022	Governance, Risk and Legal		Adherence has been achieved for the financial year.
<b>Meet legislative and business requirements</b>	<b>2122_OP_072:</b> Complete Council's Integrated Planning and Reporting (IP&R) requirements (in line with the Office of Local Government direction), including at a minimum development of the Delivery Program (2022-23 to 2024-25) incl. Operational Plan 2022-23, quarterly reporting against the Operational Plan 2021-22 and development of the Annual Report 2020-21	30 June 2022	Strategic Planning		All IP&R documents have been developed and adopted.
<b>Comprehensive Local Environment Plan</b>	<b>2122_OP_073:</b> Complete Central Coast Housing Strategy (Phase 1)	30 June 2022	Strategic Planning		Phase 1 of the Central Coast Housing Strategy involved the preparation of the Central Coast Existing Conditions Report and Discussion Paper. This phase of the project is now completed. Community engagement was undertaken during February 2022. The results of this engagement will now inform Phase 2 of the project which involves the preparation of the Central Coast Local Housing Strategy and is due to be exhibited in 2022-23.

Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>Comprehensive Local Environment Plan</b>	<b>2122_OP_074:</b> Report the draft Central Coast Employment Land Audit and Strategy to Council for exhibition	30 June 2022	Strategic Planning		Additional revisions of documents were required before they could be reported to Council which has caused some minor delays. Draft Central Coast Employment Lands Audit, Monitor and Strategy to be reported to Council for exhibition in the second quarter of 2022-23.
	<b>2122_OP_077:</b> Commence phase 2 of the Environmental Lands Review (Deferred Lands non Council owned)	30 June 2022	Strategic Planning		Phase 2 of the Environmental Lands Review (Deferred Lands Review) is underway. A Land Use review and draft Planning Proposal have been prepared, with work to continue in 2022-23, which will lead to Council seeking a Gateway Determination and public exhibition.
<b>Provide a clear approach to the planning and development of key growth regions</b>	<b>2122_OP_075:</b> Report the draft Lake Munmorah Structure Plan for endorsement	30 June 2022	Strategic Planning		Lake Munmorah Structure Plan was adopted by Council in April 2022.
	<b>2122_OP_079:</b> Prepare Character Statements for northern part of LGA	30 June 2022	Strategic Planning		Outcomes and actions of community consultation to be integrated into the Toukley District Place Plan scheduled to commence in 2023-24.
	<b>2122_OP_080:</b> Exhibit the draft Greater Warnervale Area Structure Plan	30 June 2022	Strategic Planning		Finalisation of the project has been delayed to allow sufficient time for major land use structural matters to be resolved. TfNSW has advised Council that the North Warnervale Train Station will not be proceeding, a decision which requires reconsideration of the form of the Structure Plan. It is expected that the draft Structure Plan will be reported to Council for the purposes of public exhibition in the second quarter of 2022-23.


Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>Enable sustainable urban development that values energy efficiency, heritage, local character, the environment, transport, safety and liveability.</b>	<b>2122_OP_078:</b> Complete development of a Street Design Manual	30 June 2022	Strategic Planning		Draft document developed in June 2022. Expected to be finalised in the second quarter of 2022-23.
<b>Integrated approach to the funding of infrastructure to meet the needs of the Central Coast population</b>	<b>2122_OP_076:</b> Undertake a review to consolidate the Central Coast S7.11 Contribution Plan	30 June 2022	Strategic Planning		The review of the Northern Districts Plan is continuing, with the draft contribution rates complete. Land valuations and updated road costs are being prepared by independent consultants with the draft plan to proceed to public exhibition in the second quarter of 2022-23.
<b>Define what matters for customers and deliver an improved customer experience</b>	<b>2122_OP_124:</b> Implement Customer Experience Change program	Revised program in place with 3 key actions delivered by 30 June 2022	Communications, Marketing and Customer Engagement		Three actions completed, including <ul style="list-style-type: none"> <li>Embedded the customer experience in all recruitment processes</li> <li>Conducted ongoing customer insight surveys</li> <li>Implemented a Customer Responsiveness Plan.</li> </ul>
	<b>2122_OP_128:</b> Answer calls to the Contact Centre within 4 minutes	90% compliance quarterly	Communications, Marketing and Customer Engagement		Annual average of 61% of calls answered within 4 minutes. This was impacted due to call volumes for the year increasing by 39%.
<b>Provide a positive customer experience</b>	<b>2122_OP_127:</b> Respond to customer non-urgent enquiries within 5 business days	100% Unit compliance quarterly	Communications, Marketing and Customer Engagement		Annual tracked response rate 90%.
<b>Ensure complaints are being addressed and feedback is being actioned against service levels</b>	<b>2122_OP_129:</b> Resolve customer complaints and compliments within the specified timeframes	95% compliance quarterly	Communications, Marketing and Customer Engagement		Annual organisational compliance averaged at 81%.

Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>Increased utilisation of parking station</b>	<b>2122_OP_146:</b> Implement pricing strategy for Gosford City Car Park (GCCP) subject to COVID-19 Restrictions	By 30 June 2022	Economic Development and Property		The GCCP Pricing Strategy was implemented and completed as part of the Fees and Charges 2021-22.
<b>Better visibility of parking availability in Gosford</b>	<b>2122_OP_145:</b> Implement online customer payment portal at Gosford City Car Park (GCCP)	By 30 June 2022	Economic Development and Property		Delay in having the portal go live due to system issues. This is due in the second quarter of 2022-23.
	<b>2122_OP_147:</b> Integrate the available spaces at the Gosford City Car Park (GCCP) into the adopted parking app	By 30 June 2022	Economic Development and Property		Delayed due to external factors with the vendor systems. This is due to be completed in 2022-23.
	<b>2122_OP_148:</b> Integrate the available spaces at the Terrigal Wilson Rd Car Park into the adopted parking app	By 30 June 2022	Economic Development and Property		Spaces integrated and completed in Q2 this year.
<b>Optimise the usage of the Baker Street Car Park for visitors to the Gosford City Centre</b>	<b>2122_OP_149:</b> Maintain average occupancy rates for business hours - Monday to Friday	60%	Economic Development and Property		Due to COVID-19 utilisation rates remain low, however, there was an increase in Q4 to an average of 34.56%
<b>Ensure short term burial capacity is not compromised</b>	<b>2122_OP_150:</b> Maintain minimum (10 years) capacity for burial sites across each operational cemetery	Noraville: 600 Jilliby: 160 Wamberal: 300 Point Clare: 610 (to be reviewed annually by 30 June 2022)	Economic Development and Property		Average burial numbers were experienced during the last quarter of the year. Minimum capacity numbers have been achieved with a minimum of 10 years capacity at each of the 4 operational sites.


20 Actions / Measures / Projects



**12**  
**Completed**  
Work is completed / target achieved






**8**  
**Delayed**  
Work is behind schedule / target has not been achieved







**0**  
**Inactive**  
Work is on hold until further notice or there has been a change in priority and it has been closed





Operational Plan 2021-22 Performance

Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>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</b>	<b>2122_OP_010:</b> Kilometres of shared path and footpath constructed each year	6.5 km	Roads and Drainage Infrastructure		Council completed the construction of 4.38 km of shared path and was unable to meet the target due to the prolonged weather events as well as the ongoing COVID-19 related impacts on staff, contractors and material availability.
	<b>2122_OP_083:</b> Delivery of a high-quality leisure facility and programs at Gosford Olympic Pool that attracts 185,000 visitors per year	30 June 2022	Leisure, Beach Safety and Community Facilities		Gosford Olympic Pool attracted 140,870 attendances during the year through participation in learn to swim, squad swimming, water polo and recreational swimming. Attendance was affected by COVID-19 closures and restrictions.
<b>Efficient delivery of community facilities that meets the community needs</b>	<b>2122_OP_084:</b> Delivery of a high-quality leisure facility and programs at Peninsula Leisure Centre that attracts 400,000 visitors per year	30 June 2022	Leisure, Beach Safety and Community Facilities		Peninsula Leisure Centre attracted 315,080 attendances during the year through participation in fitness, sports and swimming programs. Attendance figure was affected by COVID-19 closures and restrictions.

Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>Efficient delivery of community facilities that meets the community needs</b>	<b>2122_OP_085:</b> Delivery of a high-quality leisure facility and programs at Niagara Park Stadium that attracts 100,000 visitors per year	30 June 2022	Leisure, Beach Safety and Community Facilities		Niagara Park Stadium attracted 76,991 attendances during the year through participation in sports programs. Attendance figure was affected by COVID-19 closures and restrictions.
	<b>2122_OP_086:</b> Delivery of a high-quality leisure facility and programs at Lake Haven Recreation Centre that attracts 100,000 visitors per year	30 June 2022	Leisure, Beach Safety and Community Facilities		Lake Haven Recreation Centre attracted 76,021 attendances during the year through participation in fitness and sports programs. Attendance figure was affected by COVID-19 closures and restrictions.
	<b>2122_OP_087:</b> Delivery of a high-quality leisure facility and programs at Toukley Aquatic Centre that attracts 100,000 visitors per year	30 June 2022	Leisure, Beach Safety and Community Facilities		Toukley Aquatic Centre attracted 86,183 attendances during the year through participation in learn to swim, squad swimming and recreational swimming. Attendance figure was affected by COVID-19 closures and restrictions.
	<b>2122_OP_088:</b> Delivery of a high-quality leisure facility and programs at Wyong Olympic Pool that attracts 30,000 visitors per year	30 June 2022	Leisure, Beach Safety and Community Facilities		Wyong Olympic Pool attracted 27,676 attendances during the year through participation in water polo, squad swimming and recreational swimming. Attendance figure was affected by COVID-19 restrictions.

Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>Efficient delivery of community facilities that meets the community needs</b>	<b>2122_OP_089:</b> Complete business plans for each of the six leisure facilities, ensuring financial sustainability and best practice operating	30 June 2022	Leisure, Beach Safety and Community Facilities		Four year business plans with yearly action plans completed for each leisure centre.
	<b>2122_OP_092:</b> Manage and administer the bookings of community halls and facilities, facilitating 12,000 annual bookings for the community	30 June 2022	Leisure, Beach Safety and Community Facilities		Annual bookings for Community Centres and Halls was 24,086, with 5,500 cancelled bookings processed due to Covid-19. Annual Bookings for reserves and beaches was 19,748, with 1,444,725 attendees.
	<b>2122_OP_093:</b> 100% of all community leases and licences commencing a due diligence process within a week of the original request	30 June 2022	Leisure, Beach Safety and Community Facilities		100% of leases / licences commenced the due diligence process within one week of request.
	<b>2122_OP_094:</b> A minimum of six-monthly inspections completed for 100% of community facilities operating under a lease, licence or hired agreement	30 June 2022	Leisure, Beach Safety and Community Facilities		100% of target met with 534 site inspections undertaken by Community Facilities Team during year.
	<b>2122_OP_095:</b> Undertake a review of the future planning of community facilities across the region, and any possible rationalisation	30 June 2022	Leisure, Beach Safety and Community Facilities		Analysis completed of each community facility.

Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<b>Provision of 8 education and care services for children aged 6 weeks to 6 years</b>	<b>2122_OP_204:</b> Number of vulnerable children who receive inclusive opportunities to maximise their learning, development and wellbeing	70 children	Libraries and Education		The Education and Care services supported 87 children across the year who were met the requirements.
	<b>2122_OP_212:</b> Number of families receiving education and care services	490 families	Libraries and Education		There were 646 families using the education and care services across the year.
<b>Education and care operate in a financially responsible manner</b>	<b>2122_OP_206:</b> Investigate and apply for external grant funding opportunities	30 June 2022	Libraries and Education		A total of \$245,181 was received by two successful external grant opportunities. \$80,000 was received across the services from the Department of Education Community Grant Program and \$165,181 was received from Stronger Country Communities Grant program for the upgrade of Kariong Child Care Centre to make it more accessible.
<b>Provide technology that meets the community's needs</b>	<b>2122_OP_207:</b> Number of public internet and Wi-Fi usage	85,000 sessions	Libraries and Education		Annual target achieved. A great result following the closure all branches from June to October and a phased reopening between October and December. This result is indicative of how highly valued this service is to our community
<b>Provide programs that addresses identified needs and interests of the community and increases lifelong learning opportunities</b>	<b>2122_OP_208:</b> Average number of activity sessions implemented per library per week that cater for all ages and stages delivered	2	Libraries and Education		Annual target achieved, with 509 programs delivered to 6,724 attendees This is an average of 3.77 events per week in each library location.
	<b>2122_OP_209:</b> Number of outreach sessions delivered to the community outside of library buildings	80 sessions	Libraries and Education		Target achieved through the introduction and adaptation to online delivery of programs enabling facilitation of additional presentations.

Delivery Program	Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
Loans for print and resources are maintained	2122_OP_210: Number of annual library loans	1,000,000 loans	Libraries and Education		Annual target achieved with 1,124,653 loans.
Provide facilities that meet the needs of the community	2122_OP_211: Number of visitations at library branches	530,000 visitations	Libraries and Education		Due to COVID-19 restrictions and resultant closures, visitations for the year was 289,696.



# 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 the availability of money, assets and people in order to achieve the Community Strategic Plan. 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

Councils are required to develop and adopt a LTFP before each financial year, ensuring that financial

projections consider varying scenarios based on the market and climate. As part of Council's financial recovery plan, Council determined that it would need to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a Special Rate Variation (SRV). As part of this process, a LTFP was prepared and exhibited. This included different scenarios including the consideration of an SRV and without. IPART approved Council's SRV and the LTFP was adopted in June 2022. The LTFP includes key financial performance targets, with financial report produced on a monthly, quarterly and annual basis. The LTFP and financial reports are available on Council's website.

### 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 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. A new Asset Management Strategy will be required following Local Government elections in 2024.

### Workforce Management Strategy

The Workforce Management Strategy is a four strategy that details the workforce challenges and opportunities of Council, and the actions that will be undertaken to ensure continued service delivery through its people.

Details of performance against the actions within the Workforce Management Strategy follows:

# 8 Actions / Measures / Projects



**5 Completed**

Work is completed / target achieved



**2 Delayed**

Work is behind schedule / target has not been achieved






**1 Inactive**

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

## Operational Plan 2021-22 Performance

Action	Performance Measure	Status	Comment
<b>Work Health and Safety</b>			
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	A 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		A Work Health and Safety Policy Statement has been established in consultation with peer elected health and safety representatives. The policy has been communicated, placed on noticeboards, made available on Council's intranet and is available to other interested parties
<b>Organisational Development</b>			
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.		Structural realignment, redundancies and the current financial position has challenged the completion of this action. Youth employment remains a priority for Council and will see the reintroduction of the trainee and apprentice program in 2023.
Implement strategies to assist in understanding the needs of Council's ageing workforce and implement strategies to address organisation needs	A project is implemented to design and develop an ageing workforce strategy for Central Coast Council staff		Structural realignment, redundancies and the current financial position has challenged the completion of this action due to available resources and rescheduled to a later date.
<b>Equity and Diversity</b>			
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. Training is also provided to staff on the EEO, as well as, code of conduct, bullying, harassment and EEO.
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		Software development focus has been included in the Human Capital Management (HCM) and Electronic Business (E-Biz) interface. Ongoing system improvements will continue to be implemented.

Action	Performance Measure	Status	Comment
<b>Attraction and Retention</b>			
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		An employee exit survey has been created to capture employee perspectives to enable business improvement.
Ensure salary bands are competitive with the marketplace	Annual salary marketplace review		Salary Market Comparisons are now only completed by exception and on a role by role basis.
<b>Workforce Data Measurements and Analysis</b>			
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 limited financial resources.



# 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 2021-22 which is aligned to the Community Strategic Plan.

### Environmental Upgrade Agreements

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

## Local Government (General) Regulation 2005

### Amounts Granted under Section 356

Sponsorship, Grants, Contributions and Donations	Full Year Actual
Brigade Annual reimbursement	\$41,004
Central Coast Academy of Sport	\$45,000
Clean4Shore Environmental Restoration Fund	\$50,000
Community Grants Programs	\$631,049
Convict Trail	\$5,000
Environmental Restoration Fund (Local Land Service) - Tuggerah Lakes Catchment	\$76,093
Friends of COSS Workshop Series	\$15,640
LakeCoal Community Funding	\$52,835
Other Miscellaneous	\$712
Protection of the Environmental Trust (POET)	\$19,500
Surf Clubs Sponsorship	\$97,500
Surfing NSW Inc	\$116,000
The Art House	\$969,812
Terrigal Rotary Club - Local Specialist Homelessness Services	\$2,960
Tip Subsidies - Charities	\$126,603
Town Centres	\$64,629
Youth Events	\$1,358
<b>Total</b>	<b>\$2,315,695</b>

### Coastal Protection Services Levy

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

## Companion Animal Activities

### a) Lodgement of pound data collection returns with the OLG:

During the year 1,331 animals were impounded by Council – 369 cats and 962 dogs. Of these:

- 634 dogs and 24 cats were returned to their owners
- 271 cats and 180 dogs went into rehoming
- 15 cats had to be euthanised due to ill health / disease / injury, 5 of which were feral cats.
- 30 dogs were euthanised, 3 of which were declared restricted, 24 were dangerous and could not be rehomed and the remaining 3 due to illness /disease /injury.

### b) Lodgement of data about dog attacks with the OLG:

During the year there were 276 reported dog attacks on the Central Coast which occurred within the following locations:

Location	Number
Private property	96
Public road or footpath	128
Public off-leash area	25
Public place / beach or park	37
Public Place - Outside of dog's residence	40
Public Place - Tethered at shopping centre / elsewhere	2

The most common times for an attack to occur on the Central Coast is:

- 9 am
- 12 pm
- 5 pm

Dog Attack Victim and Injuries - Animal	
Dog Attack Victim	Number
Dogs	161
Cats	17
Livestock	11
Other (poultry and pocket pets)	13
Injury severity	Number
No injury	62
Minor injury	38
Medical attention	51
Hospitalisation	16
Death	35 (8 dogs, 9 cats, 10 livestock, 8 poultry / other)

NB: Each dog attack often results in multiple victims, with intervention by the dog owner(s) during the attack often results in an injury to the person and the animal(s) involved.

<b>Dog Attack Victim and Injuries - Human</b>					
<b>Dog Attack Victim</b>		<b>Number</b>			
Adult (16 and over)				169	
High School Students (11-15)				8	
Primary School Students (5-10)				12	
Toddler (2-4)				7	
Baby (0-1)				3	
<b>Injury Severity</b>		<b>Number</b>			
No injury				107	
Minor injury				48	
Medical attention				32	
Hospitalisation				11	
Death				1	
<b>Under 16 – Supervised and Unsupervised</b>		<b>Number</b>			
Supervised				21	
Unsupervised				9	
<b>Under 16 Injury Severity - Supervised</b>		<b>No injury</b>	<b>Minor injury</b>	<b>Medical attention</b>	<b>Death</b>
High School Students (11-15)		2	N/A	N/A	N/A
Primary School Students (5-10)		9	N/A	N/A	N/A
Toddler (2-4)		6	N/A	1	N/A
Baby (0-1)		1	N/A	N/A	1
<b>Under 16 Injury Severity - Unsupervised</b>		<b>No injury</b>	<b>Minor injury</b>	<b>Medical attention</b>	<b>Death</b>
High School Students (11-15)		1	3	2	N/A
Primary School Students (5-10)		1	2	N/A	N/A
Toddler (2-4)		N/A	N/A	N/A	N/A
Baby (0-1)		N/A	N/A	N/A	N/A

- 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 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 during the 2021-22 financial year included:
- A signage update across the LGA, with the introduction of a new traffic light system design, red, amber, and green signs, which aims to make it easier for residents to access off-leash areas and to understand the behaviours expected in these spaces.

- Webpage updates with more accessible information, GPS coordinates of off-leash spaces and two new engaging educational animations.
  - 4,000 educational packs which comprise of new educational material on responsible pet ownership, pets and protecting wildlife, puppy trainers in the LGA, an off-leash space list and come with free dog poo bags and treats.
  - A year-round communications campaign consisting of radio, E-newsletters, newspaper and a social media feature called 'Pet Talk', which stars Councils Ranger in Training - Freddy the Whippet. This achieved a reach of over 500,000.
  - The inaugural Annual Pet Event delivered on 17 February with over 25 stall holders. The Animal Welfare League, who provide free vet checks and vaccinations were there as well as SOCARES, who provided free microchipping on the day. There were over 450 in attendance, with more than 200 services accessed.
  - An additional two free microchipping days.
  - 7 x pet pop-up stalls.
  - Council also partnered with the National Desexing Network to deliver the Desexing Saves Lives project, which over the course of the last four years has subsidised over 800 pet desexing procedures.
- e) Council's strategies for complying with the requirement under Section 64 of the *Companion Animals Act 1998* to seek alternatives to euthanasia for unclaimed animals:  
Council's Animal Care Facilities are managed by SOCARES who are responsible for the rehoming of unclaimed animals after the impound period. All re-home able animals go into the rehoming program. Where animals are euthanised, this is due to medical issues / disease or the animal was not suitable for rehoming due to their temperament which also includes dogs that were subject to a declaration and could not be rehomed.
- f) Off-leash areas provided in the LGA:  
Council provides 61 designated off-leash areas, which includes 5 fenced dog parks and 11 beach off-leash areas.
- g) Detailed information on fund money used for managing and controlling companion animals operation and management for the year of the two Animal Care Facilities at Erina and Charmhaven is: \$706,717

As part of Council's operations, Community Safety Officers responded to the following companion animal incidents during the year:

Location	Number
Aggressive Animal Incident	1,068
General Companion Animals Enquiries	163
Reports of Roaming Animals	1,271
Report of Nuisance Animal	365
Barking Dog Complaints	1,359

## Contracts Awarded over \$150,000

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
Chemiplas Australia Pty Ltd	Supply and Delivery of Poly Electrolyte to Council's Water and Sewage Treatment Plants (Panel Arrangement CPA3105)	Yes	\$150,000.00
Lake and Valley Powersports Pty Ltd	Supply and Delivery of Seven (7) Jetskis with Trailers	No	\$151,008.95
Larsen and Toubro Infotech Limited	ePlanning Portal Integration, Phase 2	No	\$151,420.00
Synthatech Australia Pty Ltd	Replace Rubber Softfall at various Play Spaces	No	\$154,905.50
Logicalis Australia Pty Ltd	Cisco Equipment Maintenance Renewal 2022	Yes	\$160,217.00
Morrison Low Consultants Pty Ltd	Review of Council's Asset Management Processes - 2021	No	\$166,400.00
Demonz Media Pty Ltd	Website Content Management System - Stage 2 Upgrade	No	\$168,896.00
Fabranamics Pty Ltd	Construction of new Public Amenities Building - Don Small Oval, Tacoma (LGP308-3)	No	\$169,779.00
Bluecoast Consulting Engineers Pty Ltd	Coastal Hazard Definition Study (LGP1208-3)	No	\$171,200.00
Leakproof Guttering Services Pty Ltd	Install Roof Inspection Hatches at Central Coast Stadium	No	\$172,683.64
TGB and Sons Pty Ltd	Shared Path - Central Coast Highway, Gosford (renewals package 2021-22)	No	\$174,380.00
TGB and Son Pty Ltd	Footpath Renewals, Stage 2 (various locations) - 2021-22	No	\$179,442.50
Kellogg Brown and Root Pty Ltd	Management Consultancy, Water and Sewer	Yes	\$180,000.00
Morton Management Pty Ltd	Water Quality Maintenance - The Entrance and Gosford Town Centre Water Features	Yes	\$184,990.00
Presilient Services Pty Ltd	Wi-Fi - The Entrance and Toukley Town Centres	Yes	\$188,890.00
Wagners CFT Manufacturing Pty Ltd	Elevated Structures - Shared Path, Stage 4 - Tuggerawong (LGP308-3)	No	\$192,733.00
JDS Australia	I&T Security Information and Event Management (NSWBuy ICT SCM0020)	Yes	\$195,000.00
SAFEgroup Automation	Water Quality Record Management System (digital database)	No	\$197,025.00
Life Fitness Australia Pty Ltd	Replacement of Cardiovascular Gym Equipment at Peninsula Leisure Centre	Yes	\$197,345.00
Plotbox Pty Ltd (subsidiary of GSS (NI) Limited).	Cemetery Management - Central Coast Council - Supply and Maintenance of a Cemetery Management System	Yes	\$198,280.00

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
DGL Manufacturing Pty Ltd	Supply of Alchlor to Toukley, Wyong South and Bateau Bay Treatment Plants	Yes	\$200,000.00
C&D Constructions NSW Pty Ltd	Water Main Relocation, Stage 1 - Shelly Beach Road, Empire Bay	No	\$200,452.00
Somersby Electrical Pty Ltd	Manufacture of New Switchboard for Mardi Water Treatment Plant (Panel Arrangement CPA2849)	No	\$201,000.00
Hart Hat Civil Pty Ltd	Footpath Renewals, Stage 1 - 2021-22	No	\$203,670.00
Everlon and Co	Memorial Gardens and Walls, Norville Cemetery	No	\$204,701.72
Central Coast Asphalt	Shared Path Construction - Racecourse Road, Gosford	No	\$208,980.00
Form Construction Group Pty Ltd	Amenity Blocks 2 and 3, Roof Replacement - Budgewoi Holiday Park	No	\$212,041.82
Form Construction Group Pty Ltd	Renovation Remediation, Gosford 'Cubby House' Childcare Facility	Yes	\$212,762.32
Oracle Corporation Australia Pty Ltd	Oracle Cloud Services - August 2021 to August 2022	No	\$213,996.00
Form Construction Group	Cabin Upgrades, Norah Head Holiday Park	No	\$221,301.08
Abberfield Technology Pty Ltd	Installation of Automatic Water Filling Stations - Pilot Program, 2022	No	\$225,000.00
Kerroc Constructions Pty Ltd	SPS DP3 Rock Revetment, Wall and Bank Rehabilitation - Daleys Point (Panel Arrangement CPA/2043)	No	\$226,220.00
SNF Australia Pty Ltd	Supply and Delivery of Poly Electrolyte to Council's Water and Sewage Treatment Plants (Panel Arrangement CPA3105)	Yes	\$230,000.00
ANA Asphalts	Emergency Remediation Works - Main Road, Toukley (segments 4033-4035) (LGP213-2)	No	\$242,000.00
The Missing Link	I&T Cyber Security Endpoint Protection (NSW Buy ICT SCM0020)	Yes	\$249,088.60
The Misfits Media Company	Website for Central Coast Regional Gallery and Theatres	Yes	\$249,840.00
BSMS Security	Provision of Security Services - The Entrance and Lake Haven Entertainment Precinct	No	\$259,584.00
Form Construction Group	Amenity Blocks, A&C Roof Replacement - Norah Head Holiday Park (Panel Arrangement CPA/3835)	No	\$267,673.67
Form Construction Group Pty Ltd	Amenity Blocks, A&C Roof Replacement - Norah Head Holiday Park (Panel Arrangement CPA/3835)	No	\$267,673.67

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
Plus ES	Network Dark Fibre (NSW Buy ICT SCM0020)	Yes	\$277,140.00
Hunter H2O Holdings Pty Limited	Detailed Design for Kincumber Sewer Treatment Plant - Sludge Dewatering Upgrade (LGP1208-4)	No	\$278,900.00
Buildsmore Pty Ltd	Carpark Upgrade - Mulloway Road, Chain Valley Bay	No	\$281,785.30
Inquik Bridging Systems Pty Ltd	Design, Supply and Installation of Modular/Semi Modular Bridge Components and Piling System - Fowler Road, Tuggerah (LGP-420)	No	\$303,851.00
Arup Australia Pty Ltd	Engagement of Consultant - Development of Food Organic and Garden Organic (FOGO) Processing Solutions	Yes	\$322,432.00
Gosford Irrigation and Water Solutions Pty Ltd	Playing Fields Irrigation Upgrade - Umina Oval	No	\$328,058.00
Kerroc Constructions Pty Ltd	Electrical Switch Room Construction, Water Pump Station 5 (Panel Arrangement CPA/2043)	No	\$328,287.00
CJD Equipment	Supply and Delivery of one (1) Loader (LGP419)	No	\$328,750.00
Fenworx Pty Ltd Trading as Newpave Asphalt	Asphalt Deep Lift and Overlay, Davistown Road	No	\$329,149.04
Secure Agility Pty Limited	HPE Server Maintenance (NSW Buy Scheme)	Yes	\$343,120.82
Komatsu Australia Pty Ltd	Supply and Delivery of one (1) 20 Tonne Excavator (LGP419)	No	\$346,480.00
Kerroc Constructions Pty Ltd	Sewer Rising Main Relocation and Associated Civil Works - Carrington Street, Narara (Panel Arrangement CPA/2043)	No	\$352,597.00
Form Construction Group Pty Ltd	9 x Pelican Cabins Maintenance, Toowoomb Bay Holiday Park (Panel Arrangement CPA/3835).	No	\$360,668.59
ANA Asphalts	Transport for NSW Heavy Patching - Various locations - Central Coast Highway and Avoca Drive, 2021-22 (LGP213-2)	No	\$365,940.00
Norton Rose Fulbright Australia	Legal and Negotiation Service for Land Acquisition Conveyancing - Ocean Beach and Rawson Road Intersection Upgrade, Woy Woy (Panel Arrangement CPA/2105)	Yes	\$371,363.60
Data Addiction	Business Intelligence and Insights (NSW Buy SCM 0020)	No	\$387,480.00

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
REES Electrical Pty Ltd	James Browne Oval, Woy Woy Floodlighting Lighting Upgrade	No	\$400,050.00
Gilbert and Roach Pty Ltd	Supply and Delivery of Two (2) Jetter Trucks (NPN04-13)	Yes	\$422,120.00
Fenworx Pty Ltd	Road Safety Improvements - Skid Asphalt, Wisemans Ferry Road (LGP213-2)	No	\$438,841.65
Air Liquide Australia Pty Ltd	Supply and Delivery of Carbon Dioxide - Somersby Water Treatment Plant, Wyong and Toukley Pools	Yes	\$448,610.00
Kerroc Constructions Pty Ltd	Civil and Electrical Upgrade Work - Package 1, Sewer Pump Stations HB9, KS2, WG7, WW4 (Panel Arrangement CPA/2043)	No	\$455,517.00
Larsen & Toubro Infotech Limited	LTI Integration Migration - SOA and GAW to MuleSoft (Panel Arrangement CPA/2143)	No	\$461,640.00
SMEC Pty Ltd	Detailed Design - Closed Landfill Remediation, Shelly Beach	No	\$462,970.00
Rivers Constructions Pty Ltd	Sewer Pumping Station OB-4 Refurbishment (Panel Arrangement CPA2043)	No	\$473,200.00
Eire Constructions Pty Ltd	Sewer Rising Main Partial Replacement - Construction Phase - SPS MP06 (Panel Arrangement CPA/2043)	No	\$499,873.44
Accenture	ServiceNow Renewal 2022 (NSW Buy ICT SCM0020)	Yes	\$518,022.00
Ground Stabilisation Systems	Escarpment Stabilisation and Associated Works - Castle Circuit and Homan Close Bush Reserve Umina	No	\$544,562.00
Kerroc Constructions Pty Ltd	Sewer Pump Stations, Package 2 Upgrade - U9, U1, U5, U14, WW13a (Panel Arrangement CPA/2043)	No	\$544,930.10
Ezypave	Shared Path Construction, Stage 1 - Malinya Road, Davistown	Yes	\$576,547.33
Rimini Street Inc.	Oracle Support - DTA, Rimini Street	Yes	\$582,245.00
The Rix Group	North Avoca Retaining Wall - North Avoca Paths Package - Elgata Avenue, North Avoca	No	\$596,298.47
Pensar Water Pty Ltd	Sewer Pump Station, HB04 Refurbishment (Panel Arrangement CPA/2043)	No	\$634,936.00
Veolia Environmental Services (Australia) Pty Ltd	Grit and Screens Collection, Transport and Disposal from Council's Sewer Treatment Plants	Yes	\$665,668.16

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
Gongues Constructions Pty Ltd	Sewer Pumping Station, WG08 Refurbishment (Panel Arrangement CPA2043)	No	\$699,500.00
BOC Limited	Supply and Delivery of Carbon Dioxide - Mardi Water Treatment Plant and Peninsula Leisure Centre	Yes	\$699,821.00
Liebherr Australia Pty Ltd	Supply and Delivery of one (1) Traxcavator (LGP419)	No	\$703,702.00
KOR Equipment Solutions Pty Ltd	Plant and Fleet Replacement of Hydro Excavation/Vacuum Truck G22008 (NPN04-13)	No	\$705,373.00
Gongues Constructions Pty Ltd	Sewer Pump Station, GP03 Refurbishment (Panel Arrangement CPA/2043)	No	\$723,500.00
Rosmech Sales and Service Pty Ltd	Supply and Delivery of two (2) Street Sweeper Trucks (LGP NPN1.15-2)	No	\$732,062.00
Leadsun Australia Pty Ltd	Central Coast Holiday Parks - Street Lighting Upgrade	Yes	\$740,507.00
Delcare Constructions Pty Ltd	Shared Path Construction, Stage 3 - Tuggerawong	No	\$777,400.00
Coregas	Bulk Supply and Delivery of Liquid Oxygen	Yes	\$778,815.00
Ixom Operations Pty Ltd	Bulk Supply and Delivery of Ferrous Chloride to Sewer Pump Stations (LGP408-4)	Yes	\$790,909.00
Central Coast Hino Pty Ltd	Supply and Delivery of Five (5) Cab Chassis Trucks (NPN04-13)	Yes	\$794,369.09
Accenture Australia Pty Ltd	Consolidated Oracle Support Services	Yes	\$813,127.00
Collaborative Construction Solutions Pty Ltd	Construction of Amenities Blocks at MacMasters and Wamberal	No	\$870,138.00
Kerroc Constructions Pty Ltd	Racecourse Road Trunk Main Interconnection and PRV Installation	No	\$1,003,867.00
Westbury Constructions Pty Ltd	Construction of New Amenities Building - Lemongrove Netball Courts, Ettalong Beach	Nos	\$1,009,987.02
Delcare Constructions Pty Ltd	Trunk Drainage, Stage 4 - Avoca Drive	Yes	\$1,054,525.00
GCM Enviro Pty Ltd	Supply and Delivery of one (1) Waste Compactor (LGP419)	No	\$1,158,200.00
North Construction and Building Pty Ltd	Design, Develop and Construct - Sporting Field Amenities - Rogers Park, Woy Woy	No	\$1,158,473.00
North Construction and Building Pty Ltd	Design, Develop and Construct - Sporting Field Amenities - Adelaide Street Oval, Killarney Vale	No	\$1,184,022.00

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
Insituform Pacific Pty Ltd	Everglades Drainage - Stage 5B - Pipe Cleaning - CCIP Lining	No	\$1,233,169.00
Rivers Constructions Pty Ltd	Lagoon Embankment Stabilisation, Mardi Water Treatment Plant (Panel Arrangement CPA/2043)	Yes	\$1,301,610.00
Gongues Constructions Pty Ltd	Refurbishment of Sewage Pump Station E01 (Panel Arrangement CPA2043)	No	\$1,302,000.00
Society of Companion Animal Rescuers Inc. (SOCARES)	Animal Care Facility Management	Yes	\$1,309,234.19
TCM Civil Pty Ltd	GW02 Sewer Rising Main Replacement (Panel Arrangement CPA/2043)	No	\$1,385,000.00
Artcraft Proprietary Limited	Road and Traffic Signage - Associated Hardware and Roadside Products (LGP414)	Yes	\$1,750,000.00
Westbury Constructions Pty Ltd	The Entrance Visitor Information Centre Refurbishment	No	\$2,008,835.00
Kerroc Constructions Pty Ltd	Gosford CBD Water and Sewer Upgrades, Package 2 (Panel Arrangement CPA2043)	No	\$2,053,105.00
Fenworx Pty Ltd T/as Newpave Asphalt	TfNSW Resurfacing Program 2021-22 (LGP213-2)	No	\$2,393,226.00
Eire Constructions Pty Ltd	Gosford CBD Water and Sewer Upgrade, Package 5 (Panel Arrangement CPA2043)	No	\$2,400,623.62
Flovac Vacuum Sewerage Systems Pty Ltd	Vacuum Sewer System Mechanical Refurbishment, Davistown and St Huberts Island	Yes	\$2,890,798.00
North Construction & Building Pty Ltd	Design and Construction of Amenities Buildings – Etta Road and Melbourne Avenue, Umina	No	\$2,921,188.00
Safegroup Automation Pty Ltd	SCADA Automation Contract 2022-2028	Yes	\$3,535,584.00
Airmaster Australia Pty Ltd	Refurbishment of the Peninsula Leisure Centre HVAC, Hot Water and Pool Heating Systems	Yes	\$3,656,842.00
Rivers Constructions Pty Ltd	Sewage Rising Main for G8 and G9 Pumping Stations	No	\$4,597,000.00
Eire Constructions Pty Ltd	Gosford CBD Water and Sewer Upgrades - Package 7 (SPS WG17 and associated gravity mains, rising main and PSS works).	No	\$5,419,257.08
Xylem Water Solutions Australia Limited	Wastewater Pump Supply 2022-2025	Yes	\$5,591,224.00
Akbar Enterprises Pty Ltd T/as ECS International Security and Investigations	Corporate Contract for Security Services	Yes	\$7,215,965.00

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
IQ Renew Pty Ltd	Recyclables Receival, Transfer and Processing Services	Yes	\$22,501,947.00
Mojo Power East Pty Ltd	Supply of Large Sites and Street Lighting Electricity (10 year agreement)	Yes	\$102,123,000.00

\* Multi-year refers to the contract continuing over more than 1 financial year

### Equal Employment Opportunity (EEO) Activities

The following EEO activities were undertaken during the reporting period:

- Adjustments for recruitment
- Auslan training for staff
- Continued Women in leadership – August
- Ongoing disability inclusion e-learning
- Homelessness training and training for those who are non-verbal community members

### Legal Proceeding Information

Legal Proceeding Expenses	
Expenditure	\$184,642 (public liability)
Less Costs Recovered	\$Nil (public liability)
<b>Total</b>	<b>\$184,642</b>

Finalised Matters	Result
<b>Land and Environment Court of NSW</b>	
CKDS Architecture	Discontinued
Annabel Lees Fitton	Dismissed
Gindurra Road Somersby Pty Ltd	Dismissed
Peter Gardiner and Nicola Gardiner	Dismissed
Carantinos	Judgement
Charlie Zeaiter	Judgement
IDA Safe Constructions Pty Ltd	Judgement
Matthew Arthur Harrison	Judgement
OM Vinayak Pty Ltd	Judgement
Pastoral Investment Land and Loan Pty Ltd (Class 1) 40	Judgement
Pinchgut Pty Ltd	Judgement
Verde Terra Class 4	Judgement
<b>District Court of NSW</b>	
Gary Murphy	Discontinued
<b>Local Court of NSW</b>	
Various criminal prosecutions	Control orders (0)
	Conviction with penalty (4)

Finalised Matters	Result
	Discontinued (1)
	Dismissed/Withdrawn (8)
	Section 9 Conditional Release Order (0)
	Section 10 dismissal no conviction (0)
	Section 10A conviction no other penalty (2)
	Section 196 Convicted in Absence (1)

Ongoing Matters	Court
Waide Devine	District Court
Leonard Hemmings	District Court
Lynette Rand	District Court
Jan McFadyen	District Court
Terry-Ann Duncan	District Court
Richard Huntington	District Court
422 Pacific Hwy Wyong Pty Ltd and Ors (Class 4)	Land and Environment Court
Zenith Tuggerah Pty Limited	Land and Environment Court
Colin Wallace	Land and Environment Court
Verde Terra Pty Limited, Mangrove Mountain Landfill Pty Limited and Mangrove Properties (NSW) Pty Limited v Central Coast Council and EPA - Appeal	Land and Environment Court
Verde Terra Pty Ltd (Class 1) (2)	Land and Environment Court
Colin Wallace	Land and Environment Court
Denny v Central Coast Council, Optus Mobile Pty Ltd and Central Coast Local Planning Panel	Land and Environment Court
Simon Ochudzawa	Land and Environment Court
Robert Reeve	Land and Environment Court
Redsab Pty Ltd	Land and Environment Court
Peter Fryar	Land and Environment Court
KHMS Corporation Pty Ltd	Land and Environment Court
Kassem Khanafer	Land and Environment Court
Jonathon Odisho	Land and Environment Court
Jedaclew Pty Ltd	Land and Environment Court
C Ahadzadeh Pty Ltd	Land and Environment Court
Angolet Pty Ltd & Natva Investments Pty Ltd	Land and Environment Court
AJ and PJ Brand Pty Ltd	Land and Environment Court
Jam Pad Investments Pty Ltd	Land and Environment Court
EIO	NSW Civil and Administrative Tribunal

Ongoing Matters	Court
Pastoral Investment Land & Loan	Supreme Court
Centura Global Holdings Pty Ltd	Supreme Court

### External Bodies Exercising Council Functions

Body	Purpose
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 and Assessment Act 1979, the Panel acts as a consent authority for applications under Part 4 of the Act where such applications are identified as 'regionally significant' development
Central Coast Local Planning Panel	In accordance with Section 2.19 of the Environmental Planning and Assessment Act 1979, the Panel acts as a consent authority for applications under Part 4 of the Act where such applications conferred to it by Ministerial Direction
Berkeley Road Sports Complex	In accordance with Section 355 of the Local Government Act 1993, Council has resolved to delegate functions to a committee for the care, control and management of the relevant Council facility
Kulnura Memorial Hall	In accordance with Section 355 of the Local Government Act 1993, Council has resolved to delegate functions to a committee for the care, control and management of the relevant Council facility
San Remo Neighbourhood Centre	In accordance with Section 355 of the Local Government Act 1993, Council has resolved to delegate functions to a committee for the care, control and management of the relevant Council facility
Sohier Park Community Hall	In accordance with Section 355 of the Local Government Act 1993, Council has resolved to delegate functions to a committee for the care, control and management of the relevant Council facility
St Barnabas Church	In accordance with Section 355 of the Local Government Act 1993, Council has resolved to delegate functions to a committee for the care, control and management of the relevant Council facility
Toukley Neighbourhood Centre	In accordance with Section 355 of the Local Government Act 1993, Council has resolved to delegate functions to a committee for the care, control and management of the relevant Council facility
Tuggerah Community Hall	In accordance with Section 355 of the Local Government Act 1993, Council has resolved to delegate functions to a committee for the care, control and management of the relevant Council facility
Tuggerawong Retirement Village	In accordance with Section 355 of the Local Government Act 1993, Council has resolved to delegate functions to a committee for the care, control and management of the relevant Council facility
Wyong Old School Community Centre	In accordance with Section 355 of the Local Government Act 1993, Council has resolved to delegate functions to a committee for the care, control and management of the relevant Council facility
Fishbone Investments Pty Ltd (t/as Personal Services Australia)	Cemetery operations and maintenance of Point Clare and Wamberal Cemeteries (Cemeteries Lease)

### Other Bodies in which Council had a Controlling Interest

Body	Details
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
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
Protection of the Environment Trust (PoET)	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
The Art House – Wyong Performing Arts and Conference Centre	The Art House is an independent company limited by guarantee and formed under Section 358 of the Local Government Act 1993

### Other Bodies in which Council Participated

Body	Details
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
Protection of the Environment Trust (POET)	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.
Youth for Youth (Y4Y) Action Team	The Y4Y Action Team is responsible for advocating, advising and acting on youth-related issues

### Rates and Charges Written Off

The rates and charges written off for the reporting period was \$2,245.16

### Remuneration of Chief Executive Officer (General Manager)

Remuneration Detail		Amount
(i)	Salary	\$503,558
(ii)	Bonus and Other Payments	\$0
(iii)	Superannuation	\$27,500
(iv)	Non Cash Benefits	\$0
(v)	FBT payable	\$30,775

### Remuneration of Senior Staff

Remuneration Detail		Amount
(i)	Salary	\$1,589,068
(ii)	Bonus and Other Payments	\$847,245

(iii)	Superannuation	\$150,141
(iv)	Non Cash Benefits	\$0
(v)	FBT payable	\$9,482

## Labour Statistics

Labour Statistics	
Total number of persons who performed paid work for Council on the nominated date of 25 May 2022	
Persons employed by the council as:	1685
Permanent full-time	1411
Permanent part-time	138
Casual basis	86
Fixed-term contract	44
Senior staff members	6
Persons engaged by the council, under a contract or other arrangement with the person's employer, wholly or principally for the labour of the person	38
Persons supplied to the council, under a contract or other arrangement with the person's employer, as an apprentice or trainee	Nil Known

NB: The total number for the labour statistics will differ from the figures on page 29. The above table represents the total number of people who performed paid work on a particular day, while the figures on page 29 is the total number of people employed by Council (permanent, fixed term and casual employees).

## 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

Details of Works	Partial or Full Subsidy	Amount
Installation of heritage designs on three NBN nodes and an electrical box in Wyong	Fully	\$3,050

## 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

Action Description	Indicators	Progress Comment
<p><b>LC1.1:</b> Continue to make beaches more accessible with installation of beach matting and other accessible features</p>	Beach mats installed at all beaches where they are feasible	Beach matting installed at a number of beaches including Ocean Beach, Umina, Terrigal and Toowoona Bay.
<p><b>LC1.2:</b> Continue to make Council bushland destinations more accessible with features like:</p> <ul style="list-style-type: none"> <li>• Clear, wide compressed pathways</li> <li>• Accessible signage</li> <li>• Accessible toilets</li> <li>• Accessible parking</li> <li>• Views unobstructed by railings etc.</li> <li>• Shaded seating</li> </ul>	Number of new or upgrade accessways to high profile bushland destinations, such as lookouts, that have addressed disability access and inclusion	Works have been undertaken to include accessible features.
<p><b>LC1.3:</b> Continue to improve accessibility of places and spaces in Budgewoi, Umina Beach, Wyong, Gosford and The Entrance</p>	Access improvements made in Budgewoi, Umina Beach, Wyong, Gosford and The Entrance	<p>Implemented multiple projects to improve access in 4 town centres, including:</p> <ul style="list-style-type: none"> <li>• Sidewalk upgrades and widening within Wyong and Budgewoi</li> <li>• Bollard upgrades to improve access in The Entrance, Wyong and Gosford</li> <li>• Clearing of shrubbery and other items on pathways throughout The Entrance, Gosford, Wyong and Budgewoi</li> <li>• Surface upgrades throughout The Entrance.</li> </ul>
<p><b>LC1.4:</b> Continue to make parks and play spaces more accessible and inclusive, with design informed by the <i>Everyone Can Play Guidelines</i></p>	All new and upgraded play spaces have continuous paths of travel and inclusive play elements	All playspace designs have considered accessibility into the design in line with the <i>Everyone Can Play Guidelines</i> . While every aspect of accessibility cannot be included in every playspace, accessibility elements have been included within available budgets.
<p><b>LC2.1:</b> Implement actions from the Pedestrian Access and Mobility Plan (PAMP), seeking external funding as required</p>	6.5kms of pathway built or improved	The delivery of the approved pathway works was substantially impacted by the prolonged wet weather and natural disasters events, with 4.38km constructed. This is still considered a great result despite the challenges.
<p><b>LC2.2:</b> Work with state government on Gosford City planning to facilitate accessible linkages across Gosford, including links to key hubs and facilities, for example Gosford Train Station and Gosford Hospital</p>	Advocate to NSW Government to provide priority accessible linkages to key hubs and facilities within Gosford	Discussions with NSW Government have been continued. This will be an ongoing deliverable with various development opportunities underway.

Action Description	Indicators	Progress Comment
<b>LC2.3:</b> Continue to implement program to make bus shelters accessible, including supporting infrastructure like pathways and kerb ramps	45 bus shelters made more accessible	The delivery of the approved pathway works has been substantially impacted by the prolonged wet weather and natural disaster events, with 28 bus shelters installed. This is still considered a great result despite the challenges.
<b>LC2.4:</b> Publish and promote Accessibility Maps	Number of maps published showing access in town centres	Details on accessible facilities and locations is available on Council's website. A new addition this year was the <i>Accessible Nature Central Coast</i> brochure. The brochure was developed in collaboration with NSW National Parks and Wildlife, with 300 copies printed and distributed across the Central Coast as well as being available online.
<b>LC3.1:</b> Investigate options to deliver new Accessible Adult Changing Facilities in a key location	An Accessible Adult Changing Facility or certified "Changing Place" is installed in at least one town centre	One Adult Accessible Change Facility installed as part of the upgrade to The Entrance Visitor Information Centre.
<b>LC4.1:</b> Implement access upgrades at pools and leisure centres (e.g hoists, accessible adult changing facility), seeking external funding if needed	Number of actions taken to improve access to pools and leisure centres	Implemented accessibility improvements to the car park and entrance of Niagara Park Stadium thanks to securing \$835,000 funding from NSW Government.
<b>LC4.2:</b> Continue to upgrade Council owned community facilities informed by access audits as part of 10-year program	Number of facilities upgraded for better accessibility	No actions were planned or have been undertaken on facilities during this financial year.
<b>LC5.1:</b> Research and investigate accessible parking sites to fit minibuses / minivans with rear hoists (e.g. The Entrance)	Recommendations made on opportunities to provide suitable parking for minibuses / vans with rear hoist	Investigation undertaken with two sites identified. Works progressing on design and implementation.
<b>LC5.2:</b> Research opportunity to increase accessible parking spots at beaches, shops and schools close to entrances and facilities (with compliant widths and clearance zones)	Recommendations made on opportunities to increase accessible parking	Improvements on accessible parking opportunities carried out with improvements implemented at specific locations across the region. Investigations are continuing for accessible parking at beach locations where beach wheelchairs are available.
<b>LC6.1:</b> Build capacity of Council event staff to deliver accessible and inclusive events, activities and programs	Number of Council events staff who receive training / upskilling on delivery of accessible events	Capacity building activities include Events staff participating in Virtual Reality program co-design sessions as a professional development opportunity to hear from people with lived experience. Events staff also met with the Access and Inclusion Reference Group to seek input on upcoming events e.g. Flavours by The

Action Description	Indicators	Progress Comment
<p><b>LC6.2:</b> Plan and deliver community, cultural, sporting, recreation, leisure and learning events, activities and programs that are welcoming and accessible for people with a disability</p>	<p>Number of accessible events and activities delivered annually</p>	<p>Sea, with suggested changes implemented at event.</p> <p>Events delivered this year:</p> <ul style="list-style-type: none"> <li>National Simultaneous Storytime was held in May with all branches participating. This was an accessible event with online streaming of Auslan, accessible facility and also live reading of the story Family Tree by Josh Pyke.</li> <li>Niagara Park Stadium hosted 4 accessible school sporting events including the Department of Education Boccia Tournament and the Central Coast Multi Sport Days</li> <li>Female Multi-Sport Program at Peninsula Leisure Centre which was open to participants of all abilities.</li> </ul>
<p><b>LC6.3:</b> Provide Council theatre and performance art spaces that are welcoming and inclusive, such as Auslan interpretation, audio description and reserve accessible seating only available to people with disability</p>	<p>Teams deliver at least 2 accessible activities per year</p>	<p>The programming of accessible performances, workshops and Auslan Interpreters was greatly impacted by COVID-19. However, accessibility additions at Laycock St Theatre include:</p> <ul style="list-style-type: none"> <li>Hearing Loop and National Relay Service</li> <li>Accessible parking</li> <li>Accessible Toilets</li> <li>Reserved Wheelchair Seating</li> <li>Accessible performer access lift</li> <li>Companion Card</li> </ul>
<p><b>LC7.1:</b> Ensure Council's Comprehensive Development Control Plan (DCP) incorporates inclusion of universal design principles</p>	<p>The Development Control Plan talks about the importance of designing for universal access</p>	<p>This matter will be considered as part of the Central Coast Local Housing Strategy and considered as part of a future review of the residential planning controls within the Central Coast DCP.</p>
<p><b>LC7.2:</b> Promote Universal design through Council's Housing Strategy</p>	<p>Council's Housing Strategy includes universal design principles</p>	<p>As above.</p>
<p><b>LC7.3:</b> Finalise Central Coast Public Domain Guidelines to reference AS 1428.1 Design for access and mobility, Part 1: General requirements for access - new building work</p>	<p>Public Domain Guidelines finalised and highlighting importance of access and mobility</p>	<p>Work is continuing on the Street Design Manual, with the finalisation of Stage 1. Stage 2 will continue into 2022-23.</p>
<p><b>LC7.4:</b> Ensure universal design and accessibility requirements are considered for all renewal and upgrade programs, new capital works,</p>	<p>Demonstrated application of universal design principles</p>	<p>Council's Disability Inclusion Officer (DIO) developed an Internal Universal Design Guidelines document and promoted its use across Council. The DIO also provided support to staff to</p>

Action Description	Indicators	Progress Comment
<p>infrastructure and place planning where practicable</p>		<p>move beyond basic compliance towards best practice and innovation in universal design.</p> <p>New and upgraded playspaces delivered this year in accordance with the Everyone Can Play Guidelines, include:</p> <ul style="list-style-type: none"> <li>• Ross Park, Avoca Beach</li> <li>• Hylton Moore Oval, East Gosford</li> <li>• Woolmers Crescent Reserve, Mardi</li> <li>• Palm Gully Park, North Avoca</li> <li>• Turo Reserve, Pretty Beach</li> <li>• Jirramba Reserve, Saratoga</li> <li>• Tunkuwallin Oval, Gwandalan</li> <li>• Sun Valley Park, Green Point</li> </ul> <p>Other projects delivered include:</p> <ul style="list-style-type: none"> <li>• Narara Skatepark – formalisation of new disabled parking spaces, DDA compliant ramps and connecting shared pathways</li> <li>• Sun Valley Park – construction of new DDA compliant toilet facilities with MLAK adult changing places facilities, ambulant and accessible toilets, ramps and connecting pathways,</li> <li>• Adelaide St Oval, Rogers Park and Lemongrove - new amenities buildings that are DDA compliant</li> <li>• Sensory Park, Narara – rectification and upgrade of pathways to improve accessibility within the reserve.</li> <li>• Woy Woy Waterfront Masterplan – accessibility requirements have been considered within the concept design</li> <li>• Myrtle Brush Community Hall - construction of ramp</li> </ul>
<p><b>AB1.1:</b> Deliver an annual campaign to educate the community, including children and Council staff, about disability, including:</p> <ul style="list-style-type: none"> <li>• the lived experience</li> <li>• invisible disabilities</li> <li>• respectful behaviours and inclusive practices</li> <li>• the importance of accessible parking spaces and toilets for people with disability</li> <li>• positive stories showing the diversity of people with disability</li> <li>• respectful use of shared pathways</li> </ul>	<p>Campaigns have been delivered on identified topics</p> <p>Number of fines for parking in accessible parking without a permit</p>	<p>Campaigns this year focussed on parking and accessible toilets with a Master Locksmiths Access Key (MLAK). This includes:</p> <ul style="list-style-type: none"> <li>• Posters and icon used for promotion of Invisible Disabilities.</li> <li>• Established relationships with external stakeholders to champion the awareness raising campaign</li> <li>• Updates to website to include apps and pictorial examples of Master Locksmiths Access Key</li> </ul>

Action Description	Indicators	Progress Comment
<ul style="list-style-type: none"> <li>• how to get and use an MLAK key</li> <li>• promote the role and value of carers</li> </ul>		<p>(MLAK) to increase accessibility of information</p> <ul style="list-style-type: none"> <li>• Disability Inclusion Officer developed the Virtual Reality Live My Experience Project</li> <li>• Immersive education experience using Oculus Quest2 Virtual Reality headsets and custom-built experience software to raise awareness of the barriers to access for people with disabilities and shift biases and assumptions through a first-person perspective.</li> </ul>
<p><b>AB1.2:</b> Continue to promote inclusive sporting opportunities, including with local clubs, active recreation providers, associations and local sports peak bodies and at Council facilities, such as 'Come and Try' Days.</p>	<p>Increased participation by people with disability in mainstream sport</p>	<p>Activities include:</p> <ul style="list-style-type: none"> <li>• Niagara Park Stadium hosted 124 accessible bookings / events over the year. There are three regular activities held that make up the majority of this number including Wheelchair Basketball (40 bookings per year), Special Olympics Basketball (40 bookings per year) and Disability Soccer (40 bookings per year).</li> <li>• Promoted and distributed links to Accessible and Inclusive Sport and Active Recreation Resource Booklet to local sport and active recreation providers</li> <li>• Promoted the Accessible and Inclusive Sporting Programs and Come and Try events of other local sport and active recreation providers via The Sports Hub and Sports Activation and Development E-News, including: <ul style="list-style-type: none"> <li>- One Culture Support Services Inclusive Championships</li> <li>- NSW Wheelchair Rugby League Come and Try Day</li> <li>- Wyoming Tigers and Southern Ettalong United Football Club Inclusive Football Programs</li> </ul> </li> <li>• Presented the Virtual Reality Live My Experience project at Sports House NSW to eight State Sporting Organisations.</li> <li>• Facilitated working relationships between local providers and One Culture Support Services to create inclusive sporting programs, for example, Peninsula Floorball and Central Coast Pickleball</li> </ul>

Action Description	Indicators	Progress Comment
		<ul style="list-style-type: none"> <li>Secured a Council owned space for One Culture Support Services to utilise as an office to continue their work with local providers to set up Inclusive and Accessible Sporting programs.</li> <li>Developed and distributed an EOI for local sport and active recreation providers to receive Council support to make their program or activities more accessible and inclusive</li> <li>Presented and discussed Council's work on access and inclusion at the Sport NSW Industry Conference</li> <li>Collaborated with WeFlex and improve gym offerings at Council's leisure and recreation for community members with disabilities.</li> </ul>
<p><b>AB3.1:</b> Deliver training to Council staff including:</p> <ul style="list-style-type: none"> <li>Disability confidence training – All</li> <li>Customer facing staff</li> <li>Applying Universal Design –</li> <li>Planning and Design staff</li> <li>Induction training – All new staff</li> </ul>	<p>At least 100 customer facing staff complete disability confidence e-learning or face to face training each year. All relevant staff are familiar with Universal Design Guidelines</p> <p>By end Yr 4, all planning staff have attended Universal Design training</p> <p>All new Council staff receive disability awareness training at induction via online e-learning in first 90 days or combined with other face to face training</p>	<p>Corporate Induction program is being reviewed and will be recommenced 2023</p>
<p><b>AB4.1:</b> Use best practice contemporary images of people with disability in Council publications and digital content</p>	<p>Council publications and digital content include positive and diverse images of people with disability</p>	<p>Positive and diverse images of people with a disability included in Council publications.</p>
<p><b>AB4.2:</b> Support International Day of People with Disability (PWD)</p>	<p>International Day of PWD is celebrated and promoted by Council each year</p>	<p>Celebrated International Day of PWD with launch of Councils new Disability Inclusion Action Plan (2021-2025) and a promotional video campaign showcasing the Beach Access Program in readiness for summer.</p>
<p><b>E1.1:</b> Continue ongoing collection of data on staff disability status (non-mandatory) through anonymous options</p>	<p>Data collected on annual basis</p>	<p>As data collection is non- mandatory it is making data analysis difficult.</p>

Action Description	Indicators	Progress Comment
<b>E2.2:</b> Assist Managers and Supervisors to support staff with disability, including mental health, by providing reasonable adjustments	Assistance provided as required	Reasonable adjustments are made as required to enable all people the ability to participate in the workplace. Mental health and resilience training pilot rolled out May 2022.
<b>E3.1:</b> Ensure that job advertisements are provided in formats that are compatible with assistive technology, and applications are accepted in alternative formats where feasible	Number of people identifying as having a disability who have applied for a role with Council.	As a government agency Council are required to meet the Web Content Accessibility Guidelines (WCAG 2.0).
<b>E3.3:</b> Review job descriptions to remove non-essential criteria that impacts people with disability, e.g. requirement for driver's licence if not essential for the role	Number of job descriptions where amendments made for new hires	This item was delayed due to the introduction of new software. This action item will continue to be addressed as part of the new performance appraisal process.
<b>E5.1:</b> Ensure that all professional development opportunities within Council, including leadership programs, are explicitly accessible and inclusive of people with disability, with reasonable adjustments made to facilitate access and delivery	Training information, delivery and premises are accessible and adjustments have been made to enable full participation	Council's Equity Diversity and Respect Policy ensures that a work environment is provided that fosters equity, diversity and respect and is free from unlawful discrimination, harassment and vilification.
<b>E6.1:</b> Actively attract people with disabilities who have a start-up business idea to participate in Council's LaunchPad program	Number of people with disability involved in skills development and networking activities	The LaunchPad program was reduced this year due to COVID-19.
<b>E7.1:</b> Review workplace leave and flexibility policy and associated FAQs, so Managers know how to support staff who are carers for people with a disability	The revised policy recognises the role of carers and outlines how they can be supported	Project delayed due to resourcing constraints.
<b>SP1.1:</b> Ensure that accessible documentation training has been completed by all Communication, Graphic Design and Digital staff	All Comms, Graphic Design and Digital staff have been trained	Training completed.
<b>SP1.2:</b> Ensure that at least one representative from each unit across Council completes online accessible document training	Number of people who have completed accessible document training	Online training for Council's intranet commenced June 2021 with a primary group completing training on creating accessible web documents. This training continues to be available and will be ongoing.
<b>SP1.7:</b> Make information available on accessible events, activities, services, support and places, including links to accessibility apps, info on where to get help, inclusive community and council activities	Number of events, activities and services for which access information is available Number of places for which access information is available on the website	Information provided on Council's website, included: <ul style="list-style-type: none"> <li>• Events, programs and activities available</li> <li>• COVID-19 support services information</li> <li>• The Accessible Events Guide</li> <li>• The Accessible and Inclusive Sport and Recreation resource</li> </ul>

Action Description	Indicators	Progress Comment
		<ul style="list-style-type: none"> <li>The Accessible Nature Central Coast Guide</li> <li>The Making Access and Inclusion Your Business resource kit</li> </ul>
<b>SP2.1:</b> Implement use of 'speech to text' technology for frontline staff to communicate with people who are deaf and promote that it's available	Front desk staff know how to use 'speech to text' technology to support people who are deaf	Technology implemented.
<b>SP4.1:</b> All Council websites comply with the most current web content accessibility guideline (WCAG) version.	Web compliance audited biennially and compliance actions addressed	All Council websites are compliant.
<b>SP5.1:</b> Implement targeted communication to disability network and contacts to share information about access and inclusion developments / opportunities at Council and across the Central Coast community, including reach to Aboriginal, Deaf and CALD communities	Biannual communication to key groups	Council's Disability Inclusion Officer (DIO) attended relevant disability network meetings throughout the year, including the Access and Inclusion Reference Group meetings. The DIO shared information at these meetings about access and inclusion developments / opportunities at Council and across the Central Coast community.
<b>SP6.1:</b> Consult with Council's Access and Inclusion Reference Group to improve awareness amongst people with disability about local emergency information resources, such as the Central Coast Disaster Dashboard, and advocate to primary agencies about any issues raised about access to emergency information	Access and Inclusion Reference Group have been consulted and feel informed	Due to the impact and follow up work associated with the multiple disaster events in the year, this action has been delayed. This action will be incorporated into the planning for current resilience projects relating to access to disaster information, to be delivered across 2022-23 and 2023-24.

## Environmental Planning and Assessment Act 1979

### Planning Agreements entered into, completed or still in force during 2021-22

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.	Completed

Date Executed	Agreement Parties	Property Description	Agreement Details	Status
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	Wallarrah 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
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 Cost 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.	Completed
November 2017	Central Cost 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	This agreement sets out the contributions and obligations of the developer to comply with the subdivision of land.	Ongoing

Date Executed	Agreement Parties	Property Description	Agreement Details	Status
		120512, Lot 1 DP 229970)		
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 construction and the provision of public amenities.	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
September 2022	Central Coast Council and Industrial Discounts Pty Ltd	39 Dell Rd, West Gosford	This agreement sets out the dedication of C2 Environmental Conservation land.	Completed
September 2021	Central Coast Council and Susanne M Glasson	107 Matcham Road, Matcham	This agreement sets out the land for inclusion or embellishment of existing land within the COSS.	Completed
September 2021	Central Coast Council and Nancy E Graham	24 Collingwood Drive, Matcham	This agreement sets out the land for inclusion or embellishment of existing land within the COSS.	Completed
September 2021	Central Coast Council and Nick Ursino and Nancy Ursino	14 Collingwood Drive, Matcham	This agreement sets out the land for inclusion or embellishment of existing land within the COSS.	Completed
September 2021	Central Coast Council and James M Ryan and Veronica P Ryan	2 Collingwood Drive, Matcham	This agreement sets out the land for inclusion or embellishment of existing land within the COSS.	Completed

## 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
<b>Media</b>	0	0	0	0	0	0	0	0
<b>Members of Parliament</b>	0	0	0	0	0	0	0	0
<b>Private sector business</b>	1	6	0	0	0	0	0	0
<b>Not for profit organisations or community groups</b>	1	0	1	0	0	0	0	0
<b>Members of the public (Legal Representatives)</b>	10	14	1	1	0	3	0	1
<b>Members of the public (Other)</b>	43	27	5	3	1	2	0	1

\*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
<b>Personal information applications*</b>	2	0	0	0	0	1	0	0
<b>Access applications (other than personal information applications)</b>	51	47	5	4	1	2	0	1
<b>Access applications that are partly personal information applications and partly other</b>	2	0	0	0	0	2	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
<b>Total number of invalid applications received</b>	<b>0</b>
<b>Invalid applications that subsequently became valid applications</b>	<b>0</b>

**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	0
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	2
Law enforcement and security	0
Individual rights, judicial processes and natural justice	13
Business interests of agencies and other persons	8
Environment, culture, economy and general matters	0
Secrecy provisions	0

**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
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)	114
Decided after 35 days (by agreement with applicant)	20
Not decided within time (deemed refusal)	0
<b>Total</b>	<b>134</b>

**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	0	2	2
Review by Information Commissioner	0	0	0
Internal review following recommendation under Section 93 of Act	0	0	0
Review by NCAT	0	0	0
<b>Total</b>	<b>0</b>	<b>2</b>	<b>2</b>

*\*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	0
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 (excluding water usage)

Single Residential Dwelling – House	Annual Amount
<b>Water Service Charge</b> For the supply of water services	\$87.29
<b>Sewer (Wastewater) Service Charge</b> For the supply of sewer service	\$416.27
<b>Stormwater Drainage Service Charge</b> Provides funds to maintain and improve Council's drainage network	\$108.00
<b>Sewer (Wastewater) Usage Charge</b> Fixed usage charge	\$108.75
<b>Quarterly instalment amount</b>	<b>\$180.08</b>
<b>Total annual service and sewer (Wastewater) usage charges (excluding water usage @ \$2.31 per kL)</b>	<b>\$720.31</b>

#### Water Authority Charges - former Wyong Local Government Area (excluding water usage)

Single Residential Dwelling – House	Annual Amount
<b>Water Service Charge</b> For the supply of water services	\$87.29
<b>Sewer (Wastewater) Service Charge</b> For the supply of sewer service	\$379.88
<b>Stormwater Drainage Service Charge</b> Provides funds to maintain and improve Council's drainage network	\$108.00
<b>Sewer (Wastewater) Usage Charge</b> Fixed usage charge	\$108.75
<b>Quarterly instalment amount</b>	<b>\$170.98</b>
<b>Total annual service and sewer (Wastewater) usage charges (excluding water usage @ \$2.31 per kL)</b>	<b>\$683.92</b>

## 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
<b>Ordinary Rates</b>	<i>Local Government Act 1993</i>	Annual Rates	July annually	In full by 31 August or four instalments due: <ul style="list-style-type: none"> <li>• 31 August</li> <li>• 30 November</li> <li>• 28 February</li> <li>• 31 May</li> </ul>
<b>Special Rates</b>				
<b>Domestic Waste</b>				
<b>Other (non-Domestic) Waste</b>				
<b>Water Service</b>	<i>Water Management Act 2000</i>	Water Account	Quarterly*	30 days after issue date
<b>Sewerage Service</b>				
<b>Stormwater Drainage Service</b>				
<b>Water Usage</b>				
<b>Sewer Usage</b>				
<b>Trade Waste Usage</b>		Trade Waste Notice	Annually	

\*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
<b>Ordinary Rates</b>	<i>Local Government Act 1993</i>	Annual Rates	July annually	In full by 30 September or four instalments due: <ul style="list-style-type: none"> <li>• 30 September</li> <li>• 30 November</li> <li>• 28 (or 29) February</li> <li>• 31 May</li> </ul>
<b>Special Rates</b>				
<b>Domestic Waste</b>				
<b>Other (non-Domestic) Waste</b>				
<b>Water Service</b>	<i>Water Management Act 2000</i>	Water Account	Quarterly*	30 days after issue date
<b>Sewerage Service</b>				
<b>Stormwater Drainage Service</b>				
<b>Water Usage</b>				
<b>Sewer Usage</b>				
<b>Trade Waste Usage</b>		Trade Waste Notice	Annually	

\*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 became chargeable or non-chargeable during the year the charge was applied in their next billing period (e.g. next quarter). The water supply service charges for 2021-22 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)	\$87.29
20mm meter	\$87.29
25mm meter	\$136.39
32mm meter	\$223.46
40mm meter	\$349.15
50mm meter	\$545.55
80mm meter	\$1,396.61
100mm meter	\$2,182.19
Other Meter sizes	$\frac{(\text{Meter size in mm})^2 \times \text{Water supply access charge for a 20mm Meter for the applicable period}}{400}$

### Water Usage Charges

In addition to the water supply service charge, all potable water consumed was charged at \$2.10 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 became 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 were 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.

### Sewerage service charge in the Former Gosford Local Government Area

Meter Size or Property Type	Former Gosford LGA
Unconnected Property	NIL
Unmetered Property	\$555.03
20mm meter	\$555.03
25mm meter	\$867.24
32mm meter	\$1,420.88
40mm meter	\$2,220.13
50mm meter	\$3,468.96
80mm meter	\$8,880.54
100mm meter	\$13,875.83
Other meter sizes	<u>Meter size in mm)2 x sewerage access charge for a 20mm Meter for the applicable period</u> 400

Applying the fixed sewerage discharge factor of 75% for Residential Properties, the sewerage service charge for a Residential Property in the former Gosford local government area was \$416.27.

### Sewerage service charge in the Former Wyong Local Government Area

Meter Size or Property Type	Former Wyong LGA
Unconnected Property	NIL
Unmetered Property	\$506.50
20mm meter	\$506.50
25mm meter	\$673.51
32mm meter	\$1,103.48
40mm meter	\$1,724.18
50mm meter	\$2,694.03

Meter Size or Property Type	Former Wyong LGA
80mm meter	\$6,896.73
100mm meter	\$10,776.15
Other meter sizes	<u>Meter size in mm)2 x sewerage access charge for a 25mm Meter for the applicable period</u> 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 local government area was \$379.88.

### 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 was

- (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 \$0.87 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 \$1.05 per kilolitre for the 2021-22 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	\$108.00
Residential Property that is not part of a Multi-Premises	\$108.00
Each Property within a Residential Multi-Premises or Mixed Multi-Premises	\$81.00
Vacant Land	\$81.00

### Area-based stormwater drainage service charges

The area-based stormwater drainage service charge was applicable to Non-Residential Properties that did not fall within one of the categories of Property that may be charged a fixed stormwater drainage service charge.

Property Area	Annual Charge
Small ( $\leq 1,000\text{m}^2$ )	\$108.00
Medium ( $> 1,000\text{m}^2$ and $\leq 10,000\text{m}^2$ )	\$189.01
Large ( $> 10,000\text{m}^2$ and $\leq 45,000\text{m}^2$ )	\$891.02
Very Large ( $> 45,000\text{m}^2$ )	\$2,700.09

### Pension Rebates - Water and Sewerage Service Charges

Council provided 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 and sewerage usage charges levied up to a maximum of \$87.50.

### 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 Stormwater Drainage Service and Usage Charges\*

The pricing for water, sewerage and stormwater drainage service and usage charges for each property type was as follows:

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 local government	Each property will be levied a deemed usage charge.	Each property is levied the stormwater drainage service charge based on their property category.

Property Type	Water Service Charges	Water Usage Charges	Sewer Service Charges	Sewer Usage Charges	Stormwater Drainage Service Charges
			area) multiplied by the deemed fixed sewerage discharge factor of 75%.		
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 local government area) 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 local government area) 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 local government area) 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 local government area) 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 local government area) 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.

Property Type	Water Service Charges	Water Usage Charges	Sewer Service Charges	Sewer Usage Charges	Stormwater Drainage Service Charges
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
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.	Each property will be levied a deemed usage 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 S. 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.

\$99.76	\$99.77	\$115.55	No charge	No charge	No charge
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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.

\$126.28	\$362.11	\$115.55	Compliant \$1.83 per kL Non-compliant \$15.63 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.

\$2,274.52	Former Gosford LGA- \$1,399.70 Former Wyong LGA - \$1,399.70	\$115.55	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 \$173.64 Includes one inspection	Non-residential \$157.86	\$114.32	Category S \$18.36 per kL Category S (Septic effluent unable to discharge onsite) \$1.83 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 the Central Coast Council Liquid Trade Waste Policy.

### Category 3 Trade Waste Discharge Service Excess Mass Charges (\$ per kg)

Basis of Charge – Pollutant	Per kg	Basis of Charge – Pollutant	Per kg
Biochemical oxygen demand	0.81	Formaldehyde	1.60
Suspended solids	1.03	Herbicides/defoliants	767.05
Total oil and grease	1.46	Iron	1.57
Ammonia	0.81	Lead	38.37
pH	0.44	Lithium	7.69
Total Kjeldahl nitrogen	0.19	Manganese	7.69
Total phosphorus	1.56	Mercaptans	82.60
Total Dissolved solids	0.05	Mercury	2556.85
Sulphate (as SO <sub>4</sub> )	0.15	Methylene blue active substances (MBAS)	0.75
Aluminium	0.75	Molybdenum	0.75
Arsenic	76.69	Nickel	25.56
Barium	38.37	Organoarsenic compounds	767.05
Boron	0.75	Pesticides general (excludes organochlorines and organophosphates)	763.91
Bromine	15.63	Petroleum hydrocarbons (non-chlorinated)	2.41
Cadmium	355.09	Phenolic compounds (non-chlorinated)	7.69
Chloride	0	Polynuclear hydrocarbons	15.62
Chlorinated hydrocarbons	37.74	Selenium	53.95
Chlorinated phenolics	1562.51	Silver	1.51
Chlorine	1.60	Sulphide	1.55
Chromium	25.56	Sulphite	1.55
Cobalt	15.63	Thiosulphate	0.28
Copper	15.63	Tin	7.69

Basis of Charge – Pollutant	Per kg	Basis of Charge – Pollutant	Per kg
Cyanide	76.69	Uranium	8.26
Fluoride	3.81	Zinc	15.62

### Charges for Ancillary and Miscellaneous Customer Services

No.	Description	Maximum Charge
<b>1</b>	<b>Conveyancing Certificate - Statement of Outstanding Charges</b>	27.80
<b>2</b>	<b>Property Sewer Line and Drainage Diagram</b>	
	a) Property Sewer Line and Drainage Diagrams	18.89
	b) Property Sewer Line and Drainage Diagrams (with long section)	22.24
	c) Property Sewer Line and Drainage Diagrams (property complex)	32.24
<b>3</b>	<b>Service Location Diagrams</b>	
	a) Water and Sewer Location Plans	22.24
	b) Water and Sewer Location Plans (including long section)	27.80
<b>4</b>	<b>Special Meter Reading Statement</b>	
	a) Manual request	43.30
	b) Online Request	32.19
<b>5</b>	<b>Billing Record Search Statement</b>	
	a) up to and including 5 years	38.91
	b) up to and including 10 years	72.27
	c) beyond 10 years	105.62
<b>6</b>	<b>Building Over or Adjacent to Water and Sewer Advice (existing structures)</b>	56.32
<b>7</b>	<b>Water Reconnection - business hours only</b>	155.05
<b>8</b>	<b>Workshop Test of Water Meter</b>	
	a) 20mm to 80mm	324.39
	b) > 80mm	502.29
<b>9</b>	<b>Application for Disconnection of Water Service</b>	
	a) Application	64.16
	b) Physical disconnection	244.45
<b>10</b>	<b>Connection of Water Service</b>	
	a) Application for connection (all sizes)	64.16
	b) Water service connection meter only (20mm)	188.97
	c) Water service connection short and long service (20mm)	1,457.47
	d) Water service connection short and long service (25mm)	1,701.81
	e) Water service connection short service (32mm)	2,046.66
	f) Water service connection long service (32mm)	2,865.69
	g) Water service connection short service (40mm)	2,046.66
	h) Water service connection long service (40mm)	2,865.69
	i) Water service connection short service (50mm)	2,464.47
	j) Water service connection long service (50mm)	3,507.69
	k) Water service connection short service (63mm)	2,464.47
	l) Water service connection long service (63mm)	3,507.69

No.	Description	Maximum Charge
	m) Water service connection metered short service (80mm)	8,130.64
	n) Water service connection unmetered short fire service (80mm)	7,168.63
	o) Water service connection metered long service (80mm)	13,922.14
	p) Water service connection unmetered long fire service (80mm)	12,960.13
	q) Water service connection metered short service (100mm)	9,494.88
	r) Water service connection unmetered short fire service (100mm)	7,698.43
	s) Water service connection metered long service (100mm)	15,078.50
	t) Water service connection unmetered long fire service (100mm)	13,696.90
	u) Water service connection metered short service (150mm)	9,977.51
	v) Water service connection unmetered short fire service (150mm)	8,721.69
	w) Water service connection metered long service (150mm)	17,342.10
	x) Water service connection unmetered long fire service (150mm)	16,086.38
<b>11</b>	<b>Standpipe Hire – Security Bond</b>	
	a) Security bond (25mm)	453.47
	b) Security bond (63mm)	872.60
<b>12</b>	<b>Standpipe Hire – Annual Fee</b>	
	a) 25mm	136.39
	b) 63mm	866.11
	c) Standpipe special reading fee	62.92
<b>13</b>	<b>Standpipe Water Usage Fee</b>	2.10/kL
<b>14</b>	<b>Backflow Prevention Device Application and Initial Registration</b>	73.23
<b>15</b>	<b>Inspection of New Water and Sewer Assets (including encasements)</b>	
	a) Water and pressure sewer main	124.28 +6.52 per meter of water and pressure sewer main
	b) Gravity sewer main	124.28 +8.70 per meter of gravity sewer main
<b>16</b>	<b>Statement of Available Pressure and Flow</b>	138.10
<b>17</b>	<b>Location of Water and Sewer Mains</b> The charge includes labour costs of 2 crew members for 2 hours. Additional plant and equipment costs (if required) are by quote.	590.92
<b>18</b>	<b>Plumbing and Drainage Inspection</b>	
	a) New Sewer Connection (including residential single dwelling, unit or villa complex, commercial and industrial)	186.55
	b) Each additional WC (including residential single dwelling, unit, villa, commercial and industrial)	15.79
	c) Alterations, Caravans and Mobile Homes	170.75
	d) Sewer re-inspection	42.69
	e) Rainwater tank connection	69.89
<b>19</b>	<b>Adjust an Existing 20mm Service</b>	197.13
<b>20</b>	<b>Raise / Lower Manhole Inspection</b>	58.45

No.	Description	Maximum Charge
<b>21</b>	<b>Water or Sewerage Engineering Plan Assessment</b>	
	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)	303.81
	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)	725.00
	c) Large Projects > 50 and ≤ 150 lots (including associated mains relocations) (charged per application, water or sewer)	925.23
	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)	3,176.15
<b>22</b>	<b>Section 307 Certificate</b>	
	a) Development without requirements	62.15
	b) Boundary Realign, Subdivisions or developments involving mains extensions	338.33
	c) Multi-Residential Development including units, granny flats and dual occupancies	151.90
	d) Commercial Buildings, Factories, Torrens Subdivision of Dual Occupancy	186.44
<b>23</b>	<b>Cancellation of Water and Sewer Applications</b>	22.24
<b>24</b>	<b>Water and Sewer Building Plan Assessment (review building over or adjacent to water or sewer mains requirements for new structures)</b>	138.10

## Independent Pricing and Regulatory Tribunal – Section 508(2) Instrument

### Special Variation

In May 2022, IPART approved a temporary rate increase (Special Variation) of 15% (includes 2% rate peg), commencing from 1 July 2021 and expiring 30 June 2031. As noted in IPART's determination, the purpose of the SV is to enable Council to:

- Repay restricted funds accessed unlawfully;
- Improve financial sustainability; and
- Address special cost pressures.

As part of IPART's conditions of approval, Council is required to report in its Annual Report for each year between 2021-22 and 2030-31 on the following for those years:

- The program of expenditure that was actually funded by the Additional Income;
- Any significant differences between the Proposed Program and the program of expenditure that was actually funded by the Additional Income and the reasons for those differences
- The outcomes achieved as a result of the Additional Income;
- The Council's actual revenues, expenses and operating balance against the projected revenues, expenses and operating balance as outlined in the Long Term Financial Plan; and
- Any significant differences between the Council's actual revenues, expenses and operating balance and projected revenues, expenses and operating balance as outlined in the Long Term Financial Plan and the reasons for those differences.

The information required for the 2021-22 financial year is as follows:

- i) Program of expenditure; and
- ii) Any significant differences between the Proposed Program and actual expenditure, and if so, reason for difference

SV Revenue above assumed Rate Peg \$000	Proposed Program Expenditure \$000	Actual Program Expenditure \$000	Difference between Proposed and Actual \$000	Reason for difference between Proposed and Actual
22,871	22,871	22,871	-	

- iii) Outcome of Additional Income

Outcome of Additional Income	Actual \$000
SV Income	22,871
<b>Emergency Loan Repayment</b>	
Capital	9,645
Interest	1,575
Repayment to Restricted Funds	11,651
<b>Total</b>	<b>22,871</b>

- iv) Actual revenues, expenses and operating balance against the projected revenues, expenses and operating balance
- v) Any significant differences between actual revenue, expenses and operating balance and projected, and if so, reason for difference

Financial Summary	Projected* \$000	Actual \$000	Difference \$000	Reason for difference between Projected and Actual
Total Revenue	473,152	477,419	4,267	<ul style="list-style-type: none"> <li>• User charges and Fees favourable \$2.9M following relaxation of COVID restrictions</li> <li>• Grants and Contributions Favourable \$1.3M</li> </ul>
Total Expenses	387,987	387,027	960	<ul style="list-style-type: none"> <li>• Employee Costs favourable \$8.4M due to vacant positions across the organisation</li> <li>• Materials and Services favourable \$5.7M due to restraint on spending, coupled with supply chain resourcing issues.</li> </ul>

Financial Summary	Projected* \$000	Actual \$000	Difference \$000	Reason for difference between Projected and Actual
				<ul style="list-style-type: none"> <li>Other Expenses Unfavourable (\$9.3M), unrealised losses on investments.</li> <li>Loss on Disposal of Assets unfavourable (\$4.4M), write down of a number of assets across Council's asset classes.</li> </ul>
<b>Operating Result from Continuing Operations</b>	<b>85,164</b>	<b>90,392</b>	<b>5,227</b>	
<b>Net Operating Result before Capital Grants and Contributions</b>	<b>35,389</b>	<b>44,819</b>	<b>9,430</b>	
<b>Cumulative Net Operating Result before Capital Grants and Contributions</b>	<b>35,389</b>	<b>44,819</b>	<b>9,430</b>	

\*NB: Figures reflect Council's 2022 SRV application to continue the SRV to June 2031.

## Public Interest Disclosure Act 1994

### Public Interest Disclosure Information

PID Statistical Information (from 1 July 2021 to 30 June 2022)			
	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	0	0	0
b) Number of public interest disclosures received by your public authority	0	0	0
Of public interest disclosures received, how many were primarily about:			
(i) Corrupt conduct	0	0	0
(ii) Maladministration	0	0	0
(iii) Serious and substantial waste of public money or local government money (as appropriate)	0	0	0
(iv) Government information contravention	0	0	0
(v) Local Government pecuniary interest contraventions	0	0	0
c) Number of public interest disclosures finalised by the public authority	0	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?  
*(6E(1)(b) - that staff of the public authority are aware of the contents of the policy and the protections under this Act for a person who makes a public interest disclosure)*
- Staff Training at induction and ongoing.
  - Links to Internal Reporting Policy, Procedures and reporting forms available on Council's internet and intranet sites.

## Protection of the Environment Operations Act 1997

### Enforceable Undertakings

In January 2019, following a water pollution occurrence at Wamberal the Environmental Protection Authority issued an Enforceable Undertaking to Council. The Enforceable Undertaking was still in place during the reporting period, with the following information provided:

- i. 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.
- ii. 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:
  - Damming off the affected areas of the creek
  - Pumping contaminated creek water back into the sewer network
  - Mechanical aeration of the creek
  - Flushing with clean water
- iii. 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.
- iv. 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.
- v. 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.
- vi. 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.
- vii. 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 366 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.

### Other Information

#### Tree Vandalism Statistics

As part of its role, Council responds to tree compliance complaints reported by the public. The following information details the outcomes of the requests received during the reporting period on tree compliance.

In 2021-22, Council received a total of 500 requests for illegal tree works. Of the total illegal tree works requests received, approximately 20% (101) are for tree vandalism on public land. The remaining 80% are related to alleged illegal tree works on private land. The outcomes of these requests are summarised in the below table. Those items recorded in the 'Other' column of the table typically referred to situations such as Ausgrid undertaking exempt clearance works for asset protection.

	Successful Prosecution / PIN	Formal Caution	Insufficient Evidence to Proceed	Prior Approval or Exemption	Other	Total
<b>Public Tree Vandalism Reports</b>	5	7	77	0	12	101
<b>Private Tree Vandalism Reports</b>	6	56	118	219	0	399
<b>Total</b>	<b>11</b>	<b>63</b>	<b>195</b>	<b>219</b>	<b>12</b>	<b>500</b>

As a result of the investigations undertaken by Council, it was found that 2% of reports received were successfully prosecuted. The main reasons for this rate in prosecution is because most reports are not supported by sufficient evidence to take formal regulatory action.

A total of six penalty infringement notices under the *Environment Planning and Assessment Act 1979* for development without consent (totalling \$18,000) were issued on private land. Furthermore, five penalty infringement notices under the *Local Government Act 1993* for remove/damage tree in public place (totalling \$1,100) were issued. An additional 63 formal cautions have been issued for technical/minor breaches. A large proportion of investigations found that property owners have exemption under the NSW Rural Fire Service 10/50 Vegetation Clearing Code of Practice or allege danger from falling branches during storms.



## Annual Report

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