

The logo for Central Coast Council, featuring the text "Central Coast Council" in a blue, sans-serif font, centered within a white circle.

Central
Coast
Council

Candidate Information Session 4

Erina Trust Community Hall

16 July 2024

ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Custodians of the land on which we live, work and play.

We pay our respects to Darkinjung country, and Elders past and present.

We recognise the continued connection to these lands and waterways and extend this acknowledgement to the homelands and stories of those who also call this place home.

We recognise our future leaders and the shared responsibility to care for and protect our place and people.



Central
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Council

The logo for Central Coast Council is a white circle containing the text "Central Coast Council" in a blue, sans-serif font, stacked in three lines.

Central
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Brett Whitworth
Deputy Secretary
Office of Local Government

The role of councillors

Brett Whitworth

Deputy Secretary

Office of Local Government



The role of the governing body of a council



Direct and control council affairs in consultation with GM



Provide effective civic leadership



Ensure financial sustainability of the council



Ensure compliance with statutory principles



Develop and endorse Integrated Planning and Reporting (IP&R)



Ensure optimal allocation of council's resources



Monitor service delivery and performance of the council



Support regulatory functions

The role of the governing body of a council ...continued



Appoint GM and
monitor performance



Determine senior staff
positions in
organisation structure

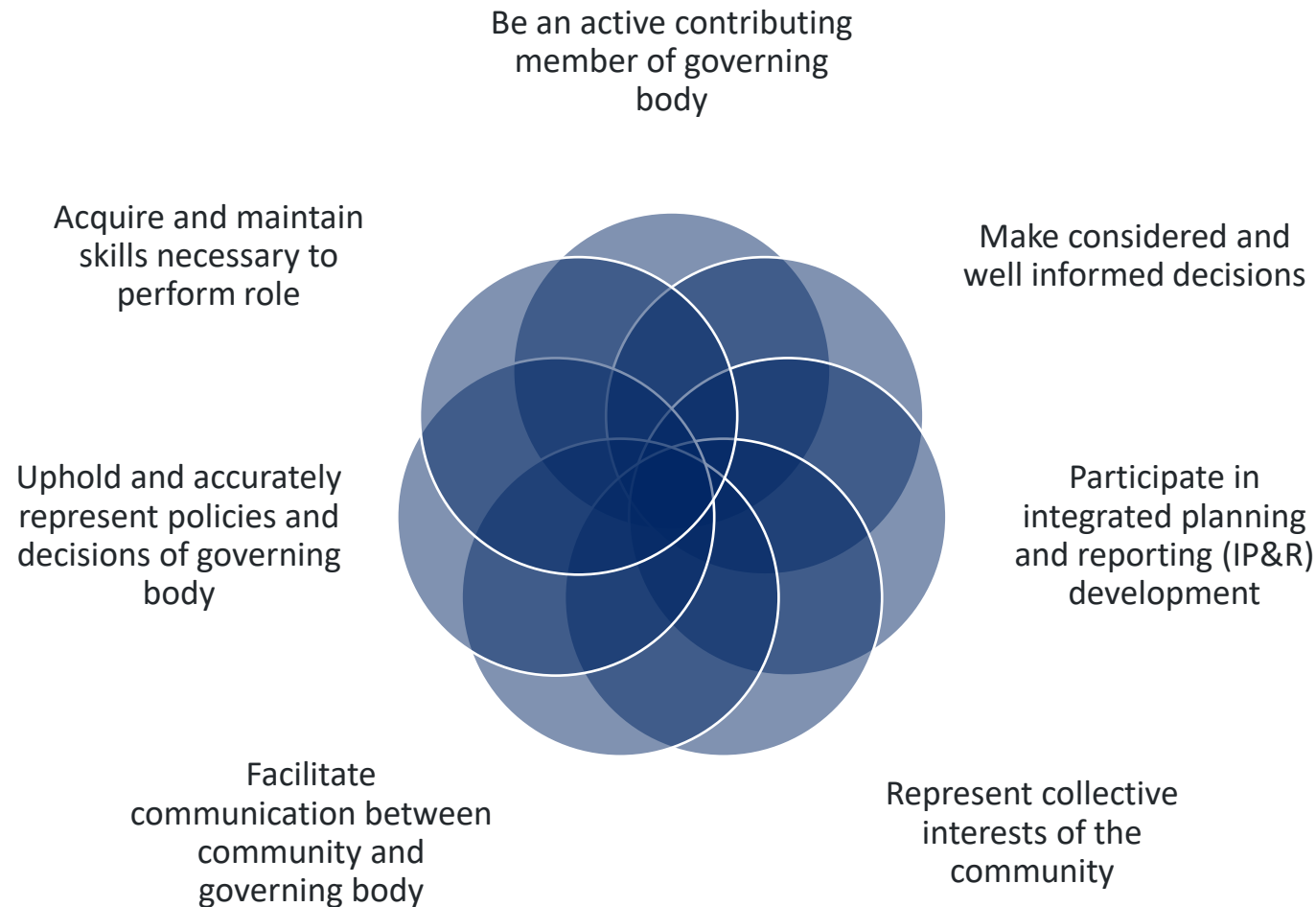


Consult community
stakeholders and keep
them informed



Ensure the council acts
honestly, efficiently
and appropriately

The role of individual councillors as members of the governing body



The real challenge as a councillor is to try to stay just at the right height in your helicopter – high enough to look at the big picture and not be bogged down in the details but low enough so that you don't lose touch with what people need.

Mathew Dickerson

Mayor of Dubbo City Council

Why do people want to become councillors?

Research shows that people become councillors because they have strong networks and connections to their community and want to make a difference:

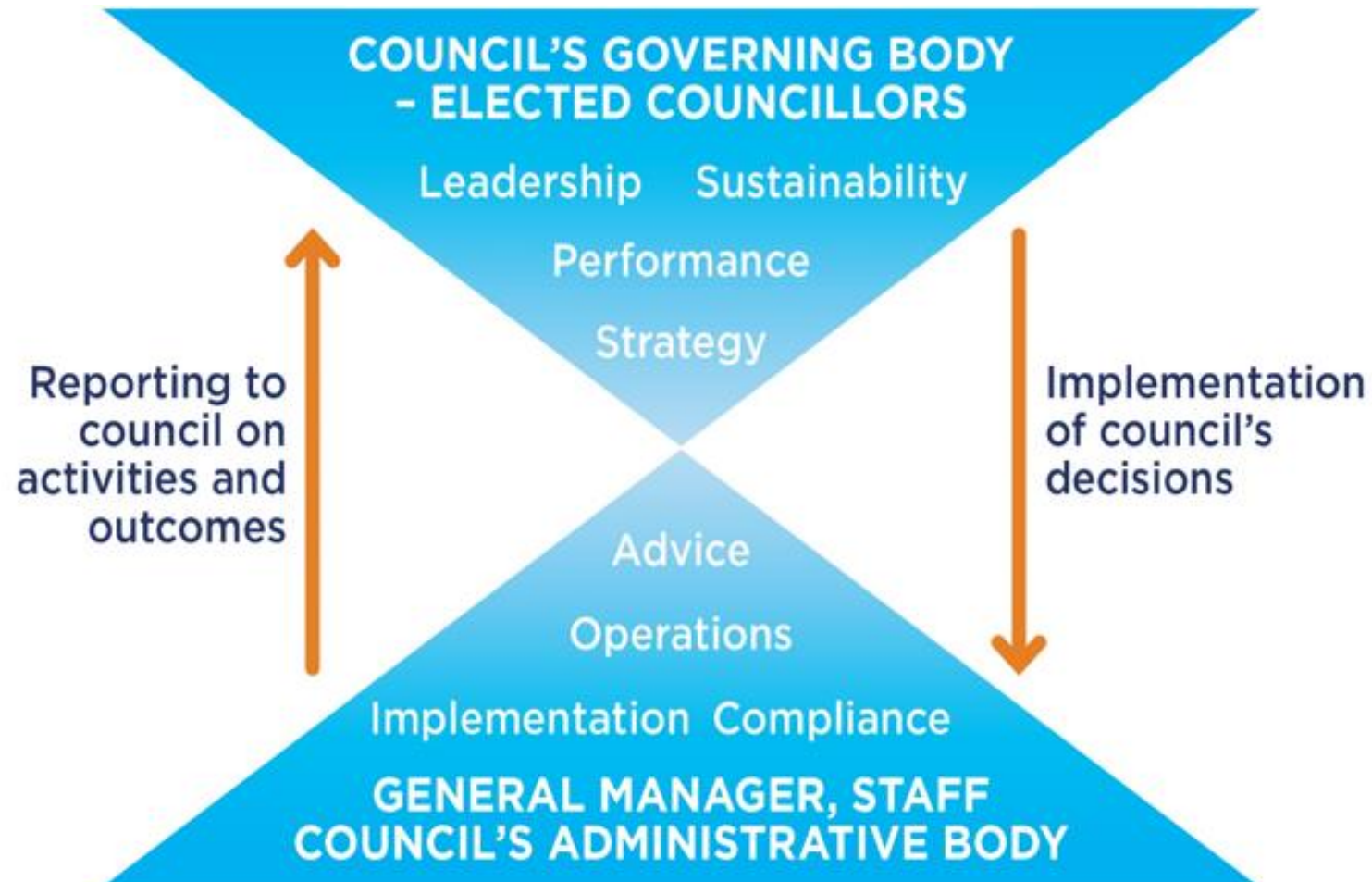
...at the end of my term, my objective would be, to be able to say that people from [my town] are happy to skite about the fact that they come from here.

I thought I would get involved in local politics because it has the opportunity to make immediate change at the local level.

We need to understand how our community is changing... We have to represent, we have to mirror our community.

I'm not really an 'anything'... There are a lot of normal people out there that just get out and do their day-to-day activities. I think I connected really well with my community, for exactly that reason. I'm just a normal person.

Council structure and key relationships



The role of the General Manager

Manages day-to-day operations

Implements council's decisions

Advises and supports IP&R development, delivery and community consultation

Provides councillors with adequate information and support

Appoints, directs and dismisses staff

Implements workforce strategy

Performs any other functions delegated by governing body

**Indicators of a good working
relationship between
councillors & the general
manager**

Mutual trust,
respect and good
faith

Conflict dealt with
professionally and
quickly

Councillors publicly
supporting work of
GMs and staff

Confidentiality is
respected

GM performance
issues dealt with by
appropriate
channels

Day-to-day
operational
matters left to GM

Councillors follow
agreed processes
to seek information
from GM and staff

Regular meetings
and briefings held
for councillors to
seek advice

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**The Referendum
Administrator, Rik Hart**

Constitutional Referendum

Central Coast residents and ratepayers will be asked the following question on 14 September 2024:

“Do you favour a reduction in the number of Central Coast Councillors from fifteen to nine? This will result in three Wards with each Ward electing three Councillors.”



Ward Structure

No vote: Current 5 Ward system



Yes vote: 3 Ward system



Benefits of the referendum


- Creation of three wards which each represent a cross-section of the Central Coast community (beach, town centre, bush).
- Reducing the number of councillors should lead to greater cohesion and improved decision-making.
- Reducing the number of councillors will provide an ongoing cost saving for Council (\$1.3 million over 4 year term = around 35,000 additional pothole fixes).
- Larger wards help Councillors to think of the 'whole' community – as they are directed to under the Local Government Act 1993.
- Fewer decision-makers doesn't equal less representation. Nine decision-makers should lead to better group decisions for everyone.
- 17 elected representatives for the Central Coast (local, state, federal).
- Breaks up the North vs South mindset.

Comparison

Location	Population	Number of elected bodies	Total residents per Councillor
Brisbane City	1,323,162	27 Councillors	49,006
Auckland City Council	1,720,000	20 Councillors	86,000
Blacktown City Council	426,202	14 Councillors	30,443
Canterbury Bankstown Council	379,829	15 Councillors	25,321
Central Coast Council	351,934	15 Councillors (NO vote) 9 Councillors (Yes vote)	23,462 39,103
Northern Beaches Council	267,921	15 Councillors	17,861
Federal and State MPs representing the Central Coast community	344,000	8 members of Parliament	43,000

Communication - advertisement

Coast Connect
Central Coast Council news and community information



Council Election and Referendum

14 September 2024

Council Election

The 2024 Central Coast Council election and referendum is being run by the NSW Electoral Commission.

All information about the upcoming election, as well as candidate information and voting options can be found on the Electoral Commission's website www.elections.nsw.gov.au (search for 2024 Local Government Elections).

Referendum

As well as voting in the election, a referendum to determine the future number of Central Coast councillors will be held on the same day.

The community will be asked the following question:

Do you favour a reduction in the number of Central Coast councillors from fifteen to nine?


This will result in three Wards with each Ward electing three councillors.

The maps show the Central Coast's existing five wards and give an indication of how three wards could potentially look (the three-ward maps are for illustrative purposes only and the new Council will determine the final outcome.)


This is a constitutional referendum, meaning voting is compulsory.

If carried, the changes would take place in the next term of Council, starting 2028.


Find out more



Detailed information, including points for and against, and the background to the constitutional referendum, can be found on Council's website (search for Constitutional Referendum).



This map shows the Central Coast's current five wards



This map shows a potential option for three wards, for illustrative purposes only

Council Office 2 Hely St Wyong | 8.30am - 5pm, Monday to Friday | P 02 4306 7900 | W centralcoast.nsw.gov.au

Communication – Council website

INTRODUCTION

Constitutional Referendum on Councillor and Ward numbers

A Constitutional Referendum to determine the future number of Central Coast Councillors will be held at the same time as the local government election for Central Coast Council on 14 September 2024.

The referendum will ask Central Coast voters to determine the following question:

'Do you favour a reduction in the number of Central Coast Councillors from fifteen to nine? This will result in three Wards with each Ward electing three Councillors.'

WHAT YOU NEED TO KNOW

Ward Structure

The Central Coast Local Government area is currently divided into five wards with 15 councillors. Each ward is represented by three councillors.

1. The Entrance Ward
2. Wyong Ward
3. Budgewoi Ward
4. Gosford West Ward
5. Gosford East Ward

Community members will be asked to vote on whether they feel the current structure of 15 Councillors should be reduced to nine Councillors.

The reduction of Councillor numbers would also require the reduction of Wards in the Central Coast Local Government from five to three, with each Ward to be represented by three Councillors.



REFERENDUM

Points for and against the question in the Constitutional referendum:

'Do you favour a reduction in the number of Central Coast Councillors from fifteen to nine? This will result in three Wards with each Ward electing three Councillors.'



For

- The creation of three wards that represent a cross-section of the Central Coast community (rural, urban and coastal) may mean Councillors take a 'whole community' approach to decision making as directed under the Local Government Act 1993.
- Generally, fewer Councillors can lead to greater cohesion and improved decision-making.
- Reducing the number of councillors can provide an ongoing cost saving in salaries, expenses and facilities.
- With nine Councillors, there will still be a total of 17 elected representatives for the Central Coast (local, state and federal).



Against

- Fewer decision-makers may mean residents feel they have less representation.
- Reducing the number of Councillors may mean fewer points of view and less diversity of opinion.
- Reducing the number of wards may mean that residents feel that current ward-specific issues are not fully addressed.
- Reducing the number of Councillors will lead to a reduction in the total number of elected representatives for the Central Coast from 23 to 17 (local, state and federal).

YES

Reduce number of Councillors

**9 Councillors
+ 3 Wards**



NO

Maintain existing

**+ 15 Councillors
5 Wards**



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Menti.com

Code: 7211 4128

Questions?



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Short break for refreshments



CEO, David Farmer

WELCOME TO THE CENTRAL COAST



Area:
1,680 km²



Coastline:
80 km



Average
Temperature:
23.2°c



State forests and
national parks:
10



Population:
349,173



Local Government ranking:
3rd largest in NSW



Gross Regional Product:
\$17.52 billion



Aboriginal and
Torres Strait Islanders:
4.9%



Businesses:
25,800



Born overseas:
16%



Local Jobs:
133,045



Families:
27.1%



Unemployment rate:
4.7%



Persons with a
disability:
7%



Public transport
to work:
1.4%



Tourism overnight
and daytrip visitors
75.7 million



Boat ramps and
jetties:
101



Roads:
2,254 km



Shared pathways:
905 km



Water and sewer
mains:
2,332 km



Tennis courts:
122



Patrolled beaches:
15



Netball courts:
110



Council libraries:
10



Hockey fields:
3



Sporting facilities:
77



Child care centres:
8



Skate parks:
27



Dog off leash areas:
61



Playspaces:
261



Stadiums:
3



Parks and reserves:
560



Leisure and aquatic
centres:
6


CENTRAL COAST IN PROFILE

If the Central Coast had a
population of 100 people...



CENTRAL COAST IN PROFILE

If the Central Coast had a population of 100 people...



 5 are Aboriginal and/or Torres Strait Islander

 16 are born overseas

 52 are female
 48 are male



13 are carers, providing assistance to a person with a disability, long term illness or old age⁵



46 completed secondary school (Year 12)
 18 have a degree
 39 have no formal qualification



34 earn less than \$500 per week²
 19 have a weekly household income over \$3,000²



7 speak a language other than English at home



27 live in a two-parent family¹
 13 live in a one-parent family¹
 26 live on their own¹



2 travel to work by public transport²
 24 travel outside of the LGA for work²



89 live in a household with at least one car¹



35 have moved from elsewhere in Australia in the last 5 years to live at the Central Coast⁸



18 are less than 15 years of age
 22 are aged 65 years and over



12 people volunteer⁵
 7 need assistance with core activities



16 households are experiencing housing stress¹
 2 people are experiencing homelessness



26 live in a home that is rented¹
 66 live in a home that is owned²
 3 live in other tenures⁷



56 participate in the labour work force⁴
 5 people are currently unemployed⁴



11 are living with a mental health condition

CENTRAL COAST IN PROFILE

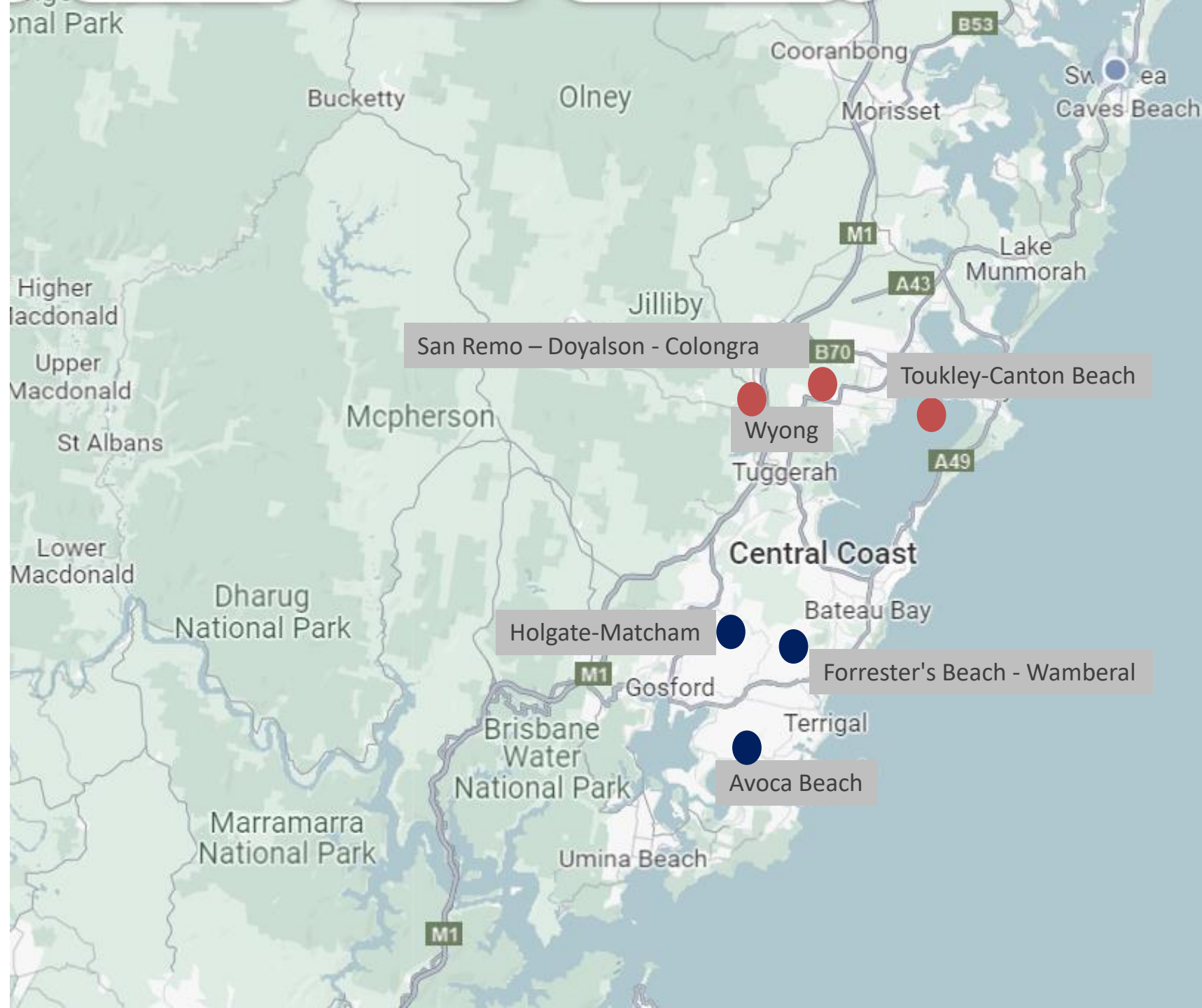
If the Central Coast had a population of 100 people...

Source: Australian Bureau of Statistics, Census of Population and Housing, 2021. All indicators are exclusive of "not stated" and "not applicable" resources.
 Data notes for the Central Coast as 100 People:

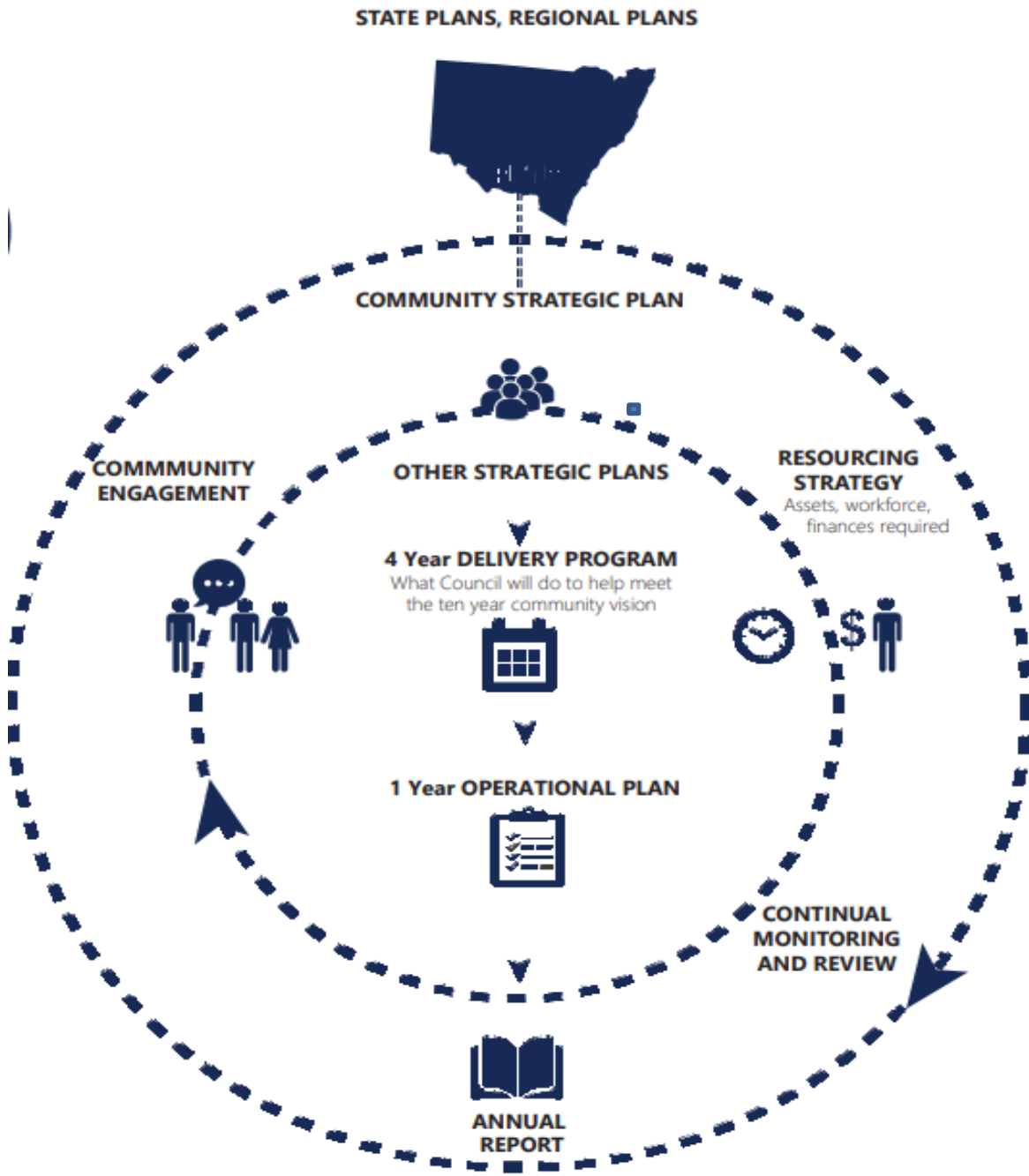
- 1 Percentage is based on total occupied dwellings, not total population.
- 2 Home ownership – includes fully owned or being mortgage.
- 3 Percentage based on total population aged 15 years and over.
- 4 Labour force participation rate is the percentage of the population that is either working or actively seeking work from the age 5 years and over.
- 5 Percentage is based on employed persons.
- 6 Percentage is based on total population aged 5 years and over.
- 7 Other tenure type' includes life tenure schemes (common arrangement in retirement villages), occupied rent free and other forms of occupancy

Socio-Economic Indexes for Areas (SEIFA)

- The three areas with the lowest scores- the areas of highest disadvantage in Central Coast Council area.
- The three areas with the highest scores - the areas with the least disadvantage in Central Coast Council area.



Integrated Planning And Reporting



Community Strategic Plan

ONE-CENTRAL COAST CENTRAL COAST COUNCIL REVISED VERSION: May 2022

Central Coast Council

BELONGING

OUR COMMUNITY SPIRIT IS OUR STRENGTH

OBJECTIVES

- 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

OBJECTIVES

- 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, forebushes, lakes and green spaces for families, community and visitors

SMART

A GROWING AND COMPETITIVE REGION

OBJECTIVES

- C1** Target economic development in growth areas and major centres and provide incentives to attract businesses to the Central Coast
- C2** Revitalize Gosford City Centre, Gosford Waterfront and town centres as key destinations and attractions 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

OBJECTIVES

- D1** Foster innovation and partnerships to develop local entrepreneurs and support start-ups
- D2** Support local business growth by providing incentives, streamlining processes and encouraging social enterprises
- D3** Invest in broadening local education and learning pathways linking industry with Universities, TAFE and other training providers
- D4** Support businesses and local leaders to mentor young people in skills development through traineeships, apprenticeships and volunteering

GREEN

ENVIRONMENTAL RESOURCES FOR THE FUTURE

OBJECTIVES

- 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

OBJECTIVES

- 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

COMMUNITY VISION

WE ARE ONE CENTRAL COAST
A SMART, GREEN AND LIVEABLE REGION WITH A SHARED SENSE OF BELONGING AND RESPONSIBILITY

RESPONSIBLE

GOOD GOVERNANCE AND GREAT PARTNERSHIPS

OBJECTIVES

- 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

OBJECTIVES

- 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 whilst keeping in mind near future technologies including fully autonomous vehicles
- 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

OBJECTIVES

- 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 including adequate affordable housing

LIVEABLE

RELIABLE PUBLIC TRANSPORT AND CONNECTIONS

OBJECTIVES

- 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

OBJECTIVES

- 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 to and enjoyment of natural waterways and foreshores

HEALTHY LIFESTYLES FOR A GROWING COMMUNITY

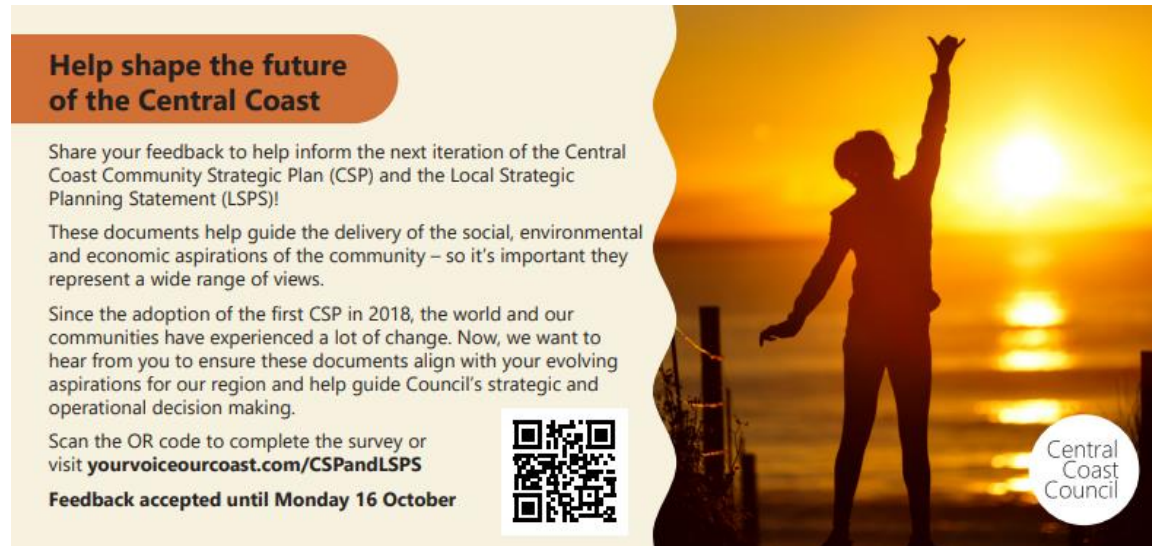
OBJECTIVES

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

Central Coast Council

Community Strategic Plan Review

- The findings of early research have shown that the community priorities are:
 - Responsible Council governance
 - Opportunities for young people
 - Balanced housing development / affordable housing
 - Supporting local business and employment
 - Protection of Aboriginal heritage
 - Cycleways / footpaths / public transport



Help shape the future of the Central Coast



Share your feedback to help inform the next iteration of the Central Coast Community Strategic Plan (CSP) and the Local Strategic Planning Statement (LSPS)!

These documents help guide the delivery of the social, environmental and economic aspirations of the community – so it's important they represent a wide range of views.

Since the adoption of the first CSP in 2018, the world and our communities have experienced a lot of change. Now, we want to hear from you to ensure these documents align with your evolving aspirations for our region and help guide Council's strategic and operational decision making.

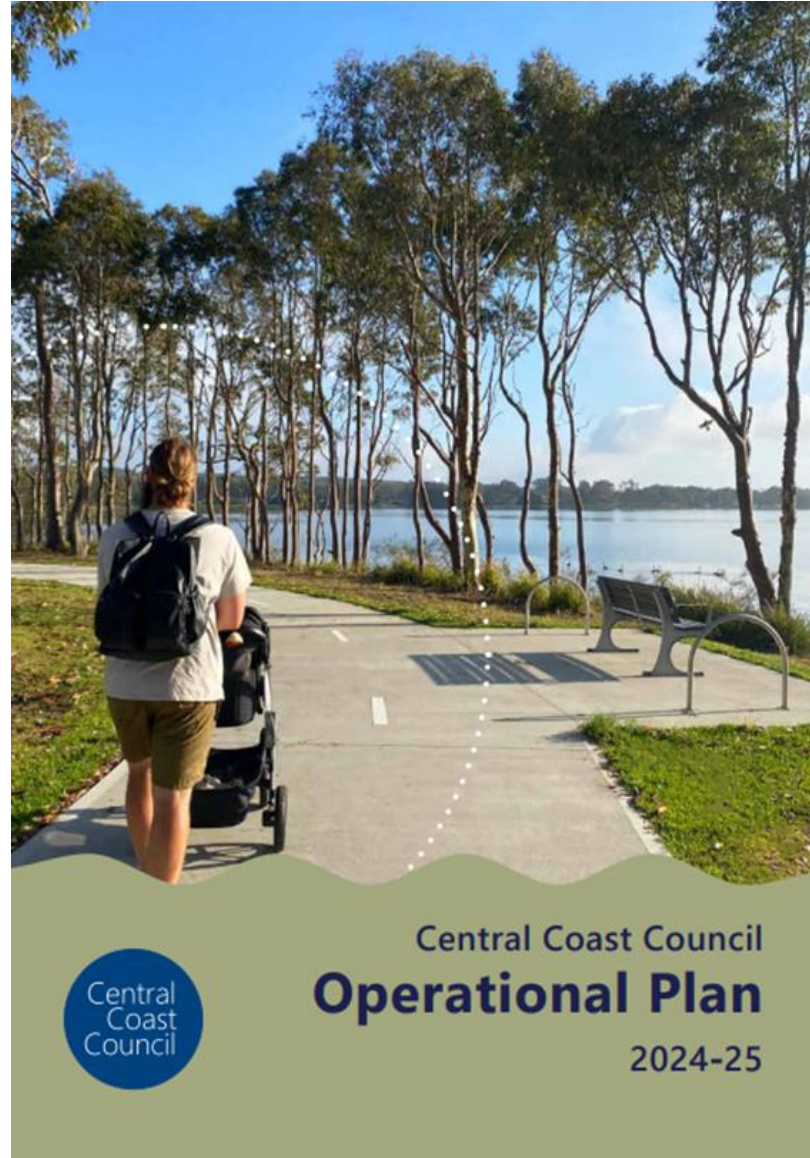
Scan the QR code to complete the survey or visit yourvoiceourcoast.com/CSPandLSPS

Feedback accepted until Monday 16 October



- An engagement report with complete details of engagement, results and findings will be presented to Council July.

Delivery and Operational Plan



Measuring the success of engagement

We measure the success of engagement by asking ourselves these questions:



Were activities and outcomes aligned with the objectives and principles of this strategy, as well as the specific objectives in our project-based engagement plans?



Were all those affected by a decision reached and given the opportunity to have their say?



Was the feedback we received relevant, and were we clear in what we were asking and why?



What feedback did we receive from the community about their engagement experience?



Were participation numbers sufficient in the context of the project?



Were participants informed of the outcome?



Council Services And structure

Environment and Planning

The Environment and Planning Directorate supports the community to provide strategic direction for the future. It does this through appropriate planning and regulation of both of our built and natural environments and striving for an appropriate balance between meeting the region's economic and environmental objectives.



Economic Development and Property	Environmental Compliance Services	Development Assessment	Strategic Planning	Environmental Management
<ul style="list-style-type: none">• Project Management and Development• Parking Stations• Commercial Property• Cemeteries Management• Holiday Parks	<ul style="list-style-type: none">• Ranger Services• Land Regulation• Business Support• Environment Protection	<ul style="list-style-type: none">• Employment and Urban Release• Development Advisory• Building Assessments and Certification• Development Engineering• Residential Assessments	<ul style="list-style-type: none">• Corporate Planning and Reporting• Local Planning and Policy• Local Infrastructure• Land Monitoring	<ul style="list-style-type: none">• Environmental Infrastructure• Natural Assets and Biodiversity• Water Catchments• Bushfire and Flood Risk Management

Community and Recreation Services

CR&S focuses on strengthening and supporting the Central Coast community's quality of life, contributing to our vision of a vibrant, sustainable, and connected region. Our strategic and operational efforts enhance community services, programs, and events. We collaborate with other Council departments to provide a holistic approach to service delivery for the Central Coast community.



Melanie Smith
Director Community
and Recreation Services

Communications, Marketing and Customer Service	Leisure, Beach Safety and Community Facilities	Libraries and Education	Open Space and Recreation	Community and Culture
<ul style="list-style-type: none">• Customer Service and Customer Experience• Communications and Media Relations• Community Engagement• Digital Marketing• Destination Planning and Tourism Industry Services• Visitor Services, Corporate and Destination Marketing	<ul style="list-style-type: none">• Beach lifeguard patrols and beach safety education• Recreation centres, leisure centres and pools• Community Facilities including leased and licenced assets• Booking of community halls, open space activities and special events• Planning for new facilities• Senior and Youth Program	<ul style="list-style-type: none">• Library branches, home library service, mobile library and Library@yourtime• Library outreach programs• Early education and care long day care centres, including Speech Pathology Services	<ul style="list-style-type: none">• Outdoor sporting facilities, reserves and playgrounds• Activation of events• Estuarine swimming areas- rock pools, skate parks, BMX tracks, non-leased tennis facilities and other courts• Roadside vegetation Maintenance• Recreation planning	<ul style="list-style-type: none">• Art galleries and theatres• Community and cultural development and capacity building• Community grants• Community education• Town centre management and place activation• Major, corporate and community events



Infrastructure Services

Infrastructure Services manages a coordinated approach to all infrastructure asset functions. We support strategic decision making and deliver cost effective infrastructure to the community, including roads, drainage and Council buildings, and management and operation of waste services for the community.



Engineering Services	Roads Construction and Maintenance	Procurement and Project Management	Roads and Drainage Infrastructure	Facilities and Asset Management	Waste and Resource Recovery
<ul style="list-style-type: none">• Infrastructure Assessment and Systems• Road Technical Services• Projects and Protocol Management	<ul style="list-style-type: none">• Construction Delivery• Local Roadsides• Pavements• Program Delivery	<ul style="list-style-type: none">• Contracts• Procurement and Purchasing• Project Management• Stores and Inventory Management	<ul style="list-style-type: none">• Road and Drainage Design (capital works)• Road and Drainage Program Management (Capital Works)• Asset Management	<ul style="list-style-type: none">• Asset Management and Maintenance• Facilities Management and Operations	<ul style="list-style-type: none">• Waste Facilities• Waste Services including recycling centres and waste education

Water and Sewer

Our purpose is to provide water services that preserve our environment and maintain the liveability and health of the community. Our vision is to be a trusted community service provider and place the customer at the centre of everything we do.



Headworks and Treatment	Assets and Projects	Network and Operations	Asset Security and Reliance
<ul style="list-style-type: none">• Water Treatment Plant Operation• Engineering• Dam Safety• Regulation Management• Trade Waste	<ul style="list-style-type: none">• Capital Projects• Asset management• Design• Construction• Project management• Planning	<ul style="list-style-type: none">• Water Operations Centre• Civil Engineering• Operations and Maintenance• Fault and emergency response	<ul style="list-style-type: none">• Water Education• Risk Management• Customer Relationships



Corporate Services

Corporate Services develops and maintains the organisation-wide frameworks that guide our ways of working including overall responsibility for Council's policies and procedures. The work of the Corporate Services Directorate facilitates the efficient delivery of services to the Community.



Marissa Racomelara
Director Corporate Services

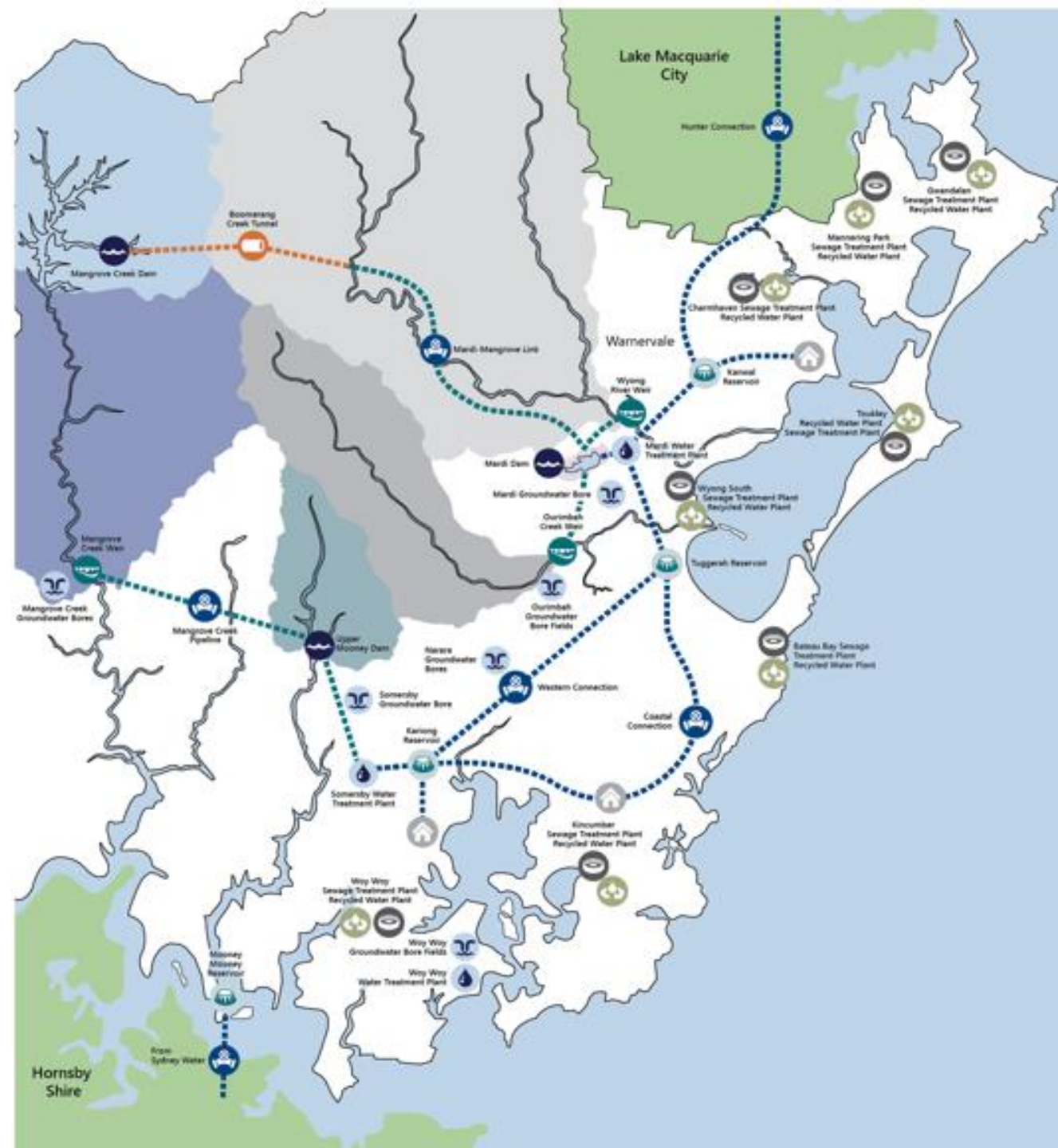
Finance	People and Culture	Information and Technology	Plant and Fleet	Governance, Risk and Legal	Enterprise Risk Projects
<ul style="list-style-type: none">• Financial planning and management framework• Water and Rate Billing• Financial Business Partnering• Asset registers• Accounting• Accounts Payable	<ul style="list-style-type: none">• Payroll• Health and wellbeing• Recruitment• Workforce management planning• People and Culture Business Partnering• Safety	<ul style="list-style-type: none">• Hardware and Software supply and support• Technology efficiencies• Information Management	<ul style="list-style-type: none">• Fleet Management• Mechanical Services• Leaseback and• Car-Pooling initiatives• Heavy Plant Pool operations	<ul style="list-style-type: none">• Mayor and Councillor support• GIPA Applications• Organisational legislative compliance• Insurance portfolio• Legal advice• Internal Audits	<ul style="list-style-type: none">• Risk framework review



What keeps us busy?

Central
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Our Water Systems on the Central Coast



Roads and Rubbish

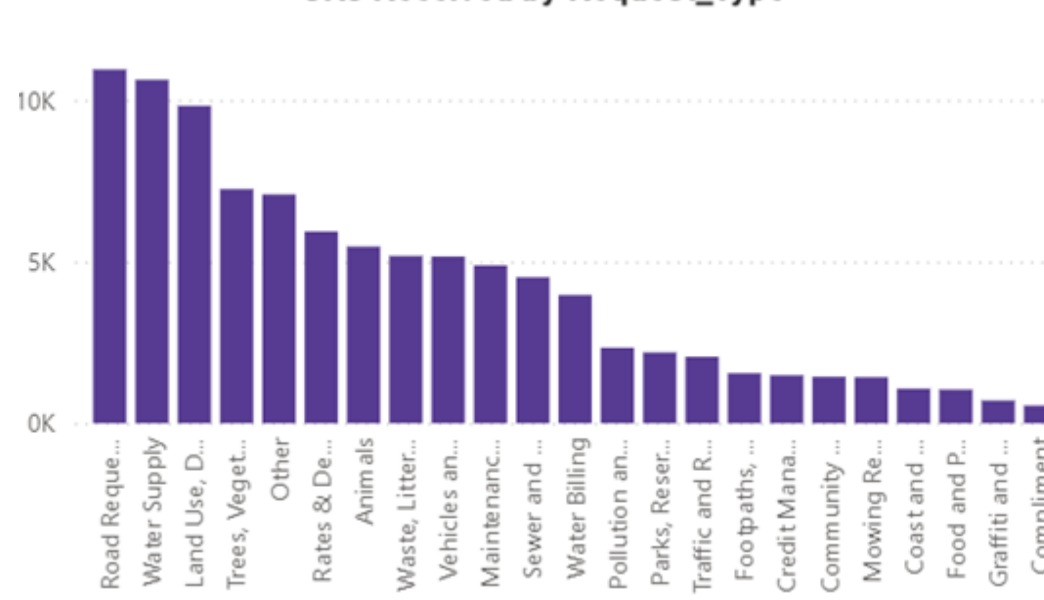
- 109,418 **pothole repairs**
- 68kms of **table drains cleared**
- Deliver **domestic waste management services** to 142,312 households.
- Deliver **commercial waste** collection services to 3,900 non-residential properties.
- Servicing the community by providing 2,500 **public waste and recycling bins** across the local government area.
- **Proactive inspections** of road, drainage, pathway, open space, recreational facilities, buildings, fire trails, and the like.



Customer Experience

- Calls received– **172,026** (average of **14,336** p/m)
- 85% First Call Resolution
- Total visitors to all **Counters and Service Centres** – **22,887**
- Greater than **80% for 5-day responsiveness** and overall responsiveness
- **99,232 CX Service Requests** handled across the organisation, with 96,510 resolved (97%)

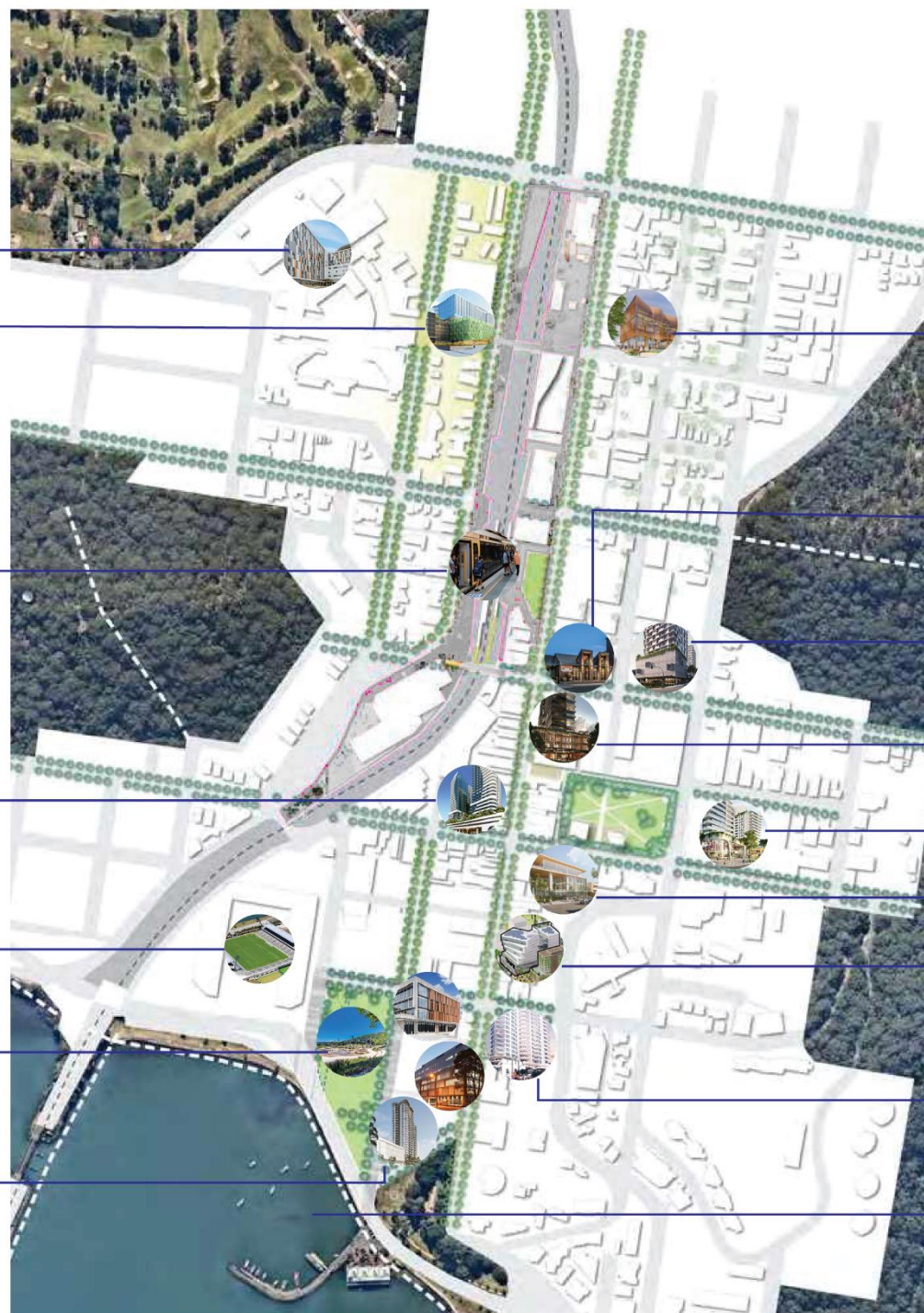
SRs Received by Request_Type





Major Projects & Initiatives

Gosford City Current Projects Map



Gosford Hospital Upgrade (complete)

Hospital New UON Education Centre upgrade

Gosford Train Station

Archibald by ALAND

Gosford Stadium

Gosford Waterfront Park

St Hillers Residential Development

UON Gosford Campus

Gosford Hotel upgrade

340 Mann Street Residential Development

Bonython Gosford

Kibbleplex / Gosford Alive

Gosford Library

Gosford TAFE New Campus

ATO and New Mixed Use Development

Gosford Waterfront Revitalisation study area



Gosford Waterfront Revitalisation Plan

- HCCDC to finalise Strategic Business Case this election term
- Develop 'quick-wins' and short-term interventions to promote cyclic economic stimulation in Gosford



Gosford UON Campus

- NSW Government has formally approved the \$63.8 million University of Newcastle Gosford Campus at 305 Mann Street, Gosford.
- Expected to be completed in mid 2025



Warnervale Business Park Masterplan

- Urban release area for new businesses, industrial estate, bulky goods and swim centre
- Located near freeway connection to both Sydney and Newcastle and adjacent Warnervale railway stop



Central Coast Airport Masterplan

- Promote General Aviation and ancillary uses for new employment opportunities
- Enable Emergency services relocation and improved access for the region



What will keep you
busy?

Some key Tasks for the new Council

- Develop the refreshed or new community strategic plan
- Develop and adopt a new Delivery program, Operational plan and Budget
- Review the forward Capital Program
- Review the Long Term Financial Plan
- Review the forward program of strategic plans (and updates)
- Update the Local Strategic Planning Statement
- Adopt our Coastal Management Plans
- Determine a response to the legislative changes around our Water and Sewer business
- Finalise the Dogs in Open Space Management Plan
- Open the Gosford Regional Library
- Adopt the Open Space Strategy
- Adopt the Public Toilet Strategy
- Adopt the revised Flood and Tidal Inundation Policy
- Endorse Plans on new playing fields at Colongra



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Questions?



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centralcoast.nsw.gov.au**

Lodge a request using the online portal located on our website

Call 02 4306 7900

**Visit our customer service centres:
2 Hely Street, Wyong
91-99 Mann Street, Gosford**

The logo for Central Coast Council, featuring the text "Central Coast Council" in a blue, sans-serif font, centered within a white circle.

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Thank you