

Engagement Outcomes Report

Your water and sewer services 2024



Activity:

Price phasing – Table group discussion
Do you have a preference for a model of
price-phasing?

Smooth, Gradual Increase, Gradual
Decrease



July 2024



Central
Coast
Council

love water
use it wisely

Can you live to 150 litres?

How we use water at home



Running tap
wasting 10L
8 litres/min
Non-leaking running tap
16 litres/min



4 min shower
wasting 160L
8 litres/min
Non-leaking shower
13 litres/min



HOW DO YOU WANT US
TO ENGAGE WITH YOU
IN THE FUTURE?

Phone surveys	Online surveys or forms	Via social media e.g. Facebook or Instagram	Pop-up engagement in your local community	Online events such as online workshops or webinars
Council website	Participate in a community forum or working group	Email	Not sure	

Central
Coast
Council

LOVE
WATER
USE
IT
WISELY

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Background & objectives



1.1 Background

Central Coast Council Water and Sewer is committed to ongoing community and stakeholder engagement to inform its operations, with a focus on placing the customer at the forefront of decision making and service delivery.

Engagement with customers and key stakeholders, to better understand what matters most to them about their water and sewer services, is key to determining community values and expectations about levels of service. The Water and Sewer Community Engagement and Education Strategy guides how Council delivers ongoing engagement, as well as engagement for specific purposes.

This Engagement Outcomes Report is specifically focused on the Your Water and Sewer Services 2024 community engagement program, which is being carried out to inform Council's 2026 – 2031 water pricing submission to the NSW Independent Pricing and Regulatory Tribunal (IPART).

In the consultation period, our community identified various topics that were outside of the scope of this project. The themes listed below will be shared with the relevant business units of Council for their attention/action:

- Stormwater drainage
- Weed management on roadways
- Flood management
- Beach safety ratings
- Wildlife protection around lakes
- Access to water bubblers
- Customer Services call centre
- Education of Aboriginal matters.

We also received customer feedback that relates to areas of functions that cannot be influenced or changed, primarily due to legislative constraints. Whilst this feedback has been captured, in order to ensure ongoing legislative compliance, no action will be taken to implement those suggested changes.

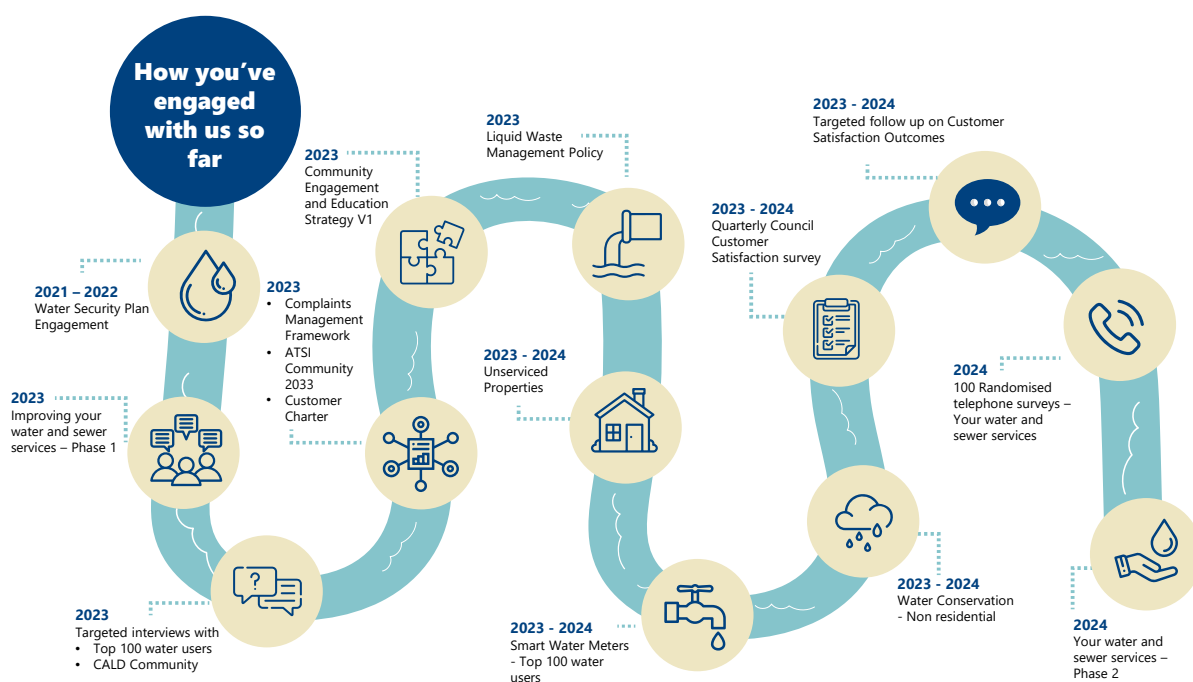


Figure 1 – Council is committed to ongoing engagement with customers

Central Coast has a population of 348,930 people and a vast water and sewer system, including three dams, three weirs, three water treatment plants, over 50 reservoirs and more than 5,010 kilometres of pipelines. The sewer network consists of over 2660km of sewer mains connecting houses, businesses and public facilities to 324 pumping stations and 8 sewerage plants. Council services more than 139,000 homes and businesses. Community input is required to help understand customer values and desired outcomes, engagement preferences and appetite to pay for improved service levels.

As the only water and sewer service provider for customers located across a large geographic area on the Central Coast, it is essential that Council's pricing submission to IPART is informed by customer feedback. This report outlines the methodology and outcomes from this part of Council's ongoing engagement with customers and community.

1.2 IPART

1.2.1 The 3Cs model

Central Coast Council is regulated by the Independent Pricing and Regulatory Tribunal (IPART). IPART sets maximum prices for Council's water and sewer services.

Central Coast Council Water and Sewer will continue to incorporate the IPART 3Cs Framework and Guiding Principles into its planning and operations.

This focuses on customer, cost and credibility (3Cs) and will include ongoing engagement to determine community values that will act as inputs to the 2026 – 2031 IPART Pricing Submission. It will help in the determination of expenditure, with outcomes linked to community values (where viable) for both short- and long-term planning.

1.3 Objective

1.3.1 Your water and sewer services 2024 engagement program

The purpose of this engagement program was to seek community feedback in line with IPART's 3Cs Framework emphasising a customer-centric, cost-effective, and credible approach. The outcomes of this engagement program will ensure that community voice is a key player in formulating the 2026 – 2031 IPART Pricing Submission.

Beyond the IPART submission Central Coast Council Water and Sewer are committed to using the findings from this project to work towards community values, aligning service provisions with customer expectations, and continuing the conversations in the future.

The 3Cs model serves as guide, incorporated into the engagement approach. The approach to designing the community engagement program reflects Council's emphasis on understanding the community, identifying values, and maximising long-term benefits. The engagement program has aimed to deploy a customer-centric, creative, and inclusive program of activities to ensure broad reach and a variety of mediums for customers to participate and provide input.



The engagement program was designed to be true to the 3Cs model and achieve the following objectives for Council:

- Understanding who the community is
- Understand what matters to the customers
- Understand community values and desired outcomes
- Create investment strategies to achieve these outcomes
- Identify customer insights and link these to service improvements

High-level objectives of the engagement program were to:

- Develop relationships with customers and community through face-to-face engagement, co-design and overall community presence
- Educate customers and community on water and sewer related services and assets
- Gather community input to help understand and prioritise customer values and desired outcomes
- Identify community engagement and communication preferences
- Gather feedback to help form and support the 2026 – 2031 pricing submission to IPART
- Assist in establishing a database of customers and community members interested in participating in future engagement opportunities
- Build trust through transparent communication and quality authentic consultation

Further, the engagement program also sought to gather feedback on the following topics:

- Retesting and prioritising of the values and outcomes
- Levels of service and customer expectations
- Issues experienced by customers and the wider community
- Communication preferences



Engagement methodology



2.0 Engagement methodology

Innovative, creative and broad-reaching engagement

A comprehensive and ambitious program of engagement was developed with a focus on using creative and innovative engagement techniques to reach the broad community of the Central Coast during June and July 2024. This engagement program is aligned with the IAP2 framework.

A variety of engagement activities were planned to achieve the primary objective of hearing from a broad and representative sample of the community, and with secondary objectives of testing the effectiveness of different engagement methods. These objectives not only served to gather meaningful input from community, but also established community preferences for future engagement opportunities.

Further, as the engagement program spanned over 7 weeks, there were opportunities to adapt and improve on engagement activities based on how the community responded to particular activities. As an example, two series of Deliberative Forums were held, with the South series taking place before the North series. Some activities at the latter series were adapted and improved based on feedback from participants in the first session. This demonstrates an evolution of engagement throughout the program, and ultimately lead to richer feedback being collected in the second session.



2.1 Engagement scope

This report captures all community feedback and sentiment received during the engagement period. During the engagement process, a number of matters were raised that are not within the scope of this engagement program i.e. relating to areas outside of water and sewer functions. The customer feedback has been noted and passed on to the appropriate Central Coast Council unit.

The report contains feedback that refers to a number of services and functions of Central Coast Water and Sewer that are non-negotiable due to legislation requirements.

The report also refers to services and ideas that have been captured in previous engagement and have informed future planning processes, such as the CCWSP.

The program of engagement activities included:



Computer-aided telephone interviews

100 Computer-Aided Telephone Interviews (CATI) of a random sample of residents aged 18 years and over from the Central Coast local government area (LGA)



Deliberative forums

North and South groups comprised of 2 x in person sessions with a total 10 hour duration for each group (20 hours face to face engagement for the North and South groups combined).



Staff workshop

delivered by The University of Sydney academics focusing on co-design, AI and engagement design in pop-up engagement



Online survey

Online survey hosted on dedicated project online hub



Online ideas wall

Community facing ideas board



Pop-up engagement

8 pop-up locations across the Central Coast LGA



Commuter pop-ups

at 3 locations across the Central Coast LGA



Pop-up engagement

with members of the community experiencing homelessness at a Gosford evening outreach session



NAIDOC week

Engagement at NAIDOC Week community day



Workshops

2 workshops with Top 100 Business water users (online and in-person)



Business engagement

Targeted business engagement through door-knocking local businesses across the LGA

As part of a comprehensive engagement approach, Council employed a variety of methodologies to ensure inclusivity and accessibility. These included customer research surveys, deliberative forums, pop-up engagement workshops, targeted phone calls, and a digital platform. Customers and community members were then invited to participate in the engagement activities listed below.

2.2 Engagement methods



2.2.1 Telephone survey

The Community Consultation Survey into Water and Sewer Services was conducted via telephone among Central Coast local government area residents aged 18 years and over. Interviews took place over the period 6 June to 17 June 2024.

Research design

The Community Consultation Survey into Water and Sewer Services aimed to collect 100 completed responses from a random sample of residents aged 18 years and over from the Central Coast local government area (LGA). In random samples of this size, the conventional margin of error of $\pm 9.8\%$ at the 95% level of confidence means that if repeated random samples of the same size were obtained, it would be expected that 95 times out of 100 results would be within $\pm 9.8\%$ of the true population value.

Survey responses were collected using Computer-Aided Telephone Interviews (CATI). A total of 100 completed interviews were conducted with respondents living in eligible postcodes of the Central Coast LGA. To qualify for the survey, respondents had to be adults (18 years or older). Of the total respondents, 58% were female and 42% male.

Interviews took place between the period 6 June to 17 June 2024 and were conducted according to ISO 20252 standards.

Key findings

Full details of the telephone survey can be found in Appendix A. High level key findings included:

Knowledge and values

- 44% of respondents correctly named their water provider (Central Coast Council) - though none mentioned the name Central Coast Water and Sewer Directorate.
- 25% claimed to be passionate about ensuring water and sewer services were available for their community in the long term, while 46% took some interest and 29% said they only cared about their water and sewer when there was an issue.
- The most important value to the community by far was Good quality water that is clean, clear and safe to drink (98% extremely/very important). This was followed by Effective wastewater treatment that minimises health impacts...and ensures water released to the ocean is as clean as possible with 67% rating it extremely important (96% extremely/very important). Affordable water bills ranked third in terms with 61% rating it extremely important.

Importance of engagement

- The vast majority of residents (92%) reported that community engagement on complex water and sewer services was important to them (17% 'extremely important', 42% 'very important' and 33% 'somewhat important').
- 36% of residents felt satisfied with the opportunities provided by Council for them to have their say on water and sewer related services, with 12% 'very satisfied'

- Of those (23%) dissatisfied, the major issue (noted by half of these respondents) was not knowing what opportunities were available to provide feedback.
- None of the residents felt that they had a significant influence on the water and sewer services provided by Council. 11% reported 'some influence' while 46% reported they had 'very little influence', and 41% reported they had 'no influence'.
- Meanwhile almost half (48%) reported that they would like to be consulted or share their ideas on the future pricing proposal.
- In relation to pricing input, 19% said they would 'definitely' like to be consulted, while a further 29% said they would like to be invited.
- Among those who reported that community engagement was important, the most desirable ways to be informed were:
 - o Email (66%)
 - o Rates Notices (65%)
 - o Letters and/or Brochures/flyers (56%)
- 15% had accessed the Council's website. Most of these visits related to service disruptions or other water issues (contamination, pressure etc.) However, a quarter (four) related to water and sewer education, while three wanted to check water levels.
- Three-quarters of survey participants (74%) nominated different types of information that they would like to see on the Council's website. The key areas of interest were:
 - o Water quality and information about the safety of the water for consumption and it's profile
 - o Issues or disruption with services including any planned outages, and updates on repairs
 - o Updates on major projects / initiatives and what is being done longer-term

Communication methods

- The engagement activities residents reported as being most likely to engage with were telephone surveys (72%), online surveys or forms (62%) and printed materials (49%).



2.2.2 Online survey

An online survey was open for community feedback from Friday 14 June to Friday 19 July. The online survey had a total of 146 responses.

The online survey design used the telephone survey questions as a guide, with some adaptations made to enhance ease of response for participants using the online format.

Similar to the telephone survey, questions in the online survey focused on people's knowledge of Council's water and sewer services, their values towards how these services are delivered, as well as preferences for communication and future engagement.

The first 3 questions in the survey captured demographic data and contact details. This section of the report outlines the high-level findings from the remainder of the survey. More detailed survey outcomes can be found in Attachment B.



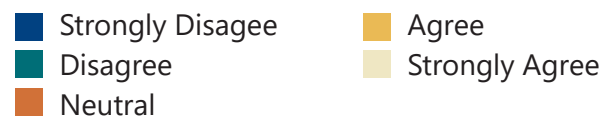
Water and sewer services

Question 4 reveals that most people care deeply about their water and sewer services, not just when there are issues. Approximately 70 respondents strongly disagreed with the notion that they only care when there's a problem. Instead, most respondents expressed an ongoing interest in local water and sewer issues that could affect them or their community. They strongly agreed that they are passionate about ensuring the long-term availability of these essential services.

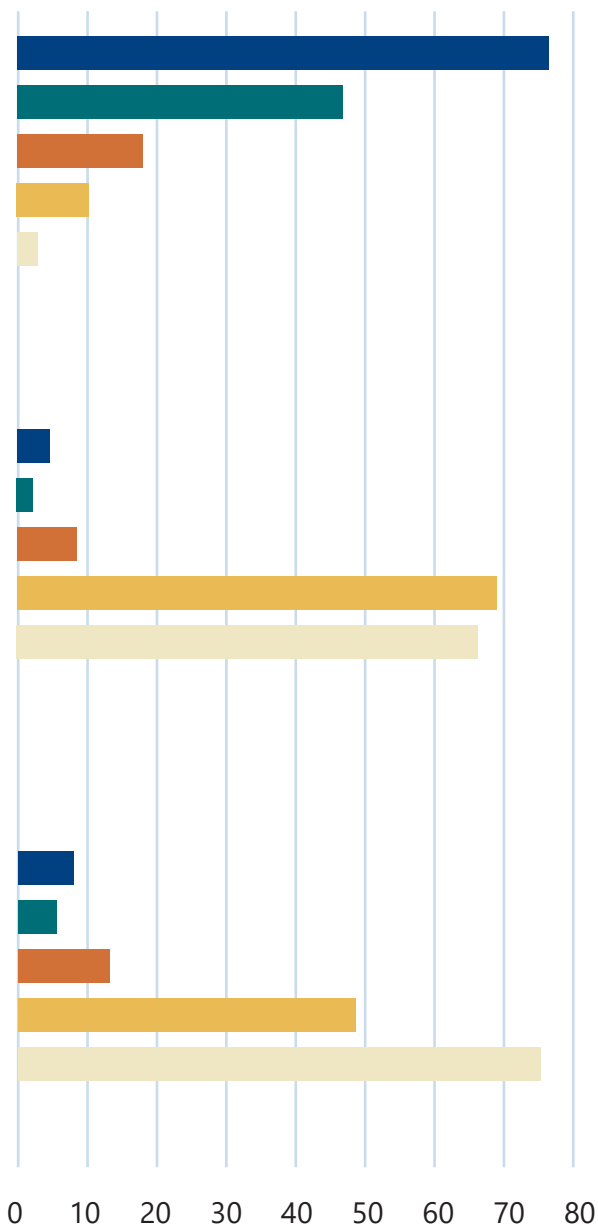
Q4. Water services

146 answers

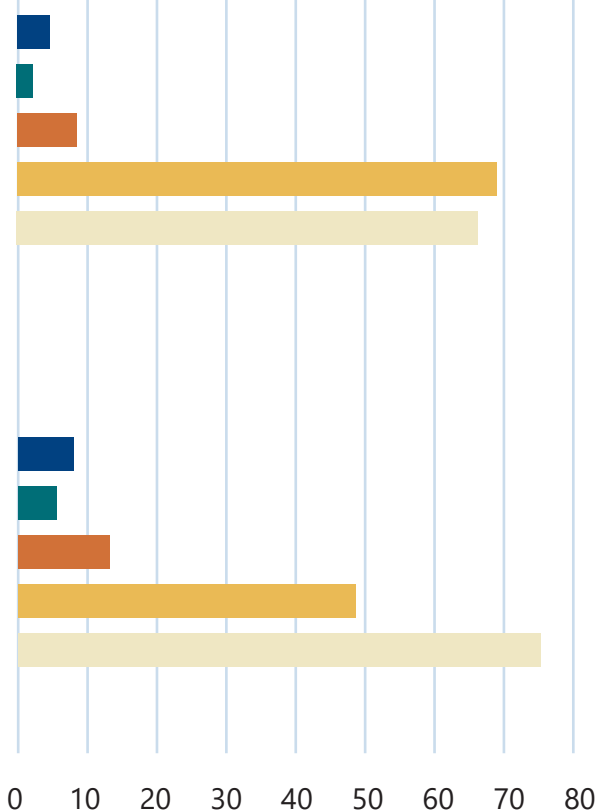
LEGEND



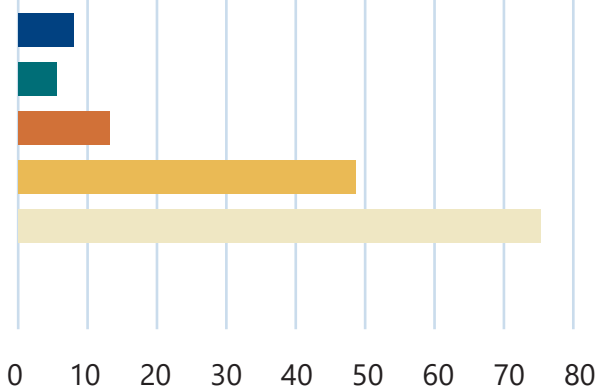
I only care about my water or sewer when there is an issue



I take an interest in local water and sewer issues that may impact me or my community



I'm passionate about ensuring water and sewer services are available for my community in the long term



Values

Question 5 was designed to re-test community values towards water and sewer services that were previously identified through community engagement. The vast majority of survey respondents indicated that all values are highly important. Good quality water and reliable service were the most important values to respondents.

Q5. Values

146 answers

LEGEND

- Very Important
- Not Important
- Somewhat Important
- Not Sure
- Somewhat Unimportant

Good quality water (clean, clear, safe drinking water)

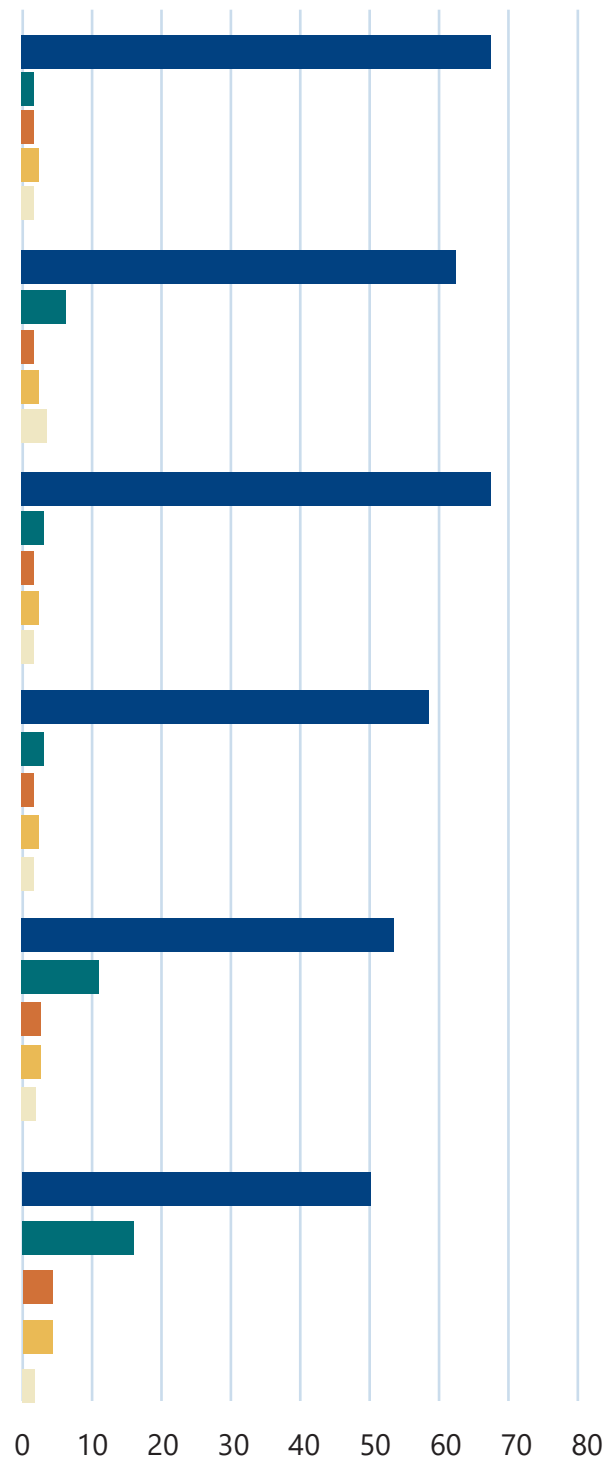
Quality water treatment

Reliable water service

Effective supply planning

Environmental planning and protection

Education (Providing clear and easy to understand information about water conservation and supply)



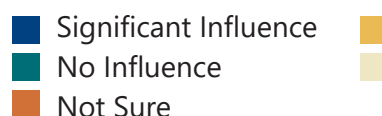
Influence on services

Question 6 assessed community perception of their ability to influence the water and sewer services provided by Council. The results clearly indicate that most of the community feels they have no influence over the services they use. Further communication and education may increase community understanding over the services they do have control over. It should be acknowledged that there are some circumstances where the community will not have influence of water and sewer services, for example, in cases where legal or regulatory guidelines mandate a certain course of action.

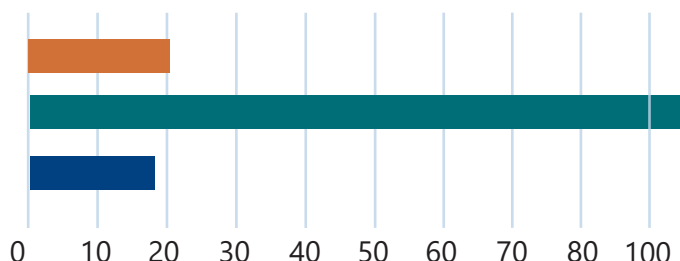
Q6. Influence on services

146 answers

LEGEND



Would you say you have...



Engagement

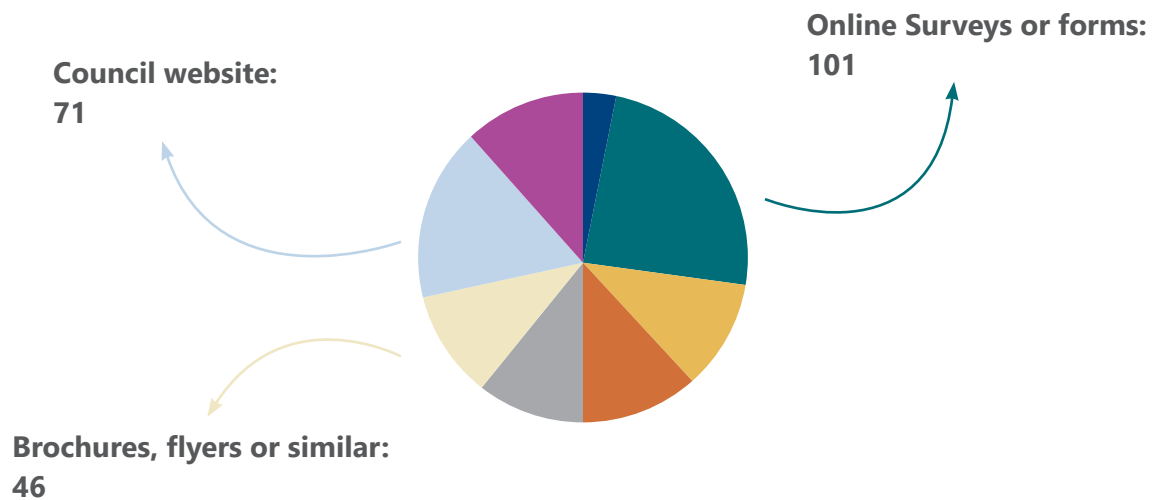
A key component of engaging with community is understanding how they prefer to receive communication, which channels they use most frequently, and the most effective ways to gather feedback. The results of this suggest that the top 3 modes for engagement are, in order, online surveys or forms, council website and brochures, flyers or similar. This indicates a strong move towards online communication; however, a large percentage still utilise and prefer paper communication.

The majority of respondents prefer to participate in engagement activities during business hours, with 66 responses indicating this preference. After work hours and weekends are also favoured by some, with 49 and 29 responses respectively, highlighting the need for flexible scheduling to accommodate different availability.

The majority of community members who have responded to this survey have a clear desire to participate in the future pricing proposal.

Q7. Engagement

Long term planning: Question 7 tested the participants preferred communication channel to receive information of long term planning projects.

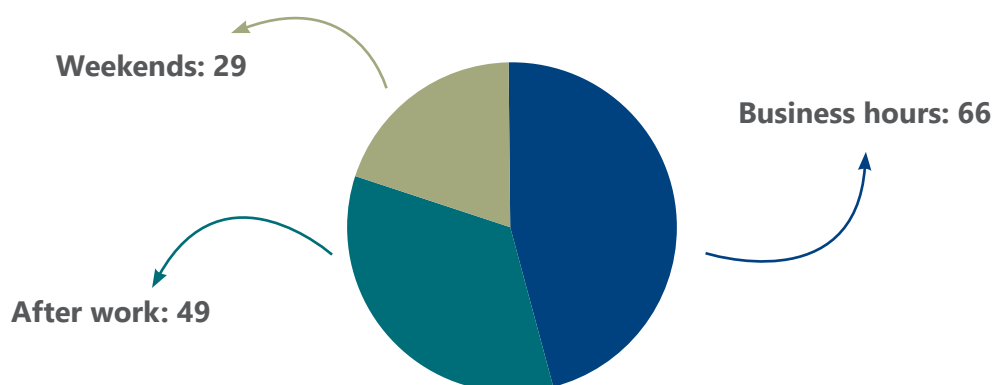


LEGEND

- Telephone surveys
- Online surveys or forms
- Via social media e.g Facebook or Instagram
- Pop-up engagement in your local community
- Online events such as online workshops or webinars
- Brochures, flyers or similar
- Council website
- Participate in a community forum or working group
- No interest in being informed / Prefer nothing / Don't care

Q8. Engagement

What would be your preferred time to participate in engagement activities?



LEGEND

- Business Hours
- After Work
- Weekends

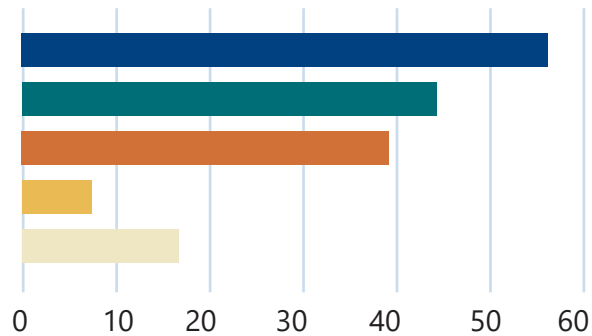
Q9. Engagement

146 answers

LEGEND

- I would definitely like to be consulted so I can share my ideas
- I would like to be invited to share my ideas
- I am happy to read about it but do not need to share my ideas
- I am not really interested in this
- Not sure

How involved would you like to be:



Website

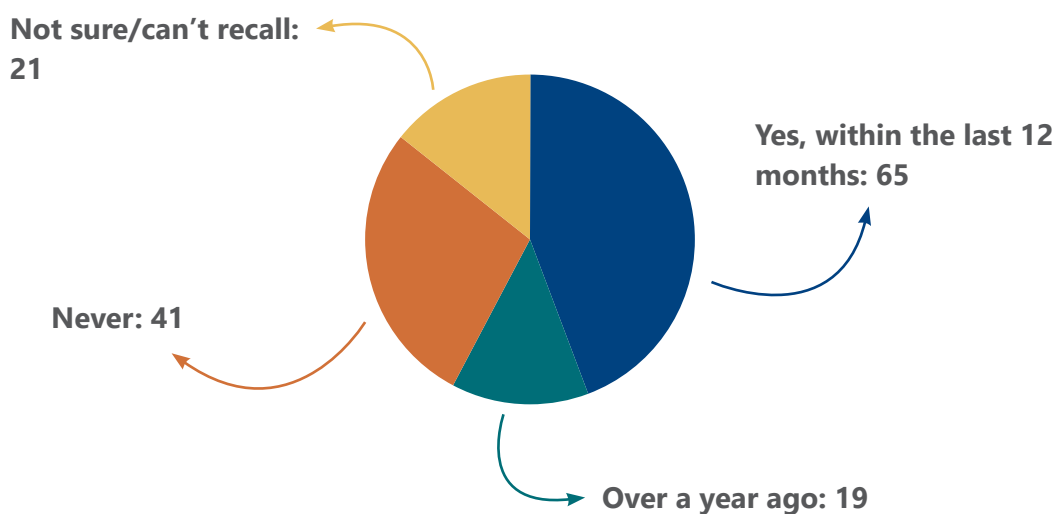
When asked about their use of the Water and Sewer page on Council's website, 65 respondents reported visiting it within the last 12 months. In contrast, 19 respondents said they last visited over a year ago, 41 said they have never used the site, and 21 were unsure if they had ever accessed it.

Q10. Water and sewer website

146 answers

LEGEND

- Yes, within the last 12 months
- Over a year ago
- Never
- Not sure / can't recall



2.2.3 Online ideas wall

The ideas wall asked participants to 'Please share your thoughts on the importance of the following values related to water and sewer services.' The information below is a summary of verbatim comments left by participants on the online ideas wall.



Water Quality



Environmental Protection



Reliable Water Service



Water Treatment



Effective Supply Planning



Education

Responses

The ideas wall had 43 responses across the six values.

Effective supply planning

The six responses from community members have voiced strong opposition to the idea of investing in a desalination plant, suggesting instead that funds should be allocated to raising the height of Mangrove Creek Dam. They argue that enhancing the dam's capacity would allow for better water storage during periods of abundance, providing a reliable supply during droughts. Additionally, some propose the construction of a new freshwater dam to further secure the region's water needs, emphasising the importance of long-term planning over temporary solutions.

There is also significant concern about the fairness of water-related fees imposed on rural property owners who are not connected to the mains supply. These residents feel unjustly burdened by annual charges and point out that poor maintenance of table drains exacerbates water runoff issues, damaging their properties and roads. Community members express frustration with the Council's consultation process, accusing it of being insufficient and

rushed, and called for more genuine and extended opportunities for public engagement.

Environmental protection

The eight responses from community members have highlighted several environmental protection issues concerning local waterways and stormwater management. Concerns raised include pollution of the Hawkesbury River with untreated sewage, particularly noticeable during heavy rains and floods. Residents are calling for better management of sewerage overflows and free disposal options for flood debris. In some areas, where older infrastructure fails to manage runoff effectively, there is a push for Council programs to provide free water tanks and develop additional water catchment ponds. The community argue these measures aim to address flooding issues and improve local drainage systems.

Additionally, there is a strong call for improved weed management on Council properties and roadsides, with an emphasis on addressing invasive species more effectively. Some residents suggest that instead of costly tree trimming, the focus should be on removing saplings to prevent larger maintenance issues.

There are also calls for substantial investments in proper drainage infrastructure, particularly in Bateau Bay, to replace open ditches with concrete drains to mitigate mosquito breeding and offensive odours. Concerns about maintaining water quality and wildlife protection in local lakes are also prominent, with suggestions for better stormwater management and more open channels to facilitate water exchange and environmental health.

Reliable water service

The two respondents both expressed the importance of financial management by Council and no appetite for rate increases.

Water quality

Seventeen respondents expressed dissatisfaction with the water quality on the Central Coast, citing several critical issues. Many complain about the overpowering chlorine and fluoride in the water, which they find unpleasant and potentially harmful. The strong chlorine odour is likened to a public swimming pool, and some residents report visible discolouration, such as yellow or brown water, which they find unsuitable for drinking or bathing. This dissatisfaction is compounded by the frequent need to replace water filters due to the high levels of chlorine and other contaminants. Calls for the removal of fluoride, which some believe is a neurotoxin, and better filtration systems are common.

Additionally, there are concerns about the hardness and corrosiveness of the water, which residents claim is damaging their plumbing and appliances. Some suggest exploring alternative water treatment methods, such as UV treatment, to improve water quality. Overall, there is a strong demand for more effective and safer water treatment solutions, along with a reassessment of current practices, to ensure that the water supplied is clean, safe, and pleasant to use.

Water treatment

The eight respondents who put forward ideas for water treatment wrote similar ideas to those suggested under Water Quality. These respondents are advocating for significant changes to the current water treatment practices on the Central Coast. A major concern is the heavy use of chlorine, which many believe poses health risks and affects the taste and quality of the water. They suggest exploring alternative purification methods, such as UV treatment, to avoid the negative impacts associated with chlorine. The health risks of chlorine and fluoride are frequently cited, with some residents pointing to potential links to cancer, neurotoxicity, and various other health issues. There is a strong call for reducing or eliminating fluoride from the water supply, which is considered harmful by several contributors.

Additionally, residents are critical of the high costs associated with water treatment and sewer services. They argue that the need for additional filtration systems and the high cost of sewer services, especially for those relying on pump-out trucks, add financial burdens. Concerns are also raised about the impact of sewer system overflows, particularly during rain events, which lead to contamination and environmental issues. Overall, the community desires a shift towards safer, more effective water treatment solutions and fairer cost structures.



2.2.4 Deliberative engagement

Deliberative engagement (also referred to as deliberative democracy or public deliberation) is a process where the community, residents or potentially impacted individuals, come together with ample time to consider complex issues. Having deliberated, the group is then able to provide input to government to inform, shape or make decisions.

The recruitment of participants for these sessions was undertaken through both external recruitment conducted by Taverner Research Group, as well as through expressions of interest lodged through the online hub. In total, 64 participants attended both deliberative forum sessions, with 38 participants completing the process in the South deliberative forum group and 26 participants participating in the North deliberative forum group.

Two series of Deliberative Forums, a North Series and South Series, were held as part of the Your Water and Sewer Services 2024 engagement program. Each group met for a total of 9.5 hours across 2 sessions:

- Deliberative Forum South Group Session 1 was held on Thursday 20 June 2024 from 5PM – 8.30PM.
Deliberative Forum South Group Session 2 was held on Saturday 29 June 2024 from 10AM - 4PM.
Venue: Gosford Entertainment Grounds, West Gosford
South participants: 38
- Deliberative Forum North Group Session 1 was held on Thursday 27 June 2024 from 5PM – 8.30PM.
Deliberative Forum North Group Session 2 was held on Saturday 6 July 2024 from 10AM - 4PM.
Venue: Kooindah Waters, Wyong
North participants: 26

North and South forums

The decision to host 4 sessions in 2 locations, Gosford in the South and Wyong in the North, was made to ensure participants were reached across the entire LGA, as well as ensuring travel was not a boundary to participation.

Having the two groups based on their geographical location ensured the varied challenges and concerns experienced by customers across a broad geographic area were adequately represented. It is generally accepted that there are many sub-communities across the various localities across the Central Coast, and having a North and South group provided more opportunities to hear from geographically diverse customers across the LGA.

Recruitment and demographics

Recruitment of deliberative forum participants

Recruitment of participants for the Deliberative Forums was designed to represent the Central Coast as closely as possible.

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



- 52 are female
- 48 are male
- 5 are Aboriginal and/or Torres Strait Islander
- 16 are born overseas
- 35 have moved from elsewhere in Australia in the last 5 years to live on the Central Coast
- 11 are living with a mental health condition



- 27 live in a two-parent family
- 13 live in a one-parent family
- 26 live on their own
- 26 live in a home that is rented
- 89 live in a household with at least one car
- 16 households are experiencing housing stress
- 66 live in a home that is owned
- 7 speak a language other than English at home



- 46 completed secondary school
- 39 have no formal qualification
- 7 need assistance with core activities
- 18 are less than 15 years of age
- 18 have a degree
- 22 are aged 65 years and over
- 56 participate in the labour work force
- 5 people are currently unemployed



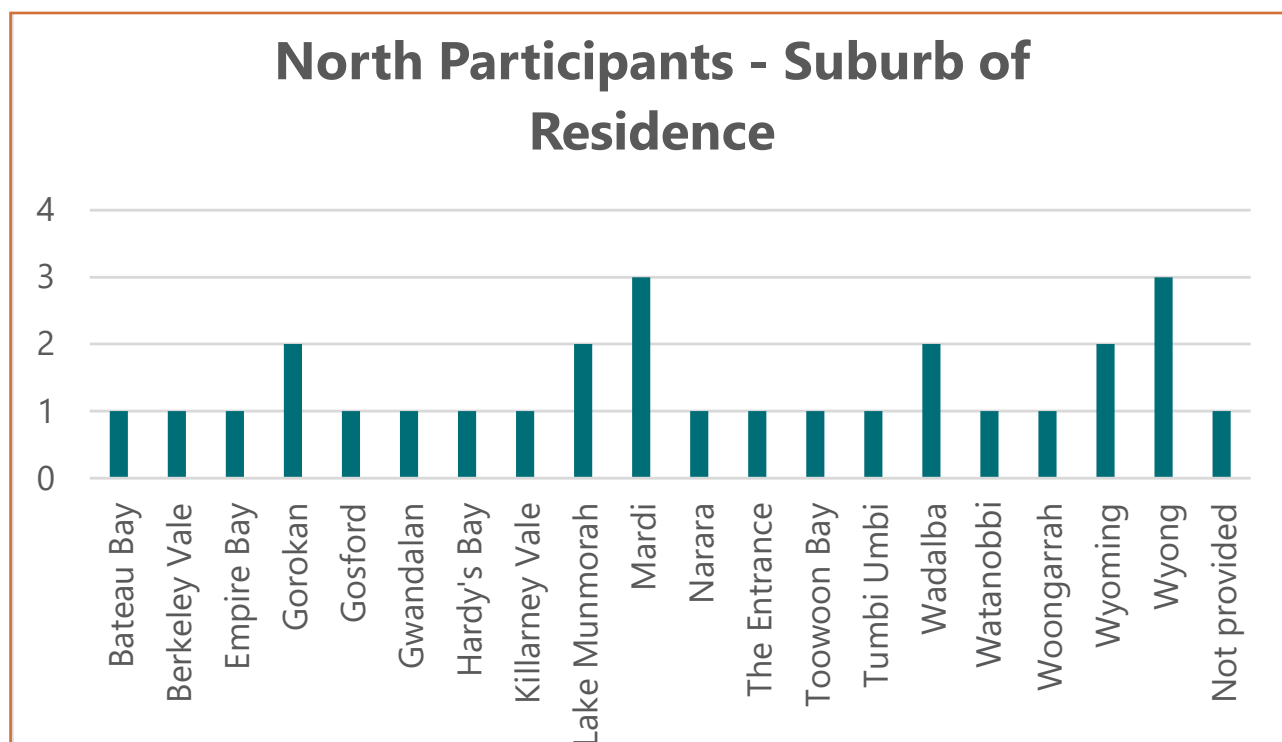
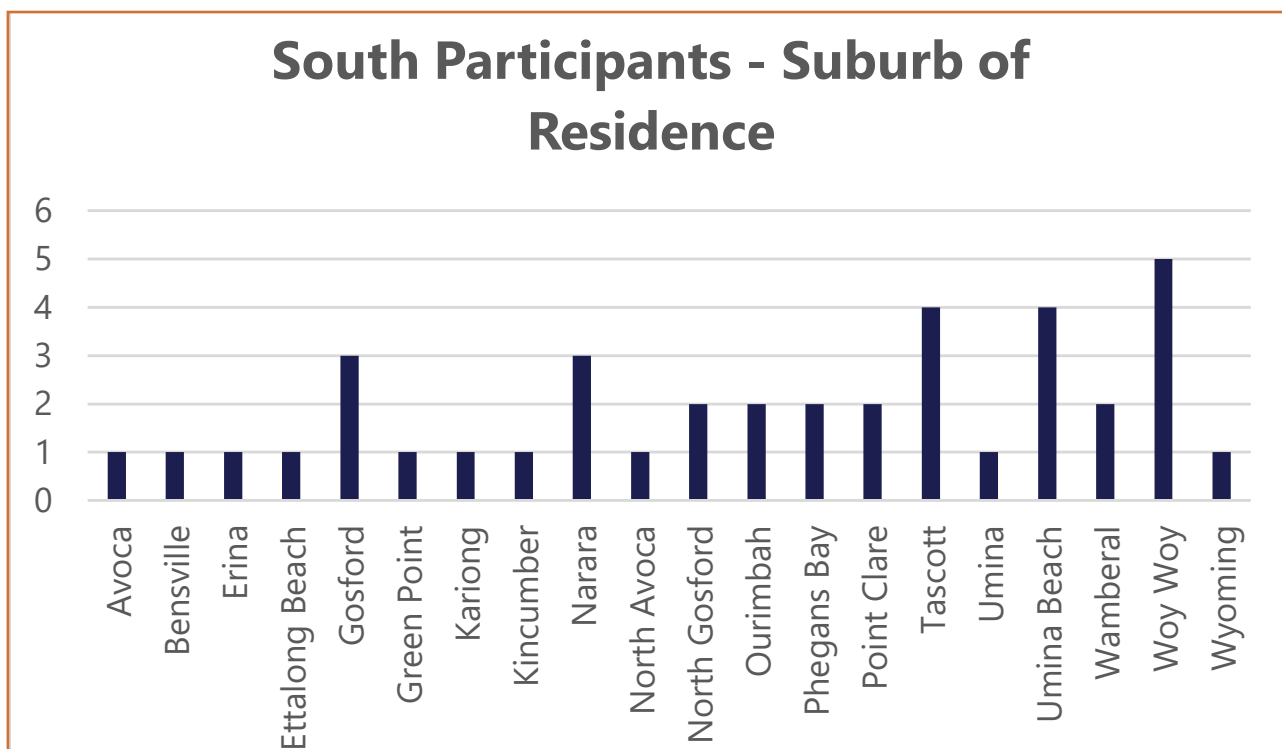
- 34 earn less than \$500 per week
- 19 have a weekly household income over \$3,000
- 13 are carers, providing assistance to a person with a disability, long term illness or old age
- 12 people volunteer
- 2 travel to work by public transport
- 24 travel outside of the LGA for work

An Australian-based research and recruitment agency was engaged to undertake the initial recruitment of Central Coast Council Water and Sewer customers to participate in the Deliberative Forums as a representative sample of the Central Coast community.

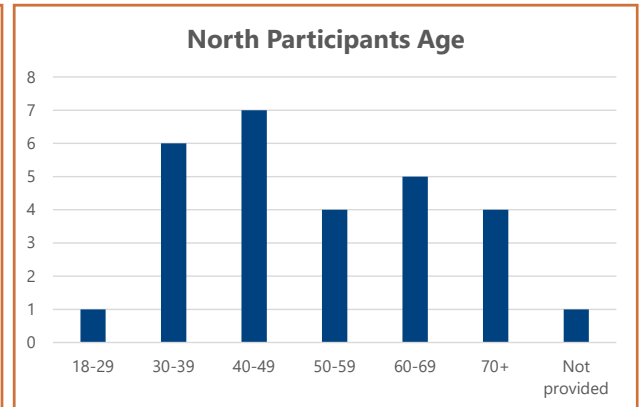
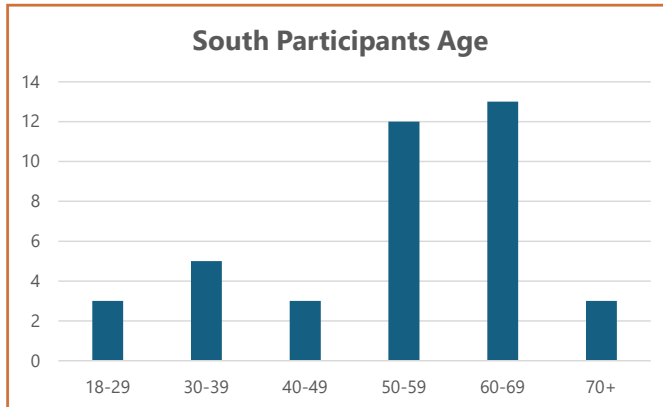
The agency used a tried and tested methodology, largely focused on social media, to seek expressions of interest prior to carrying out a screening process finalising the participants to take part.

Demographic make-up of participants:

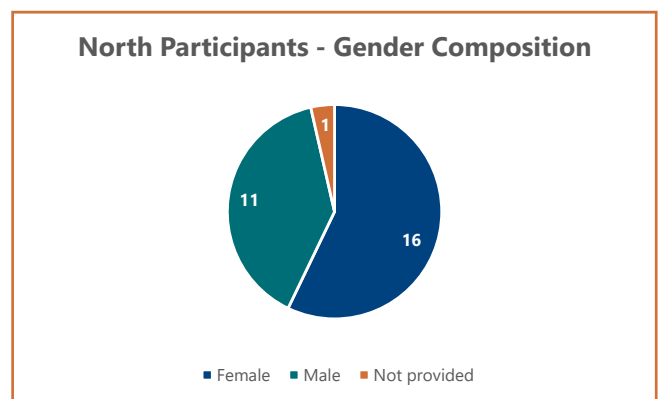
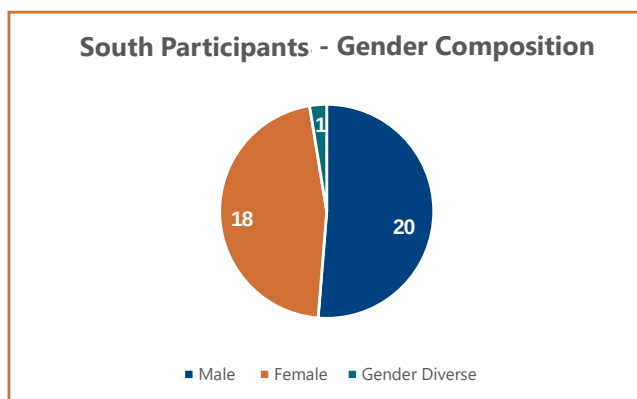
Suburb of residence



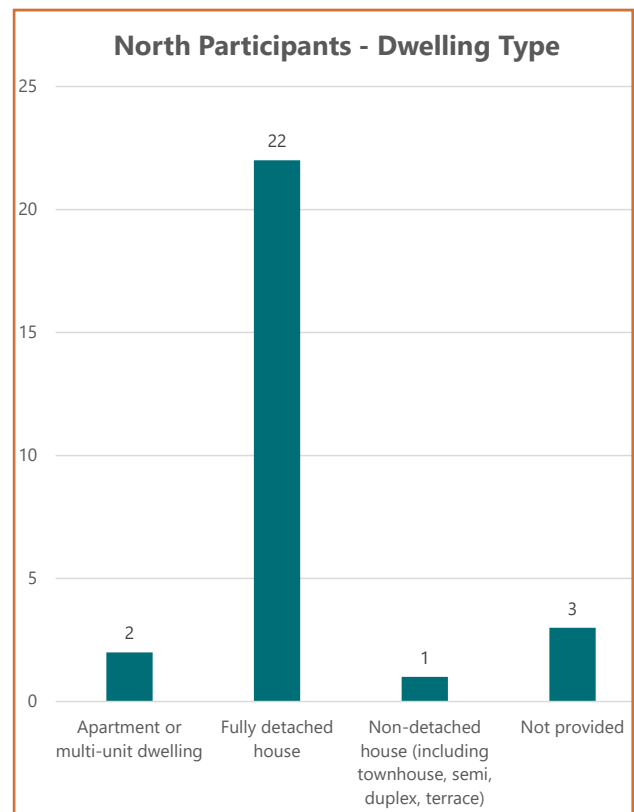
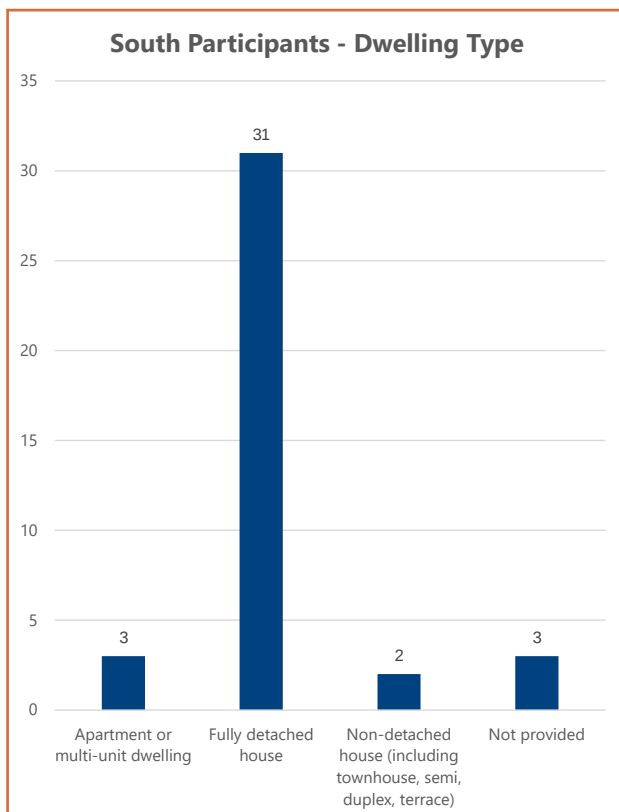
Age



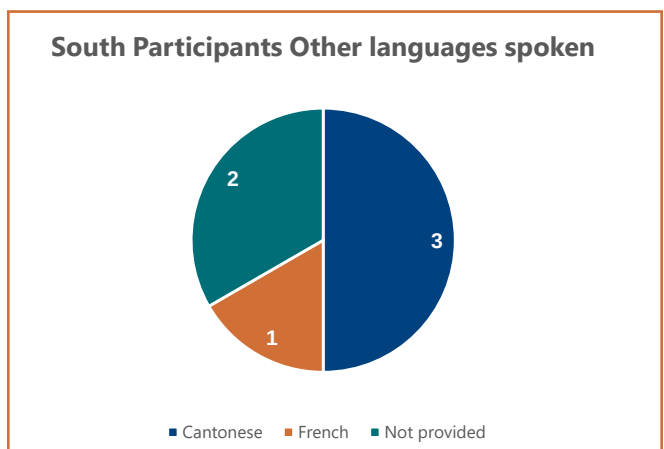
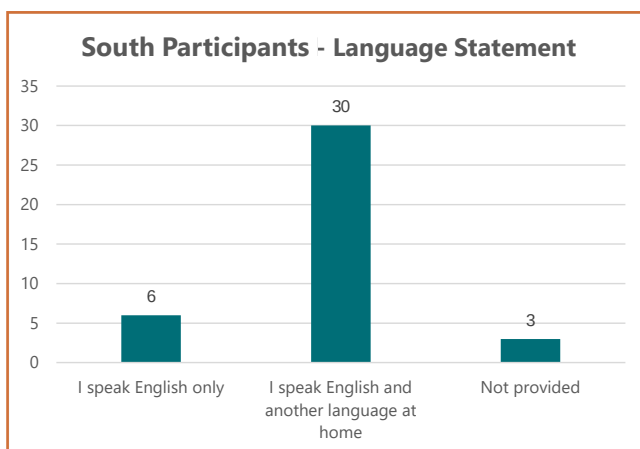
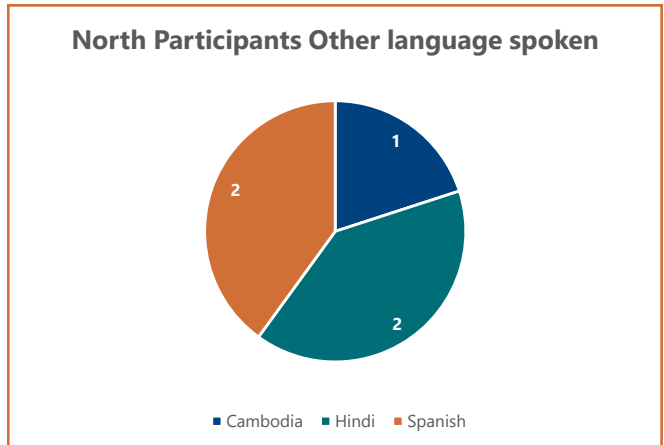
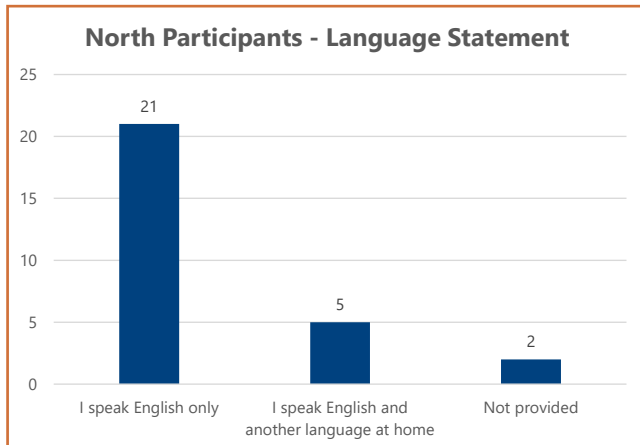
Gender



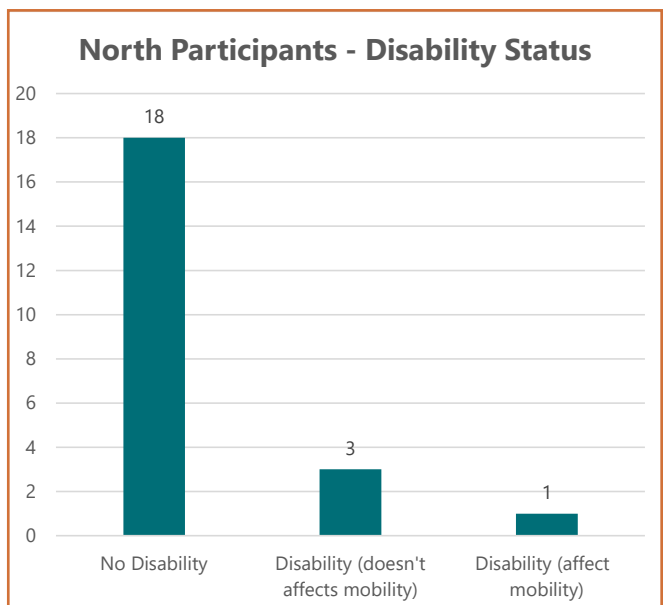
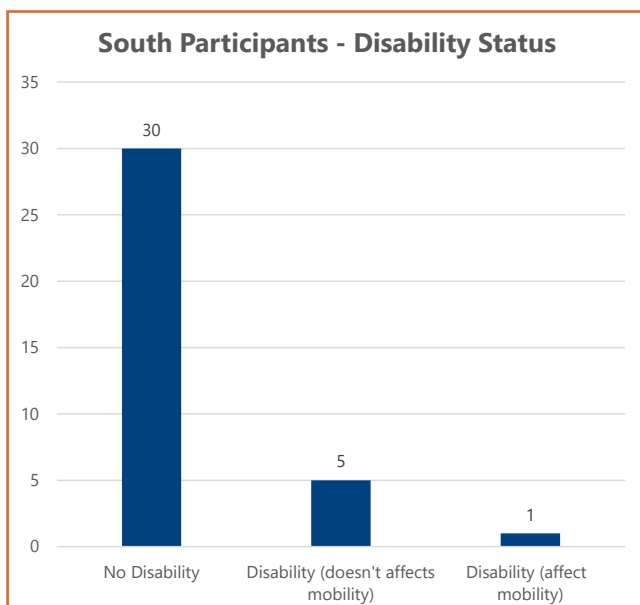
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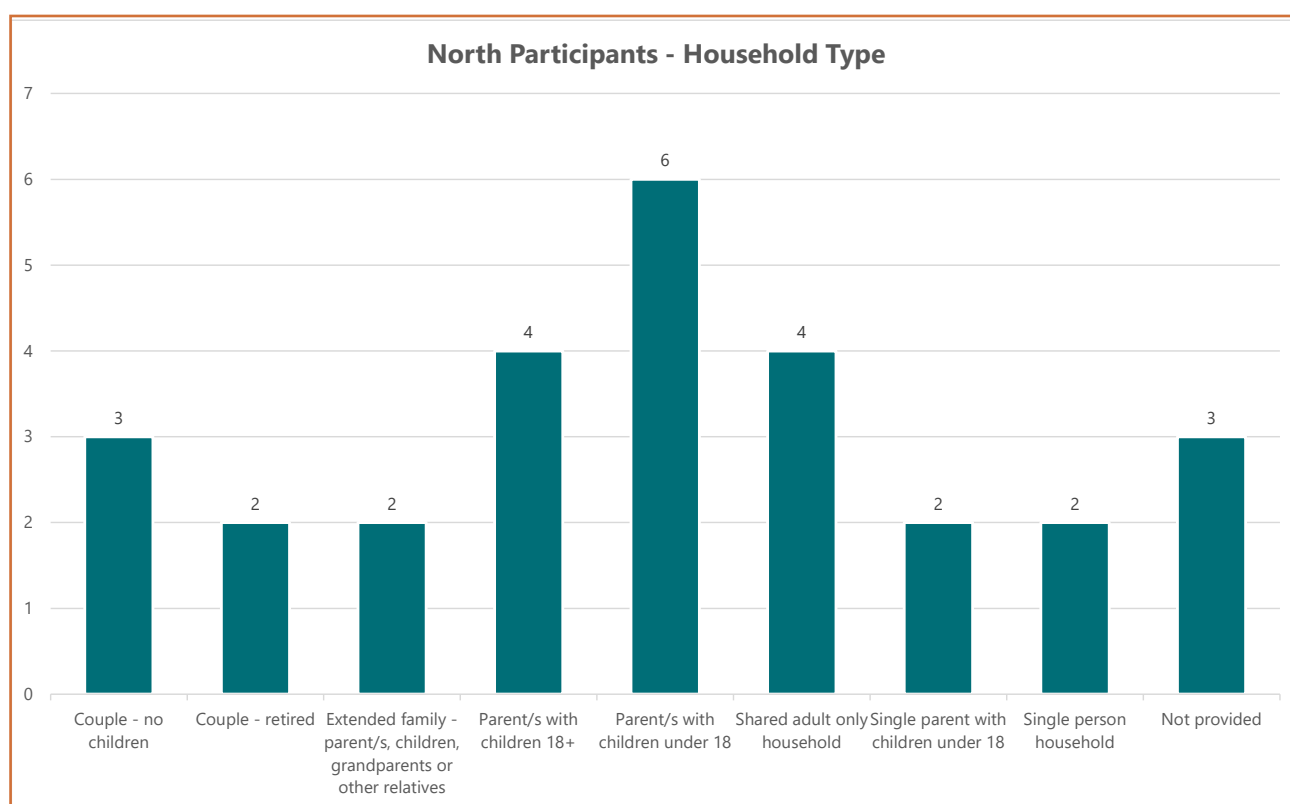
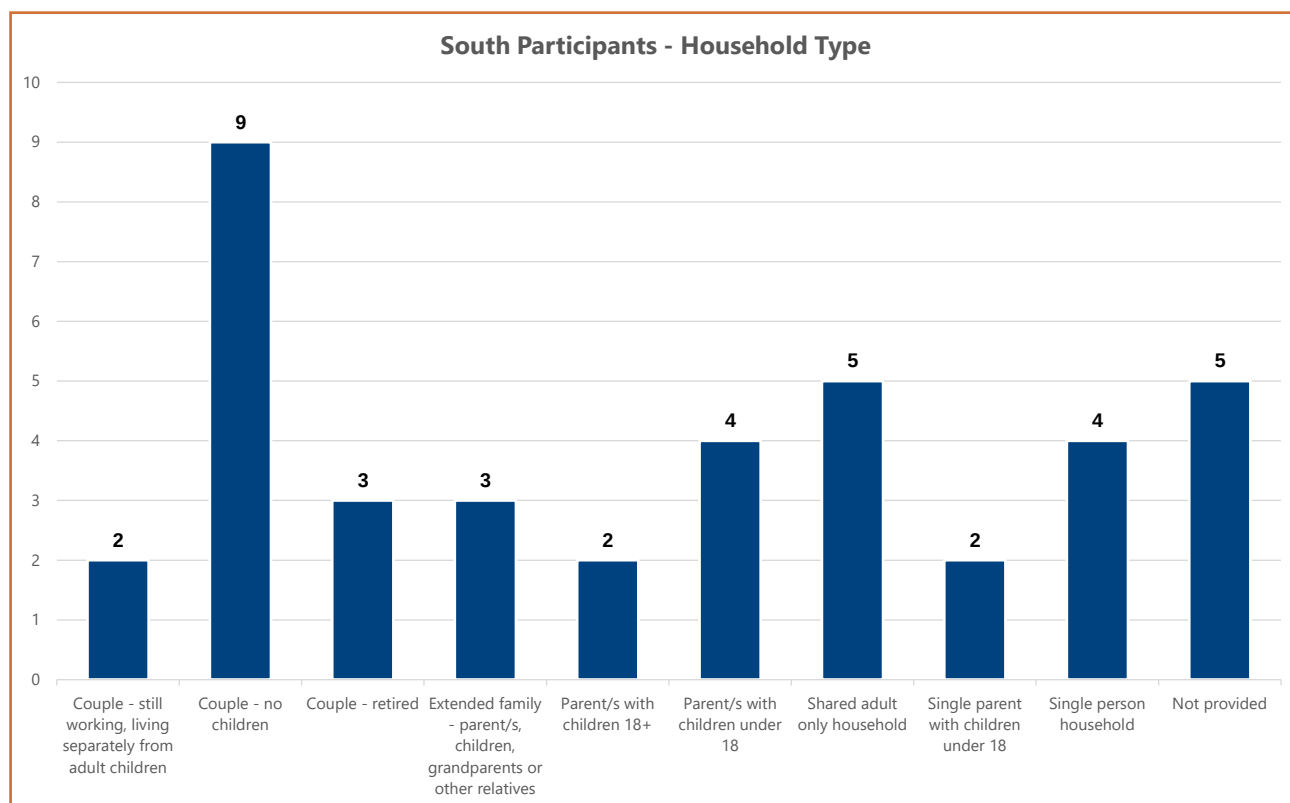
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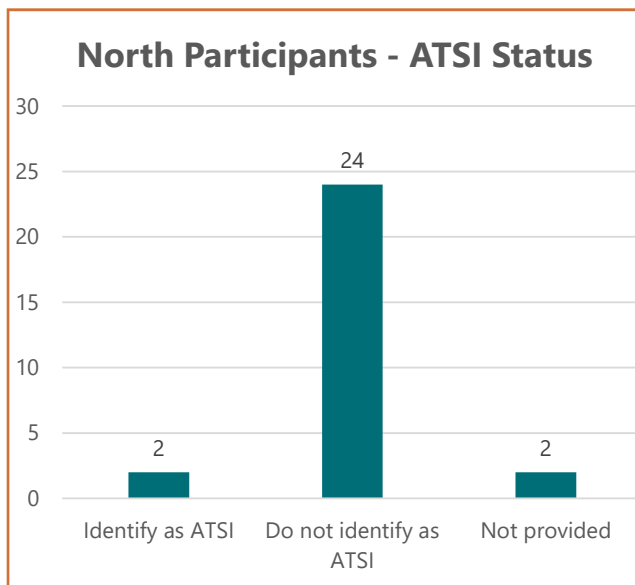
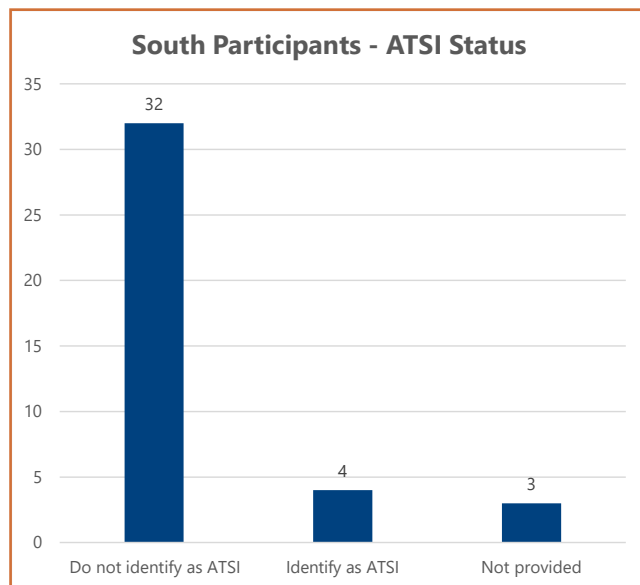
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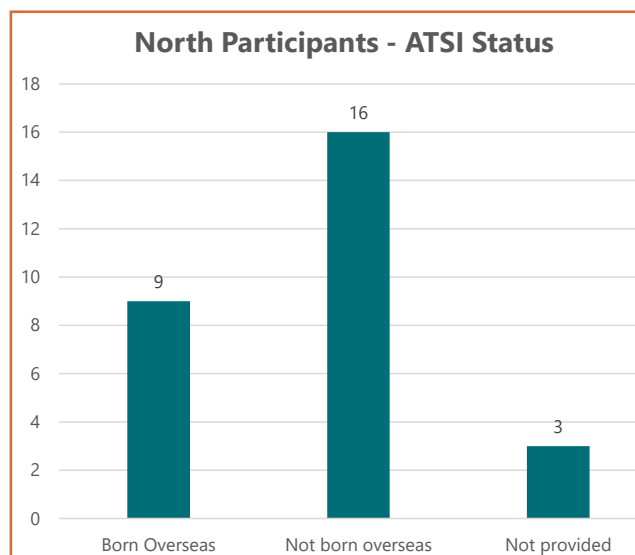
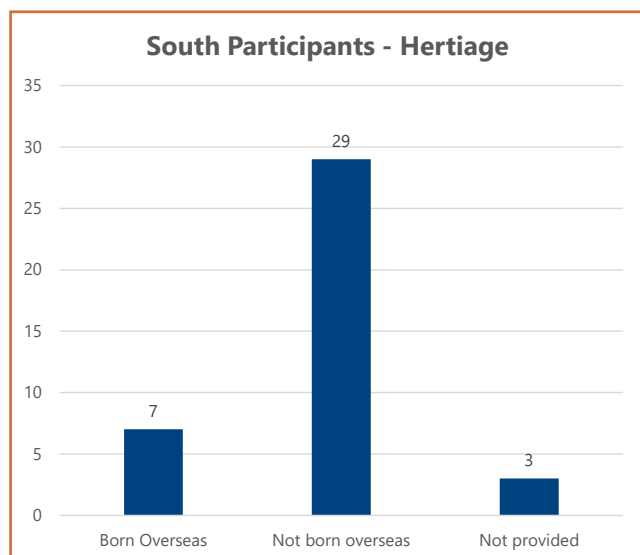
Household



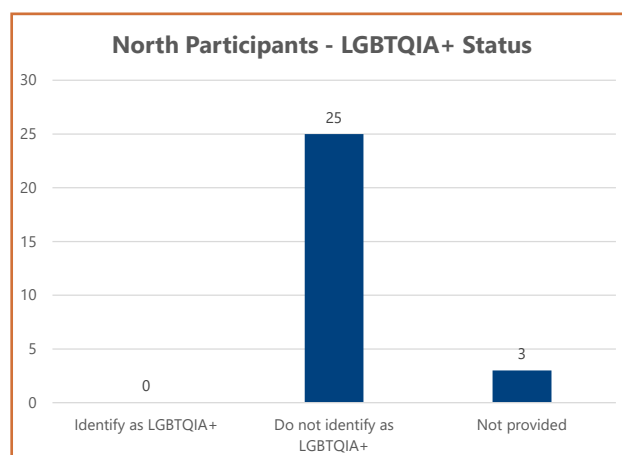
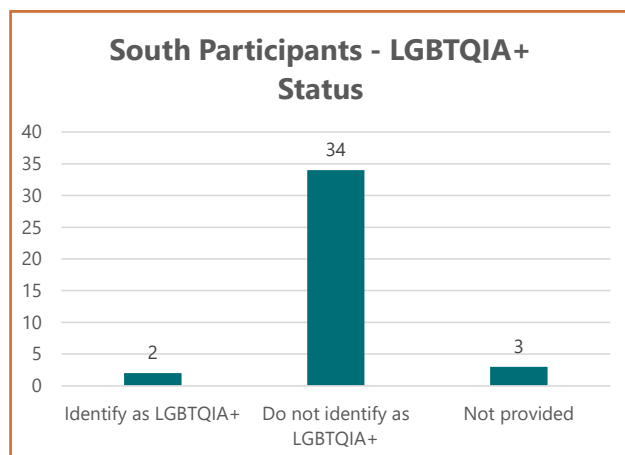
ATSI status



Heritage



LGBTQIA+ status



Supplementary recruitment using census data and mapping software

As part of an innovative approach to engagement, supplementary recruitment aimed at increasing participant diversity was undertaken using Scopomap, combined with direct mail invitations.

Scopomap was used for its ability to harness street-level census data to identify areas in the LGA with high proportions of particular demographic traits. Using the data provided through Scopomap, invitations to participate in the Deliberative Forums were sent to randomly selected address in areas where specific demographic traits are more prevalent.

Letters were sent to 312 properties, comprising of a mix of units and houses. This technique of targeted invitations was adopted to test new census-based technology for the recruitment of community engagement activities.

Through the use of Scopomap the demographics targeted were:



**HIGH UNEMPLOYMENT
RATE**



RENTAL PROPERTIES



**25 – 40 YEARS
& 40 – 55 YEARS**



INDIGENOUS



MEDIAN AGE 25

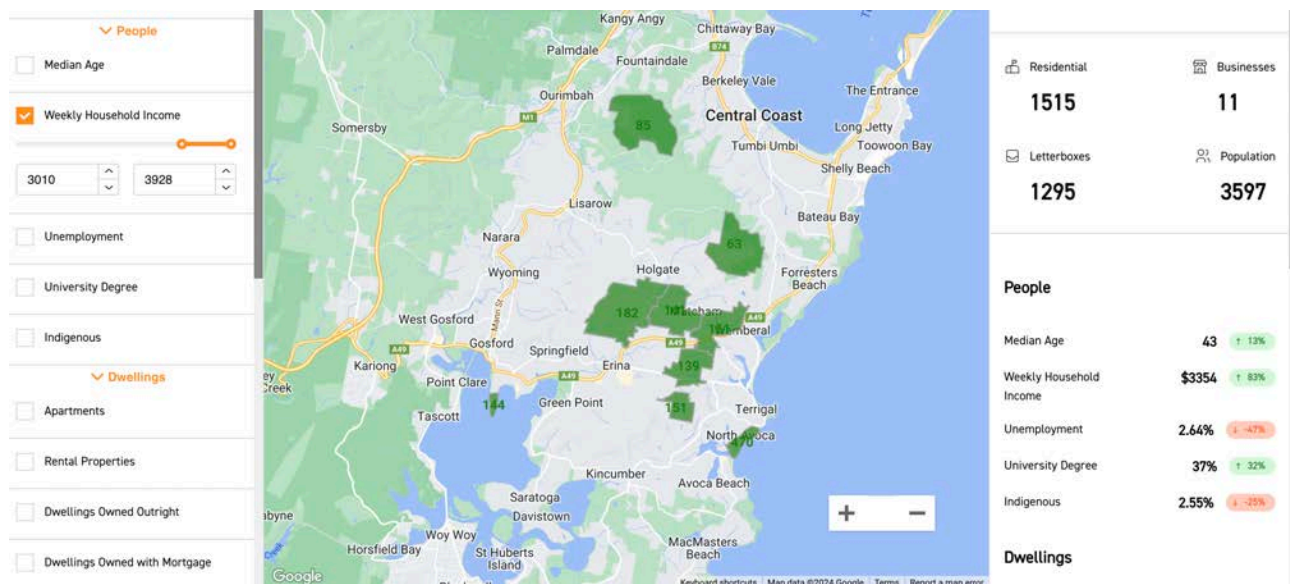


HIGH INCOME EARNERS

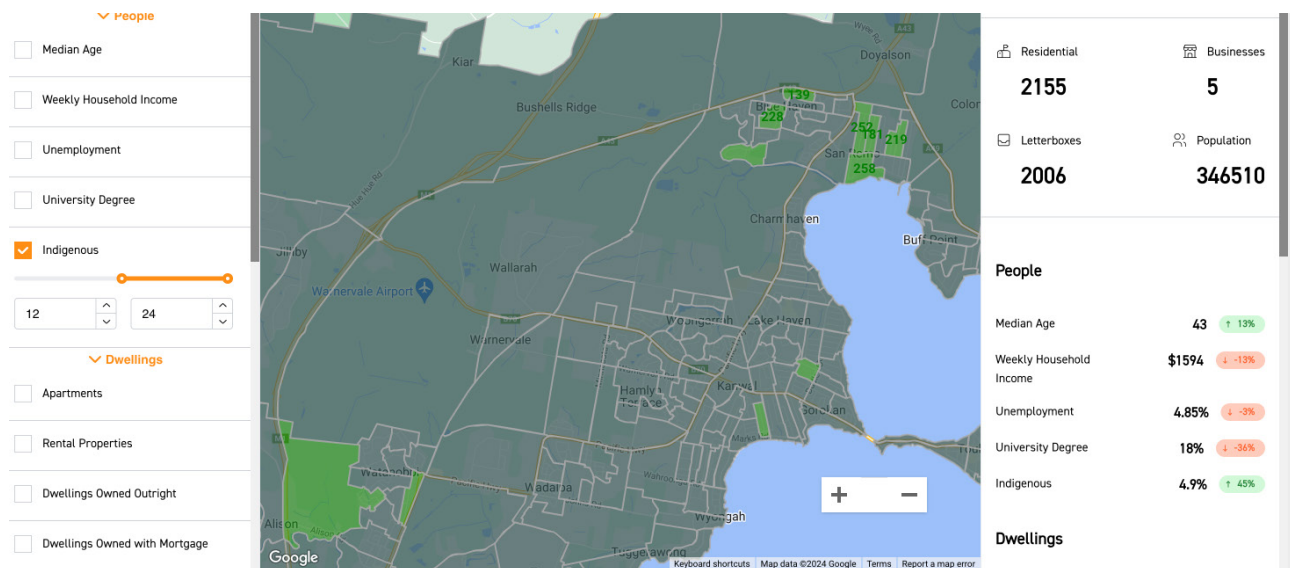
The above demographic targeting was applied across the following suburbs for selected demographic traits:

- | | | |
|--------------------|---------------------|-----------------|
| • Alison | • Gosford | • North Gosford |
| • Bateau Bay | • Gwandalan | • Patonga |
| • Bensville | • Holgate | • Terrigal |
| • Blue Haven | • Kariong | • Toukley |
| • Booker Bay | • Killarney Vale | • Wadalba |
| • Chain Valley Bay | • Lake Munmorah | • Woy Woy |
| • Central Mangrove | • Mangrove Creek | • Wyoming |
| • Doyalson North | • Mangrove Mountain | • Wyong |
| • Erina | • Matcham | |
| • Fountaindale | • North Avoca | |

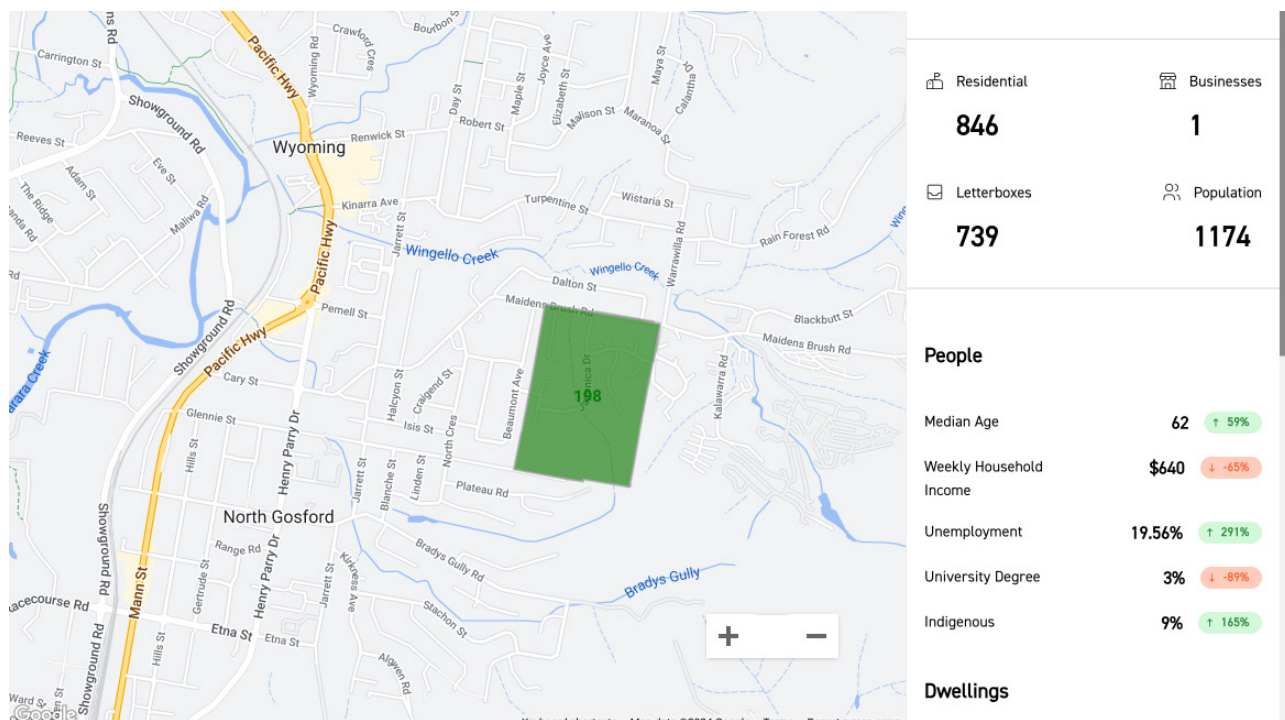
High income earners – data pull



Indigenous population – data pull



High unemployment rate – data pull



Purpose of deliberative forums

The Deliberative Forums were the most time-intensive element of the engagement program, and involved targeted recruitment of participants, collation of suitable information and the development of activities to ensure participants had ample opportunity to provide input and be heard.

A key objective of the Deliberative Forums, which was communicated with participants from the outset, was for each group to ultimately come to a consensus on what Council should include in its pricing submission to IPART on behalf of the community for this stage of engagement. As such, the agenda for the Deliberative Forums was structured in a way that participants were provided information, took part in team-building activities to better understand the different perspectives in the group and allowed chances to ask direct questions at regular intervals of Council staff who were in attendance.

Throughout the Forums participants were reminded of the over-arching objective to come to a consensus (if possible) and what form that would take. The final session of the Forums was dedicated to allowing the group time to form and present their findings. Outcomes of the Deliberative Forums are provided later in the Engagement Outcomes section of this report.

Agenda

The agenda for both groups followed the same format. The full detailed agenda can be found in Appendix D.

Session 1

- Welcome and introductions
- Activity: Visioning the future
- Presentation: Community and deliberative engagement
- Presentation: About Central Coast Council's water and sewer services
 - Purpose, Vision, Role and Responsibilities
 - Workforce
 - Community and customers
 - Climate and infrastructure
- Other agencies and authorities
 - Similarity and differences to other water providers
 - Services offered
 - Where your water comes from
 - Infrastructure investment
- Activity: Re-testing water and sewer values from previous engagement
- Presentation: Value of community input
 - A shared Vision
 - IPART pricing submission timing and process

Online hub

Participants were provided access to an online hub where they could find further information about the project, ask questions and make comments.

The South Group was more actively involved in the online hub, with 22 comments or questions posted between the two sessions. The North Group posted 2 comments, however this is possibly because they could view the South Group comments, which may have covered any comments or questions people from the North Group intended to post.

Session 2

- Welcome and introductions
- Activity: Icebreaker
- Presentation: Community and Deliberative Engagement
- Presentation: Closing the loop and answering questions from Session 1
- Activity: Performance Reporting
- Activity: Service Levels and Standards
- Activity: Price Phasing
- Activity: Coming to a consensus
- Presentation: Participants to present their findings
- Forum close





2.2.5 Pop-up engagement

The purpose of the series of pop-up engagement stalls across the Central Coast region was to raise project awareness, engage a diverse range of community members in places they regularly frequent and seek feedback on their experiences as water and sewer customers.

The activities were designed to gather input from customers in a simple and accessible manner and provided insight into how the average customer perceives, engages and utilises the water and sewer services.

Over the course of this engagement, we reached a total of 2,284 people and engaged with 324 people.

Engagement design in partnership with The University of Sydney, School of Architecture, Design and Planning

In preparation for the deployment of the engagement program, Phd candidates from the University of Sydney facilitated a co-design workshop with Council staff focusing on Generative AI as a community engagement tool. This session was aimed at capacity building engagement capabilities of staff and to encourage creative and innovative thinking in relation to community engagement.

This workshop focused on leveraging AI-generated images to effectively gather and visualise community feedback on local issues, enhancing community engagement and contributed to the research project “Enhancing community engagement in disaster preparedness through the use of generative AI.”

During the session staff explored participatory methods such as personas, speculative scenarios, and bodystorming to design, prototype, and evaluate pop-up installations, combining generative AI and interactive elements.

This type of collaboration between Central Coast Council and The University of Sydney marks a significant advancement in how engagement tools can help practitioners incorporate community input into decision-making processes more effectively.

The pop-ups took place at prominent, centralised locations, including parks, walkways and shopping centres. To ensure we engaged the 'hard to reach' community members, we planned for a series of commuter pop-ups at public transport hot spots in the hope of reaching those who are often too busy to stop and provide feedback.

We handed out flyers with QR codes to encourage commuters to read about the project and provide feedback on their train ride, bus ride or ferry ride to work. After not much uptake at the first few commuter pop-ups the engagement program was adapted to locations with more foot-traffic in environments where people were more likely to stop and have a conversation.

The engagement program consisted of a total of 12 pop-ups including:

Pop-up engagement

- West Gosford Shopping Village
- Erina Fair
- Ettalong Beach Reserve
- Norah Head – Young Street Reserve
- The Entrance – Memorial Park
- Woy Woy Memorial Park
- Kincumber Shopping Village
- Lake Munmorah Shopping Centre

Commuter pop-ups

- Ettalong Wharf
- Wyong Station
- Gosford Station

Vulnerable community pop-up

- Gosford – Care for Coast evening outreach

First Nations pop-up

- NAIDOC Week Community Day



MAP OF POP-UP LOCATIONS



Foot traffic



Location engagement

Location	Awareness (Foot Traffic)	Interactions
West Gosford		
Erina Fair		
Ettalong Wharf		
Ettalong Beach		
Norah Head		
Wyong Station		
The Entrance		
Tuggerah NAIDOC		
Woy Woy		
Gosford Station		
Kincumber		
Lake Munmorah		

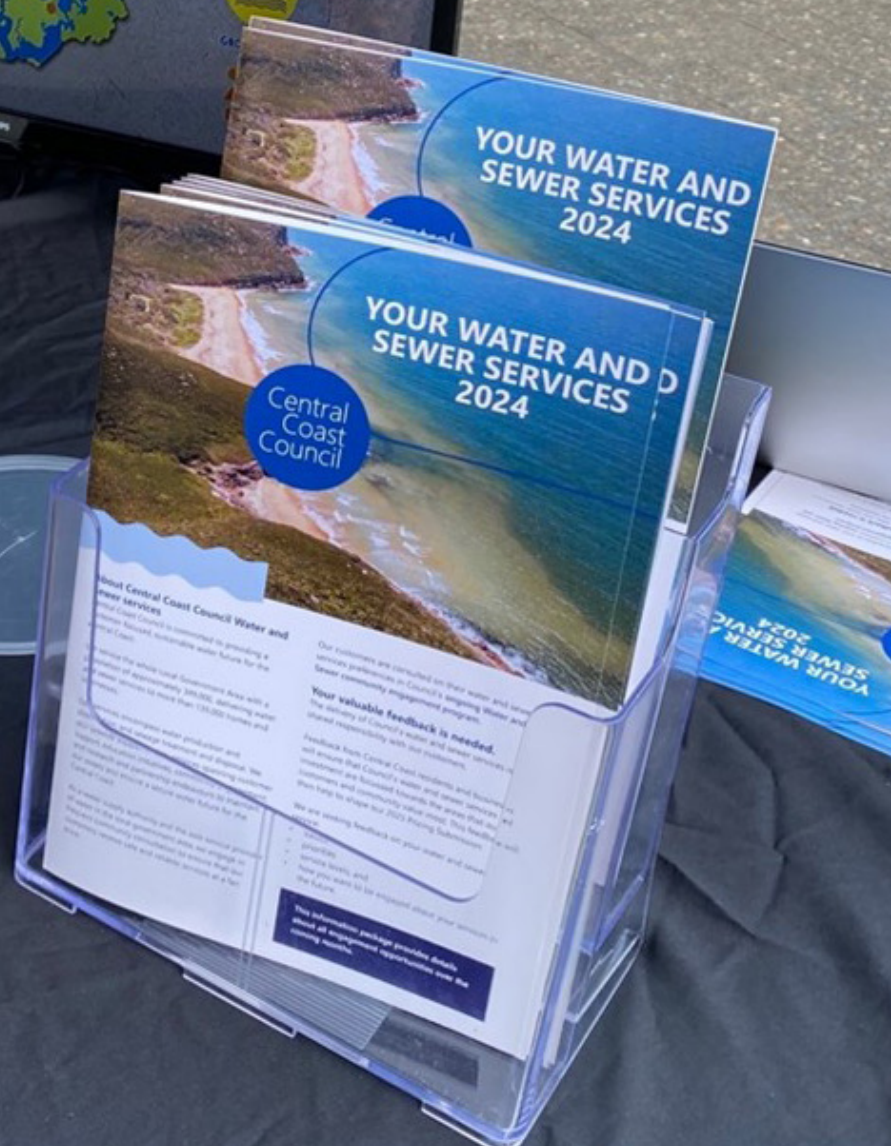
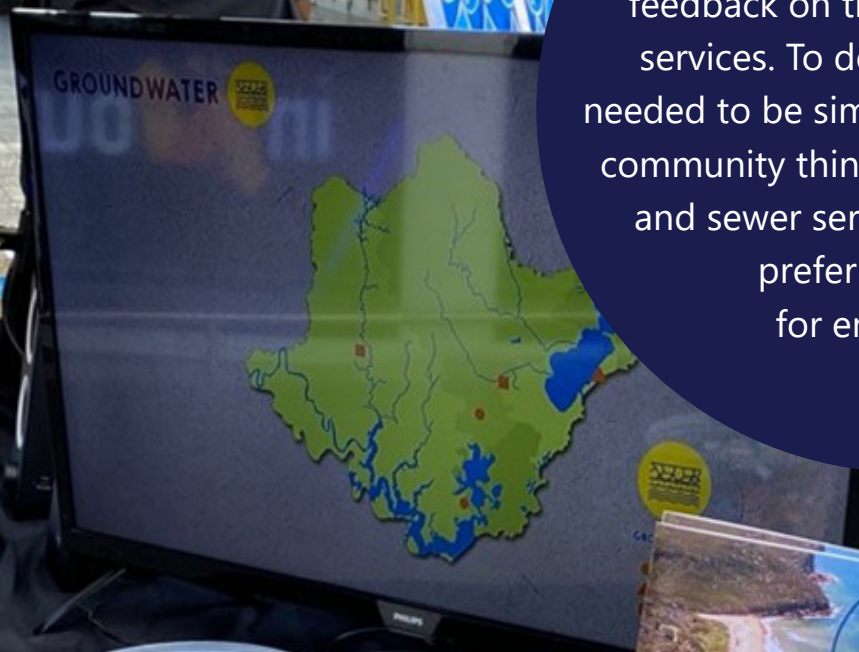
Low
(0-59)

High
(150-449)

Medium
(60-149)

Busy
(500+)

The activities were designed to engage customers to provide feedback on their water and sewer services. To do so, these activities needed to be simple, yet able to get the community thinking about their water and sewer services as well as their preferred methods for engagement.



Gosford Station

Key findings

Activity 1

This activity focused on getting customers thinking through 3 prompts.

- **My must haves** - This prompt was created to try get the community thinking about what they value out of their water and sewer.
- **I wish I knew** – this prompt was created to get the community thinking about what they wish they knew, as most customers tend to pay their bills and not think about much else.
- **Imagine if** - This last prompt was a chance for customers to put forward an idea or suggestion.

My must haves

- Chlorine and fluoride free water
- Plumbing always working
- Love the re-fill stations
- Young Street Reserve Norah Head – fix the flooding
- Good response times- recent good experience
- Clean Water to table
- Good tasting water
- Reliable water supply
- Reliable sewerage (Point Claire)
- No fluoride; safe drinking water
- Council to provide filters for residential unit buildings
- Health of the Hawkesbury river
- Flood management
- No sewer outfalls into the Hawkesbury
- Reliable sewerage (Erina Heights)
- Education about the quality of water and sewer
- No smell from Kincumber sewerage treatment

I wish I knew...

- If council taste the water
- Why storm water charge is on the bill
- If people could do tours of the dam
- What is done for the pick up of rubbish in Hawkesbury river
- Exactly what is in our water

Imagine if...

- We ignored or didn't appreciate the current water infrastructure and systems we already have
- A water usage app that provides notifications and allows you to track your usage
- They still did waste tours
- We had a sewer tour
- There were discounts for pensioners
- We utilised community skills – e.g. nutritionists
- There were rebates for water saving devices

Activity 2

This activity prompted community members to consider preferred avenues of future engagement. This activity provided ten options for engagement initiatives, allowing participants to choose their preferred contact method. These options ranged from online activities such as surveys, events, workshops, social media, websites and email notifications. Other options included in-person participative activities such as community forums, brochures and pop-up engagements within the local community. There was no clear method preferred among pop-up participants. However, the top three methods were email (19.12%), pop-up engagement (16.18%) and social media (14.71%). This indicates that an integrated mix of channels is the most effective way to engage the community.

Knowledge and values

Water quality and testing

- Concerns about the overall water quality, including the presence of black particles and the smell of the water
- Concerns about fluoride and other chemicals in the drinking water
- Suggestion for regular water testing
- Reference to the Sydney Water issue, raising concerns about local water safety

Sewerage issues

- Strong smell from the Kincumber Sewerage Plant, particularly on Fridays, possibly due to a large flush out
- Strong sewer smell around Station St, Woy Woy, despite recent developments
- Interest in the timelines and costs for connecting to water mains
- Need for specific details on where the suburb's sewer travels

Community engagement and education

- Need for more visible and accessible information and education about water and sewer processes for the public. Specifically, participants wanted to know more about:
 - o what is in the water
 - o the water and sewer treatment process
 - o why current systems and infrastructure are the way they are
 - o the path of local suburb sewer
 - o the causes of sewerage smells in the area (where their sewer travels)
- Two participants suggested a fun and engaging educational campaign for children. This program would educate children about the Central Coast water and sewer systems, potentially including recognition like badges and consistent persona characters.

Technological solutions

- Inspired by another region's practice, one respondent suggested adopting a water usage app that alerts users to irregularities such as increased usage or potential leaks. This would help residents and businesses manage their water use and, therefore, give them more autonomy over their water bills.



Kincumber



Kincumber



The Entrance



Lake Munmorah



Norah Head



Ettalong Wharf



Erina



Woy Woy



Woy Woy



2.2.6 First Nations engagement

This engagement program lined up with NAIDOC week community day event at Tuggerah Sports Complex, organised by the Barang Regional Alliance and Eleanor Duncan Aboriginal Services. A pop-up was hosted at this event to engage with the broader community and First Nations people. This event attracted people from all over the Central Coast, from Mangrove Mountain to Gwandalan and showcased the diverse vibrant community that is the Central Coast. Through the interactive set-up and conversations, the aim was to understand stakeholder preferences for ongoing communication and involvement whilst discussing what they value and seek most out of their water and sewer services.

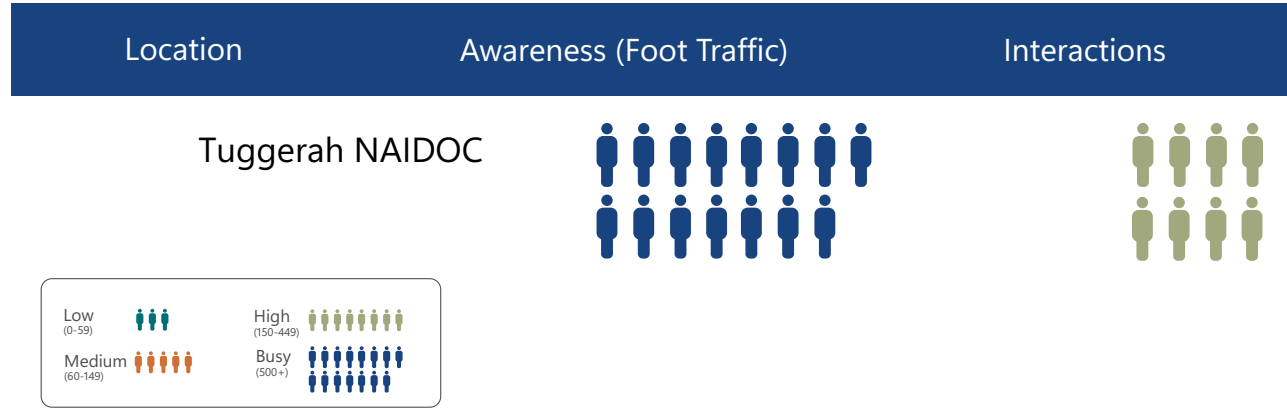
This engagement allowed for insights into the values of the First Nations community within the Central Coast. Allowing opportunity to speak with a range of individuals who discussed the services, and these conversations reaffirmed the significant benefits of ensuring all community groups are heard and involved in shaping the future of these services. Overall, an estimated 1,200 individuals were reached through this event and interacted with approximately 183 people, ranging from children through to senior members of the community.

Key findings

50% of respondents voted in favour of email as the preferred method of engagement. Social media (25%) was the second method preferred as participants believed suggested that they spend a considerable amount of time on social media platforms so they would be likely to see the engagement.

During this event, senior Aboriginal community members shared their experiences with water and sewer. These informal chats gathered insights into their ideas and values. One senior community member discussed the idea of inviting the Indigenous community, in particular the lands rights committee, for a tour of the dams.

The senior community member emphasised that the most effective way to facilitate this engagement would be through direct communication with the local land council. Other topics included, sharing his deep connection to water and country, built through many years of dedicated work at the land council, which included identifying and caring for Aboriginal carvings at the dam sites, highlighting the cultural significance of these locations. Overall, his personal experience with water and sewer has always been excellent; he stated the water quality is good, and he has never encountered any issues.



Captivate Consulting lead facilitator
Darius Turner with Indigenous Elder, Stan.





2.2.7 Engagement with businesses and industry

Top 100 business workshops

The purpose of the Top 100 workshops was to gain insight and feedback from top water and sewer commercial users in the Central Coast Region. These businesses were invited through email invitations and provided with the option of an online or in-person workshop.

Online Session – 16 July 2024

10.00 AM – 12.00 PM

Businesses involved in the online workshop included representatives from Crown Plaza Terrigal, Blue Water Living, Cordina Foods, Woolworths and Sanitarium Health Foods.

Agenda

- Welcome and introductions
- Presentation:
 - o Outline of project
- Activity 1: Top water and sewer priorities for businesses
- Activity 2: Prioritisation of values and future communication
- Workshop Close

Activity 1

The first activity, 'What are your top priorities?', assessed each participants key objectives for their organisations water and sewer usage for council consideration. The primary response was continuity of supply and quality of water. Each business explained the criticality of Council notification for planned works, at a minimum of 2 weeks' notice beforehand. As for unplanned works, quick responsiveness is crucial.

Participants were tasked to prioritise existing community values, captured from previous engagement, through an activity. Participants provided feedback on why they believed each value was a priority.

Water

Each participant agreed with the values of good quality water and reliable service, suggesting no improvements to be made.

Affordability of water services was preferred to remain as a flat rate billing structure, with participants stating costs being the same rate monthly/quarterly would be ideal. Participants stated they would like to be notified on bills ahead of time to allow for budgeting and would like to see a breakdown of charges.

Effective planning saw little feedback from participants, however one stated they would like to receive more information and guarantees of recycled water plant reliability from Council. Environmental focus had little feedback, with every participant agreeing with values under this heading.

As for transparency, businesses stated they want regular educational materials on water systems, pricing packs and notifications on works in the area.

The three key priorities highlighted by these businesses were affordability, reliable and quality amongst water services within the Central Coast region.

Sewer

Sewer services were also highlighted as a priority by participants, stating that the water and sewerage services are 'just as important as each other'.

Activity 2

The final activity consisted of participants providing recommendations of how their businesses would like to be engaged with in the future. Some suggested contact via email, social media applications, interactive newsletter, an online business hub or short scheduled meetings with information packets.

In-person session – 17 July 2024, 11.00 AM – 1.00PM

Business involved in the in-person workshop included Toukley Golf Club, Sanitarium, Broadlands, and Charter Hall – Bateau Bay Square. Following the same agenda as the online workshop participants were asked about usage, priority, pricing and engagement preferences alike.

Business outreach engagement

In addition to the Top 100 Business Workshops, a more general business outreach program was implemented. The purpose of the business outreach was to capture feedback from a broader cross-section of Central Coast businesses. An on-ground approach was taken, where Captivate consultants visited and collected feedback from businesses in the following industries: automotive, pressure cleaners, dog wash, car wash, beauty, hospitality, childcare and preschools.

Awareness

Awareness of Central Coast Water and Sewer as the provider of water and sewer services in the region was relatively moderate (46.15%). The majority of respondents (53.85%) reported that they were not aware of who their water and sewer provider is, citing a number of reasons for this, including not being interested in knowing and not paying attention to it as they take the service for granted.

Use

Across the industries, there were varying requirements for water use within business operations. All businesses reported requiring water use for non-business activities, including toilet use, kitchen use and drinking water.

Issues

Business owners and managers reported a high satisfaction rate with current water and sewer services, with 61.54% of respondents reporting 'no issues' or 'mild issues'. This was tiered based on the feedback provided.

Of the businesses that reported issues, water quality was at the forefront, with 38.46% of respondents citing this as a concern. The observation of water discolouration (23.08%) and the presence of sediment (15.38%) were the contributing factors driving the concern in water quality. Water discolouration was an issue for childcare centres, where their stakeholders (children) required drinking water. The presence of sediment was a salient issue among services that provide cleansing services, such as pressure washers and beauty services. Quality of sewer services was important for two businesses, who reported the ongoing or regular presence of a sewerage smell.

Reliability of services was also important for businesses, with 23.08% of respondents reporting issues that had affected their business operations.

- Businesses along Mann's Road in North Gosford reported that a recent history of burst water pipes along the road had negatively impacted their business. Flooding caused by these burst pipes had obstructed customers' access to their shops. Maintenance of water pipe infrastructure was a priority among businesses on this road.
- Water outages in Erina Heights left a childcare facility without water for a period of its operating time. This facility had to contact Council to be connected to a water supply as their program required water (for drinking, cooking and toilet use).

Pricing

From the feedback captured, pricing was not a major concern. The majority of respondents (69.23%) divulged that they were not aware of their water and sewer expenses, as a head office or owner managed the business finances. Of the respondents who were aware of their water and sewer bills, 88.88% were comfortable with the current pricing levels for their current usage. One respondent mentioned that it can be difficult to manage costs when taps or toilets are faulty and suggested the introduction of a water-use monitoring app.

Engagement preference

All respondents were unanimous (100%) in their preference for Council to engage with them through email. Other preferred methods included: phone (7.69%), survey (15.38%) and in-person (15.38%).



Culturally and Linguistically Diverse (CALD) Outreach - Community Service Provider Interview

Seeking out an organisation that provides services for CALD communities on the Central Coast, Captivate consultants engaged a community service provider through an in-depth telephone interview. As a provider in childcare services, aged care and disability care, the service manages several centres across the Central Coast LGA. The organisation services a highly multicultural community.

With a portfolio of centres, the community service provider has had varying experiences of service levels in usage, satisfaction, service issues, pricing and future infrastructure.

Water usage

The service primarily uses water for operational needs, including drinking water, washing, cooking, gardening and activity use (water play).

Issues experienced

General satisfaction was relatively moderate, as while the business had experienced issues in the past, they had a great awareness and appreciation of the complexity of infrastructure management and the costs involved. The organisation has low satisfaction for the service levels in their Woy Woy, Woodport, Terrigal and Erina centre locations, however, was satisfied with their service levels in other locations. This variance came as a result of issues experienced with low water quality (discolouration and odour) and sewer run off concerns experienced in the Southern peninsula of the Central Coast, which they believed was due to inadequate infrastructure levels to address low elevation and land topography in the region.

Value priorities

The community service provider shared that their most important value was water and sewer quality. Specifically, the organisation believes it is essential to have access to water that is "not murky, dirty or cloudy" and for there to be no sewer run off into publicly used areas of the environment (e.g. the ocean).

Future planning considerations

Looking towards the future, the service provider suggested that Central Coast Water and Sewer should focus on building their relationships with Sydney Water and Hunter Water, working collaboratively to build and improve pipelines to ensure the future supply of water for all regions.

Educational planning was a huge priority for the service provider. Currently operating in the educational space, they were highly enthused by developing more comprehensive educational efforts shape community understanding. Some suggestions for this included; extending communication channels and implementing more face-to-face educational efforts (visiting aged care and schools) to avoid community desensitization. There was a strong call for an educational program centred around the current landscape of the systems, including; how long infrastructure lasts, why there is a difference in quality across different suburbs and responsibilities of growth; showcasing the realities of the challenges faced by Central Coast Water and Sewer. This program was seen as essential to alleviate the negative community sentiment towards Council.

Future pricing considerations

The service provider believes that the current price of water and sewer is too high, considering the current level of quality. The organisation suggested that current pricing would be acceptable if either the quality of water and sewer was improved, or there was more information communicated to justify the asking price such as "what your rates buy".

Preferred engagement method

The organisation was very passionate about engaging with Council and was very pleased with the engagement opportunity. There was a preference for telephone interviews or pop-ups, as they provide an opportunity for two-way communication where the community can provide feedback but also learn and ask questions.





2.2.8 Engagement with people experiencing vulnerable living situations

The engagement team attended the weekly outreach service at Kibble Park, Gosford, with Chris Vagg, the Founder of Pass It On Clothing. Chris Started this outreach 5 years ago, alongside Care 4 Coast, providing introductions to the volunteer members and vulnerable community members. This service guarantees people a hot meal, some basic grocery items, a cup of tea and dessert. There is the orange sky truck available for people to do a load of washing and use the dryer, access to books and even a volunteer DJ providing good tunes.

Through discussion with volunteer members, it was learnt that there is a lack of water supply for the vulnerable community members. In open spaces, access to bubblers and taps is limited, particularly during the summer when hot taps become an issue. Volunteers often step in to buy cases of water and distribute them to the homeless on extremely hot days. However, there is no place for the homeless to wash their hands, feet, and hair - basic necessities for feeling clean.

Feedback received from a Care4Coast worker noted that maintaining basic cleanliness instils pride and happiness in these individuals. She suggested that the council should find a way to provide accessible taps for washing hands, feet, and hair. Some community members also mentioned that there is insufficient access to bubbler and tap systems, citing Kibble Park, which only has one. While people experiencing homelessness may not be considered traditional customers of water and sewer services, they still use these resources and require easy access to good quality, clean water.



Engagement outcomes



Council representative Alisha Adams showing an Ettalong resident the water quality produced by public drinking stations.

3.1 Values

Previous engagement identified the following values and outcomes for water and sewer services. A key component of the engagement program was re-testing these values with the community.

Feedback from customers on the existing water and sewer values was sought through the telephone survey, online survey, ideas wall and at pop-up engagement. The Top 100 Business workshops also focused on re-testing these values with community.

The Deliberative Forums provided a further opportunity to re-test these values in more depth. This section outlines the feedback received when participants were asked if these values and outcomes are still appropriate, or if they require change. Full findings from this activity can be found in Appendix E.

Water – values and outcomes

GOOD QUALITY WATER	RELIABLE SERVICE	AFFORDABLE	EFFECTIVE PLANNING	ENVIRONMENTAL PLANNING	TRANSPARENCY
- Clean, clear and safe drinking water - Good taste and smell - Water content is tested/monitored regularly e.g for chlorine levels, microplastics	- Consistent water supply available to everyone - Good water pressure - Well maintained network, reducing Leaks - Responding to faults and issues quickly	- Cost - Efficient – keeping costs as low as possible for customers - Consistent bills over time (predictable) - Fair Allocation of costs between customers	- Have enough water for an increased population - Using a variety of sources for non-drinking purposed and to deal with varied climate conditions, e.g. recycled water, stormwater capture - Collecting + reusing more water at household level e.g rainwater tanks/use of greywater	Protecting the natural environment within catchment areas	Providing clear, easy to understand information and good communication

Sewer – values and outcomes

QUALITY TREATMENT	RELIABLE SERVICE	AFFORDABLE	EFFECTIVE PLANNING	ENVIRONMENTAL FOCUS	TRANSPARENCY
- No health impacts on customers or workers - Suitable effluent quality - Minimal Odors	- Minimal overflows, broken pipes – responding quickly to issues - Suitable infrastructure, well maintained	- Cost efficient – keeping costs as low as possible for customers - Fair allocation of costs between customers	- Long-term planning to ensure the sewerage service is sufficient for future needs - Using the latest technology/ innovations/ learning from other countries. e.g recycled water - Adaption to climate change	- Protecting the oceans and marine life - Using renewable power for treatment plants - Greater use of bio solids	- Providing clear, easy to understand information and good communication - Raising community awareness – what to put down the toilet, implications of not doing this, what happens to waste - Transparent pricing and costs – what the service fee is made up of - Easier accessible water safety ratings for beaches and recreation areas - Greater public trust that council has the expertise and resources needed to deliver on its promises



Jamie Loader, director of Central Coast Water and Sewer, providing an insightful explanation of Central Coast Water and Sewer services and scope at Gosford Entertainment Grounds.



Jamie Loader, director of Central Coast Water and Sewer, providing an insightful explanation of Central Coast Water and Sewer services and scope to the north forum participants.



Krystie Bryant Section Manager Asset Security and Reliance addressing forum participants.

When asked to re-test the water and sewer values, participants at the deliberative forums provided the following feedback.

3.1.1 Quality (good quality water & treatment)

South group

Water

- It is important that that water is clean and clear coloured (not brown)
- The water has no smell or taste
- It is important there is no chemicals (e.g. chlorine) in home water or drinking water usage
- Participants believe the quality is poor for the cost
- Participants believe that the Council is not taking accountability – 'we have no choice for better quality'
- It is important the water is environmentally safe – microbes, bacteria and is chemical free

Sewer

- It is important the sewer waste is clean and safe
- Participants want no risk to public health – e.g. infection
- It is important there are no odours or cross contamination
- Participants want better management of sewer overflow
- It is important that sewer systems remain sanitary
- Participants stress high levels of environmental protection
- Participants want to understand what sustainable practises are being implemented around sewer services
- It is important that microplastics are managed effectively
- Participants want environmental benefits to be considered more than cost benefits in decision-making
- Participants want to introduce council mandated penalties towards individuals/businesses who misuse or mistreat environmental considerations regarding sewer services

North group

Water

- Participants want to be educated on the need for fluoride in water services – is there a need for it? They suggest council investigation through meta-analysis
- Some participants state there needs to be focus on suburbs which lack consistency for water quality
- It is important there is no taste or smell
- Participants want better communication from council around up upgrade work (dirty water) – suggesting mail notifications in surrounding areas
- Participants question – If catchment water is so pure, why is chlorine needed? And why does the water smell like chlorine at times?
- Participants want council reporting on ‘forever chemicals’ or per-and poly-fluoroalkyl substances (PFAS). These are a group of 9000+ chemicals found in everyday applications, that can resist heat, stains, grease and water, making them useful for everyday application use. Traces can be found in drinking water and water usage systems across the nation, these non-degrading chemicals are toxic to humans when exposed or consumed in large quantities (more than 560 nanograms per litre)

Sewer

- Participants want council to address odours from sewer treatment sites in Avoca, Watanobbi, Bateau Bay, Tuggerah
- Participants stress the need for reusing as much sewer waste as possible, as opposed to outfall
- Participants want to council to safely minimise odours
- Participants want better quality control – in particular, the better use of solids following filtration
- It is important there is little impact to the community during unplanned and planned works

3.1.2 Reliable service

South group

Water

- It is important that pipes are clean
- Participants want proper resources from council to educate themselves
- Participants want transparency on water testing levels with the idea of introducing penalties if water is not clean or fails testing
- It is important there is quality underground infrastructure
- Participants want transparency and education on CCC Water services
- It is important that there is adequate water pressure
- It is important there is regular maintenance/ leak maintenance checks
- Participants stress minimal outages – that if planned or unplanned works are to take place, there are back up plans in place (e.g. disaster contingency plans – Pasha Storm 2007)
- It is important there is continuity and quality assurance across all water services
- Participants want effective cost management of water services
- It is important there is no runoff to water parklands – some participants believe runoff avenues need to be better designed
- Participants want quick notification of any unplanned works

Sewer

- Participants want traceability and transparency of council finances
- It is important that the power is back up when electricity fails
- It is important there is consistent monitoring of works
- It is important that sewer pipes are clean and flowing
- Participants want toilet waste to be transported
- Participants want improved planning and maintenance initiatives
- Participants want to make businesses/ industries accountable of misuse suggesting

- inspectors to review businesses regularly
- Participants want better management, efficiency and accountability to be taken by council
- Participants would like to see connections made to current unsewered sites
- It is important to have easy-to-use incident management and notification systems
- It is important to earn community trust, with participants suggesting this can be achieved through transparent reporting and educational initiatives

North group

Water

- Participants want good water pressure – saying that it is important but not that important, not at the cost of water wastage
- It is important that consistent water supply is essential to everyone
- Participants want clarification on responsibilities of homeowner/occupier suggesting an educational packet on water services
- Participants want clarification from council on what is a minor issue vs major issue and time management regarding response of unplanned works
- Participants would like to be educated on pipe materials and what protectant materials are used over them (plastic?)
- Participants request proactive maintenance of water services to reduce future faults and issues

Sewer

- Participants wrote 'Broken pipes are a bandaid fix', suggesting improvements or services to be done on underlying issues or longer-term solutions
- Participants state better definition is needed for 'quick' responsiveness- needs service level agreement. Needs to identify priority.
- Participants state "If infrastructure is well maintained, we'll have a reduction in overflows"
- Participants want suitable updates to infrastructure and maintenance, wanting to reduce the chance of overflows

- It is important that the community sees transparent data of chokes/break/overflows from pump station
- Participants would like to see a reduction in overflows, overall wanting less negative impact on the environment

3.1.3 Affordable

South group

Water

- Participants believe they do not have a say about their water services and don't have choice on their bills, stating that CCC Water and Sewer services are the only option (monopolised)
- Participants suggested merging services with Hunter Water – stating it is 13% cheaper than CCC
- Participants shared their perspectives on cost:
 - Stating they want the cheapest water
 - They want user to pay accordingly
 - "We're 28% more expensive than Sydney"
 - They would like to put the cost to the people who use and abuse the water services
 - They believe water rates are too high for the service provided
 - They want the ratio of cost to equal higher quality water
 - They believe the value for money is poor. Stating "Morisset is cheaper".
 - Participants would like an in-depth comparison with other water providers and educational resources provided by council

Sewer

- Participants suggest cheaper sewers and water submission for granny flats
- It is important for the prices to be accessible and available to everyone
- Participants believe there should be a "tax" for holiday homes in area
- Participants want to know how council assess water allocation. E.g. income,

household occupancy, industry, pensioners, other?

- Participants would like to see water cheaper for everyone
- It is important there are efficient and effective costs
- Participants think it is important there is quality disposal of sewer services for the money community members pay
- Participants suggest a low-income subsidy, with opportunity to provide outlets for free water services

North group

Water

- Participants would like to see material on cost comparison / consumption graph provided by CCC Water and Sewer Services
- Participants want better meterage for apartment complexes
- Participants want clarification on the definition of fair (as in use fair usage of consumption)
- Participants would like to see improved transparency – knowing pool of services who use more water, pay more.
- Participants want to see comparison between KPI's of other water authorities (e.g. Sydney/Hunter)

Sewer

- Participants believe businesses should pay a greater responsibility
- It is important that households and businesses pay for what service you use
- Participants suggest sewerage should be charged based on people per household
- Participants want clarity on how fair allocation of sewerage services is being assessed – What are the differences between commercial vs. residential

3.1.4 Effective planning

South group

Water

- Participants express it is important to have cost effective management
- Participants want transparency and education surrounding future planning with focus on sustainability practises





- Participants believe council needs to rebuild infrastructure, in particular the pipes
- Participants would like to see rebates to connect water tanks to houses, including
 - They believe it is too expensive – wanting consistency in price, no additional price rise
 - They would like free water for everyone
 - They stated 'We paid council rate. If council manages the water, why do we double pay for water?'
- Participants want consideration and education of long-term strategy
- It is important to have water security/safety
- Participants would like to see incentives for water harvesting devices and connecting water tanks to house

Sewer

- Participants want to see managed structure growth – cost effective management and supply
- It is important to continue to innovate services
- Participants want to see more loyalty to locals
- Participants believe it is important to consider scalability to accommodate future development - e.g. high rises
- Participants want transparency in developer payments for sewer services
- Participants want to see up to date up to date practices, policies and SOPs
- It is important to address future growth in population for the Central Coast area and how this may effect/change sewer and water services
- Participants want efficient and effective costs – including how to make these services cheaper?
- Participants want to see long-term strategy and effective planning, consistent with demand forecast and model
- Participants would like council to respond to the increase of visitors in the area and how this affects water and sewer services
- Participants want to see Council vision for the future – return on assets

North group

Water

- Participants want cost effective management

Sewer

- It is important sewerage services are accessible to everyone in the community
- Participants want assurance on the provided technology and confirmation it is not damaging to the environment and is cost effective
- Participants would like adaption to a changing climate
- It is important there is further clarification for the community on planned works, future strategy and notification of unplanned works
- Some participants indicated scepticism towards climate change stating "Important issue with cost dependent on climate change hoax"
- Participants believe the "making infrastructure more suitable to changing climate" section needs rewording
- It is important to minimise impacts on community and local environment
- Participants want transparency from the council in terms of development and if/how services are affecting climate change

- Participants show concern over long term sustainability of resources meeting population needs
- Participants do not want any fracking in the area
- Participants want to know how the Central Coast Council is supporting initiatives to get to Net Zero in 2050.

Sewer

- It is important to have environmentally responsible services
- Participants want more environmental solutions
- Participants would like better flood management procedures
- Participants want more Council to hold more accountability
- It is important that sustainable materials used in construction
- Participants want to see better solutions for sewerage disposal (not outflow into oceans)
- Participants want better managed industrial waste and accountability towards those businesses

3.1.5 Environmental focus

Group deliberation on service levels and performance targets.

South group

Water

- Participants want clarity on sustainability of water services
- Participants want more advertising discouraging plastic bottled water
- Participants would like a 'planning portal' from council, to view notifications based on planned works
- It is important that water services are efficient and agile
- It is important that council response is timely to unplanned work
- Participants want awareness and notification surrounding power back up/supply
- Participants believe it is important to have sustainable power supplies, such as solar power

North group

Water

- Participants believe the area should be inclusive to protecting the entire coast
- Participants want to see more awareness of farmers knowledge and local Aboriginal knowledge holders accessible to community
- It is important to educating younger generations on the latter
- Participants would like clearer, quality information about the water services in the Central Coast region
- It is important that education initiatives are created about water resources and limited supply for the community

Sewer

- Participants would like to extend the ocean outlet

3.1.6 Transparency

South group

Water

- Participants would like to receive reports and further accessible information, so they are aware of what's happening in the area
- Participants would like a breakdown of where the money goes
- Participants believe it is important to investigate developers, suggesting they should contribute more, and wanting transparency for where the money goes
- It is important to have transparency of Council testing – allowing the community being able to see results
- Participants believe it is important to have education on water preservation
- Participants question 'How much of DA contributions actually get to water department?' and 'How does IPART make decisions?'

Sewer

- Participants want honest and accurate information – not spin and propaganda
- Participants would like council to open plants to public with tours to understand the treatment process
- It is important that engagement should be about consultation not persuasion
- Participants stress the importance of community education – e.g. disposal do's and don'ts, treatment plant video's/ sewer cycle, % of waste going into ocean/ waterways.
- It is important community members know where their money is being spent and understanding why their bills are so high
- Participants want to know how much community consultation (like this) will be taken into consideration?
- Participants believe transparency builds trust
- Participants want transparency of knowing developers' contributions to services and spending % disclosure

North group

Water

- Participants would like education information provided with their bills
- It is important community members receive an electronic version as well
- Participants would like transparency through public rating of water quality against regulations (trains example)
- Some participants believe that BPAY or online banking services are counteracting with transparency
- Participants would like further education on sewer services
- Participants would like comparison of KPI's against Sydney & Hunter

Sewer

- It is important households receive information about flushable items, do's/ don'ts
- Participants would like to see advertisements targeted towards younger people via social media and Tik Tok
- Participants believe water safety rating signs should look similar to fire hazard signs, to attract attention and awareness
- Participants would like more accessible information – websites, signage, etc.
- Participants believe the outcome of 'greater public trust' need rewording -that the public trusts Council

Priorities

In addition to re-testing the values, participants at the North session were also asked in their groups to prioritise the values in order of most importance. The table below indicates the top priority of participants is Quality (Good Quality Water and Treatment).

	Group 1	Group 2	Group 3	Group 4	Group 5	Median Score	Priority Rank
Quality (Good Quality Water & Treatment)	2	1	1	2	1	1	1
Reliable Service	4	4	3	2	2	3 (3 mean)	2
Affordability	5	3	2	6	3	3 (3.8 mean)	3
Effective Planning	1	5	5	1	5	5	5
Envrionmental Focus	3	2	6	4	4	4	4
Transparency	6	6	4	5	6	6	6



Artist Lew Keilar, Council representative Jennifer Moody and participants showcasing graphic facilitation.

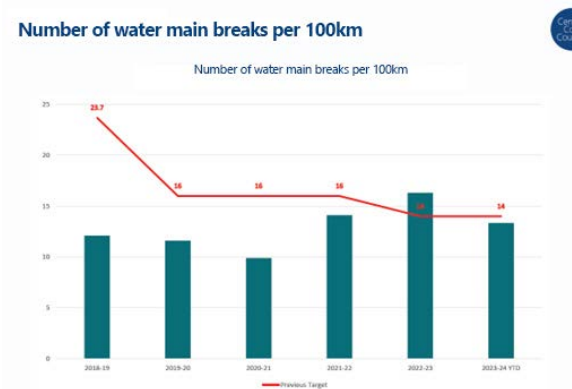
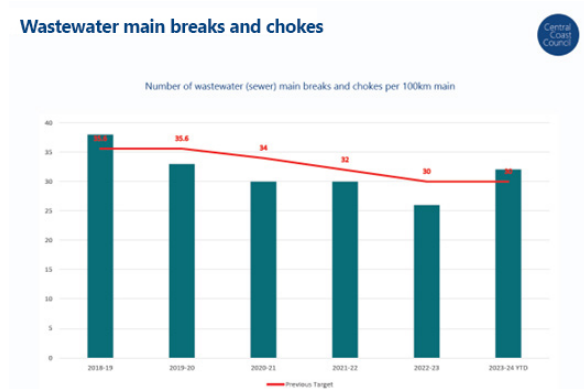
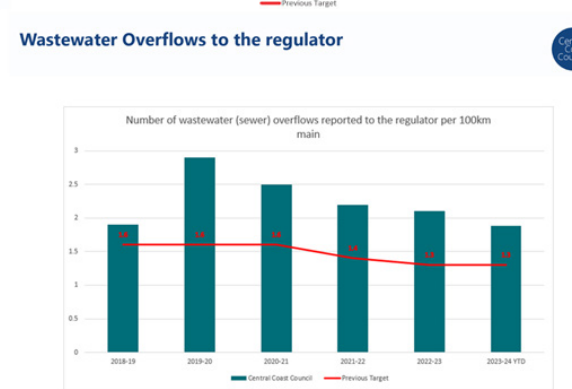
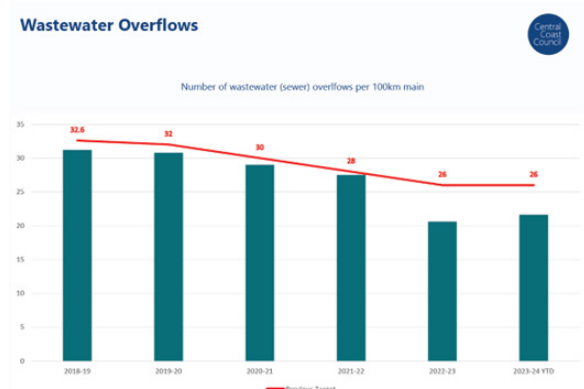
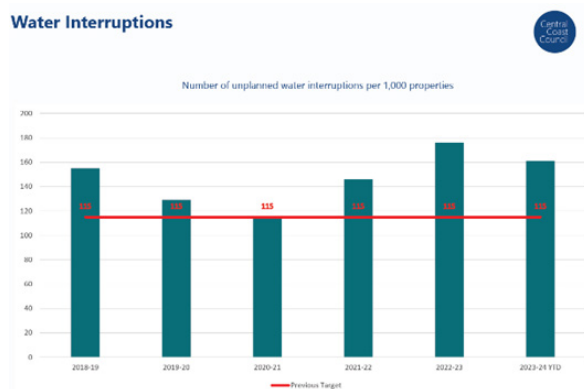
3.2 Performance and service delivery

Engagement on performance and service delivery was undertaken with Deliberative Forum participants and during the Top 100 Business workshops. As these topics were more complex in nature it was necessary to provide enough time and context for the participants to express an informed decision.

3.2.1 Performance reporting

Participants were provided with the following performance reporting metrics, along with existing targets, and asked to make comment:

- Number of unplanned water interruptions per 1,000 properties
- Number of water quality complaints per 1,000 properties
- Number of wastewater (sewer) overflows per 100km main
- Number of wastewater (sewer) overflows reported to the regulator per 100km main
- Number of wastewater (sewer) main breaks and chokes per 100km main
- Number of water main breaks / 100km main



South group findings

The south group participants all unanimously agreed (100%) that the target for the number of wastewater (sewer) overflows per 100km main needed to be reduced. As this was the only performance target that the groups agreed should be lowered, it appears to be their top priority for future planning and maintenance.

The groups were unanimously satisfied (100%) with the current target of 115 for unplanned water interruptions.

Data highlighted the need to reduce target levels for wastewater (sewer) overflow reports and wastewater main breaks and chokes. However, one group refrained from making comments on these target levels, so this data is inconclusive.

Overall, most individuals agreed upon continuous improvement toward meeting KPIs and lowering the targets, with no groups suggesting a tolerance for allowing the performance target levels to increase or for actual performance to deviate from a trend towards the target level.

Information and communication methods, such as suggested annual performance reports, have been requested by residents to ensure educational initiatives are being delivered to community stakeholders. Further, participants stressed the need for accessible reporting methods and creating avenues for community involvement in forming contingency plans.

North group findings

The importance of group participation in this activity to draw clear data insights was a learning from the south forum. Further instruction and participation encouragement was provided for the north forum activity, resulting in more data.

The North groups (yellow, silver and green) made clear that their top priorities for services levels were reducing the number of wastewater overflows and reducing the number of water quality complaints, with all groups unanimous (100%) that these areas needed increased efforts to lower target levels and improve service quality. Perceived as an associated issue, 66.67% of the participants believed that the target performance levels for the number of wastewater (sewer) main breaks needed to be reduced.

The number of unplanned water interruptions divided the groups, with 66.67% of the forum stating they were satisfied with current target levels and 33.33% of the group calling for a decrease in the target level.

Similarly, 66.67% of participants believed that current wastewater (sewer) overflow reports were satisfactory. However, one group was very vocal in suggesting that 100% of overflow incidents should be reported to the EPA and that this information should be publicly accessible so that the community has a level of autonomy, taking measures to protect themselves.

3.2.2 Service levels and notification process

Activity 2 - Prioritisation of works

Customer Charter Priority	Example of reports provided by Customer	Possible causes
P1 Emergency 2 Hour Response	Customer has advised that there is fluid seeping from a concrete pad in the footpath. The water has an odour and is staining the surrounding concrete.	- Sewer asset leak or break - Stagnant water seeping from a service utility asset, could be CCC Drainage asset or excess rainwater or groundwater accumulating in a telecommunication, power or NBN asset inspection pit.
	Customer reports water is gushing from the ground at a fast pace and flooding the roadway impacting passing cars.	- Water main break - Water service break
	Customer reports the ground is sinking with a 20cm deep, 40cm wide hole appearing in the ground on the nature strip.	- Water or sewer main undermining or collapse - Central coast drainage asset undermining or collapse - Telecommunication, power or NBN undermining or collapse - Private property backfill/landscaping settling or sinking
	Multiple customers report no water	- Broken water main or fault within the system - Vandalism (meter taps being turned off)
P2 Urgent 4 Hour Response	Customer states pipe from ground to their water meter is leaking and spraying water into the air.	Water service leak or break
	Customer calls to advise there is a very wet boggy patch on the council side about a foot away from their water meter	- Water service leak or break - Broken storm water pipe from the property gutter to the roadway
	Customer reports their toilet and sinks are not draining. Seems like there is a blockage somewhere	- Sewer blockage in Councils main or service line - Internal blockage in the customers pipes or drains
	Single customer has reported they have just turned on their tap and no water is coming out. They have checked other taps in their house with the same result.	- Water meter fault - Water service line fault - Internal service line blockage - Vandalism (meter turned off)
	Customer reports discoloured water	- Pipe breaks - Cleaning of pipes - Increased demand on water supply system - Build-up of sediment in fittings in the water network system - Naturally occurring minerals such as manganese in the treated water
P3 Non-Urgent 5 Business Day Response	Customer reports (during a significant rain event) that they have noticed a manhole lid has been seeping water.	Stormwater infiltration into the sewer network
	Customer reports there has been a wet boggy patch on their nature strip for quite some time that does not seem to dry. Nature strip is at the bottom of the hill in rocky ground conditions.	- Water service leak (slow) - Broken storm water pipe from the property gutter to the roadway - Groundwater accumulating and seeping to the surface
	Customer reports their water pressure seems lower than usual. They advise they can still undertake normal water use, it just doesn't seem as strong as it normally would be	- Blockage in water meter - Internal taps, water saving restrictors blocked - Partially closed water meter tap - Internal undisclosed leak
P4 Low Priority 15 Business Day Response	Customer reports their water meter is leaking, it is a slow drip and does not seem to be impacting their internal water pressure.	Water meter fault
	Customer reports graffiti has appeared on a sewer pump station overnight. There is no offensive language but its appearance is impacting the local community	Vandalism, no impact to service delivery or structural damage to assets.
	Customer advises they have a manhole in their backyard that is higher than the ground level, they are concerned this could be a trip hazard	No fault to assets, but will require adjustment for safety
	Customer has advised that they cannot locate the hydrant in front of their property. They think it was covered during landscaping	No fault to assets, but will require locating and clearing for safety

North group findings

Majority of participants agreed with the structure and example responsiveness of this activity, with the exception of some suggesting faster responsiveness under the P1 section and further reducing the P3 section from 5 to 3 business days response. One group suggested delays in response times are acceptable to first form an assessment of the incident, context and surrounding community before immediate action is to be taken.

South group findings

Most South group participants also agreed with the structure and example responsiveness of this activity. Some participants rendered extended wait times depending on incident risk assessment. Further suggesting, increased avenues of community reporting and notification methods.

3.2.3 Price phasing

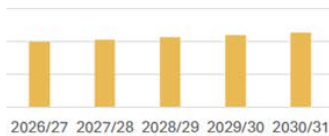
Participants were provided a presentation on price phasing and were then asked to discuss their preferences for a particular model.

Important Context

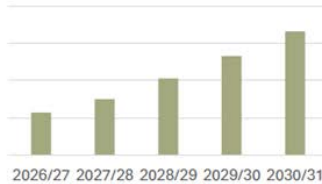
The amount collected is the same
Only the pattern of collection changes

Central
Coast
Council

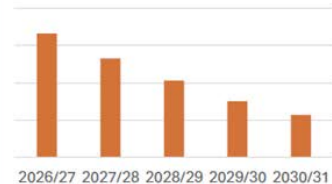
Charges remain
consistent only
increasing by CPI each FY



Charges commence low
and increase over the
determination



Charges commence high
and decrease over the
determination



North group findings

Participants noted prices are based on water usage and that:

- Option 2 increasing CPI would also effect overall price
- Option 3 can they guarantee reduction in price if CPI increases significantly

Across participants at the North sessions there was consensus that Option 1, increasing by CPI each financial year, was preferred.

South group findings

The majority of participants voted for Option 1, increasing by CPI each financial year, with caveats. The verbatim recommendation written by the groups is as follows:

Price phasing options:

- Consideration for respecting IPART's recommendations from last time. Not necessarily needed to re-confirm feedback?
- Flat – Steady
 - Majority of people voted for this. But would really like to know what IPART decides first? As they determined differently last time.
 - Actually, we'd prefer NO price rises at all (ie. No CPI)
- Front loading
 - Not an option
- Back loading
 - Interested, but to avoid bill shock, don't want this option for large increases.
 - For example, if more than 5%, we would prefer the slow increase, if less than 5%? or not an increase at all, we're happy with Option 1

3.3 Deliberative forum recommendations

At the conclusion of Session 2 of the Deliberative Forums, participants were asked if they felt they could come to a consensus and present their findings based on the presentations and activities during the sessions.

The question was framed:

'Having deliberated, our group makes the following recommendation to be included in Council's pricing submission to IPART...'

Both groups were able to come to a recommendation. The South group nominated a scribe who prepared a written recommendation on behalf of the group, who were able to see the document being prepared in real-time on the venue monitors.

The North group took a similar approach, preparing a powerpoint presentation that was reviewed by the group on the venue monitor. The group then nominated spokespeople who made a presentation to accompany the slide deck. The presentation was filmed, and uploaded to the online hub for participants to review. The recommendations from each group can be found in Appendix C.

The North group video presentation can be viewed at: [HTTPS://YOUTU.BE/LE0SBQODT3E](https://youtu.be/LE0SBQODT3E)

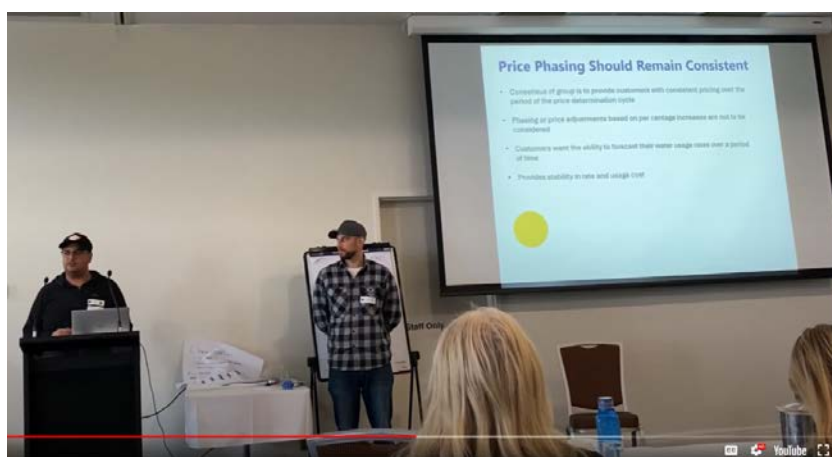


Figure 3 – Participants at the South Group Deliberative Forum choose to do a presentation on their findings and have it recorded on video.

Appendices





REPORT

Community Consultation Survey into Water and Sewer Services Central Coast Council

July 2024



Taverner
RESEARCH GROUP



REPORT

Community Consultation Survey into Water and Sewer Services Central Coast Council

July 2024

Prepared by: Vanessa Wright

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1. EXECUTIVE SUMMARY

The **Community Consultation Survey into Water and Sewer Services** was conducted via telephone among Central Coast local government area residents aged 18 years and over. Interviews took place over the period 6 June to 17 June 2024.

Demographics

- 56% of the sample was aged 18-54, with the balance aged 55+
- 58% of the sample were males, with the balance females
- 10% lived in single person households, 44% in 2-3 person households, and 46% of households had 4 or more residents
- 5% of the sample identified as First Nations
- 63% were employed (including 48% full-time or self-employed)
- 42% had household incomes of less than \$150,000, with 32% earning more and the other 26% declining to answer.

Knowledge and Values

- 44% of respondents correctly named their water provider (Central Coast Council) - though none mentioned the name Central Coast Water and Sewer Directorate.
- 25% claimed to be passionate about ensuring water and sewer services were available for their community in the long term, while 46% took some interest and 29% said they only cared about their water and sewer when there was an issue.
- The most important value to the community by far was *Good quality water that is clean, clear and safe to drink* (98% extremely/very important). This was followed by *Effective wastewater treatment that minimises health impacts...and ensures water released to the ocean is as clean as possible* with 67% rating it extremely important (96% extremely/very important). *Affordable water*

bills ranked third in terms with 61% rating it extremely important.

Importance of engagement

- The vast majority of residents (92%) reported that community engagement on complex water and sewer services was important to them (17% 'extremely important', 42% 'very important' and 33% 'somewhat important').
- 36% of residents felt satisfied with the opportunities provided by Council for them to have their say on water and sewer related services, with 12% 'very satisfied'
- Of those (23%) dissatisfied, the major issue (noted by half of these respondents) was not knowing what opportunities were available to provide feedback.
- None of the residents felt that they had a significant influence on the water and sewer services provided by Council. Eleven percent reported 'some influence' while 46% reported they had 'very little influence', and 41% reported they had 'no influence'.
- Meanwhile almost half (48%) reported that they would like to be consulted or share their ideas on the future pricing proposal.
- In relation to pricing input, 19% said they would 'definitely' like to be consulted, while a further 29% said they would like to be invited.



1. EXECUTIVE SUMMARY

Communication methods

- The engagement activities residents reported as being most likely to engage with were telephone surveys (72%), online surveys or forms (62%) and printed materials (49%).
- Among those who reported that community engagement was important, the most desirable ways to be informed were:
 - Email (66%)
 - Rates Notices (65%)
 - Letters and/or Brochures/flyers (56%)
- 15% had accessed the Central Coast Water website. Most of these visits related to service disruptions or other water issues (contamination, pressure etc.) However a quarter (four) related to water and sewer education, while three wanted to check water levels.
- Three-quarters of survey participants (74%) nominated different types of information that they would like to see on the Council's website. The key areas of interest were:
 - Water quality and information about the safety of the water for consumption and it's profile
 - Issues or disruption with services including any planned outages, and updates on repairs
 - Updates on major projects / initiatives and what is being done longer-term



2. BACKGROUND

Taverner Research Group was commissioned by Captivate Consulting on behalf of their client, Central Coast Council, to conduct the **Community Consultation Survey into Water and Sewer Services** to understand what residents value most with regards to the water and sewer services.

The water authority for the Central Coast local government area is the Central Coast Water and Sewer Directorate which is a water utility within a council, not a standalone Water Corporation.

This research will be used in the following ways:

- Develop clarity on the aspects relating to water and sewer services to prioritise and meet the needs of the community
- Gather community input to help understand customer values and desired outcomes, engagement preferences and need for community engagement.
- Help form and support the 2026 pricing submission to IPART.
- Assist in establishing a community database of residents who are interested and willing to share their views for future engagement opportunities with the Central Coast Council.



3. RESEARCH DESIGN

The **Community Consultation Survey into Water and Sewer Services** aimed to collect 100 completed responses from a random sample of residents aged 18 years and over from the Central Coast local government area (LGA). In random samples of this size, the conventional margin of error of $\pm 9.8\%$ at the 95% level of confidence means that if repeated random samples of the same size were obtained, it would be expected that 95 times out of 100 results would be within $\pm 9.8\%$ of the true population value.

Telephone Survey

Survey responses were collected using Computer-Aided Telephone Interviews (CATI). A total of 100 completed interviews were conducted with respondents living in eligible postcodes of the Central Coast LGA. To qualify for the survey, respondents had to be adults (18 years or older). Of the total respondents, 58% were female and 42% male.

Interviews took place between the period 6 June to 17 June 2024 and were conducted according to ISO 20252 standards.

How to Read this Report

Statistically Significant Differences

Statistically significant differences are referred to as following:

- Significantly more likely or significantly less likely
- More likely or less likely
- More important or less important

Note that due to a relatively small sample size of $n=100$, few significant differences were noted, but directional differences have been observed and commented on throughout.

Rounding and Data Aggregation

Aggregated data may differ ($\pm 1\%$) to the sum of the individual components due to rounding. The sum of the displayed results to single response questions may not add to 100 percent due to rounding of the individual responses.



3. RESEARCH DESIGN

Sample Profile

Table 1 Sample Profile

GENDER	%	N
Female	42%	42
Male	58%	58
AGE	%	n
18-34	5%	5
35-54	51%	51
55+	44%	44
SIZE OF HOUSEHOLD	%	n
Single person	10%	10
2-3 persons	44%	44
4-5 persons	40%	40
6 or more persons	6%	6
DESCENT	%	n
Aboriginal and/or Torres Strait Islander descent	5%	5
Neither	95%	95
EMPLOYMENT STATUS		
Full-time employment	36%	36
Part-time or casual employment	15%	15
Self-employed	12%	12
Retired	26%	26
Full-time homemaker	6%	6
Other	4%	4
HOUSEHOLD INCOME	%	n
Less than \$50,000	14%	14
\$50,000-\$149,000	28%	28
\$150,000-\$249,000	23%	23
More than \$250,000	9%	9
Don't know / Prefer not to answer	26%	26



4. FINDINGS

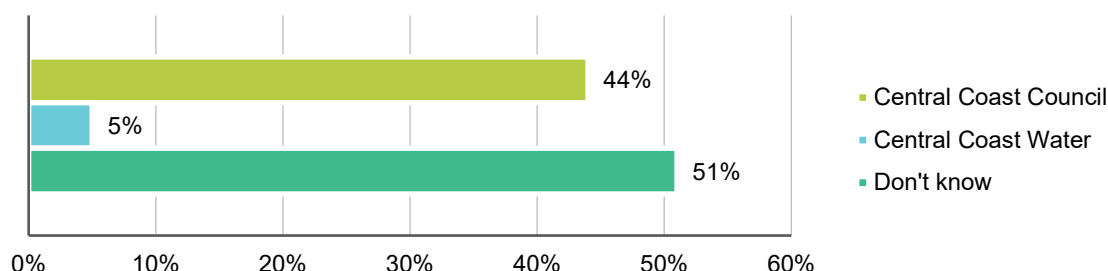
Awareness of Water Provider

More than four out of ten (44%) Central Coast LGA residents correctly named their water provider (Central Coast Council). Just over half did not know the name of the provider, when asked. None of the residents name the Central Coast Water and Sewer Directorate which is the formal name of the water utility within the council.

Figure 1 Awareness of Water Provider

Q1. Do you know the name of your water provider?

Base: n=100



Attitudinal Segmentation

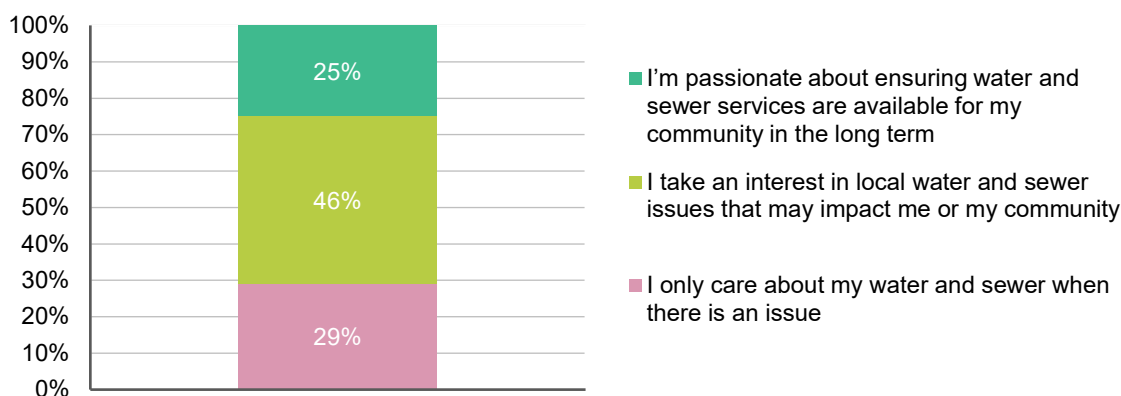
The largest segment was represented by almost half of residents (46%) who reported that they take an interest in local water and sewer issues that may impact them or their community. One-quarter (25%) reported to be passionate about ensuring water and sewer services were available for their community in the long term, and the remaining segment (29%) were more passive, reporting to only care about their water and sewer when there was an issue.

Figure 2 Awareness of Water Provider

The water authority for the Central Coast LGA is the Central Coast Water and Sewer Directorate. This is a Water utility within a council, not a standalone Water Corporation.

Q2. Which of the following statements best describes your attitude towards your water and sewer related services?

Base: n=100





4. FINDINGS

Values

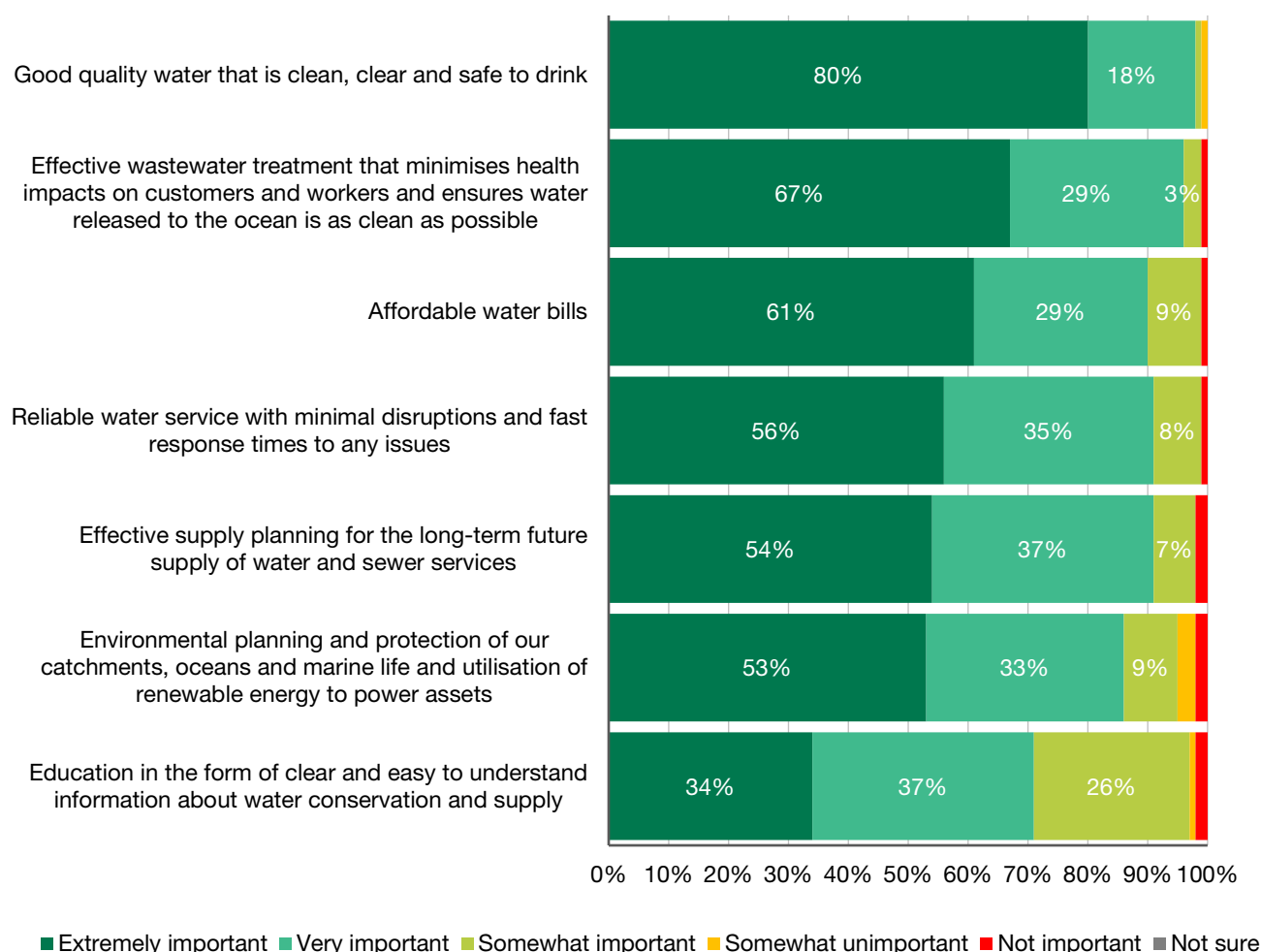
The most important value to the community by far with 80% rating it extremely important, was *Good quality water that is clean, clear and safe to drink* (98% extremely/very important). This was followed by *Effective wastewater treatment that minimises health impacts...and ensures water released to the ocean is as clean as possible* with 67% rating it extremely important (96% extremely/very important).

Affordable water bills ranked third in terms with 61% rating it extremely important.

Figure 3 Values Related to Water and Sewer Services – Importance Ratings

Q3. How important are the following values related to water and sewer services to you? Would you say [ITEM] is extremely important, very important, somewhat important, somewhat unimportant or not important? And what about [ITEM]?

Base: n=100





4. FINDINGS

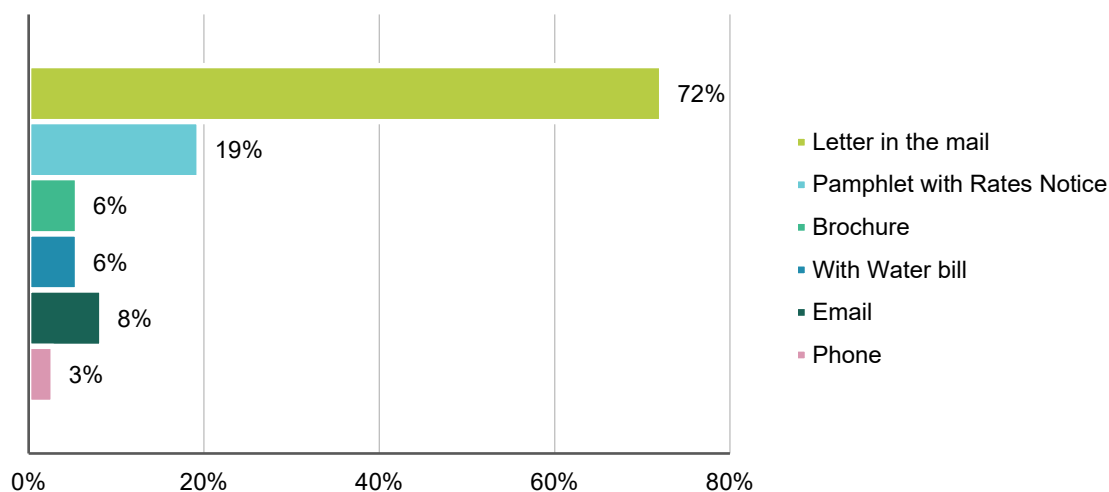
Correspondence Received

Just over one-third (36%) reported recalling receiving direct or personalised correspondence about Central Coast Water and Sewer in the last 2 years. Around half said 'No' (46%) and the remainder (18%) could not recall or were not sure (Q4). Among those who recalled receiving correspondence (n=36), the majority reported it had been a letter in the mail (72%) or a pamphlet with their Rates Notice (19%). In total, 92% mentioned some form of letter, pamphlet or brochure.

Figure 4 Types of Correspondence Received

Q5. What type of correspondence did you receive?

Base: n=36 ('Yes' to Q4 - Do you recall receiving direct or personalised correspondence about Central Coast Water and Sewer in the last 2 years?)





4. FINDINGS

Importance of Engagement

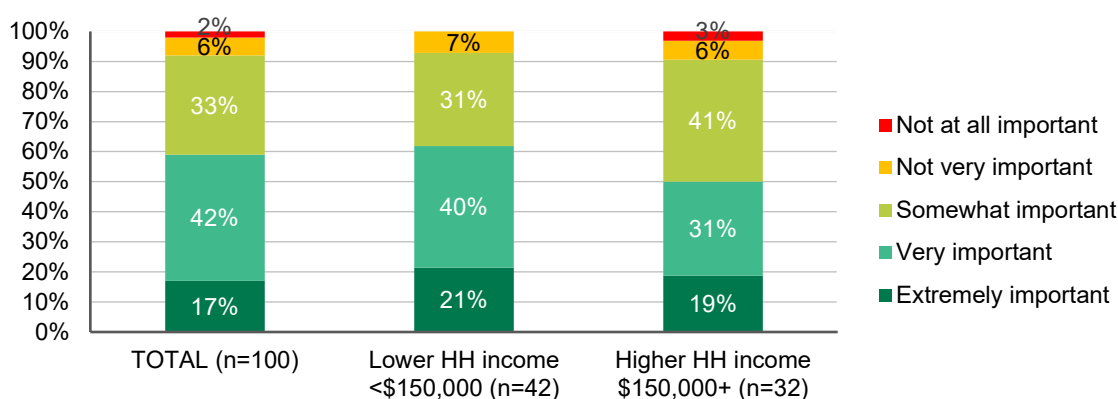
The vast majority of residents (92%) reported that community engagement on complex water and sewer services was important to them (17% 'extremely important', 42% 'very important'). Only 8% reported it was 'not very important' or 'not at all important'. Importance ratings were similar for the lower household income segment, and directionally weaker for the higher household income segment.

Figure 5 Importance of Community Engagement

Long term planning projects can sometimes be complex and technical. For example, developing a Water Security Plan needs to take into consideration projected growth and the water supply required to meet the future needs of our growing community.

Q10. How important is community engagement on complex water and sewer services to you? Would you say it is...

Base: n=100



Satisfaction / Dissatisfaction with Opportunities to Have Your Say

Just over one-third of residents (36%) felt satisfied with the opportunities provided by Council for them to have their say on water and sewer related services, with 12% very satisfied. Comparing the genders, there was directionally more dissatisfaction among females (31% very/somewhat dissatisfied) compared to males (12% very/somewhat dissatisfied). Those with higher household incomes (\$150,000 or more) were more likely to 'sit on the fence' with 63% reporting to be neither satisfied or dissatisfied, while those with lower household incomes made up their minds as either satisfied or dissatisfied.



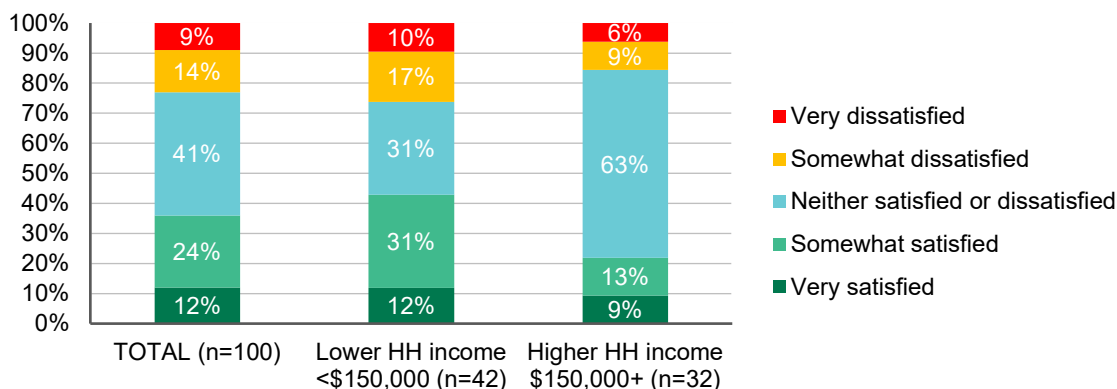
4. FINDINGS

Figure 6 Satisfaction / Dissatisfaction with Opportunities to Have Your Say

The council undertook extensive engagement within the Central Coast community in 2022 on the Central Coast Water Security Plan and again in 2023 to identify what the community value most about their water and sewer services. The Water and Sewer Customer Charter and Complaints Management Framework was developed taking into account feedback received during these engagements.

Q6. How satisfied or dissatisfied are you with the opportunities council provides for you to have your say on water and sewer related services? Would you say you are...

Base: n=100



Those who reported dissatisfaction with opportunities to have their say (n=23) were asked to briefly explain why they felt that way (Q6a). Reasons provided were reviewed and grouped into themes. Note that the answers provided by some residents were counted under more than one theme.

- *Did not know I could have a say / Opportunities to voice concerns were not advertised* (n=11)
- *We have had issues with our water / sewerage* (n=8)
- *Council just does what they want / not interested in listening to what residents want* (n=7)
- *Bad experience with Council* (n=4)
- *Negative impressions of Council* (n=3)
- *Hard to get onto them to speak to* (n=1)
- *Have given up* (n=1)
- *Process to register (for engagement session) was too invasive and didn't accept renters* (n=1)



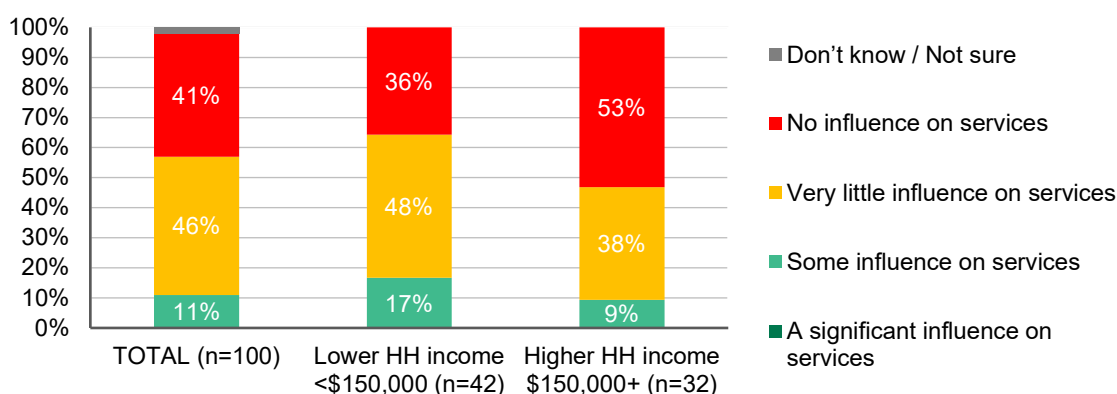
4. FINDINGS

Influence Felt on Water and Sewer Services Provided

None of the residents (0%) felt that they had a significant influence on the water and sewer services provided by Council. Less than half (46%) reported they had 'very little influence', and 41% reported they had 'no influence', with a minority reporting 'some influence' (11%). Interestingly, lower income households were directionally more likely to feel they had some influence on the services provided compared to higher income households (64% vs. 47% respectively).

Figure 7 Level of Influence on Water and Sewer Services Provided by Council

Q9. What level of influence do you feel you have on the water and sewer services provided by council? Would you say you have...
Base: n=100

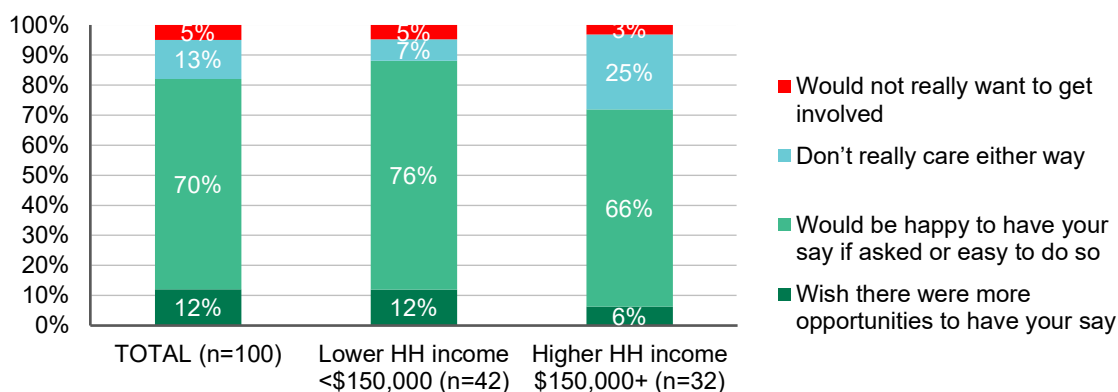


Interest in Having a Say / Being Involved

Seven out of ten residents (70%) reported that they would be happy to have their say on water and sewer services, and a further 12% claimed they wished there were more opportunities to do so. Only 5% of residents claimed they would not want to get involved. Among the higher household income group, two-thirds reported to not really care either way.

Figure 8 Interest in Having a Say on Water and Sewer Related Services

Q7. And which of the following best describes you when it comes to having your say on water and sewer related services? Would you say you...
Base: n=100





4. FINDINGS

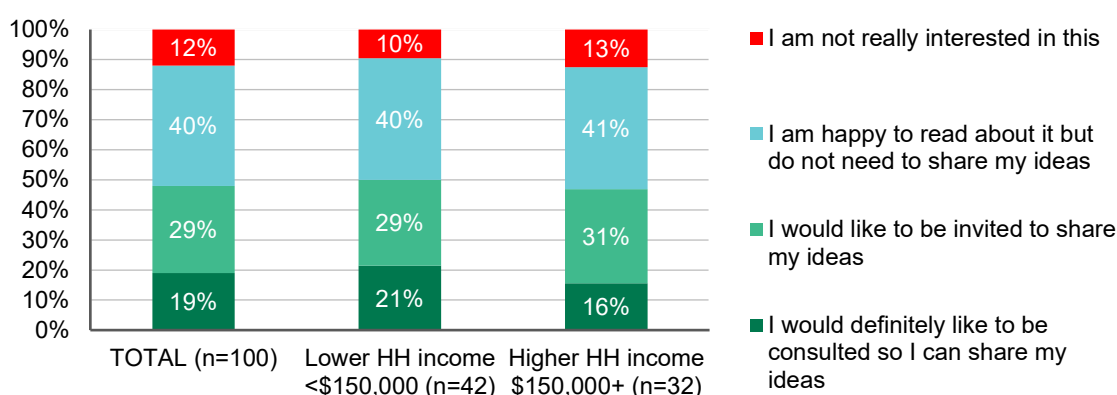
Almost half of residents (48%) reported that they would like to be consulted or share their ideas on the future pricing proposal. Four out of ten (40%) reported they would be happy to read about it but do not need to be consulted, and 12% claimed they were not really interested in this. Again for this question, there was directionally slightly more interest among lower income households than higher income households.

Figure 9 Interest in Being Involved on Future Pricing Proposal

Every 5 years council is required to put forward a proposal to IPART, the independent regulatory body in charge of setting the maximum prices that Central Coast Water can charge its customers for water and sewer services.

Q13. How involved would you like to be on the future pricing proposal?

Base: n=100



Later in the survey when participants were asked if they would be interested in participating in community engagement workshops where they would have the chance to make recommendations that will impact the quality and pricing of water in the future, a total of 17% of participants said 'Yes' and 11% said 'Maybe/It depends' (Q19).

For those who answered 'No' at Q19 but had previously expressed that they would like to have their say or be consulted, a question was asked to check if they would be willing to let Taverner Research pass on their details to Central Coast Water and Sewer Directorate so that they could be invited to have their say in future (Q19a). A further n=28 said 'Yes'.

In total there were n=58 participants that provided their contact information for us to share, and these details will be shared as an accompaniment to this report.



4. FINDINGS

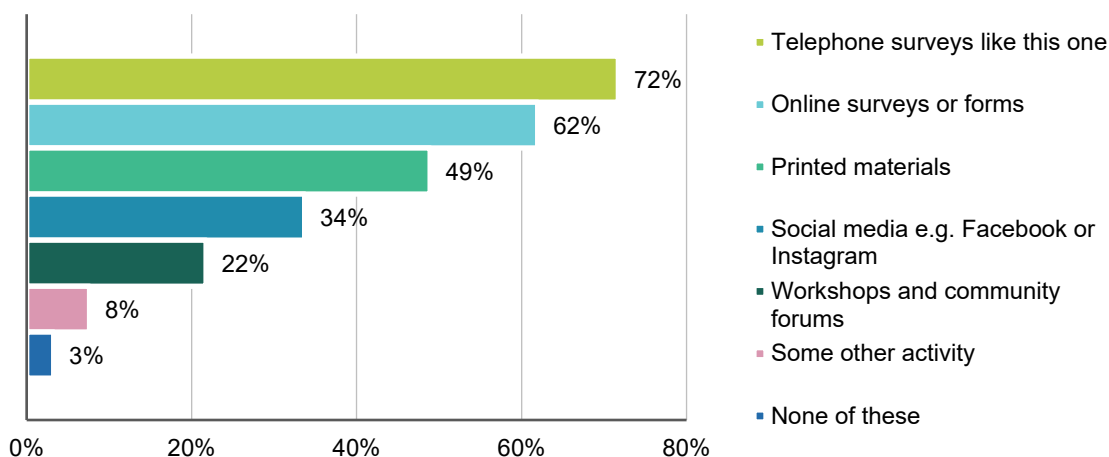
Engagement Activities

The engagement activities residents reported as being most likely to engage with were telephone surveys like this one (72%), online surveys or forms (62%) and printed materials (49%).

Figure 10 Engagement Activities Most Likely to Engage with

Q11. What engagement activities would you be most likely to engage with?

Base: n=92 ('Extremely' / 'Very' / 'Somewhat important' at Q10 – How important is community engagement on complex water and sewer services to you?)



Among those who reported that community engagement was important (at Q10), the most desirable ways to be informed about these opportunities were:

- Email (66%)
- Rates Notice (65%)
- Letters and/or Brochures/flyers (56%)

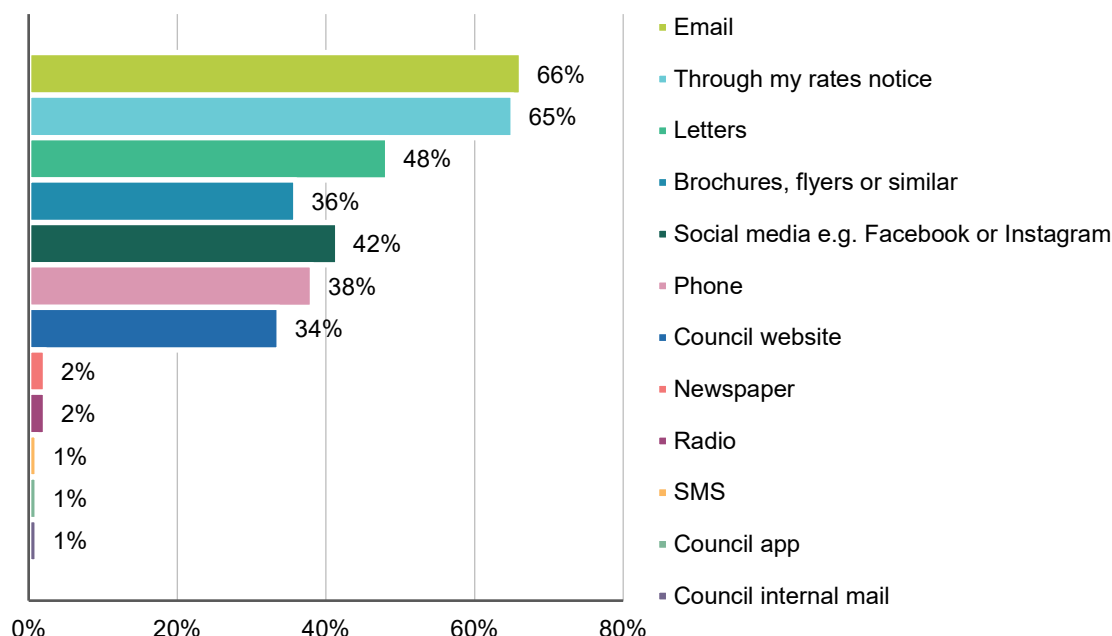


4. FINDINGS

Figure 11 Communication Methods Desired for Engagement Opportunities

Q12. How would you like to be informed about these opportunities?

Base: n=89 ('Extremely' / 'Very' / 'Somewhat important' at Q10 – How important is community engagement on complex water and sewer services to you?)



Experience with Central Coast Council's Website

Survey participants were informed that Central Coast Water was interested in seeking community feedback on the content they share online and were asked if they recalled visiting council's website to seek water and sewer related information in the last 12 months (Q14). Fifteen-percent (15%) said 'Yes' and 85% said 'No'. Those aged 35-54 were the most likely to access the website. There were no gender differences.

The n=15 who had accessed the website were asked what kind of information related to water and sewer they were seeking from the council's website. Reasons provided were as follows; not that none of the mentions related to billing information or major projects/long term planning (Q15).

- Issue or disruption with service (n=5)
- Water and sewer education (n=4)
- Water issues (contamination, pressure, smells, pipes/drainage, flooding) (n=4)
- Water levels (n=3)
- Number to call to complain/lodge a requests (n=1)
- Performance reporting (n=1)
- Water pricing (n=1)
- General information to see what was there (n=1)



4. FINDINGS

The next two questions were asked only to the n=15 who had accessed the website:

Ease of Finding Information

When asked how easy or difficult it was to find the information they were seeking (Q16), the majority (n=10) reported it was difficult to find ('very difficult' n=5, 'somewhat difficult' n=5) while the balance thought it was easy ('quite easy' n=4, 'very easy' n=1).

Ease of Understanding Information

When asked how easy or difficult it was to understand the information at the website (Q17), the majority (n=12) reported it was easy to understand ('quite easy' n=9, 'very easy' n=3). Two found it difficult ('very difficult' n=1, 'somewhat difficult' n=1), and one could not remember.

Types of Water and Sewer Information Interested in

Three-quarters of survey participants (74%) nominated different types of information that would be of interest to them, that they would like to see on the Council's website.

The key areas of interest were:

- Water quality and information about the safety of the water for consumption and it's profile
- Issues or disruption with services including any planned outages, and updates on repairs
- Updates on major projects / initiatives and what is being done longer-term

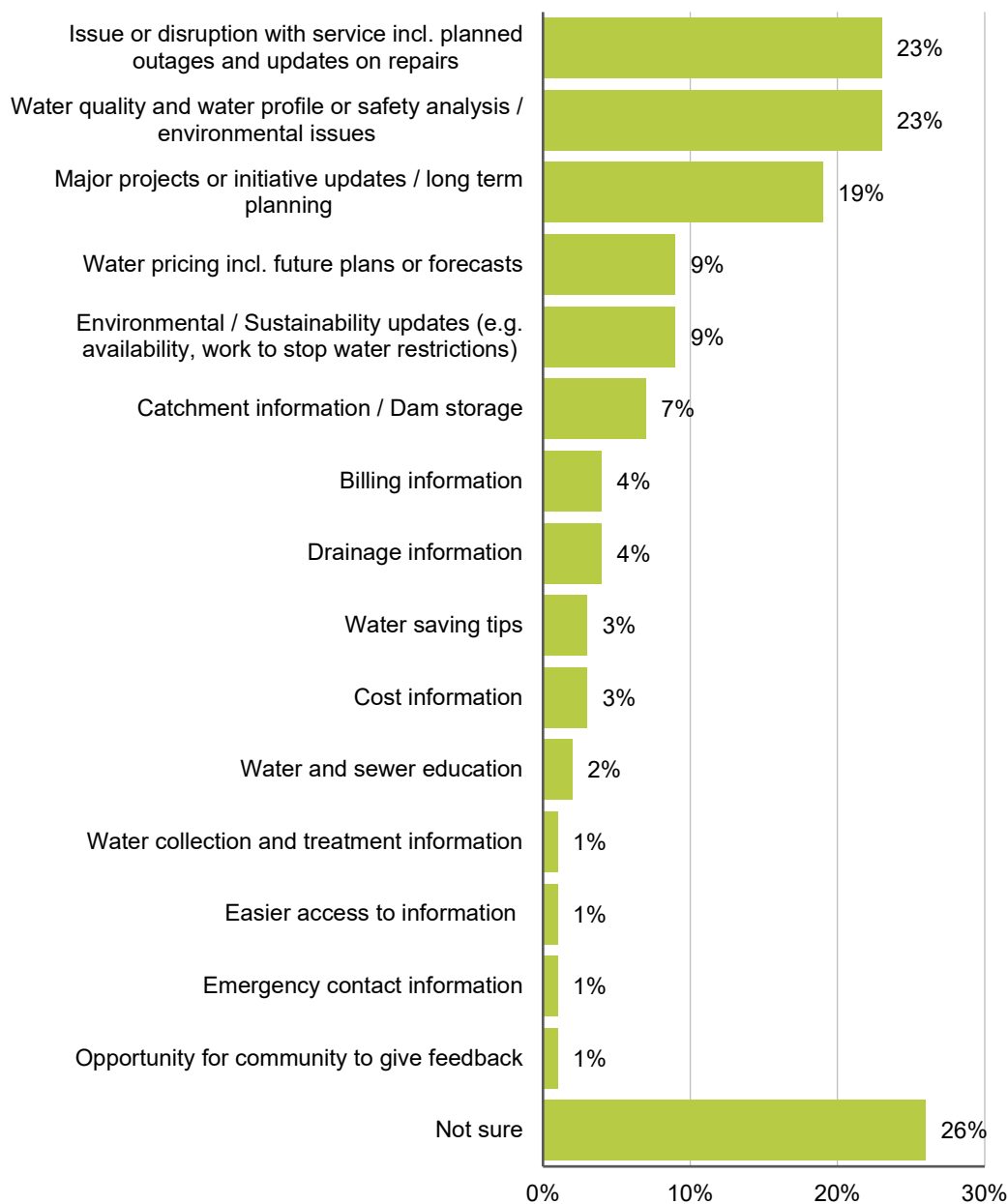


4. FINDINGS

Figure 12 Types of Water and Sewer Information Interested in

Q18. What type of water and sewer information would you like to see on the council's website?

Base: n=100



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APPENDIX B - DELIBERATIVE FORUM OUTCOMES

NORTH FORUM



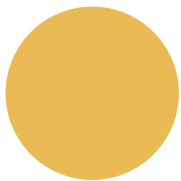
Water
and Sewer

Group recommendation Wyong Session



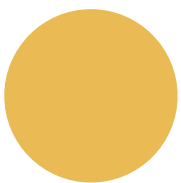
Communication and transparency is critical

- Rebuild trust with CCC constituents
- Facilitate communication to customers across a variety of mediums to ensure delivery of information
 - Email, Social media, snail mail, newsletters, text
 - Ensure communication channels are accessible to all members of the community
- Council to investigate methods of transitioning communications for customers to digital formats. This will provide cost savings for council
- Redesign website and build mobile app to provide better experience for customers and clarity of where information is available to make sure it easily accessible



Price Phasing Should Remain Consistent

- Consensus of group is to provide customers with consistent pricing over the period of the price determination cycle
- Phasing or price adjustments based on percentage increases are not to be considered
- Customers want the ability to forecast their water usage rates over a period of time
- Provides stability in rate and usage cost



Service levels should hold council accountable to delivery of service across water and waste water.

- Collective review of historical service levels highlight a general success in meeting or delivering under the required benchmarks
- Localisation of data is important to better inform customers of issues in their area. Current data is not reported at a granular enough level
- Future determination service levels should be set to current success metrics or be reduced to hold council accountable, keeping pressure on continual improvement delivery
- Exceeding benchmarks for council reporting may result in increased cost to maintain service delivery. Example of this would be improved infrastructure or upgrades. An increased cost may be required to future proof the stability of the water and waste systems but ensure a reduced volume of issues recorded. Other external factors and community education may also affect costs



Thank
you

APPENDIX B - DELIBERATIVE FORUM OUTCOMES

SOUTH FORUM

Opening Statement:

Fair pricing, water quality, and efficiency are the highest priorities. Other priorities include transparency, education, environment, and accountability.

This statement has been developed following 10 hours of deliberations.

Pricing:

- We'd prefer no price rises at all. Particularly now with cost of living crisis. People taking home less than \$500 / week. Would be really nice to pause on something for a little while.
- **Overall strategy:**
 - o Considering investment, but it doesn't guarantee performance, which is a concern. Lack of trust that it will change or improve anything.
 - o Understand that prices do have to go up, and if you want better service, we have to pay. People have to be realistic, and so saying we don't want a price rise, it's not going to happen. Have to be realistic in that we want a serviced that is efficient, effective, and services what we want. But I'd like to get some understanding around how IPART determine the decisions.
- Pricing spread between low/high income:
 - o Community is important, and allowing the community to think creatively on how they can better support the poor and those of limited financial means. Potential for water rebates?
 - o Discount for those with pensions? (Believe they currently do)
 - o Rebate if water allocation is not used
- In all of this, we haven't been given the long-term capital plan. Hard to really recommend or make final statements, if we have no clue what council's long-term capital plan is. (We do know about Mardi Treatment plan of 70M)

Price Phasing Options:

- Consideration for respecting IPART's recommendations from last time. Not necessarily needed to re-confirm feedback?
- Flat – Steady
 - o Majority of people voted for this. But would really like to know what IPART decides first? As they determined differently last time.
 - Actually, we'd prefer NO price rises at all (ie. No CPI)
- Front loading
 - o Not an option
- Back loading
 - o Interested, but to avoid bill shock, don't want this option for large increases.
 - For example, if more than 5%, we would prefer the slow increase, if less than 5%? or not an increase at all, we're happy with Option 1.

Efficiency:

The general perception from the group is that cause for high prices and low performance is inefficiency.

We consider efficiency to be very important, as pricing vs performance would often be considered to be a zero sum game. However, we wouldn't have to pay more if the alternative was council water becoming more efficient.

After the last community consultation (IPART review) there has been a big increase additionally to inflation. The report from this showed, that when the group was asked, Would you be prepared to pay more for X, Y, and Z, the group said yes. We got price rises, but no real outcomes. (at least that is the perception)

Water Quality:

- Drinkable
 - o Nearly all here are not drinking water directly out of the tap. People buying bottled water, boiling water, or buying filters. That's a shame.
- Brown Water
 - o Shouldn't be turning my clothes brown
 - o When they flush pipes, water is brown for some people, but not for others? Is there a better way of flushing pipes?
 - o Maybe education is required to teach people how to purge our pipes? Or some other education?
- Chemicals
 - o Do we need to have so many chemicals in our water?
 - o Smells like a lot of chemicals in the water. What's in it? Do we need all of them and would it be cheaper if we didn't?

Better Communication and Education:

- Education Improvement examples
 - o Brown Water
 - If you purge, it improves your water quality – most don't know about it
 - o Don't throw milk down the drain (didn't know that?)
 - o Subsidies the consumer is eligible for – if on a high pressure system I need a regulator put on, are there any subsidies?
- Communication strategies
 - o Dashboard for customer to login to that will tell them their personalized planned, unplanned, etc, outages, and allow them to download generalized information (or link to it)
 - o SMS messaging – ideally geolocated (Similar to electricity outage SMS notifications)
 - o Accessible: Better communication necessary for multilingual speakers
 - o Mascot / campaign to educate young people, targeting libraries & schools. Kids get excited, bring home to parents & make a difference.
 - o Educational stickers on public toilets
- Accountability
 - o Who is the water council accountable to? How can we ensure that efficiency gains are realised (as in private corporations there is external pressure)

Prioritisation of Work:

General Notes:

- Problem with council's data collection and didn't have confidence in statistics.

- Too hard to report issues. Long phone calls, can't get through, Problems may actually be more urgent or prevalent than expected (with more customers impacted) (ie. Long phone calls)
- Lots of things we thought could wait, but depended on drought, etc.

KPIs:

- KPIs that are set by IPART are important and would like them used by council.

Emergency

Urgent

- Customer reports (during a significant rain event) manhole lid seeping water – could be moved to non-urgent (5 days business response)

Non-Urgent (5 days)

Low Priority (15 days)

- There is a current bullet point: Customer has advised that they cannot locate hydrant
 - There was a scenario where there was a burst pipe that tradies concreted over, and water seeping out for weeks, should be moved to 5h response

Environment & Regulatory

- Ideas may currently be limited by regulation?
 - Eg. Refunds, better with environmental issues
- Environmental issues that have occurred:
 - Education
 - Rubbish in the creeks
 - What is flushed in toilets (particularly high-rise)
 - Mascot / campaign to educate young people
 - Water treatment & waterways – Learning from Darkinjung where possible
 - Stormwater capture could be a consideration?
 - Sewage leaking into the lake
 - Flooding & Drainage Important. Control of water going into the lake

Other Considerations

- Have we considered a merger with Hunter Water Corp?
 - Definitely not recommending this, but think it should be considered
- More public bubblers & options to fill water bottles on the go

Closing Statement

We appreciate your consideration of the above points, and would like to remain engaged throughout the process with IPART. Would like to see this feedback considered and understand the response.

APPENDIX C – DELIBERATIVE FORUM AGENDAS



Agenda

Central Coast Council Water and Sewer Deliberative Forum 2 – South

Project	Your Water and Sewer Services 2024	Date	29 June 2024
Venue	Gosford Entertainment Grounds, Panorama Room, 4 Racecourse Road, West Gosford	Time	10 AM – 4 PM
Purpose	- Participants to provide feedback to inform the IPART pricing submission through: feedback through activities; final recommendation by participants. - Continue building team dynamic with participants - Seek further customer input on reporting, service standards and levels, price-phasing - Guide participants through Deliberative Engagement process to ensure they can provide useful and meaningful feedback		
Facilitators	Facilitators Darius Turner and Joel Fredericks - Captivate Consulting Presenters TBC - Central Coast Council Support facilitators Nell Breslin - Captivate Consulting Central Coast Council Project Team - Jen Moody, Jenny Back, Krystie Bryant, Margaret Collins, Alisha Adams, Tara McGill, Luke Welfare, Luke Drury, Danielle Hargreaves, Stephen Legge		

Time	Discussion Point	Presenter	Materials/Logistics
8.00 AM – 9.30 AM	Room Setup	Captivate	Pens, markers, post-its, Powerpoint slides, pull-up banners, tech/AV
9.30 AM – 10.00 AM	Welcome participants	Captivate	Sign-in sheet, name tags
10.00 AM – 10.15 AM	Welcome and introductions Team introductions Acknowledgement of Country	Darius Turner (Captivate)	Powerpoint slides

Time	Discussion Point	Presenter	Materials/Logistics
	Housekeeping • Safety, exits & toilets • Ground rules (respect for other participants and staff, active participation, appropriate tone and language) • Location and duration of sessions • Incentives • Privacy • Media and social media • What to do about customer specific issues (see Alisha A to log request) • Agenda		
10.15 AM – 10.30 AM	ACTIVITY Icebreaker - How are you feeling about today? Participants asked to stand and move to back of room where A4 images are spread out. Step 1: Choose an image that represents how you are feeling about being here today. Step 2. Think about why you have chosen this image and a quick way to explain it to someone else. Step 3. Find someone in the room you haven't spoken to yet and share with them why you have chosen that image (rotate 3 x 5 minutes).	Darius Turner & Joel Fredericks (Captive)	A4 Laminated Images x 60
10.30 AM – 10.45 AM	PRESENTATION What is Deliberative Engagement? • Outline types (Citizen's Juries, People's Panel, Reference Group, Deliberative Forums) • Objectives and outcomes (making a decision, input into a decision, recommendations) • Format of outputs (paper, recommendations, presentation, address to Council)	Darius Turner (Captive)	Powerpoint slides

Time	Discussion Point	Presenter	Materials/Logistics
	Examples of other deliberative engagement		
10.45 AM – 10.50 AM	PRESENTATION Ambitions for today Outline Agenda: - Welcome - Activity: Icebreaker - What is Deliberative Engagement Ambitions for today - Activity: Working as a group to come to an outcome, consensus - DOPE activity - Topic 1: Performance Reporting - Topic 2: Service Standards and Service Levels - Topic 3: Price phasing - Consolidate feedback for Council to consider in IPART submission DT to explain ambition for the group to achieve by the end of the day: a documented recommendation or finding for Council to consider in its IPART pricing submission. Two types of outcomes: - Feedback participants provide through the activities and comments - Opportunity to provide formal feedback as a group	Darius Turner (Captivate)	Powerpoint slides
10.50 AM – 11.05AM	PRESENTATION Closing the Loop - Benchmarking and comparisons with other Water Authorities - How revenue is allocated - How much does delivery of W&S cost? - How your bill is split	Jamie Loader (Central Coast Council)	

Time	Discussion Point	Presenter	Materials/Logistics
11.05 AM – 11.30 AM	DOPE activity – Dove, Owl, Peacock, Eagle. Participants given 20 minutes to complete personality test and then score answers to determine type of personality.	Darius Turner (Captivate)	40 x DOPE Question and 40 x Answer sheets DOPE stickers
11.30 AM – 11.45 AM	Morning Tea		
After morning tea, participants are divided into three groups. Groups remain until the final activity where all participants come back together to develop the final output. Each group will have a supporter/facilitator: Joel, Nell, Darius and (Jen M to cover if Darius needed for urgent conversations etc). Council project team on hand to answer any questions if groups request further information.			
11.45 AM – 12.15 PM	Activity: TOPIC 1: Performance Reporting This activity will do a high level re-test of current performance reporting. Activity: Should targets stay the same or move? Each of the 3 groups tasked with coming to a recommendation for this topic.	Darius Turner & Joel Fredericks (Captivate)	Printed examples of recent Performance Reports. Charts showing: - Unplanned interruptions - Water quality complaints - Sewer overflows - Reports to regulator - Sewer breaks and chokes - Water main breaks Activity Sheets, markers, pens, blu-tack
12.15 PM – 1.00 PM	Activity: TOPIC 2: Service Levels and Notification Process Response time for 4 categories of emergency, urgent, non-urgent, low. Groups asked: - Do the examples match the correct priority as it stands? - Is the response time accurate or requires adjustment? - What is expectation in out of hours?	Darius Turner & Joel Fredericks (Captivate)	Activity Sheets, markers, pens, blu-tack

Time	Discussion Point	Presenter	Materials/Logistics
	Each of the 3 groups tasked with coming to a recommendation for this topic.		
1.00 PM – 1.30 PM	Lunch		
1.30 PM – 2.00 PM	Activity: TOPIC 3: Price phasing Questions: - Do you have preference for a price-phasing model? - If yes, please outline why your group has chosen a preferred model. - Group does not have to have a preference – can choose to opt out if no clear preference. Note that this topic is not about price-setting or cost of water and sewer services. Each of the 3 groups tasked with coming to a recommendation for this topic.	Darius Turner & (Captivate) Jamie Loader (Central Coast Council)	Info on CPI and price-phasing models printed for each group. Five minute presentation from Council.
2.00 PM – 4.00 PM	Final outcome with presentation by participants Participants to re-form into one group. Facilitator to request spokesperson/leader from each group to facilitate this session. DT to closely observe and facilitate if required. Facilitated conversation to develop final outcome/recommendations from participants. Thank you, close and next steps at 4pm.	Darius Turner & (Captivate)	Laptop, projector, butcher's paper, markers

Agenda

Central Coast Council Water and Sewer Deliberative Forum 2 – South

Project	Your Water and Sewer Services 2024	Date	6 July 2024
Venue	Kooindah Waters, 40 Kooindah Blvd, Wyong NSW 2259	Time	10 AM – 4 PM
Purpose	- Participants to provide feedback to inform the IPART pricing submission through: feedback through activities; final recommendation by participants. - Continue building team dynamic with participants - Seek further customer input on reporting, service standards and levels, price-phasing - Guide participants through Deliberative Engagement process to ensure they can provide useful and meaningful feedback		
Facilitators	Facilitators Darius Turner and Joel Fredericks - Captivate Consulting Presenters Jamie Loader – Central Coast Council Support facilitators Nell Breslin – Captivate Consulting Central Coast Council Project Team – Jen Moody, Jenny Back, Krystie Bryant, Margaret Collins, Alisha Adams, Tara McGill, Luke Welfare, Luke Drury, Danielle Hargreaves, Stephen Legge		

Time	Discussion Point	Presenter	Materials/Logistics
8.00 AM – 9.30 AM	Room Setup	Captivate	Pens, markers, post-its, Powerpoint slides, pull-up banners, tech/AV
9.30 AM – 10.00 AM	Welcome participants	Captivate	Sign-in sheet, name tags
10.00 AM – 10.15 AM	Welcome and introductions Team introductions Acknowledgement of Country Housekeeping	Darius Turner (Captivate)	Powerpoint slides

Time	Discussion Point	Presenter	Materials/Logistics
	• Safety, exits & toilets • Ground rules (respect for other participants and staff, active participation, appropriate tone and language) • Location and duration of sessions • Incentives • Privacy • Media and social media • What to do about customer specific issues (see Alisha A to log request) • Agenda		
10.15 AM – 10.30 AM	ACTIVITY Icebreaker - How are you feeling about today? Participants asked to stand and move to back of room where A4 images are spread out. Step 1: Choose an image that represents how you are feeling about being here today. Step 2. Think about why you have chosen this image and a quick way to explain it to someone else. Step 3. Find someone in the room you haven't spoken to yet and share with them why you have chosen that image (rotate 3 x 5 minutes).	Darius Turner & Joel Fredericks (Captive)	A4 Laminated Images x 60
10.30 AM – 10.45 AM	PRESENTATION What is Deliberative Engagement? • Outline types (Citizen's Juries, People's Panel, Reference Group, Deliberative Forums) • Objectives and outcomes (making a decision, input into a decision, recommendations) • Format of outputs (paper, recommendations, presentation, address to Council)	Darius Turner (Captive)	Powerpoint slides

Time	Discussion Point	Presenter	Materials/Logistics
	Examples of other deliberative engagement		
10.45 AM – 10.50 AM	PRESENTATION Ambitions for today Outline Agenda: - Welcome - Activity: Icebreaker - What is Deliberative Engagement Ambitions for today - Activity: Working as a group to come to an outcome, consensus - DOPE activity - Topic 1: Performance Reporting - Topic 2: Service Standards and Service Levels - Topic 3: Price phasing - Consolidate feedback for Council to consider in IPART submission DT to explain ambition for the group to achieve by the end of the day: a documented recommendation or finding for Council to consider in its IPART pricing submission. Two types of outcomes: - Feedback participants provide through the activities and comments - Opportunity to provide formal feedback as a group	Darius Turner (Captivate)	Powerpoint slides
10.50 AM – 11.05AM	PRESENTATION Closing the Loop - Benchmarking and comparisons with other Water Authorities - How revenue is allocated - How much does delivery of W&S cost? - How your bill is split	Jamie Loader (Central Coast Council)	

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12.15 PM – 1.00 PM	Activity: TOPIC 2: Service Levels and Notification Process Planned and unplanned work notifications Response time for 4 categories of emergency, urgent, non-urgent, low. Groups asked: - Do the examples match the correct priority as it stands?	Darius Turner & Joel Fredericks (Captive)	Activity Sheets, markers, pens, blu-tack

Time	Discussion Point	Presenter	Materials/Logistics
	- Is the response time accurate or requires adjustment? - What is expectation in out of hours? Each of the 3 groups tasked with coming to a recommendation for this topic.		
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