



Kiersten Fishburn
Secretary
Department of Planning, Housing and Industry
4 Parramatta Square
12 Darcy Street
Parramatta NSW 2150

29 February 2024

Ref No: F2022/00598

Submission via planning portal

Dear Kiersten,

RE: NSW Govt housing reforms – Randwick City Council submission

Randwick City Council submits this response to the Department of Planning, Housing and Infrastructure (DPHI) regarding the proposed Low- and Mid-rise housing reforms. At Randwick City Council's Ordinary Meeting of 27 February 2024, Council resolved to endorse this submission and provided approval for it to be submitted to DPHI. I note that in the resolution (Appendix 2) Council has expressed 'serious apprehensions' with the top-down approach to housing reform.

In addition, Council also resolved to write to the NSW Premier, The Hon Chris Minns MP and the NSW Minister for Planning the Hon Paul Scully MP highlighting Council's strong concern with the proposed reforms. Specifically, that the reforms will negatively impact existing and effective local housing strategies.

Randwick Council is supportive of efforts to address the housing shortage through both supply and demand mechanisms at a Federal, State and Local government level. We also acknowledge the National Housing Accord and the associated focus on increasing housing supply. In the case of the Low- and Mid-rise housing reforms, we support the strategic intent of directing growth towards accessible and well serviced existing urban areas.

Medium density housing has always played a part in the development of and character in our LGA. In the Randwick LGA, 74.0% of the dwellings are medium or high density, compared to 46% in the Greater Sydney area¹.

As such, Randwick Council does not object to opportunities that increase housing densities within existing urban areas. However, after undertaking a detailed review of the Explanation of Intended Effect (EIE), serious concern is raised with the blanket application to increasing dwelling densities without any substantial placed based considerations or meaningful engagement of the local community. As proposed, the reforms undermine the significant work Randwick Council has

¹ Source: Australian Bureau of Statistics, [Census of Population and Housing 2021](#)

undertaken to date with our community to achieve State government dwelling targets through appropriate built form outcomes in our local area.

This response is structured into key themes with corresponding recommendations and/or clarifications listed below. However, our overarching position is that with our demonstrated experience in planning for medium density development, DPHI must work collaboratively with Councils to utilise local knowledge and enable consultation with the local community to achieve a better outcome than what is proposed.

Strategic planning background

In accordance with State government guidelines, large scale policy reforms and strategies associated with housing growth have occurred through the preparation of Local Strategic Planning Statements, subsequent Housing Strategies and associated amendments to Local Environment Plans and Development Control Plans.

In this area, Randwick Council has recently undertaken Amendment 9 to the Randwick Local Environment Plan (RLEP) to meet housing targets, to provide greater levels of dwelling diversity, as well as expand areas of medium density housing. Comparing the recently introduced medium density Housing Investigation Areas (HIAs) that were implemented via Amendment 9 to the RLEP to the proposed mid-rise reforms, the HIAs demonstrate numerous best practice planning processes.

Firstly, a high-level multi factor analysis of suitable locations for medium density areas was undertaken by Council officers. This included considerations such as access to transport services, health and education facilities, existing ownership patterns to understand the likelihood of redevelopment through to the location of existing Heritage Conservation Areas.

Urban Design reports were then prepared and were accompanied by informing studies that investigated any traffic impacts, flooding considerations and development feasibilities associated with the proposed medium density areas. Importantly, the development feasibilities also considered and recommended affordable housing contribution rates. Councillor reporting and community engagement followed. Plans were amended in response to Councillor and community feedback. Detailed site-specific DCP parts were then prepared that utilised the urban design report recommendations and provide for minimum frontage requirements, leading sustainability controls and clear, ADG consistent building separation and setback requirements.

Unfortunately, the proposed reforms have not benefited from these extensive and appropriate strategic planning processes.

Defining a Station and Town Centre Precinct

The EIE seeks feedback from Councils to determine which commercial centres meet the definition of a 'town centre'. Council's Strategic Directions Paper prepared by SGS includes a clear centre structure in descending hierarchy from *strategic centres, key town centres, local centres* through to *neighbourhood centres*.

The Paper identifies Randwick, Kensington, Kingsford as key town centres and Maroubra Junction as a strategic centre. These centres are currently zoned E2 Commercial Centre and therefore meet the proposed definition of a town centre.

E1 Local Centres

Further down the centre hierarchy, the SGS Paper identifies Coogee, The Spot, Matraville, Maroubra Beach and Little Bay as local centres. To be defined as 'town centre' under the proposed reforms, centres must be zoned E1 Local Centre and contain an appropriate level of goods and services, *including full-line supermarkets, shops and restaurants*.

Of the defined local centres within the Randwick, no centres contain multiple full-line supermarkets. Only the Matraville town centre is zoned E1 Local Centre and contains a full-line

supermarket. All other local centres do not contain a full-line supermarket and/or are not zoned E1 Local Centre.

While a single full-line supermarket in Matraville could be considered as meeting *frequently needed goods and services*, additional environmental constraints associated with Port Botany present challenges to the intensification of Matraville town centre and surrounds. Considerations include the Hazardous Industry Planning and Assessment Guidelines, port noise impacts and existing dangerous good routes that run through the centre. Therefore, at this high-level stage, it is not recommended that Matraville town centre is included as a station and town centre precinct.

***Recommendation:* No E1 zoned local centres are appropriate for intensification as outlined in the proposed low- and mid-rise reforms due to their narrow business offerings and/or based on sensitive environmental factors.**

In addition to centres within the Randwick LGA, there are several centres zoned E1 in the adjoining LGAs of Bayside and Waverley that if identified as a 'town centre' would permit uplift within the Randwick LGA. While discussions have been had with adjoining Councils, clarification is required on how these may impact the Randwick LGA.

Unintentional town centre planning

Concern is raised regarding the application of Station and Town Centre Precincts as defined by being "800m walking distance of a light rail station". Consequently, the application of this would mean that a number of areas zoned E1 within 800m of Randwick light rail stations would be captured within the Station and Town Centre Precinct, and be subject to non-refusal development standards for shop top housing.

For instance, E1 zoned land along Carrington Road, Coogee currently subject to a maximum building height of 12m and a FSR of 1.5:1, will increase to 16m and 2:1. The non-refusal standards would result in a form and scale of building that is uncharacteristic of the immediate residential area, already zoned R3 medium density.

Furthermore, The Spot, while not providing services and facilities to qualify as a centre within the reforms (i.e., full line supermarket), is located partly within 400m of Randwick Light rail station, and 800m from Randwick and UNSW light rail stations. Accordingly, development standards across this neighbourhood centre would increase from a maximum building heights and FSR of 12m and 1.5:1 to 21m and 3:1 for areas within 400m and 16m and 2:1 for areas between 400m and 800m. This would result in potential development outcomes that are resultant of inconsistent building envelopes and scales that reflect a maximum building potential through non-regular development standards rather a holistic approach to development across the entire centre.

***Recommendation:* Clarify through a revised definition that the low- and mid-rise housing reforms do not apply to town centres, as town centres require detailed, commercial orientated design controls.**

Mid-rise reforms

Material and communications with DPHI to date has confirmed that the proposed uplift will be applied within Heritage Conservation Areas, there are no minimum frontage or area requirements, Apartment Design standards will be reduced all while more than tripling densities from 0.9:1 to 3:1 FSR in many areas of the Randwick LGA. If these changes were proposed in an isolated precinct, they would be concerning. However, as proposed, the reforms impact large areas of the Randwick LGA, while not having benefited from any of the placed based considerations or community input that Amendment 9 to the RLEP received.

A high-level analysis, assuming no E1 centres are identified as town centres, indicates the reforms as proposed could result in an additional 3,600 dwellings within 400m of town centres

and transport hubs in the Randwick LGA per 5-year period². Between 400m and 800m of town centres approximately 880 dwellings are estimated to be developed per 5-year period³. This doubles the current State government target of 4,464 new dwelling for five years and over a 20 year horizon this totals 17,920 mid-rise dwellings which represents a 30% increase in total dwellings in the Randwick LGA.

When combining the mid-rise estimates with the additional 3,200 low-rise dwellings estimated to occur under the reforms (discussed below), the total then surpasses 20,000 new dwellings. This level of new dwelling supply clearly exceeds the NSW Government population projections to 2041 that estimate a total increase in the Randwick LGA population of 15,255 people.

Assuming the continuation of the 2021 ABS Census figure of 2.36 people per household in the Randwick LGA, just under 6,500 new dwellings are required till 2041 to meet the housing needs of the NSW Government population projections. However, it's acknowledged that there should be additional capacity to respond to changing socio-economic circumstances. In this regard, Council would welcome discussions with DPHI about appropriate housing targets to meet the future housing needs of the Randwick LGA.

***Recommendation:* DPHI release dwelling targets for Councils to appropriately plan and direct housing growth in consultation with their respective communities.**

This approach would be consistent with direction from Paul Scully MP, Minister for Planning and Public Spaces who wrote to all Councils on 30 October 2023 urging that Council's *identify existing well-located areas where terraces, small unit blocks or well-designed mid-rise apartments can be permitted.*

As demonstrated by Council's work in preparing Amendment 9 to the RLEP, Council has an existing framework and methodology for identifying areas of housing growth to meet dwelling targets. Importantly this includes extensive community consultation and strong placed based considerations that are missing from the reforms.

Mid-rise design criteria

Notwithstanding the above recommendation, specific commentary is provided on the following proposed development standards for mid-rise housing:

Relationship between proposed FSRs and building heights

3:1 is an urban typology suitable for town centres, not transition areas. Urban Design analysis for the Housing Investigation Areas resulted in the follow relationship between FSR and height for land within R3 Zone:

- 3:1 relates to 8 storeys (26m)
- 1.8:1 relates to 6 storeys (19.5m)
- 1.6:1 relates to 5 storeys (16.5m)

Included at Appendix 1, Council has increased the FSR of a portion of the Magill Street Housing Investigation Area (HIA) from the approved 1.8:1 to 3:1. As is demonstrated by the modelling, trying to achieve 3:1 FSR with a three lot consolidation results in a built form outcome that is unacceptably bulky when spread across 6 storeys. To achieve an acceptable design outcome, 3 additional storeys are required.

As demonstrated by the modelling, maintaining a 6 storey height limit with an FSR of 3:1 results in substantially increased site coverage and a corresponding reduction in ground level area that can be utilised for deep soil. The combination of these spatial outcomes to achieve an FSR of 3:1 also

² Assumptions: R3 zones within 400m of all E2 centres and light rail stops, existing density of 1.2:1, a 12.5% take up rate per 5-year period (50% over 20 years) and an apartment size of 80sqm.

³ Assumptions: R3 zones within 400-800m of all E2 centres and light rail stops, existing density of 0.9:1, a 12.5% take up rate per 5-year period (50% over 20 years) and an apartment size of 80sqm.

reduces the ability for substantial tree canopy to be achieved. This is demonstrated when comparing the site-specific DCP controls for Magill Street HIA that require 25% canopy area with the requirement of 15-20% canopy area as specified in the EIE.

Recommendation: Based on the above FSRs, the proposed FSRs for the mid-rise areas should be reduced to 1.8:1 for six storey development and in the order of 1.2:1 for four storey development.

Minimum lot sizes and frontage widths

The EIE does not specify minimum lot areas nor frontage widths for mid-rise development. The two controls are essential to ensure that realistic site layouts can be achieved, with regards to appropriate setbacks, landscaping and deep soil area along with basement ramping and circulation (without resorting to mechanical solutions).

For example, within Randwick's work on the medium density HIAs, each precinct's existing subdivision pattern, slope, vegetation and access points were assessed. This was followed by a high-level exercise in potential lot consolidation patterns. The result of this exercise was tailored minimum lot frontage controls contained within the site specific DCP for each precinct. Minimum lot sizing was not specified given the extensive assessment of the existing subdivision pattern.

Recommendation: As the proposed reforms have not benefited from any place-based assessment to understand, minimum lot sizes and frontage widths must be included to ensure a base level of amenity is provided.

Low-rise

Reflecting on the proposed low-rise reforms and general commentary in the media, it is important to recognise that the Randwick LGA already permits dual occupancy within all R2 Zone areas. In addition, multi dwelling housing (along with residential flat buildings) are already permitted land uses within R3 Zone areas.

Multi-dwelling

As part of background work to prepare Amendment 9 to the RLEP and to meet housing targets, an analysis was undertaken to investigate a 'housing diversity' area that included multi dwelling typologies along with various size requirements for dual occupancies within the Randwick LGA. As was the case with the mid-rise reforms, a detailed analysis exploring the implications and scale of change was undertaken looking at range of lot width and lot sizes for lower density dwellings. Through consultation it was determined that only a modest density increase was appropriate in the southern areas of the LGA given transport constraints and limited access to town centres, therefore multi dwelling typologies were not to be pursued.

Dual occupancy

Amendment 9 to the RLEP subsequently aligned size requirements for dual occupancy development and minimum lot size for subdivision in the R2 Zone. Based on localised factors and community feedback, dual occupancy development with a 550sqm site area and a 15m frontage was determined as providing opportunity for growth, including contributing towards Randwick's housing targets while not overwhelming localised services in the LGA.

Amendment 9 to the RLEP commenced on 1 September 2023. Given the extensive consultation and numerous communications with our community, to amend these development standards less than 6 months after they have commenced will cause significant confusion and undermine work that clearly demonstrated that Randwick Council is achieving the most recent LGA wide dwelling targets.

The proposed dual occupancy reforms down to 450sqm and 12m frontage will open up at least an additional 4,320 new lots for dual occupancy and subsequent subdivision in the Randwick

LGA. Assuming an update rate of 75%, this represents 800 lots per 5-year period, or approximately 3,200 new dwellings over a 20-year horizon.

On the impacts of an additional 3,200 dwellings in the Randwick LGA, testing associated with Amendment 9 to the RLEP indicated that a reduction from 550sqm to 450sqm for dual occupancy would result in a significant increase in density focused on the southern portion of the Randwick LGA. This is an important consideration as that area is less serviced by public transport and with limited access to shops and services less. This combination would likely result in increased traffic movements and associated congestion.

Considering the proposed 12m frontage, extensive testing as part of Amendment 9 indicated that once allowances are made for side setbacks (0.9m-1.2) and a single width garage (3m) there is approximately 2m remaining at ground floor for any habitable space towards the front of each dual occupancy. This leads to unused internal spaces or recessed front entrances, both outcomes reducing any passive surveillance of the street. In addition, a 12m frontage combined with multiple crossovers also can lead to a substantial reduction in on-street carparking.

It is also noted that the EIE does not differentiate between attached and detached dual occupancies. Clarification is required that the reforms solely seek changes to attached dual occupancies. Inclusion of detached dual occupancies with subsequent Torrens subdivision could result in the creation of dwelling houses on lots down to 225sqm.

***Recommendation:* Given the proposed low-rise changes applying to dual occupancies conflict with analysis that was approved by the Department of Planning and Environment less than 6 months ago, it is requested that the Randwick LGA is exempt from the proposed dual occupancy changes.**

Any uplift associated with multi dwelling houses should be included with the recommendation above for DPHI release dwelling targets for Councils to appropriately plan and direct housing growth in consultation with their respective communities.

Heritage

Randwick's heritage is rich and diverse and includes buildings, structures, Aboriginal and archaeological sites, parks and reserves. Heritage is valued by the local community and more broadly Sydney because it is associated with phases of history, or important people or events and preserves the time line – our connection between past and future.

Protecting properties through planning legislation enriches the local character, the streetscape appeal and the community's understanding of an area's story. Specifically, Randwick's 21 Heritage Conservation Areas (HCAs) seek to ensure the heritage significance is safeguarded for future generations by ensuring that the understanding of place is retained. Randwick City HCAs were recently reviewed by external heritage consultants as part of the Comprehensive LEP heritage review and the boundaries were found to be suitable or in one case the HCAs was extended based on Heritage Council assessment criteria. In addition, one new HCA identified and was introduced.

The proposed application of the low- and mid-rise reforms within HCAs is of significant concern as it does not recognise the need to balance and direct growth to less constrained areas of the Randwick LGA to preserve shared cultural heritage. It also fails to recognise that many conservation areas are already relatively dense but occur within a flatter spatial structure.

In addition, the proposed FSRs up to 3:1 is not compatible and does not facilitate a space where any reasonable built form outcome or transition could be achieved through a merit based assessment that could maintain and respect the heritage values that are protected under Heritage Conservation Areas.

***Recommendation:* Given the importance of HCAs they should be made exempt from the proposed changes to low- and medium-rise housing.**

Affordable Housing

In some instances, within the Randwick LGA, the proposed uplift results in residential FSR increased up to 2.25:1 (from 0.75:1 to 3:1). Given the substantial uplift, it is disappointing that the low- and mid-rise reforms, beyond stating further consultation is to occur in 2024, are proposed without any clear requirement for affordable housing contributions.

As demonstrated through a feasibility study that supported Amendment 9 to the Randwick LEP, an increase in FSR from 0.9:1 through to 1.6-3:1 in the R3 zone resulted in a viable affordable housing contribution between 3-5% of GFA. The viable rate included consideration of the redevelopment of residential flat buildings which has been strata subdivided and allowances for lot consolidation premiums.

While the EIE clearly specifies that the affordable housing bonuses for the provision of up to 15% affordable rental housing applies to low- and mid-rise proposals, this affordable rental housing is only required to be provided for 15 years. As the floorspace and height bonuses are in perpetuity, the provision of affordable rental housing should match this timeframe.

In addition to private development, the proposed reforms do not propose or create mechanisms for any development of government land (under the proposal) to achieve an increase in social and/or affordable housing when accessing allowable uplift. NSW Govt has a key role to play in providing for social and affordable housing on its own land as the private housing market cannot provide the numbers of dwellings required at affordable rental levels. In previous discussions with Land and Housing Corporation (LAHC) over existing social housing sites that are proposed to be redeveloped, the proportion of social housing has been relatively small. Where redeveloping existing social housing sites, we encourage the State Government to achieve a substantial net increase in the number of social housing/affordable dwellings on each site. In addition, we encourage the State Government to achieve social/affordable dwelling mixes greater than 50% of total dwellings.

***Recommendation:* DPHI Undertake feasibility assessments to apply affordable housing contributions/dedication of dwellings (in perpetuity) to private land and provide clear requirements that link any proposed residential uplift on government land to a significant increase in the provision of social and/or affordable housing to achieve dwelling mixes greater than 50% of total dwellings.**

Infrastructure contributions

Mirroring the sentiment outlined above, given the substantial uplift, it is concerning that the EIE does not clearly specify requirements / rates for increased levies for infrastructure. While it is understood that the current s7.12 contributions will continue to apply, given the diverse area that the reforms direct housing growth towards it is challenging to recommend an appropriate rate or mechanism.

With an estimated 20,000 new dwellings over a 20-year horizon within the Randwick LGA, it is generally expected that substantial infrastructure upgrades will be required to service increased need. This is particularly the case for the L2 and L3 Light Rail lines in the northern areas of the LGA that previous Council commissioned transport studies have indicated are already at capacity and requires additional bus services to meet the demand.

As announced, the Housing Productivity Contribution package will provide substantial funding for state infrastructure. However, it is unclear if any direct link between localised growth and the availability of state funding will exist. A more targeted approach through a Council led process as recommended by this submission, would enable a tailored infrastructure capacity study to inform and identify required (state and local) infrastructure projects and relevant funding sources.

Recommendation: Through a Council led process supported by DPFI, individual LGAs should undertake infrastructure capacity and needs analysis studies to appropriately identify required infrastructure and relevant funding sources.

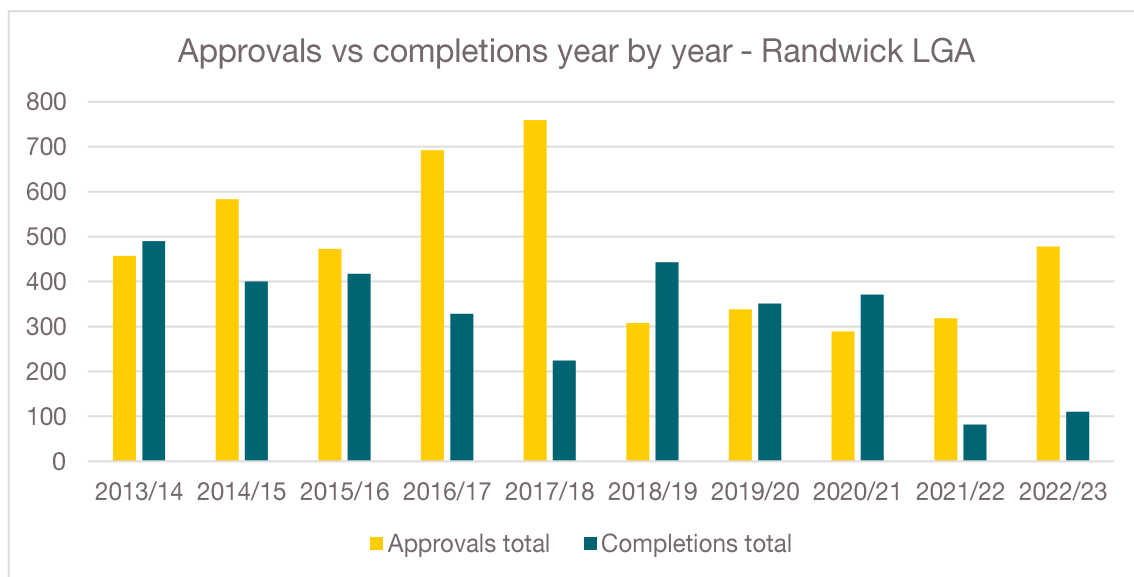
Supply and demand factors

Randwick City Council seeks to highlight that a response to the housing crisis should not be solely linked to increased supply. Constraints on delivery and demand for housing both play considerable factors in determining housing availability and affordability.

It is strongly suggested that concurrently to the preparation of the three supply focused reforms (being the low- and mid-rise, affordable housing bonuses and TOD precinct reforms), the NSW Government investigate several avenues that have implications for housing supply and delivery.

Firstly, is developing a deeper understanding of the relationship between theoretical supply (development consent) and completed dwellings must be undertaken. Utilising data from the Greater Sydney Urban Development Program Dashboard, over a 10-year horizon the shortfall between dwelling approvals and completions in the Randwick LGA averages approximately 25%.

As can be seen from the graph below, generally dwelling approvals substantially exceed completions. At current count, a running total from FY2013/14 to FY2022/23 indicates that 1,479 dwellings in the Randwick LGA have been approved but not completed. While the reforms encourage additional supply through increased theoretical capacity within the planning system, further work is required to understand and address the completion shortfall.



Considering the availability of completed dwellings, research by the Australian Housing and Urban Research Institute suggests that AirBnB is having an impact on the number of new rental bonds lodged in coastal areas of Sydney. This indicates that fewer properties are available for long term rental which may be contributing to unaffordability. Whilst amenity issues have been the primary concern with Short Term Rental Accommodation (STRA), the reduction in housing supply and increased rental pricing in the long term is of particular concern in popular coastal and inner/eastern city areas of Sydney such as Randwick City. It is also creating a level of uncertainty and an added layer of complexity for private renters in inner city locations. Randwick welcomes the recently announced NSW Government investigation into the relationship of STRA planning policy and housing supply.

Another factor in housing availability is the consumption of potential residential floorspace by co-living and boarding house land uses. Within Council’s Kensington and Kingsford (K2K) corridor along Anzac Parade that is zoned E2 Commercial Centre, 2,367 co-living rooms have been approved compared to 428 individual apartments. Considering applications under assessment

along Anzac Parade, currently over 1,500 co-living rooms are under assessment. While co-living rooms are meeting a localised need, they consume residential floorspace which could otherwise have accommodated residential apartments and contributed towards private apartment dwelling supply.

Recommendation: *To ensure that the response to the housing crisis does not solely focus on creating additional theoretical supply, the NSW Government must investigate existing supply constraints including the completion shortfall and consumption factors such as Short Term Rental Accommodation demand on housing availability.*

Conclusion

To summarise, Randwick City Council is supportive of efforts to address the current housing shortage in NSW. Medium density housing has always played a part in the development of and character in our LGA. However, this growth has always been directed with a strong understanding of place-based considerations.

Randwick Council has a demonstrated experience in planning for medium density development. DPHI must work with Councils to utilise local knowledge and enable consultation with the community to achieve a better outcome.

We welcome the opportunity to work collaboratively with DPHI to better direct housing growth within our LGA.

Your faithfully,



Kerry Kyriacou
Director City Planning

Appendix 1 – testing of Magill Street HIA to achieve 3:1 FSR

Figure 1 – Magill Street HIA, as approved with 1.8:1 FSR and 6 storey height of building (19.5m). Site coverage between 44-47%.

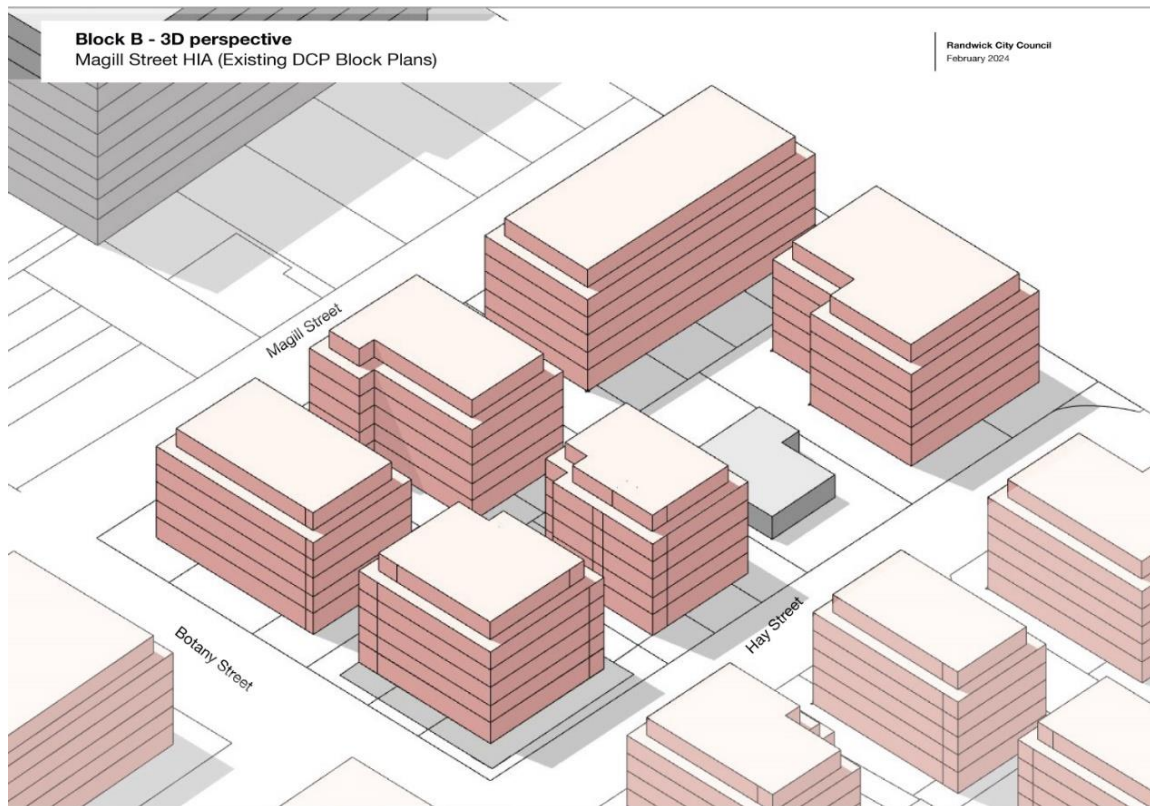


Figure 2 – Magill Street HIA with 3:1 FSR. Height increased to 8 storeys and reduced building separation. Front setbacks of 6m retained. Site coverage retained between 44-47%.

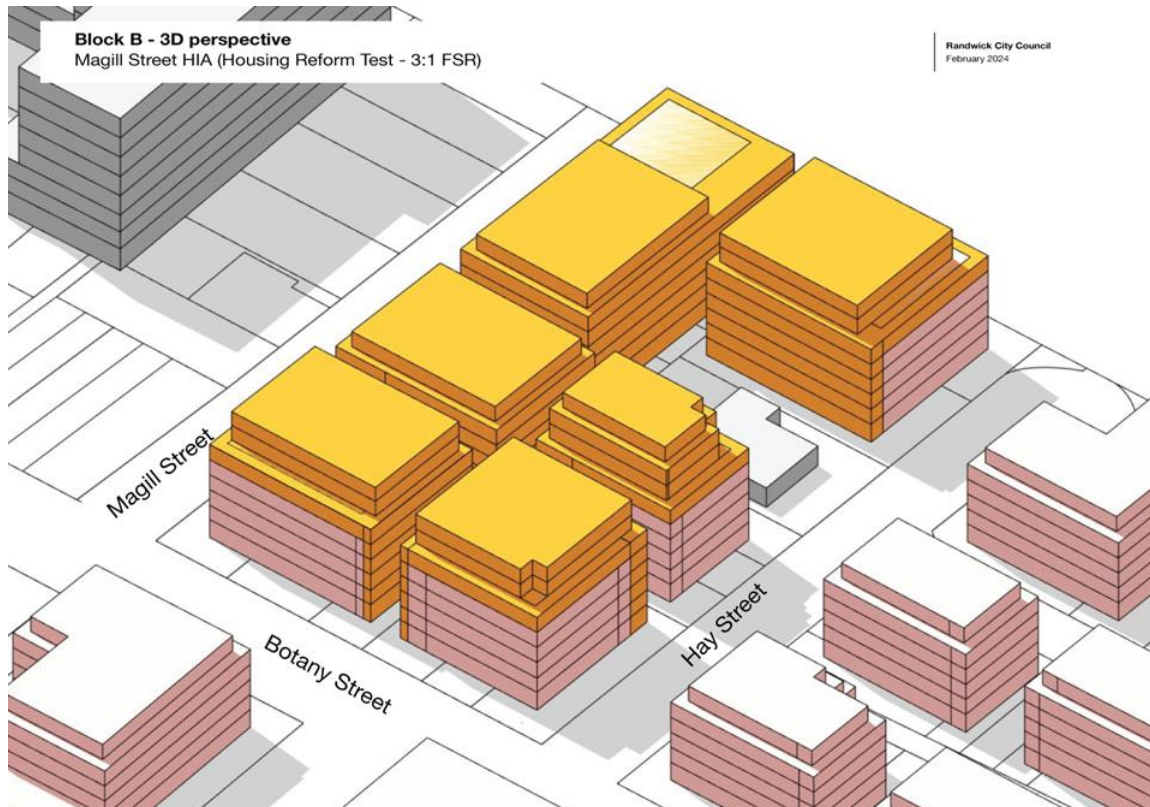
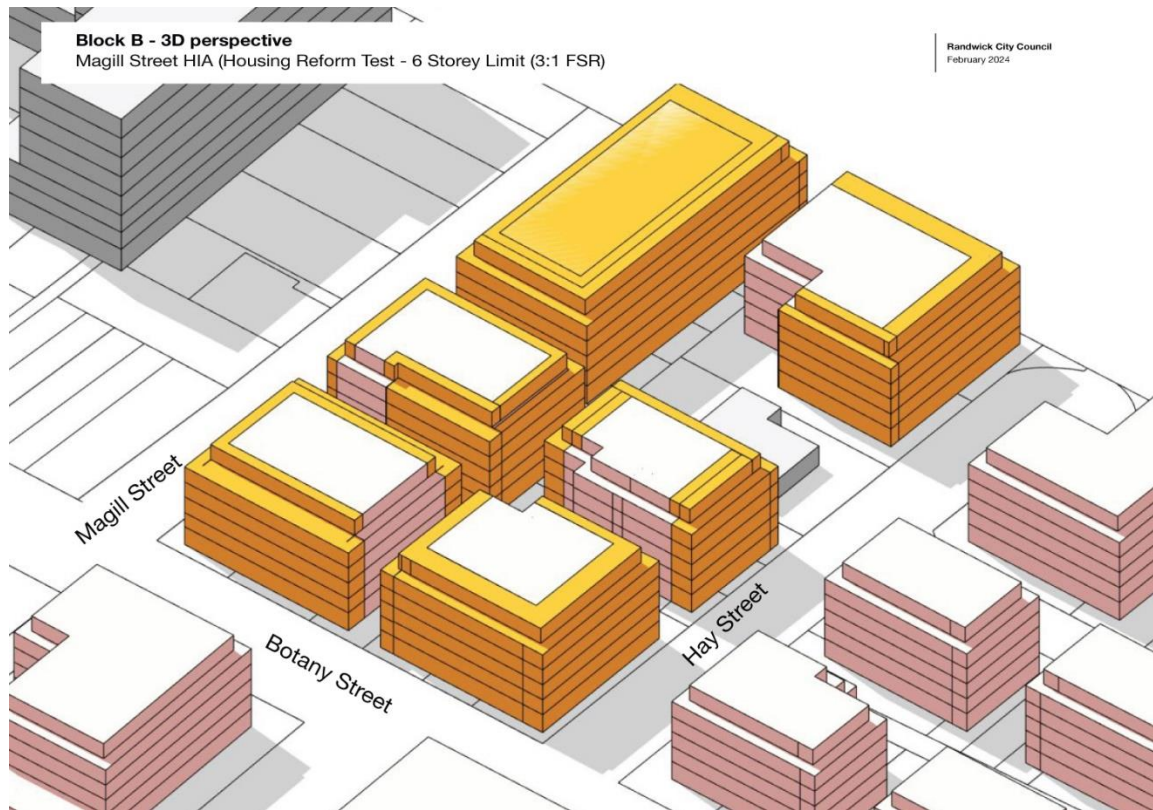


Figure 3 – Magill Street HIA with 3:1 FSR and keeping within 6 storey height limit. Building separation reduced to 6m up to 6 storeys and front setbacks reduced to 2-3m. Site coverage increased to 66-70%.



Appendix 2 – Council Resolutions relating to low- and mid-rise housing from Randwick City Council’s Ordinary Meeting of 27 February 2024

CP5/24

Director City Planning Report - NSW Government Housing Reforms – Randwick City Council Submission (F2022/00598)

14/24 RESOLUTION: (Hay/Luxford) that Council endorse the interim submission prepared in response to the low and mid-rise housing reforms, for submission to the Department of Planning, Housing and Infrastructure (DPHI) as a final submission.

MOTION: (Hay/Luxford) CARRIED – SEE RESOLUTION.

NM12/24

Motion Pursuant to Notice - Notice of Motion from Cr Hamilton - Concerns About Recently Introduced Housing Reforms by NSW Government

(F2023/00708)

40/24 RESOLUTION: (Hamilton/Burst) that Council:

- a) write to NSW Premier, The Hon Chris Minns MP and the NSW Minister for Planning the Hon Paul Scully MP highlighting Council’s strong concern with key reforms that will negatively impact existing and effective local housing strategies;
- b) express our serious apprehensions with the low and mid-rise housing reforms and the in-fill affordable housing changes recently introduced;
- c) note that Council staff have the full support of Councillors in their expertise and ability to meet housing targets with place based strategies rather than through the NSW Government’s ad hoc density increases that will only lead to overdevelopment;
- d) copy in local members: Attorney-General of NSW & Member for Maroubra Michael Daley, Minister for Local Government Ron Hoenig, Member for Heffron and Dr Marjorie O’Neill, Member for Coogee; and
- e) attach a copy of the Council’s adopted submission to DPHI.

MOTION: (Hamilton/Burst) CARRIED UNANIMOUSLY - SEE RESOLUTION.

<p>English</p> <p>If you need help to understand this letter, please come to Council’s Customer Service Centre and ask for assistance in your language or you can contact the Telephone Interpreter Service (TIS) on 131 450 and ask them to contact Council on 1300 722 542.</p>	<p>Greek</p> <p>Αν χρειάζεστε βοήθεια για να καταλάβετε αυτή την επιστολή, παρακαλείστε να έρθετε στο Κέντρο Εξυπηρέτησης Πελατών της Δημαρχίας (Council Customer Service Centre) και να ζητήσετε βοήθεια στη γλώσσα σας ή τηλεφωνήστε στην Τηλεφωνική Υπηρεσία Διεμνηνέων (Telephone Interpreter Service — TIS) τηλ. 131 450 και να ζητήσετε να επικοινωνήσουν με τη Δημαρχία τηλ. 1300 722 542.</p>	<p>Italian</p> <p>Se avete bisogno di aiuto per capire il contenuto di questa lettera, recatevi presso il Customer Service Centre del Municipio dove potrete chiedere di essere assistiti nella vostra lingua; oppure mettetevi in contatto con il Servizio Telefonico Interpreti (TIS) al 131 450 e chiedete loro di mettersi in contatto col Municipio al 1300 722 542.</p>
<p>Croatian</p> <p>Ako vam je potrebna pomoć da biste razumjeli ovo pismo, molimo dodite u Općinski uslužni centar za klijente (Council’s Customer Service Centre) i zatražite pomoć na svom jeziku, ili možete nazvati Telefonsku službu tumača (TIS) na 131 450 i zamoliti njih da nazovu Općinu na 1300 722 542.</p>	<p>Spanish</p> <p>A la persona que necesite ayuda para entender esta carta se le ruega venir al Centro de Servicios para Clientes [Customer Service Centre] de la Municipalidad y pedir asistencia en su propio idioma, o bien ponerse en contacto con el Servicio Telefónico de Intérpretes [“TIS”], número 131 450, para pedir que le comuniquen con la Municipalidad, cuyo teléfono es 1300 722 542.</p>	<p>Vietnamese</p> <p>Nếu quý vị không hiểu lá thư này và cần sự giúp đỡ, mời quý vị đến Trung Tâm Dịch Vụ Hướng Dẫn Khách Hàng của Hội Đồng Thành Phố (Council’s Customer Service Centre) để có người nói ngôn ngữ của quý vị giúp hay quý vị có thể liên lạc Dịch Vụ Thông Dịch qua Điện Thoại (TIS) ở số 131 450 và yêu cầu họ liên lạc với Hội Đồng Thành Phố (Council) ở số 1300 722 542.</p>
<p>Polish</p> <p>Jeśli potrzebujesz pomocy w zrozumieniu treści tego pisma, przyjdź do punktu obsługi klientów (Customer Service Centre) przy Radzie Miejskiej i poproś o pomoc w języku polskim, albo zadzwoń do Telefonicznego Biura Tłumaczy (Telephone Interpreter Service — TIS) pod numer 131 450 i poproś o skontaktowanie się z Radą Miejską (Council) pod numerem 1300 722 542.</p>	<p>Indonesian</p> <p>Jika Anda memerlukan bantuan untuk memahami surat ini, silakan datang ke Pusat Pelayanan Pelanggan (Customer Service Centre) Pemerintah Kotamadya (Council) dan mintalah untuk bantuan dalam bahasa Anda, atau Anda dapat menghubungi Jasa Juru Bahasa Telepon (Telephone Interpreter Service - TIS) pada nomor 131 450 dan meminta supaya mereka menghubungi Pemerintah Kotamadya pada nomor 1300 722 542.</p>	<p>Turkish</p> <p>Bu mektubu anlamak için yardıma ihtiyacınız varsa, lütfen Belediye’nin Müşteri Hizmetleri Merkezi’ne gelip kendi dilinizde yardım isteyiniz veya 131 450’den Telefonla Tercüme Servisi’ni (TIS) arayarak onlardan 1300 722 542 numaradan Belediye ile ilişkiye geçmelerini isteyiniz.</p>
<p>Hungarian</p> <p>Amennyiben a levél tartalmát nem érti és segítségre van szüksége, kérjük látogassa meg a Tanácsház Ügyfél Szolgálatát (Customer Service Centre), ahol magyar nyelven kaphat felvilágosítást, vagy hívja a Telefon Tölmács Szolgálatot (TIS) a 131 450 telefonszámon és kérje, hogy kapesolják a Tanácsházat a 1300 722 542 telefonszámon.</p>	<p>Czech</p> <p>Jestliže potřebujete pomoc při porozumění tohoto dopisu, navštivte prosím naše Středisko služeb pro veřejnost (Council’s Customer Service Centre) a požádejte o poskytnutí pomoci ve vaší řeči anebo zavolejte Telefonní tlumočnickou službu (TIS) na tel. čísle 131 450 a požádejte je, aby oni zavolali Městský úřad Randwick na tel. čísle 1300 722 542.</p>	<p>Arabic</p> <p>إذا أردت مساعدة لفهم هذه الرسالة، نرجوك الحضور إلى مركز خدمة عملاء المجلس وأطلب المساعدة في لغتك، أو يمكنك الاتصال بخدمة الترجمة الهاتفية (TIS) على هاتف رقم 131 450 وأطلب منهم الاتصال بالمجلس على رقم 1300 722 542.</p>
<p>Chinese</p> <p>如果你需要人幫助你了解這封信的內容，請來市政會顧客服務中心要求翻譯服務，或者與電話傳譯服務 (TIS) 聯係，號碼是 131 450。請他們幫助你打電話給市政會，號碼是 1300 722 542。</p>	<p>Russian</p> <p>Если Вам требуется помощь, чтобы разобраться в этом письме, то, пожалуйста, обратитесь в Муниципальный Центр Обслуживания Клиентов и попросите оказать Вам помощь на Вашем языке или же Вы можете позвонить в Телефонную Службу Переводчиков (TIS) по номеру 131 450 и попросить их связаться с Муниципалитетом по номеру 1300 722 542.</p>	<p>Serbian</p> <p>Ako vam treba pomoć da razumete ovo pismo, molimo vas da dođete do Centra za usluge mušterijama pri Opštini (Customer Service Centre) i zamolite ih da vam pomognu na vašem jeziku, ili možete nazvati Telefonsku prevodilačku službu (TIS) na 131 450 i zamolite ih da vas povežu sa Opštinom na 1300 722 542.</p>