



PENRITH

COMMUNITY ENGAGEMENT STRATEGY

COMMUNITY PARTICIPATION PLAN

PENRITH
CITY COUNCIL

penrith.city



ABOUT THIS DOCUMENT

You can participate in Council's decisions about projects, land use planning, services and plans. This document will help you understand when and how you can influence the decisions Council makes that affect or interest you.

If you do not understand this document and need an interpreter, please call the Telephone Interpreting Service on 131 450 and ask them to call Penrith City Council on (02) 4732 7777.

حول هذه الوثيقة

يمكنك المشاركة في قرارات البلدية بشأن المشاريع وتخطيط استخدام الأراضي والخدمات والخطط. ستساعدك هذه الوثيقة في فهم متى وكيف يمكنك التأثير على القرارات التي تتخذها البلدية والتي تؤثر عليك أو تثير اهتمامك.

إذا لم تفهم هذه الوثيقة وكنت بحاجة إلى مترجم شفوي، فيرجى الاتصال بخدمة الترجمة الشفوية عبر الهاتف على الرقم 131 450 وأطلب منهم الاتصال ببلدية مدينة بنريث على الرقم 4732 7777 (02).

关于本文件

您可以参与市政委员会关于工程项目、土地使用规划、服务与规划的决策。本文件说明了您可以何时，以及如何影响市政委员会对关乎您自身利益或您感兴趣的议题所做出的决策。

如果您不理解本文件内容并且需要口译服务，请拨打口译服务电话 131 450，要求对方拨打 (02) 4732 7777 与彭里斯市政委员会取得联系。

TUNGKOL SA DOKUMENTONG ITO

Maaari kang makilahok sa mga desisyon ng Council tungkol sa mga proyekto, pagpapalano sa paggamit ng lupa, mga serbisyo at mga plano. Tutulungan ka ng dokumentong ito na maunawaan kung kailan at kung paano mo maiimpluwensiyahan ang mga desisyon na ginagawa ng Council na nakakaapekto sa iyo o nagugustuhan mo.

Kung hindi mo nauunawaan ang dokumentong ito at kailangan mo ng interpreter, mangyaring tawagan ang Telephone Interpreting Service sa 131 450 at hilingan silang tawagan ang Penrith City Council sa (02) 4732 7777.

درباره این سند

شما می توانید در تصمیم گیری های شورای شهر در مورد پروژه ها، برنامه ریزی کاربری اراضی، خدمات و طرح ها شرکت کنید. این سند به شما کمک می کند تا دریابید که کی و چگونه می توانید بر روی تصمیم گیری های موثر بر شما یا مورد علاقه تان در شورای شهر تأثیر گذار باشید.

اگر مطالب این سند را متوجه نمی شوید و به مترجم شفاهی نیاز دارید، لطفاً با خدمات ترجمه شفاهی تلفنی با شماره تلفن 131 450 تماس گرفته و از آنها بخواهید که به شورای شهر پنریت (Penrith City Council) به شماره تلفن 4732 7777 (02) تلفن بزنند.

ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਬਾਰੇ

ਕਾਉਂਸਿਲ ਦੇ ਪਰਿਯੋਜਨਾਵਾਂ ਬਾਰੇ ਕੀਤੇ ਜਾਣ ਵਾਲੇ ਫੈਸਲੇ, ਜ਼ਮੀਨੀ ਇਸਤੇਮਾਲ ਦੀਆਂ ਯੋਜਨਾਵਾਂ, ਸੇਵਾਵਾਂ ਅਤੇ ਹੋਰ ਯੋਜਨਾਵਾਂ ਵਿੱਚ ਤੁਸੀਂ ਹਿੱਸਾ ਲੈ ਸਕਦੇ ਹੋ। ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਇਹ ਸਮਝਣ ਵਿੱਚ ਮਦਦ ਕਰੇਗਾ ਕਿ ਤੁਸੀਂ ਕਦੋਂ ਅਤੇ ਕਿਸ ਤਰੀਕੇ ਨਾਲ ਕਾਉਂਸਿਲ ਦੇ ਉਨ੍ਹਾਂ ਫੈਸਲਿਆਂ ਉੱਤੇ ਪ੍ਰਭਾਵ ਪਾ ਸਕਦੇ ਹੋ ਜਿਨ੍ਹਾਂ ਦਾ ਅਸਰ ਤੁਹਾਡੇ ਉੱਤੇ ਪੈਂਦਾ ਹੈ ਜਾਂ ਜਿਨ੍ਹਾਂ ਵਿੱਚ ਤੁਹਾਡੀ ਦਿਲਚਸਪੀ ਹੈ।

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਸਮਝ ਨਹੀਂ ਆ ਰਿਹਾ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਸ਼ੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰ ਕੇ ਟੈਲੀਫੋਨ ਦੁਬਾਸ਼ੀਆ ਸੇਵਾ (Telephone Interpreting Service) ਨੂੰ 131 450 ਤੇ ਸੰਪਰਕ ਕਰੋ ਅਤੇ ਉਨ੍ਹਾਂ ਨੂੰ ਕਹੋ ਕਿ ਤੁਹਾਡੀ ਗੱਲ ਪੈਨਰਿਥ ਸ਼ਹਿਰ ਕਾਉਂਸਿਲ (Penrith City Council) ਦੇ ਨਾਲ (02) 4732 7777 ਤੇ ਕਰਵਾਉਣ।

STATEMENT OF RECOGNITION

Council values the unique status of Aboriginal people as the original owners and custodians of lands and waters including the lands and waters of Penrith City. Council values the unique status of Torres Strait Islander people as the original owners and custodians of the Torres Strait Islands and surrounding waters. We work together for a united Australia and city that respects this land of ours, that values the diversity of Aboriginal and Torres Strait Islander cultural heritage, and provides justice and equity for all.



STENZCON

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STRATEGIC PLANNING FRAMEWORK

All local councils across the state are required to plan and report in line with the NSW Office of Local Government's Integrated Planning and Reporting Framework. This "recognises that most communities share similar aspirations: a safe, healthy and pleasant place to live, a sustainable environment, opportunities for social interaction, opportunities for education and employment, and reliable infrastructure. The difference lies in how each community responds to these needs. It also recognises that council plans and policies should not exist in isolation and that they are inter-connected. This framework allows NSW councils to draw their various plans together, understand how they interact and get the maximum leverage from their efforts by planning holistically and sustainably for the future."

The following Penrith Council documents form our Strategic Planning Framework. They are available on our website and in hard copy by request.



Community Plan

Our *Community Plan* is a 'big picture' plan based around the seven Outcomes our community has told us will improve Penrith as a place to live, work in and visit. These are long term goals and Council cannot deliver them alone – we need to work with State and Federal government, businesses, other organisations and our community to achieve these Outcomes together. Our Community Plan not only sets out where we want to be, but also where we are now and how we'll know we're on the right track.



Delivery Program and Operational Plan

Our *Delivery Program*, which incorporates our Operational Plan, sets out Council's role in delivering the seven Outcomes over the four years from 2017-21. It's our commitment to our community, and includes the services, activities and projects we will deliver, our annual budget, our detailed works programs and how we will measure our performance to ensure we're delivering the right services, the best way we can.



Community Engagement Strategy with the Community Participation Plan

This document details Council's approach to engagement, identifies the various stakeholders in our City's future and sets out how Council plans to engage with each of these groups to develop and review our Community Plan, as well as identifying how the community can expect to be involved in land use planning decision processes.



Resourcing Strategy

We cannot deliver the services the community needs without properly managing our people, our assets and our money. The Resourcing Strategy looks at the key risks and opportunities we're likely to face over the next 10 years, and how they may impact our long term financial sustainability. It looks at how we will use our resources and what we need to do to ensure our assets and our workforce are best placed to deliver on our commitments over the next four years.

OUR CUSTOMER PROMISE

- » Be proactive
- » Keep it simple
- » Build respectful relationships
- » Listen and respond

ENGAGEMENT PRINCIPLES

- » Clear and timely information
- » Meaningful and genuine
- » Inclusive
- » Work in partnership

Council implements the International Association of Public Participation (IAP2) spectrum to inform our approach to engagement

OUR VALUES

We show respect
We are accountable
We encourage innovation

POLICIES

- » Code of Conduct
- » Complaints Management Policy
- » Organisational Communications Policy
- » Code of Meeting Practice

The list of Council's policies can be viewed at penrithcity.nsw.gov.au/resources-documents/documents/policies

LEGISLATION

- » Local Government Act
- » Environmental Planning & Assessment Act
- » Disability Inclusion Act
- » Government Information (Public Access)

What is engagement?

Engagement is the process used to involve the community and other stakeholders in decision-making. Engagement provides opportunities to understand community strengths and interests, and aims to provide our community and visitors affected by or interested in a decision the opportunity to share their ideas, concerns and needs. Engagement helps us work in partnership to ensure we achieve the best possible outcomes for our community.

A large, stylized orange number '1' with a white outline, positioned vertically on the left side of the page, partially overlapping the background image and the 'COMMUNITY' text box.

COMMUNITY

ENGAGEMENT STRATEGY

The COMMUNITY ENGAGEMENT STRATEGY outlines Council's approach to engagement. The delivery of services, plans and projects are driven by community needs and aspirations. This section outlines how we aim to provide genuine opportunities for the community to have a say in the decisions they are interested in or impacted by, in order to achieve better outcomes for our community and environment.

Legislative requirement

Local Government Act 1993, Section 8A and Section 402

Councils should actively engage with their local communities, through the use of the Integrated Planning and Reporting Framework and other measures.

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SHAPING OUR VISION

FOR PENRITH

Community Engagement Strategy

SHAPING OUR VISION FOR PENRITH outlines how we propose to engage the community and stakeholders in preparing our ten-year Community Strategic Plan. The Plan will detail the community's priorities for Penrith, provide the roadmap guiding principle activities and actions Council will undertake over the next ten years, and inform the levels of service the community expects.

By taking part in shaping the vision for Penrith, you will have the chance to be part of a collective decision process that aims to understand community priorities.

Legislative requirement

Local Government Act 1993, Section 402

The council must establish and implement a strategy (its Community Engagement Strategy), based on social justice principles, for engagement with the local community when developing the Community Strategic Plan.

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COMMUNITY

PARTICIPATION PLAN

The COMMUNITY PARTICIPATION PLAN section outlines how you can get involved in local and City-wide land use planning. Setting out how you could have your say on planning and development decisions to help us achieve better outcomes, for today as well as the future.

By taking part in land use planning decisions, you will give Council a better understanding of how you experience the places where you live, study, work and play.

Legislative requirement

Environmental Planning and Assessment Act 1979

*Schedule 1 Community Participation Requirements,
and Division 2.6 Community Participation .*

COMMUNITY ENGAGEMENT STRATEGY



WHY DOES COUNCIL ENGAGE?

Many of the projects and services Council delivers are set by the State or Federal Government; when there is an opportunity for Council to influence a project or service we turn to you, the community, to inform our decisions.

Council's decisions can have a wide impact extending to all communities in Penrith and the broader Western City District; it is therefore important to listen to a broad range of voices. To make sure our decisions meet current and future needs, we engage the community, businesses, the not-for-profit sector and other levels of government.

We engage you to understand your experiences and ideas before a decision about a strategy, program or project is made. Depending on

the project, we will also involve local service providers, businesses and other levels of government to get a better understanding of how a project will impact the whole community.

When preparing community-wide strategies, we will check in to understand your vision for Penrith. Understanding your aspirations and long-term goals for Penrith helps us consider your needs in the years to come, as we prepare our City-wide plans.

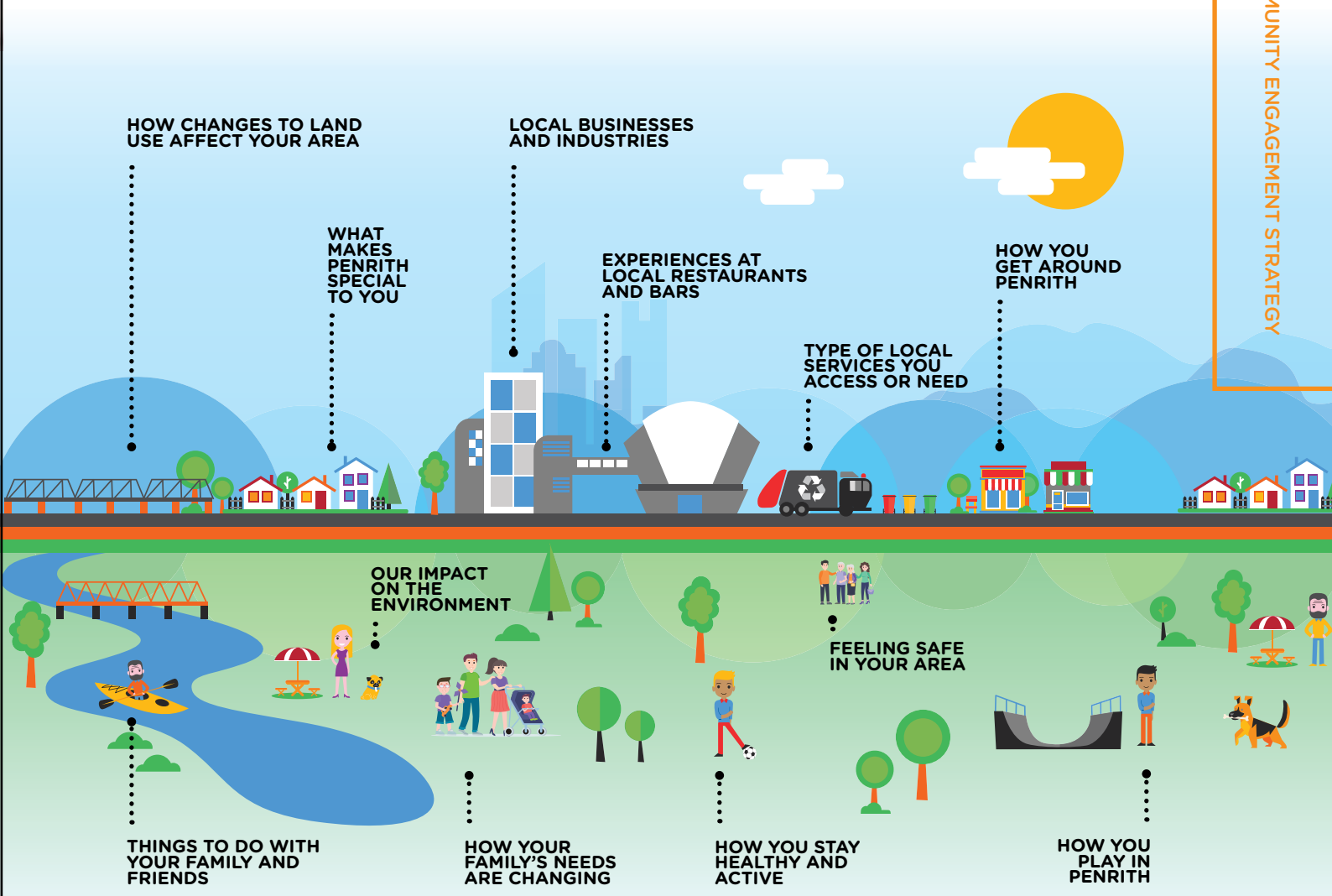
Engaging the community gives Council the opportunity to trial project or plan ideas, invite new ideas, as well as get a broader view of community challenges or experiences. As our community changes, your experiences and day-to-day needs will change too. It is important that we check in, to understand how our services and facilities can make visiting or living in Penrith a better experience.

WHY SHOULD I GET INVOLVED?

You could influence your day-to-day experiences and make an important difference to your community. By getting involved in a decision process you can:

- ✓ ***Voice your concerns or experiences***
- ✓ ***Learn about the matters Council must consider before making the decision***
- ✓ ***Share your ideas and needs***
- ✓ ***Find out more information about the project or plan directly from the project team***
- ✓ ***Hear what other residents think about the project or plan***
- ✓ ***Be a leading voice for your community***
- ✓ ***Gain a better understanding of how the outcome of the decision will benefit the wider community***

Community feedback supports informed decision making, which helps Council achieve better outcomes for our community.



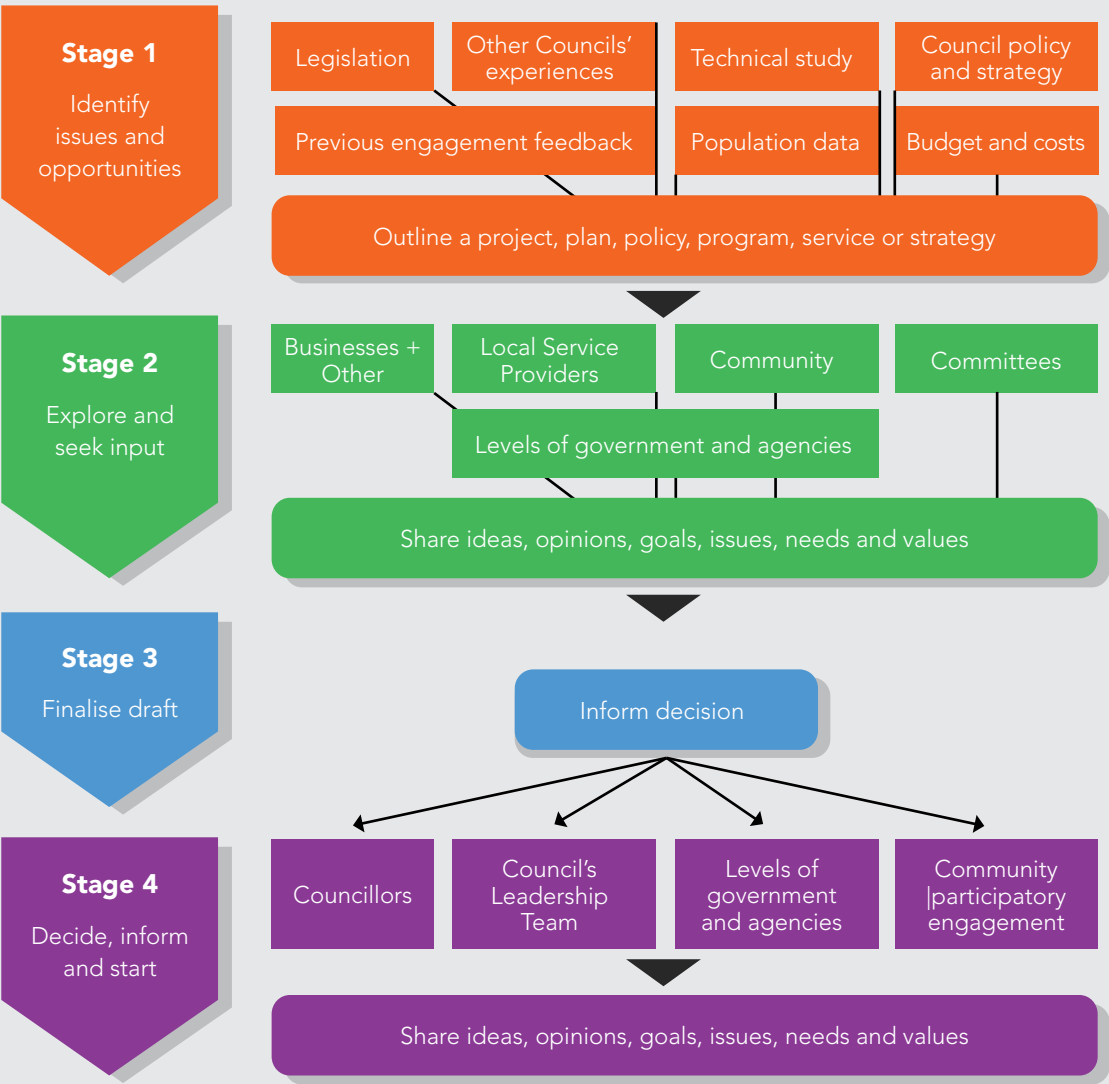
HOW DOES COUNCIL MAKE DECISIONS?

Depending on the project, the final decision-making power can be placed with either community, Councillors, the General Manager, another government agency or a combination of these stakeholders.

At times, community involvement in a decision-making process will be limited. When this happens, we will clearly explain why you can only inform part of the project and make sure we keep you updated on the progress of the decision. Reasons that may limit your ability to inform a decision include safety, State or Federal Government legal requirements or other factors which Council cannot influence. For example,

sometimes Council will collect comments on behalf of the State Government. When this happens, we can only forward your comments on. In other cases, Council is given a target – such as a housing development target over five years – which we cannot change. When this happens, we can only consider comments about how to meet the target, but not about whether the target itself is right.

The decision process can be complex. The chart below highlights the key stages of a decision-making process usually used to prepare a plan, policy or strategy. There will be situations where you can be engaged in greater detail and other instances when you will have limited to no opportunity to be involved.



WHO INFORMS COUNCIL'S DECISIONS?

Council values input from our stakeholders. We apply the International Association for Public Participation (IAP2) Spectrum to support engagement opportunities for those who are affected by a decision, so they can voice their opinions or get a better understanding of the matter.

Council's engagement with stakeholders could include:

- collaborating to review, create and deliver programs and services;

- lobbying state and federal levels of government to support the needs of a community or the City;
- seeking feedback on a draft plan, policy or project;
- providing or pursuing grant funding opportunities;
- information sharing, and
- education and capacity building.

The Stakeholder Map below provides a snapshot of some of the stakeholders Council engages and their potential level of involvement in decision processes.



HOW DOES COUNCIL ENGAGE ME?

When Council has the opportunity to control the outcomes of a decision, our approach to engagement is guided by the IAP2 Participation Spectrum. The role of the community as well as other stakeholders in a decision-making process is identified in five different levels of engagement, with each level outlining how you could be engaged and the level of impact your involvement will have on the outcomes of the decision. The levels of engagement are outlined in the below chart.

Council will only ask for feedback on decisions where the community or stakeholders can impact the outcome or as required by legislation.

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis alternatives and/or decisions.	We work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influences the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendation into the decisions to the maximum extent possible.	We will implement what you decide.

Information source: IAP2 website, www.iap2.org.au

COUNCIL'S ENGAGEMENT PRINCIPLES

In addition to the IAP2 Spectrum, Council is committed to the following engagement principles based on the social justice principles of equity, access, participation and rights.



Clear and timely communication

We will provide clear and prompt information about the decision and how you can have your say to give you time to provide informed feedback.



Meaningful and genuine

We will facilitate genuine opportunities to listen and understand your needs, ideas and concerns so you can inform the outcomes.



Inclusive

We will do our best to overcome barriers to access to ensure we hear from as many people as possible, with particular efforts made to identify and hear from underrepresented community groups.



Work in Partnership

Work in respectful partnerships, with the understanding that community and government are responsible for shaping Penrith.



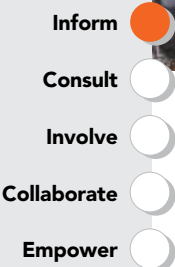
STAFF PROFILES

Penrith Council staff engage the community, businesses, the not-for-profit sector and other levels of government in a range of ways through their day-to-day work. Staff shared how they engage in their roles.



DAVID, RANGER

Level of engagement I deliver in my role



"Imagine what our community would look like if everyone could do what they wanted?"

I try to help people understand why it is important to do the right thing. My job involves talking to people about the safety and environmental impacts their actions can have on our community if they don't follow the rules.

"If I can teach people to do the right thing, I can make our community safer and issue less fines."

I enforce state legislation and local policies by investigating complaints and discouraging activity that could harm someone, cause damage to property or impact our local environment.

I take pride in making our community safe and enjoy interacting with residents and visitors on any matter relevant to them.

I regularly partner with the following stakeholder agencies to make sure Penrith is as safe as possible:

- Police to investigate abandoned vehicles and dog attacks
- Department of Housing to investigate overgrown properties
- Roads and Maritime Services to investigate interstate vehicles
- If you would like to find out more information about local safety or report an issue:
- Call Council (02) 4732 7777
- Complete an online Report a Problem form
- Talk to a Ranger if you see us in your neighbourhood.

WENDY, DEVELOPMENT ASSESSMENT PLANNER

"I look at development proposals to help deliver good outcomes for our community. I make sure we have quality development in Penrith and try to minimise the impacts on our community and environment."

I help make sure our community's built environment needs are met, this means making sure public spaces and places support how people interact.

As part of my role I organise and provide a range of professional planning services to help guide a resident, consultant or developer through a development application process.

The planning services we provide include professional support from Council teams and other State Government authorities such as Roads and Maritime Services, Water NSW, NSW Rural Fire Services and many more. We work closely with everyone to get feedback on the development and negotiate the best outcomes for the community.

A development process is complex, it involves balancing many different rules and requirements. The process includes lots of discussions with multiple authorities to guide quality development that meets local community needs.

"Planning is complicated, you can get help from a Development Assessment Planner to help guide you through the process and give you advice before you submit your application."

If you need planning support or would like more information about planning services please contact Council (02) 4732 7777, come into our Penrith Civic Centre Office and talk to a Duty Planner or visit our website.

Level of engagement I deliver in my role



ANDREW, SUSTAINABILITY EDUCATION OFFICER

"I help the community, schools and Council staff to be more sustainable."

I work with our community to help people be more sustainable, whether that is by running workshops, organising activities or promoting the latest news in environment and sustainability.

I form partnerships with local schools, agencies, community groups and other local Councils. I work to understand how I can tailor workshops and information that responds to resident's needs and interest, to create more sustainable local living.

Conversations with partners have guided programs and topics on community gardens, farm and garden tours, energy saving tips to reduce electricity bills and how to stay cool in the summer.

"I try to get people excited about sustainability. Helping residents to become more sustainable as well as sharing the latest information on what Council is doing."

I enjoy seeing the difference sustainability programs and information have on our residents lives. People have developed long-lasting friendships by

attending an event, halved energy bills and been inspired to help others live more sustainably.

Sign up to our E-Newsletter to stay up to date with environment and sustainability news in the local area.

If you have specific questions or feedback about becoming more sustainable please contact Council (02) 4732 7777 or visit our website.



CATHERINE, EARLY CHILDHOOD TEACHER – MOBILE PLAYVAN

"I provide free quality early childhood supported playgroup programs in different neighbourhoods across the Penrith area."

The most important part of my job is supporting families in their local communities. The Mobile Playvan provides parents and carers a chance to get out of the house and connect with other families' in their community while their child accesses quality early childhood education. The playgroup programs I run are often the children's very first social interactions within their communities.

"I feel privileged by the way I am let into local families' lives, sharing the joys of their children's journey of learning and developmental milestones."

I love delivering a free education and family support service. Families are not expected to enrol or call ahead, they can just walk across the park and join our playgroup session.

"I am passionate about all young children having equal access to early childhood education. The Mobile Playvan removes barriers for families who are not currently accessing formal early education services. Mobile Playvan provides access to quality education programs at their local park or community centre."

My favourite part about my role is how much value we add to families and communities. The playgroup sessions are what parents and children choose them to be. They can be an opportunity to make social connections, engage in educational activities, access parenting information or connect with other community services in their neighbourhood.

For more information or to find out where the next Mobile Playvan session will be held:

- Visit our website
- Call 0419 976 917 or 4732 7844
- Follow the Children's Services Facebook page
- Pick up a brochure from any Council library branch or children's service centre





IMAN AND VESNA, COMMUNITY AND CULTURAL DEVELOPMENT SERVICES

"We engage the community to understand their needs strengths and interests to provide community programs, events and grant funding."

Penrith Council has a longstanding profile in the community and plays a crucial role in connecting vulnerable residents with local support services. Our department is currently working closely with:

- Our aging population
- People with disabilities
- Aboriginal and Torres Strait Islander people
- Culturally and linguistically diverse people
- Young people
- People experiencing homelessness

Our team works closely with funded organisations, voluntary groups and government agencies to link residents with the help they need as well as develop responses to emerging local challenges.

Level of engagement I deliver in my role

- Inform**
- Consult**
- Involve**
- Collaborate**
- Empower**

"We can provide a wide range of individual specialised information and referral support to assist people to get help from the broad range of social support services in the City."

We work with our residents and local service providers in planning programs and events which celebrate their strengths and contribute to community pride.

"We are people focused, you can get involved in shaping some of our community programs and events."

We also engage with arts and cultural organisations in the City to contribute to community identity and build the capacity of our creative industries.

Our team works closely with all business areas of Council by leading committees, providing staff training and advising on projects to assist Council in ensuring programs, plans, and strategies respond to community needs.

If you or someone you know needs support please contact Council (02) 4732 7777 or visit our website to find information about local services.





LORINDA, LIBRARY TECHNICIAN

"I help make learning accessible, fun and engaging for babies, children and young people."

The most important part of my job is connecting people with physical or online information that supports and empowers young people's lives.

I enjoy the creativity in my role and the diversity of services Penrith Library provides. As part of my role, I get to:

- Sing nursery rhymes with parents and babies. Baby Time helps new mothers and fathers support their babies early learning and literacy development.
- I dress up, sing, dance and tell stories to young children. Story time is an outreach service delivered at all library branches and child care centres.
- I run creative workshops for kids to try new activities and explore new skills.

"Sometimes children who have grown up with our library services come back as adults, and you realise you've had a real impact in their lives."

I enjoy being part of Library Services because people can choose how they engage with our services.

- You can visit a library branch to study, access information or join an activity
- You can access a range of online content and support services on our website

Level of engagement I deliver in my role

Inform

Consult

Involve

Collaborate

Empower

- You can walk up to a pop up Library event in your neighbourhood
- If you are elderly or have accessibility issues, we come to you through our Home Library Service
- If you have a child with disabilities, we can come to your home to talk about your children's sensory learning needs and deliver toys to support their learning

"People often think of libraries as a 'place' – but now more and more of our customers access the library remotely. It's good to know that while I may never see some customers face-to-face, I am still able to have a big impact in their lives."

The Library membership is free if you live, work, own property or study in Penrith area. If you would like more information about our library services, you can:

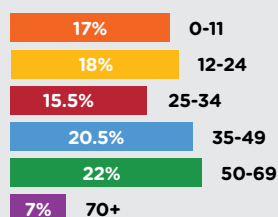
- Visit our website
- Follow the Penrith City Library Facebook page
- Pick up seasonal newsletters and brochures with information about our program of activities from any Penrith Library branch
- Visit a pop up Library event - we're usually in neighbourhoods that are further away from our branches and in new development areas
- Call us on 4732 7891

OUR COMMUNITY

A broad range of community voices are required to shape Penrith City, which is why your feedback is important. Listening to residents, rate payers as well as visitors from different age groups, suburbs, wards, cultural backgrounds and family life stages helps Council get a better understanding of how a decision affects different people in our community. The more information we have about the impacts of a decision, the closer we are to achieving an outcome that benefits the wider community.

Community snapshot

POPULATION OF 209,000 - BY AGE



22% BORN OVERSEAS

17% SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME

4%

ABORIGINAL OR TORRES STRAIT ISLANDER



26,266
BUSINESSES

5%



NEED HELP IN THEIR DAY-TO-DAY LIVES DUE TO A DISABILITY

COMMUNITY ENGAGEMENT STRATEGY

How our Community prefers to engage

54%

OF RESIDENTS CONTACTED COUNCIL IN THE PAST 12 MONTHS

Residents contacted Council by:



Phone



In Person



Email



Residents are most likely to use online resources such as SOCIAL MEDIA, YOUR SAY PENRITH or COUNCIL'S WEBSITE to access information



RESIDENTS ARE MORE LIKELY TO READ AND RESPOND TO AGREED EMAIL OR SMS NOTIFICATIONS

A LETTER IS THE PREFERRED METHOD OF COMMUNICATION ON DECISIONS THAT MAY AFFECT RESIDENTS



THE COMMUNITY NEWSLETTER AND WESTERN WEEKENDER ARE THE PREFERRED PRINTED SOURCES OF INFORMATION



RESIDENTS PREFER INFORMAL FACE TO FACE CONVERSATIONS WITH COUNCIL AT INFORMATION BOOTHS, EVENTS OR DROP IN SESSIONS HELD ACROSS THE CITY

SHAPING OUR VISION FOR PENRITH

Community Plan Engagement

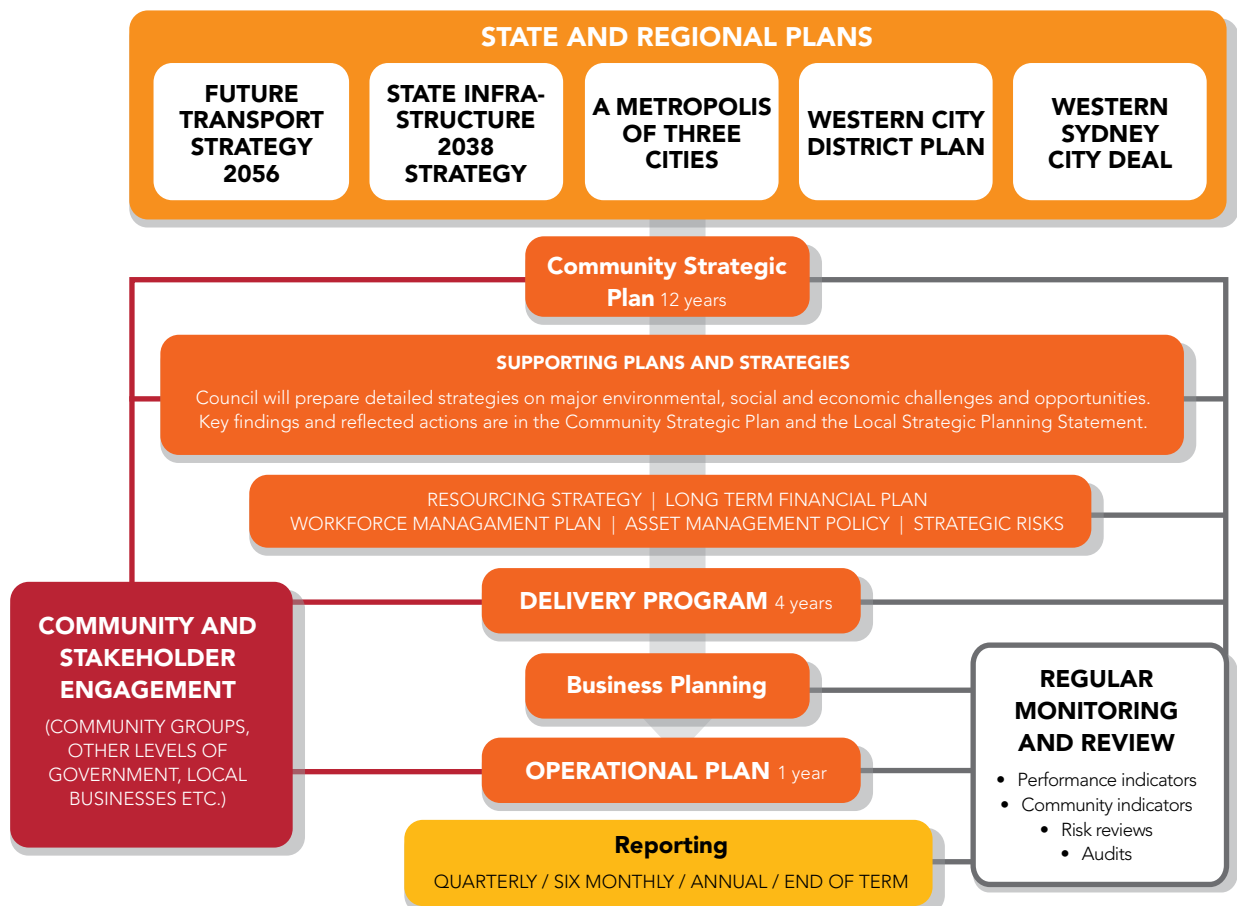
The Community Strategic Plan details the community's vision for Penrith, the guiding principle activities Council will undertake over a 10-year period, and the levels of service the community expects to receive. Shaping Our Vision For Penrith briefly outlines how we plan to engage the community and stakeholders in preparing our Community Strategic Plan. The detailed Community Engagement Plan and Engagement Strategy will be informed by the feedback received during the exhibition period.

The Community Strategic Plan engagement recognises that everyone in our community (individuals, businesses, governments and agencies) are part of Penrith's future, and that we need to work together to ensure that, as we grow, we continue to deliver the things that matter to our community. Council will deliver an engagement

program throughout 2020 based on the social justice principles of equity, access, participation and rights. The information we receive will inform the new Community Strategic Plan Outcomes and Strategies that we will adopt in 2021.

The current Community Strategic Plan was developed through extensive engagement (surveys, listening posts, activities, meetings and forums) with residents, young people, children, seniors, culturally and linguistically diverse communities, people with disability, Aboriginal communities, Torres Strait Islander communities, local businesses, community and non-government organisations and our key partners who have an interest in the future of the City.

By taking part in planning Penrith's future, you will have the chance to share your ideas and concerns to help shape life in Penrith.



WHAT WE HAVE HEARD



90% of residents are at least somewhat satisfied with Council's performance over the past 12 months

TOP THREE CHALLENGES FACING PENRITH OVER THE NEXT 10 YEARS

1. Traffic congestion
2. Managing population growth
3. Infrastructure catering to growing population

PROTECTING PENRITH'S NATURAL ENVIRONMENT IS OF SIGNIFICANT IMPORTANCE, WITH GROWING INTEREST IN

1. Environmental planning
2. Sustainable development
3. Climate change

RESIDENTS IN RURAL NEIGHBOURHOODS TEND TO FEEL UNDERSERVED, EXPRESSING CONCERNS ABOUT

1. Lack of opportunities for social connection
2. Access to public transport
3. Road infrastructure



64% of residents believe the services Council provides are 'good' to 'excellent' value for the rate dollar

SERVICES AND FACILITIES RATED AS MOST IMPORTANT

1. Household waste management
2. Clean streets and public spaces
3. Infrastructure meets population needs
4. Managing Penrith's future
5. Council is trustworthy



90% of residents rated overall quality of life in Penrith as 'good' to 'excellent'

PENRITH'S MOST VALUED FEATURES

1. Location (close to work, services, facilities)
2. Natural environment
3. Peaceful place to live

SERVICES AND FACILITIES WITH THE LOWEST SATISFACTION RATINGS

1. Ease of traffic flow
2. Provision of car parking
3. Infrastructure meets population needs
4. Council listens to the community's needs and expectations
5. Council communicates well with residents



Residents want more timely and regular information about what is happening in the area and how they can influence the decision

RESIDENTS ARE MOST INTERESTED IN BEING ENGAGED ON DECISIONS ABOUT

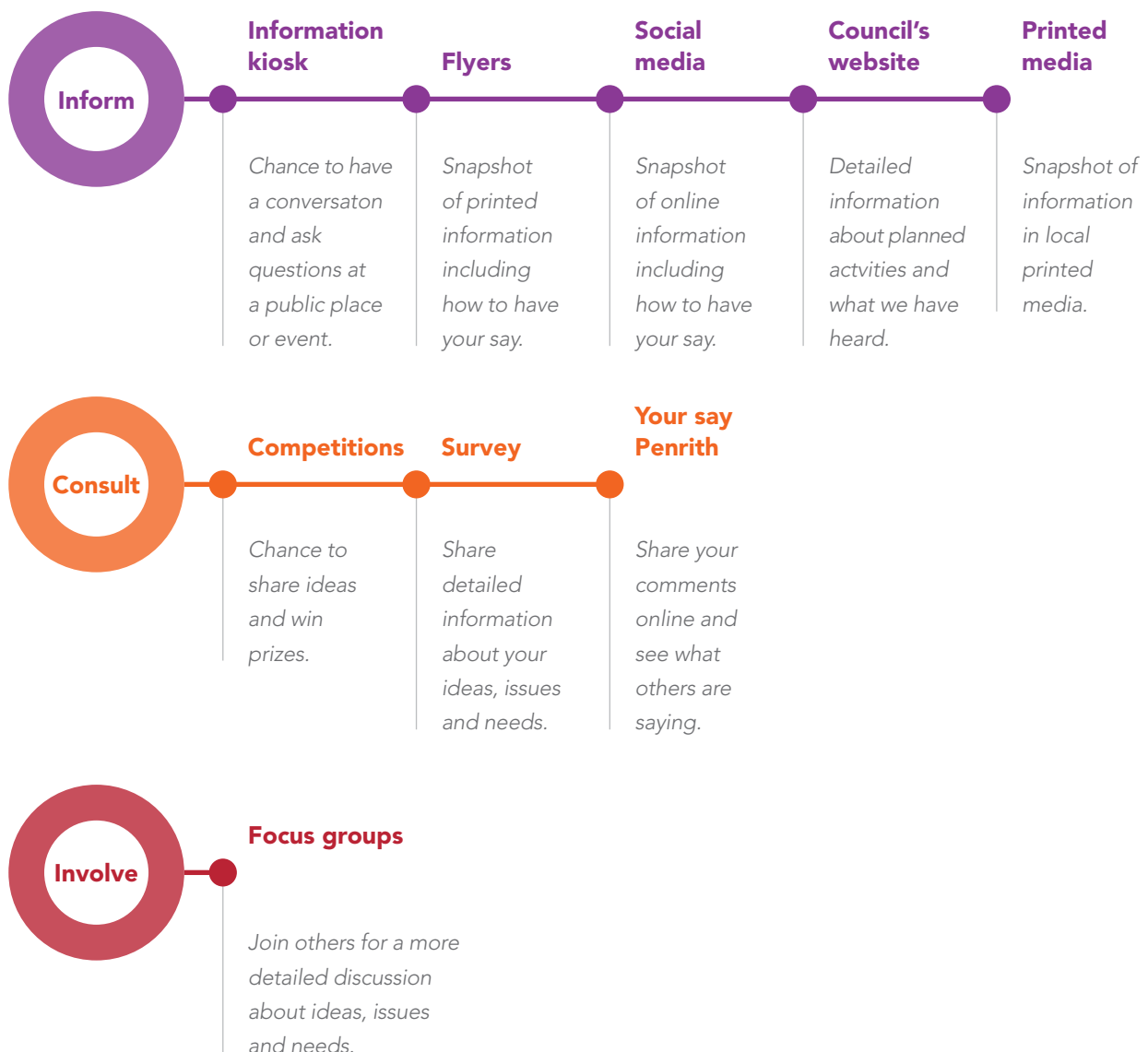
1. Their local area
2. Long-term vision planning for Penrith City
3. New development

Feedback summarised from the 2019 Community Satisfaction Survey results, annual reviews of Council's strategic plans, the Neighbourhood Renewal Program and the Community Engagement Strategy.

ENGAGEMENT ACTIVITIES

Council will build on what we have previously heard and facilitate opportunities to better understand community aspirations through a comprehensive engagement plan we will undertake from early 2020. The Plan could utilise the below engagement activities and IAP2 levels of participation to listen to our community groups, including our underrepresented communities. Some engagement techniques will be more suitable than others to connect with different groups in our community; exhibition feedback will inform how we reach out and listen to everyone.

During 2020 we will undertake the following range of activities, among others, to make sure we hear from as many people as possible. Community feedback received from the Community Engagement Strategy exhibition will help us understand which methods you would like us to use to talk to you. In early 2020 we will begin to share specific details around planned activities, including dates and locations. As we start to receive feedback we will continually review and update the engagement plan, sharing information about how you can get involved throughout the process.



ENGAGEMENT CHALLENGES AND ACTIONS TO CLOSE THE GAP

We understand that different people like to engage in different ways, and what is accessible for one group may not be for others. We know we need listen to residents, young people, children, older people, culturally and linguistically diverse communities, people with disability, Aboriginal communities, Torres Strait Islander communities, businesses, local community and non-government organisations and our key partners. The challenges different people express about getting involved in decisions that affect them or that they're interested in will help us understand what we need to do to make sure everyone has a chance to have their say.

WE HEARD	WE UNDERSTAND	WE ARE PLANNING TO
I was not able to get to Council to see information about the project.	People work and have other responsibilities making it hard to get to Council during office hours.	Explore more options to provide 24/7 ways for the community to access information about decisions.
I am a rural resident, printed media including the Western Weekender are not delivered in my area.	We understand that legislative minimum notification requirements do not meet community expectations and needs.	Diversify how we communicate information to provide opportunities for all our community groups to take part in decision processes. We organise for delivery of the community newsletter across the LGA, including rural residents however this is not always reliable.
I don't understand Council's plans, the language is technical and the document is lengthy.	Lengthy and technical documents can lead to disengagement, distrust in transparent decision-making and increase uncertainty about the level of impact a decision will have on residents.	Where possible, summaries of lengthy information will be provided through an FAQ or brochure. Project officer contact information and Telephone Interpreting Service information will be provided to improve access to informed decision making.





WE HEARD	WE UNDERSTAND	WE ARE PLANNING TO
I commented on a project but never heard back from Council on the outcome of the decision.	Not everyone reads the Council's Business Papers.	<p>Publish progress updates on Your Say project webpages.</p> <p>Direct feedback on comments to an exhibition will be provided when contact information with the submission is provided.</p> <p>Council will continue to produce annual, half yearly, and quarterly reports to share detailed information on our activities and finances. The reports are published online and printed copies are available upon request.</p>
I don't have internet access, so exhibition sites should provide the same opportunities for me to have my say.	Not everyone has access to the internet, 24.3% of homes in Penrith are not connected to the internet.	Exhibition sites will always provide the same access to information as online; although not all online engagement tools can be provided in print format, efforts will be made to create equal opportunities for residents to share ideas and concerns about a decision.
Just because it is on Council's website doesn't mean I know about it.	Not everyone regularly checks our website for the latest information, and if people do the information may be hard to find.	Actively inform the community and make information accessible through a range of printed and online media.

COMMUNITY PARTICIPATION PLAN

INTRODUCTION

This Community Participation Plan (CPP) outlines how you can get involved in local and City-wide land use planning. The CPP sets out how you can have your say on planning and development decisions to help us achieve better outcomes for our community today and in the future.

By taking part in land use planning for Penrith, you give Council a better understanding of how you experience the places where you live, study, work and play.

You can use this CPP to find out:

- what functions Council has in land use planning for the future,
- what guidelines we will use to involve you in decisions, and
- how we will let you know about land use plans and development.

WHAT IS THE PENRITH COMMUNITY PARTICIPATION PLAN?

This CPP outlines how Council and other local determining authorities will engage the Penrith community on planning and development. The CPP will also explain how we report and tell our community about decisions.

The CPP applies the principles and approach of the Community Engagement Strategy (CES) and the principles 2.23 (2) of the Environmental Planning and Assessment Act 1979 (EP&A Act).

The EP&A Act is where the NSW Government provides controls for how planning is done in NSW and informs other planning instruments. The Government is committed to improving opportunities for the community to take part in planning decisions to achieve better planning outcomes for our communities, with the following principles from the EP&A Act guiding how Council will involve you:



EP&A Act 1979 - Principles of Community Engagement

- a. The community has a right to be informed about planning matters that affect it.
- b. Council will encourage effective and on-going partnerships with the community to provide meaningful opportunities for community participation in planning.
- c. Planning information will be in plain language, easily accessible and in a form that facilitates community participation in planning.
- d. The community will be given opportunities to participate in strategic planning as early as possible to enable community views to be genuinely considered.
- e. Community participation will be inclusive and Council will actively seek views that are representative of the community.
- f. Members of the community who are affected by proposed major development will be consulted by the proponent before an application for planning approval is made.
- g. Planning decisions will be made in an open and transparent way and the community should be provided with reasons for those decisions (including how community views have been taken into account).
- h. Community participation methods (and the reasons given for planning decisions) should be appropriate having regard to the significance and likely impact of the proposed development.



In addition to these principles, the EP&A Act and other planning instruments also set controls for how councils provide the community with opportunities to view and comment on planning and development matters.

WHEN THE COMMUNITY PARTICIPATION PLAN DOESN'T APPLY

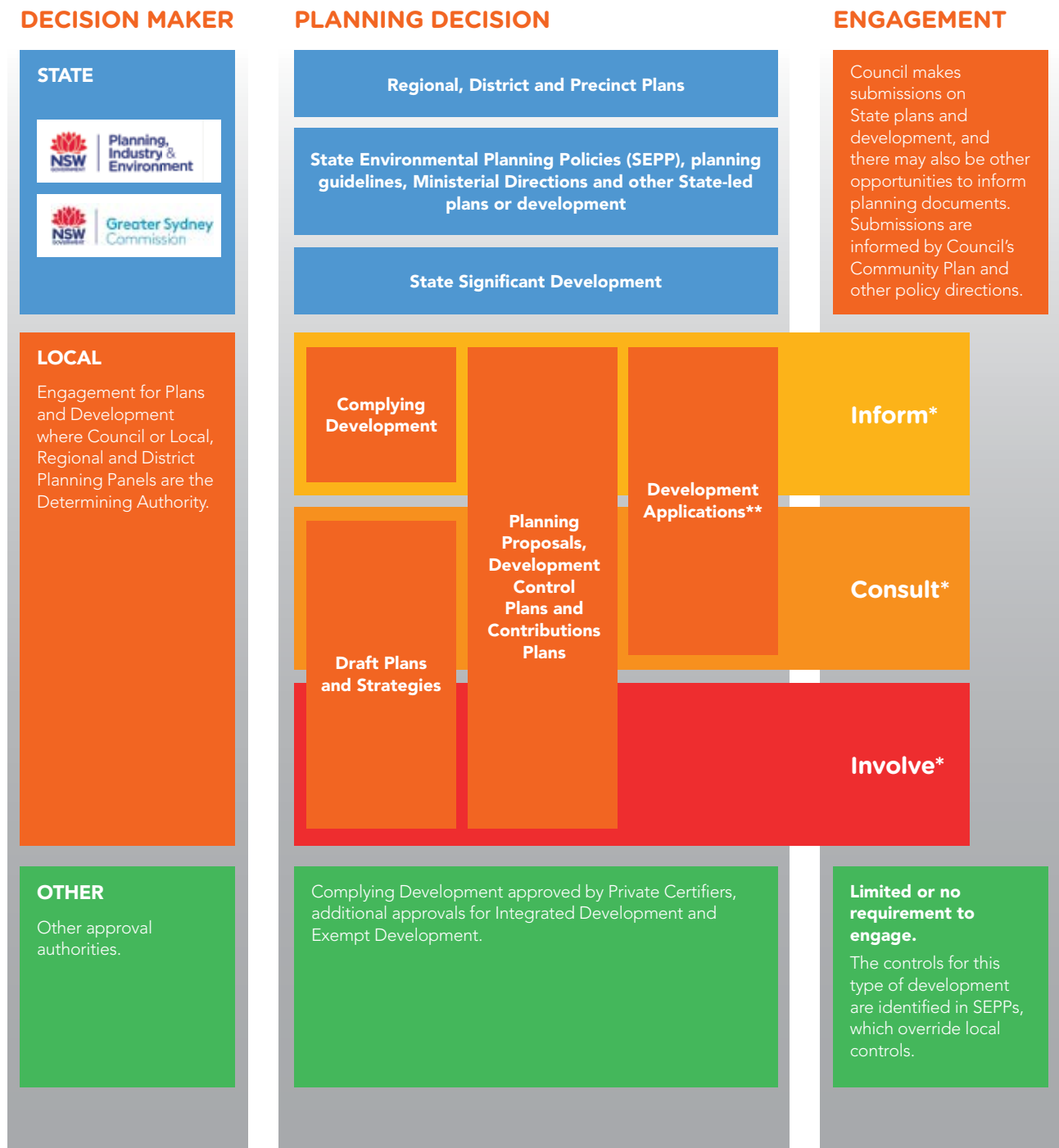
This Community Participation Plan doesn't apply to all development in Penrith. The NSW State Government and other authorities assess and determine planning and development matters where the impacts of those matters extend beyond Penrith.

For plans or development where Council isn't the determining authority, the relevant authority's Community Participation Plan applies.

This CPP also doesn't apply to the non-planning and development related functions of Council.

LEVELS OF ENGAGEMENT FOR PLANNING AND DEVELOPMENT DECISIONS

The following graphic indicates the levels of engagement Council can provide for different types of plans or development. The graphic and Council may provide more or less engagement as necessary.



* These terms are from the IAP2 Participation Spectrum on page 14 of the Community Engagement Strategy. The level of engagement will vary to suit each plan or development and the level of community interest.

** For some development types, notification or engagement may not be required. More information on these development types is provided on page 32.

APPLICATION OF THE COMMUNITY PARTICIPATION PLAN

This CPP applies to the planning and development matters below, for which Council must give the community an opportunity to view the relevant information and comment on the matter.

PLANNING

CONTROLS	WHAT THEY DO	MINIMUM EXHIBITION AND RE-EXHIBITION PERIODS
Draft Community Participation Plans	This plan	28 days
Draft Local Strategic Planning Statement and other local Strategies	Delivers community objectives by: <ul style="list-style-type: none"> identifying planning priorities, explaining how these priorities will be delivered, and demonstrating how Council will monitor and report on progress. 	28 days
Planning Proposals for Penrith Local Environmental Plan 2010 (LEP) amendments	An LEP sets the land use controls for Penrith. Planning Proposals: <ul style="list-style-type: none"> amend LEP land use controls, reclassify Council owned land, or make administrative changes to the LEP. 	28 days, or as specified by the Gateway Determination
Draft Development Control Plan	Provides detailed considerations for assessing a development	28 days
Draft Contribution Plans	Set the amount and reasoning for development contributions. Development contributions are levies a developer pays for infrastructure to service new development	28 days



DEVELOPMENT

TYPE	WHAT IT IS	MINIMUM EXHIBITION PERIOD
Exempt and Complying Development	Straightforward development that does not need an assessment, or can be determined through fast-track assessment by Council, or an accredited certifier under the State Environmental Planning Policy (Exempt and Complying Development Codes) 2008.	No minimum requirement
Application for development consent for local development and integrated development	For development under Council's local controls including, but not limited to new dwellings and commercial, retail, or industrial sites.	14 days (can be reduced to 7 days or extended by the assessing Council Officer, in line with this Plan).
Application for development consent for designated development	For development likely to have a higher impact, or that is located in or near environmentally sensitive areas.	28 days
Environmental Impact Statements obtained under Division 5.1 of the EP&A Act	Supports certain development applications by identifying and responding to any environmental impacts of the development	28 days.
Integrated Development	Integrated development requires approval under another Act or Regulation, in addition to the EP&A Act.	14 days
Threatened species development	Development to which section 7.7 (2) of the Biodiversity Conservation Act 2016 or section 221ZW of the Fisheries Management Act 1994 apply.	28 days
Nominated integrated development	Requires an additional approval under the following acts: <ul style="list-style-type: none"> • Heritage Act 1977, • Water Management Act 2000, or • Protection of the Environment Operations Act 1997 	28 days
Re-exhibition of any amended application		No minimum

COMMUNITY PARTICIPATION PRINCIPLES AND APPROACH FROM THE PENRITH COMMUNITY ENGAGEMENT STRATEGY

Our Planning and Development Principles and Approach are informed by what we heard from you during the public exhibition of the Community Engagement Strategy and CPP. The below table is filled with your priorities for how we engage with you.

PRINCIPLE	APPROACH
<i>Clear and timely communication</i>	We will clearly communicate information about the decision process to give you time to provide informed feedback.
<i>Meaningful and genuine</i>	We will facilitate genuine opportunities to listen and understand your needs, ideas and concerns so you can inform the outcomes.
<i>Inclusive</i>	We will do our best to overcome barriers to access, to ensure we hear from as many people as possible, with particular efforts made to identify and engage underrepresented groups.
<i>Work in partnership</i>	Work in respectful partnerships, with the understanding that both community and government are responsible for shaping Penrith's future.

HOW TO HAVE YOUR SAY

You can share your ideas and concerns on planning and development matters by making a written submission when the matter is on exhibition, or by making a verbal submission at a public hearing.

Public exhibition

A public exhibition is when Council formally seeks comment from the community by communicating information about a Plan or Development. During a public exhibition, Council will make all of the information relevant to a plan or development available.

For public exhibitions, Council will:

- advertise the exhibition,
- give notice to adjoining owners or occupiers
- make all relevant documents publicly available, and
- formally receive any submissions from the community.

Council will always exhibit for the minimum periods required in relevant planning instruments. If a particular plan or development has different exhibition or notification periods in another planning instrument, the longer period applies.

The minimum exhibition periods the CPP identifies refer to the number of calendar days, not working days.

Council may extend an exhibition period beyond the minimum exhibition periods identified in the CPP if:

- The proposed changes have likely impacts.
- The exhibition includes the time from 20 December to 10 January. The "count" for the number of days a plan or development is exhibited will stop on the 20th and re-start on the 10th.
- An exhibition period ends on a weekend or public holiday. The exhibition period will then end on the following day.

Likely impacts are when a plan or development is likely to:

- a. change views to and from the land;
- b. overshadow neighbouring sites;
- c. cause noise, dust or fume pollution and the like;
- d. is incompatible with the streetscape or local character;
- e. is close to site boundaries;
- f. increase hours of use for the site;
- g. spill light or is reflective;
- h. affect access to or provision of parking;
- i. propose changes to any covenant or easement benefiting the adjoining or neighbouring land;
- j. the height, materials and position of fences on a boundary are changed;
- k. generate traffic; or
- l. be located on a site that may be unsuitable for the proposed development.

Public hearings

Public hearings will be held:

- for all planning proposals to reclassify Council owned land, or
- at Council's discretion, if submissions are received from the community requesting a hearing.

At a public hearing, you can make a verbal submission that will be recorded and reported to the determining authority in a Public Hearing report, which will be made publicly available. If a public hearing will be held, notification will be provided in the Western Weekender.

Submissions

The community can comment on a plan or development by making a submission during a public exhibition or a public hearing, if one is held. Submissions can be made during the public exhibition period, for the time specified in the advertisement.

Submissions can be emailed to the assessing department of Council, or sent to the Mayor or General Manager. The relevant contacts and submission methods will be identified in notifications and advertising for the exhibition of the plan or development.

If you are making a submission on a plan or development, please explain the reasons for your support or objection to what is proposed.

How submissions will be considered

After the advertised exhibition period has ended, submissions will be reviewed and reported to a meeting of the determining authority. Issues raised in submissions will be responded to in the report.

The community can also present directly to the determining authority by registering to speak at public meetings where the planning matter is reported. You can register to address a meeting on Council's website.

If over 10 unique submissions are received for a Development Application, the Local Planning Panel will become the determining authority, unless the development is otherwise required to be considered by the Sydney Western City Planning Panel.

ADVERTISING AND NOTIFICATION

You will be informed of upcoming public exhibitions and ways to have your say:

- by letter, to the owner or occupier of adjoining properties
- in advertisements in the Western Weekender
- by public notice on the property (for certain development), and
- in updates on Councils website and Your Say pages (for planning and zoning)

When advertising and notification are required

Planning

Public exhibition of all changes to plans are advertised in the Western Weekender newspaper. If a plan is site specific, adjoining residents will also be notified by letter.

Advertisements will be published in the Western Weekender after plans are Made or Adopted.

Development

For most development that is not designated or exempt, Council will provide notice to adjoining owners or occupiers and place an advertisement as soon as practicable after the application is received, except where otherwise specified by the relevant planning instruments.

Detailed notification information is provided below:

DEVELOPMENT / LAND USE	NOTIFICATION LETTER	ADVERTISEMENT
Advertising Signage	Potential – see below	Potential – where required by the provisions of SEPP 64 – Advertising Signage (Clause 17 and 18)
Animal Boarding & Training Establishment	Yes	No
Boarding House	Yes	Yes
Commercial/Industrial Development – Change of Use	Potential – see below	No
Commercial/Industrial Development – New Development	Yes	Potential – see below
Commercial/Industrial Development - Alterations and Additions to Existing Development	Potential – see below	No
Child Care Centre	Yes	Yes
Community Facility	Yes	Potential – see below
Dual Occupancy	Yes	No
Dwelling House – Greater than Single Storey	Yes	No
Dwelling House – Single Storey	Potential – see below	No
Earthworks/Filling of Land	Yes	No – unless classified as nominated integrated development
Educational Establishment (new or alterations and additions)	Yes	Potential – see below

DEVELOPMENT / LAND USE	NOTIFICATION LETTER	ADVERTISEMENT
Health Services Facility/Health Consulting Rooms	Yes	Potential – see below
Home Business/Home Industry	Yes	No
New Hotel, Motel or Pub Development (excluding small bar as a change of use)	Yes	Yes
Alterations and Additions to a Hotel, Motel or Pub Development (excluding small bar as a change of use)	Potential – see below	Potential – see below
Mixed Use Development/Shop Top Housing (Containing Upper Floor Residential Units Above Commercial Floor Area)	Yes	Yes
Multi-Unit Housing	Yes	Yes
Place of Public Worship	Yes	Potential – see below
Registered Club (new or alterations and additions)	Yes	Potential – see below
Residential Flat Building	Yes	Yes
Secondary Dwelling	Yes	No
Seniors Living/Aged Care Development	Yes	Yes
Small Bar (Change of Use)	Yes	No
Strata/Stratum Title Subdivision of an Approved/Constructed Development	Not Required	No
Subdivision of Land (including or excluding road construction)	Yes	No – unless classified as integrated development
Works Ancillary to a Dwelling House	Potential – see below	No
Works to a Listed Heritage Item	Potential – see below	Potential – see below
Other Development (not specifically listed elsewhere within this table)	Potential – see below	Potential – see below

- a. Where the above table makes reference to “potential – see below”, advertising or public notification is at the discretion of the assessing officer having regard to the scale and nature of the proposed development, the potential for adverse impact resulting from the development, compliance with the applicable development standards within Penrith Local Environmental Plan 2010, compliance with the applicable development controls with Penrith Development Control Plan 2014 and compliance with the applicable development policies and specifications of Council.
- b. Advertising and/or notification will also be required in the event that other legislation applicable to the proposed development or site, requires it to be undertaken in conflict with the detail contained within the above table. This includes integrated, nominated integrated and designated development exhibition requirements within the Environmental Planning and Assessment Regulations 2000.
- c. Modification applications and/or review of determination applications are to be notified and exhibited in accordance with the above table.

Who will be notified

Other than the mandatory minimums above, Council Officers will determine what advertising and notification is appropriate, depending on significance and likely impact of a plan or development. Consultation approaches from the CES may also be used. Council may choose to increase a notification area or use other methods to engage the community, as identified in the community participation principles and approach outlined in this plan.

When notification of development decisions is required

For the below decisions, Council will notify the community of the decision and the reason for the decision, including how community views have been taken into account.

- the determination of an application for development consent,
- the determination of an application for the modification of a development consent that was publicly exhibited,
- the granting of an approval, or the decision to carry out development, where an environmental impact statement was publicly exhibited under Division 5.1 of the EP&A Act.

This notification will appear in the Western Weekender.

WHERE INFORMATION IS AVAILABLE

During a public exhibition, you can find information on planning and development by visiting Council's Penrith and St Marys offices and on Council's website (penrithcity.nsw.gov.au).

Council will also provide information on plans at the Penrith and St Marys Libraries and on Your Say Penrith (yoursaypenrith.com.au).

You can contact Council to ask about current projects at any time:

- at Council offices
 - Council's Civic Centre, 601 High Street, Penrith (Mon-Fri 8.30am-4pm) or
 - Council's St Marys Office, 207-209 Queen Street (Mon-Fri 8:30am-4pm)
- by phone on 4732 8001, or
- by email at council@penrith.city.

DEFINITIONS

Peak bodies - organisations which represent an entire sector of industry or the community to the government, often incorporating other organisations in that area

Planning instruments - set out policies for planning and development, and can include State or Local controls.

Determining authority - bodies given authority under the EP&A Act to assess and determine plans and development. This CPP applies to development and plans determined by Penrith City Council and District, Regional and Local Planning Panels.

Reclassify - Council owned land must be classified as either "Community" or "Operational". Community land must be used for a community purpose and accessible to the community. Operational land usually serves a functional purpose for Council, and can be sold or leased. Reclassification of land enables a change of use for the site.

INTERPRETING ASSISTANCE

ENGLISH	If you do not understand this, please contact the Telephone Interpreting Service on 131 450 and ask them to contact Penrith City Council on your behalf on (02) 4732 7777. Or come to the Council offices and ask for an interpreter.
ARABIC	إذا لم يكن بإمكانك قراءة النص أعلاه، الرجاء الاتصال بخدمات الترجمة الفورية الهاتفية (TIS) على الرقم 131 450 والطلب منهم الاتصال بدورهم بمجلس مدينة بنريث نيابة عنك على الرقم 4732 7777 (02). أو يمكنك الحضور إلى المجلس وطلب ترتيب مترجم فوري لك.
CHINESE	如果您无法阅读这些文字，请致电 131 450 联系电话传译服务中心，请他们代您拨打 (02) 4732 7777 联系 Penrith 市议会。您也可以亲自到市议会来并要求获得口译服务。
GREEK	Αν δεν μπορείτε να το διαβάσετε αυτό, τηλεφωνήστε στην Τηλεφωνική Υπηρεσία Διερμηνέων στο 131 450 και ζητήστε τους να επικοινωνήσουν με το Δήμο Penrith (Penrith City Council) για λογαριασμό σας στον αριθμό (02) 4732 7777, ή ελάτε στη Δημαρχία και ζητήστε διερμηνέα.
HINDI	यदि आप इसे नहीं पढ़ पाते हैं, तो कृपया 131 450 पर टेलीफोन दुभाषिया सेवा से संपर्क करें और उनसे कहें कि आपकी ओर से पेनरिथ सिटी काउंसिल से (02) 4732 7777 पर संपर्क करें. या आप काउंसिल आएँ और एक दुभाषिया की माँग करें.
ITALIAN	Se non riuscite a leggere questo, contattate il servizio telefonico di interpretariato al numero 131 450 e chiedetegli di contattare da parte vostra il comune di Penrith City al numero (02) 4732 7777 oppure venite in comune e richiedete un interprete.
MALTESE	Jekk ma tistax taqra dan, jekk joghġbok, ikkuntattja lit-Telephone Interpreting Service fuq 131 450 u itlobhom biex jikkuntattjaw Penrith City Council f'isemk fuq (02) 4732 7777. Jew ejja l-Kunsill u itlob għal interpretu.
PERSIAN	اگر نمی توانید این مطلب را بخوانید، لطفاً به خدمات ترجمه تلفنی به شماره 131 450 زنگ بزنید و از آنان بخواهید با شورای شهر پنریت Penrith City Council به شما 4732 7777 (02) از جانب شما تماس بگیرند. یا اینکه به شهرداری Council آمده و مترجم بخواهید.
SINGHALESE	ඔබට මෙය කියවීමට නොහැකි නම්, කරුණාකර දුරකථන අංක 131 450 ඔස්සේ දුරකථන පරිවර්තන සේවාව (Telephone Interpreting Service) අමතා ඔබ වෙනුවෙන් දුරකථන අංක (02) 4732 7777 අමතා පෙන්ට් නගර සභාව (Penrith City Council) හා සම්බන්ධ කර දෙන ලෙස ඉල්ලා සිටින්න. නැතිනම් නගර සභාව වෙත පැමිණ හානා පරිවර්තකයකු ලබා දෙන ලෙස ඉල්ලා සිටින්න.
TAMIL	இதை உங்களால் வாசிக்க இயலவில்லை என்றால், 'தொலைபேசி உரைபெயர்ப்பு சேவை'யை 131 450 எனும் இலக்கத்தில் அழைத்து 'பென்ரித் நகரவையுடன்' (02) 4732 7777 எனும் இலக்கத்தில் உங்கள் சார்பாக தொடர்பு கொள்ளுமாறு கேளுங்கள். அல்லது நகரவைக்கு விஜயம் செய்து உரைபெயர்ப்பாளர் ஒருவர் வேண்டுமெனக் கேளுங்கள்.
VIETNAMESE	Nếu quý vị không thể đọc được thông tin này, xin liên lạc Dịch Vụ Thông Dịch Qua Điện Thoại ở số 131 450 và yêu cầu họ thay mặt quý vị liên lạc với Hội Đồng Thành Phố Penrith ở số (02) 4732 7777. Hoặc hãy tới Hội Đồng và yêu cầu có thông dịch viên.

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