

What is the history of consultation in Waterloo?

Various informal consultative meetings were conducted with social housing residents and the local community in Redfern Waterloo by the Redfern Waterloo Authority (RWA) in 2007-2008 and Housing NSW in 2009-2010. These were designed to gain high level information on the proposed draft Built Environment Plan (Stage 2) commonly referred to as BEP2, and to gain an understanding of the issues and attitudes to renewal.

The main focus of the draft BEP2 was the renewal of areas of concentrated social housing in Redfern and Waterloo. The RWA exhibited the Draft BEP2 for four weeks in January-February 2011.

Throughout 2011-12, Housing NSW undertook a preliminary masterplanning process for the renewal and redevelopment of the concentrated social housing areas. An important part of this process was a comprehensive community engagement program including a range capacity building activities so that social housing residents could contribute to planning for renewal in their neighbourhoods.

Community engagement activities included:

- Consultation with over 40 stakeholders to find out what people think about renewal.
- Bus trips to Housing NSW redevelopment projects at Minto and Bonnyrigg.
- Conducting "Places and Spaces for People" tours to experience good quality urban renewal in private and affordable housing projects around Sydney. These were held in English, Chinese and Russian.
- Workshops and street corner sessions on topics relating to the Masterplan.
- Presentations to community meetings about planning process.
- A planning expo at Redfern Park held in conjunction with Red Water Markets.

- Conducting significant consultation regarding the Waterloo Green Neighbourhood Project – a pilot scheme to improve security in the six high rise buildings in Waterloo.
- Running four community design workshops to elicit values held by the community about their area, both positive and negative, to seek ideas about how things could be improved.

The engagement activities uncovered a number of key themes:

- Most residents loved their area and value their diverse and tolerant community. They did not want to this community spirit lost as the area undergoes renewal.
- There were high levels of concern about safety of residents and the impacts of anti-social behaviour on residents' amenity and community life.
- Most, though not all, believed a socially mixed/mixed income community, could be safer and provide better amenity for residents.
- Many accepted that the walk-up flats were ageing and that their replacement over time by new apartments would be welcomed.
- Many valued their existing high rise living and welcomed the idea of more choice of new businesses, shops and services that renewal could give them access to.
- Stakeholders wanted sensitive relocation practices that supported people, particularly the vulnerable, to cope with change.

Despite extensive work on the project, BEP2 did not proceed for a number of reasons including the financial feasibility of the project.

More recently, community engagement was also undertaken by UrbanGrowth NSW on the Central to Eveleigh redevelopment between 2013-2016. This included extensive consultation with Aboriginal community members, organisations and stakeholders.

Waterloo

How will the lessons learned inform the new process?

Although BEP2 did not go ahead, the feedback and insights gained from the community engagement process form a valuable knowledge base which will inform the Waterloo redevelopment moving forward.

Land and Housing Corporation (LAHC) recognises that the community is frustrated that they have not seen evidence of how their feedback has shaped decisions.

What's different this time around

Over the past few months, FACS has held close to 40 engagement events involving about 2000 residents and community organisations through forums, information sessions and morning teas. This includes nearly 400 face to face visits which have been conducted through the Waterloo Connect office. Home visits have also been undertaken with social housing residents in the Waterloo Estate.

FACS is committed to consulting and working closely with residents, local service providers, peak organisations, businesses and the

community as plans are prepared for the redevelopment of the estate.

Through the Future Directions for Social Housing in NSW strategy and the Communities Plus program, the Government is already working with the private sector, the not-for-profit sector and all levels of government to create a social housing system that is sustainable and responsive.

The Communities Plus program aims to deliver integrated communities in partnership with non-government agencies and the private sector to redevelop LAHC sites in NSW.

With the improved transport outcomes offered by the new Metro Station at Waterloo, LAHC is now positioned to progressively renew the ageing Waterloo social housing estate to create an integrated community with a mix of social, affordable and private housing.

This means that the redevelopment of Waterloo is supported by Government policy and that the Government has a plan in place to resource the project.

Lessons Learned

Lesson Identified	Solution Implemented
Community frustration in not seeing how their previous feedback has been used	Report back on how community input has affected decisions and plans Keep people informed about what is happening in the project
Ensure clarity of purpose around engagement activities	Clarify the scope of consultation: what is open for people's influence and what is not
Consultation fatigue	Ensure engagement activities are timely, relevant and targeted Cater to a wide range of people's needs and preferences in how they like to be engaged.
Ensure a wide range of community members are engaged	Invite all people affected to have an input, at each stage Provide opportunities to build skills and confidence in masterplanning so that all people can have an input, regardless of age, cultural background or ability Provide the information people need to participate in a meaningful way Seek input about how people want to be engaged

Take outs from previous consultation

