

### Waterloo Part of Sydney's Growth

The NSW Government decision to redevelop the public housing estate at Waterloo was based on a range of considerations including social, financial and economic. Yields, strategy, timing and plan for the redevelopment of the Waterloo Estate will be developed as part of the master planning process, which will commence in early 2017.

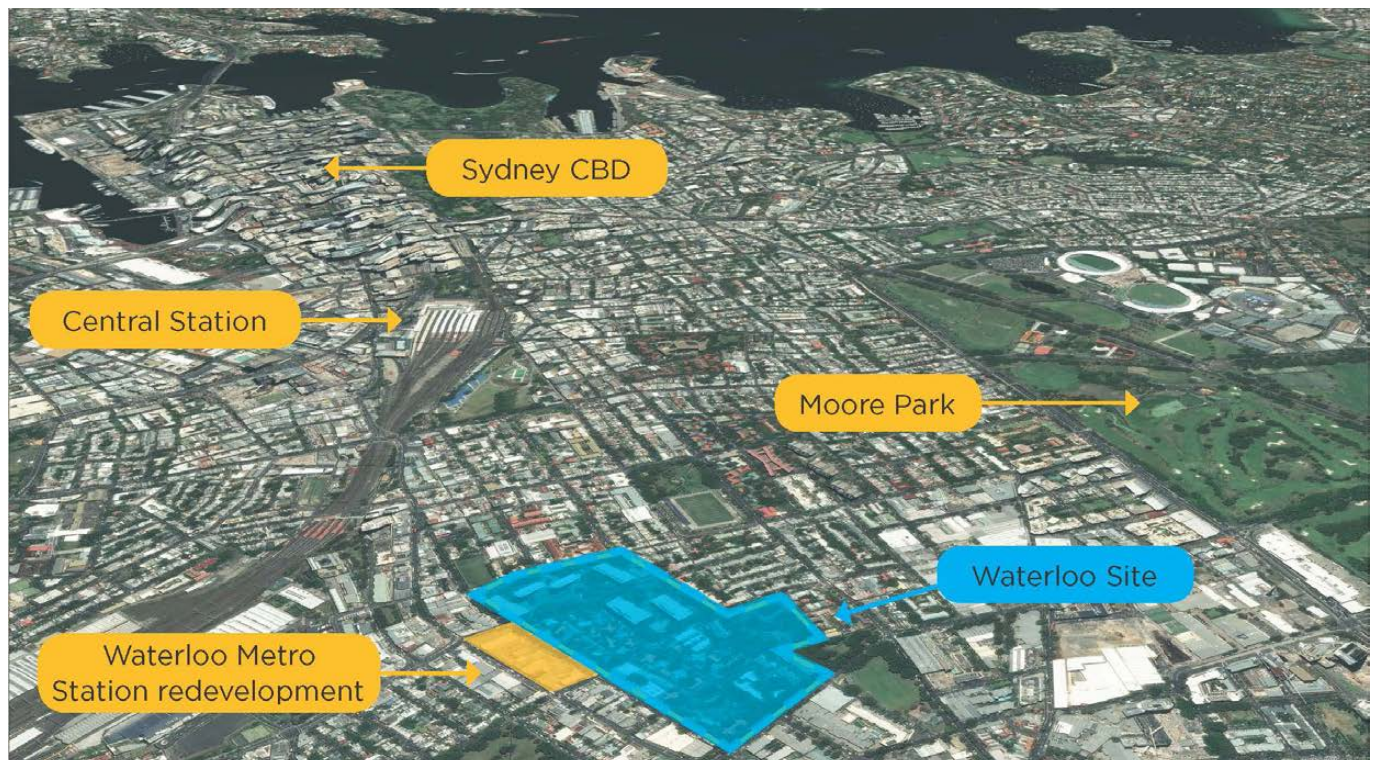
The Government has decided to build a new metro station at Waterloo. The Government's objective is to redevelop the Waterloo Estate to deliver more social housing, mixed with private and affordable housing over 15 to 20 years.

Family and Community Services (FACS), Land and Housing Corporation (LAHC) will

commence the master planning process in early 2017. UrbanGrowth NSW will support LAHC to assist with this work.

***“The NSW Government has decided to build a new metro station at Waterloo”***

The community will be invited to participate in the master planning process. FACS is preparing a community engagement strategy, based on community feedback and workshops over the past six months. This engagement strategy will assist in determining how the community would like to be included in master planning.



## Waterloo

Community feedback from earlier consultations on plans for redevelopment at Waterloo Estate and Redfern will be considered as part of the master planning process. FACS has prepared a summary of previous community feedback to assist in informing the master planning communication process.

### 15 – 20 Year Program

The plan to redevelop Waterloo is arguably the most significant urban redevelopment project undertaken in Australia. The project will be staged over a 15 to 20 year period. The NSW Government wanted to ensure that all stakeholders, and most importantly residents, were given full information, the time to discuss issues and agree to a framework of consultation and engagement for the project.

It was also important to have a whole of Government approach, including the City of Sydney, to ensure a successful redevelopment plan and implementation. To get agreement and consensus took time. But, to do things right, we sometimes have to take the time. In keeping with our earlier planning timeframes and allowing for a later start to master planning, the first temporary relocations of residents at Waterloo will not occur until mid-2018.

The redevelopment of the Waterloo Estate provides the opportunity to provide new, modern social housing dwellings better suited to the needs of social housing residents.



### Integrated Communities

The detail about the mix of social housing, affordable housing and private housing will be determined as part of the master planning process. The NSW Government will increase the number of social housing dwellings to provide new, modern, homes. The goal is to achieve a 70% mix between private/affordable housing and 30% social housing to enable integrated communities.

***“The master planning process will assist in determining the yield or number of new homes and the mix of social, affordable and private housing”***

The master planning process will assist in determining the yield or number of new homes and the mix of social, affordable and private housing. The Government’s objective will be to achieve an integration and type of housing. The detail about how this will be achieved is yet to be determined.

Providing a mix of housing types and tenures will provide an opportunity for various family forms and income groups.

It is expected there will be community spaces and facilities which all of the community will have access to. Community facilities such as childcare, community centres, retail and recreational facilities will be available for all of the community to access. Place management, community engagement and good quality urban design also assist in supporting integration and social mix.

The redevelopment at the Waterloo Estate will include specific programs to better support social housing residents with high needs. It is acknowledged that housing redevelopment needs to be accompanied by programs to support social housing residents with high needs.

## Waterloo

There are various models of social housing development projects: in Sydney (Minto and Riverwood North); in Melbourne (Kensington and Carlton); in Brisbane (Kelvin Grove) as well as successful projects in the United Kingdom.

### Community Support

FACS has been consulting with local service providers in the Waterloo Estate and adjacent suburbs to identify the current needs of the community and additional support that may be required during the redevelopment. This consultation will provide valuable input to the master planning process and address current and future service levels.

The NSW Government recognises that social housing residents are supported across many different Government agencies. *The Future Directions for Social Housing in NSW* strategy addresses the need for collaboration and accountability with a specific action for a whole-of-government approach to focus on the social wellbeing of residents.

***“The objective of the redevelopment is to ensure the new community is assisted by appropriate community support.”***

The redevelopment of the Waterloo Estate provides the opportunity to better plan and provide support for social housing residents with high needs. This will assist in determining what services and additional supports are required and the necessary funding.

In addition, maintenance services to existing tenancies have increased to assist in making



life inside the existing buildings better.

Engagement with residents, community organisations and service providers has already commenced and the need for an integrated human services plan is recognised. FACS will work with each social housing resident to ensure each resident's needs, such as social support, pets, health and social services, family connections and specific housing needs, are identified and responded to as part of the planning and relocation process.

The objective of the redevelopment is to ensure the new community is assisted by appropriate community support.

The NSW Government is currently developing its affordable housing strategy to inform the master planning process for the Waterloo Estate.

## Waterloo



### Housing Design

The current and future social housing demand of the Waterloo area will be a crucially important consideration in determining the unit mix needed in the redevelopment.

Demographic information including family size, ages and any specific health issues relevant to current residents will be considered. This information will drive unit sizes needed and the requirement for other facilities and services within the whole Waterloo area.

It is acknowledged that some families due to very unique circumstances will need to be managed individually to best meet their housing needs.

The NSW Government has stated that there will be no loss of social housing at the Waterloo Estate. In fact, the aim is to deliver more social housing. Whether this means there are more or less bedrooms or floor space will be determined by an analysis of family size, ages and any specific health issues relevant to current residents.

The project will deliver a high level of amenity and best practice in environmental, urban and architectural design. The new social housing will be better matched to the needs of tenants with improved accessibility.

## Waterloo



### Community Amenity

The redevelopment of the Waterloo Estate gives the opportunity to better plan and provide support for high needs social housing residents including the elderly. This will assist in determining what services, funding and additional supports are required. It is acknowledged that community gardens provide a healthy and interactive focal point for the Waterloo Estate residents. If through the master planning consultation, residents have a desire for community gardens; this requirement will be included in the open space design brief. Similarly, existing community spaces and their future roles will be included in the resident amenity design brief.

### Right of Return

The NSW Government has made a commitment to the Waterloo Estate residents that all current social housing residents will have the right to return to new housing at the Waterloo Estate.

The intention is for the majority of residents to be able to move from their current home in the Waterloo Estate straight into the new social housing as the site is redeveloped. If temporary relocations are required, every effort will be made to accommodate residents into temporary homes in the local area.

*“All current social housing residents in Waterloo will have the right to return to new housing at the Waterloo Estate.”*



## Waterloo

### Heritage Conservation

The Waterloo heritage conservation area does not form part of the Waterloo Estate redevelopment. There are no plans for the properties within the conservation area and the Government has stated that the objective is to increase social housing at the Waterloo Estate.

### Community Engagement

Over the past few months, LAHC has undertaken close to 40 engagement events with the residents and the community including forums, information sessions and morning teas. In addition, home visits have been undertaken with social housing residents in the Waterloo Estate.

LAHC has held a number of meetings and informal discussions with key stakeholders, the community and residents regarding the redevelopment of the Waterloo Estate. These discussions are proof of our commitment that the planning for the Waterloo Estate will be developed in close partnership with them, their community and other stakeholders.

This approach will continue throughout the master planning process. Master planning engagement and consultation is scheduled to start in early 2017.

A framework for community engagement, developed from consultation over several months will form the basis of the consultation approach to the Waterloo Estate. Workshops with the local services providers were held during the months of June and July 2016 on resident support and the engagement framework.

*“A framework for community engagement, developed from consultation over several months will form the basis of the consultation approach”*

A community renewal program is recognised as an important part of supporting residents and the community throughout the project. The integration of various communities into one harmonious neighbourhood is a key objective of the Waterloo Estate redevelopment.

Previous experience has demonstrated the value of investing in community renewal initiatives to provide strong commitment and real action to making sure this happens.