

# WATERLOO REDEVELOPMENT – FACS APPROACH TO ENGAGEMENT

Inclusive and accessible | Meaningful information | Feedback will be actioned | Sincere, respectful and honest  
Responsive and timely | The safety and security of residents will always be considered first



## Key facts

The redevelopment of Waterloo is a long term project taking 15-20 years.



The master planning process will take approximately 18 months and will help determine the mix of social, affordable and private housing.



Most residents will not have to move for years. FACS will contact each resident 6 months before relocating and FACS will work with residents throughout the relocation process.



There will be no loss of social housing. The NSW Government has stated that all current social housing residents have the right to return to the Waterloo estate.



The intention is for the majority of residents to be able to move from their current homes straight into the new social housing as buildings are completed.

## What do we want to achieve?

These goals were developed with input from representatives of Waterloo community organisations, tenant groups and local service providers.



We will build stronger stakeholder relationships through respectful engagement that:

- is transparent and open and based on trust
- clearly considers the needs of each stakeholder group
- appreciates the history of Waterloo and its residents
- is culturally appropriate
- distinguishes between what can and cannot be influenced
- is timely, considered and appropriate
- incorporates feedback from previous consultations



We will focus on clear and timely communication with stakeholders by:

- supporting stakeholder groups to be appropriately represented, connected and informed
- delivering information in plain English and translating information where required
- being clear on the purpose of information and engagement
- actioning feedback



We will do it together by:

- acknowledging the significant local Aboriginal heritage, community and history on the site
- collaborating with community stakeholders to guide aspects of the project

- collaborating with community stakeholders to develop and disseminate information
- coordinating a whole of government approach to the Waterloo redevelopment
- celebrating milestones and achievements together

## How will we engage with stakeholders?

Inform	Consult	Involve	Collaborate	Empower
FACS will provide information to stakeholders about the redevelopment and the planning process.	FACS will obtain ideas and seek input from residents and the community to inform the planning outcomes and provide feedback.	FACS will work with residents and the community to identify concerns, aspirations and issues and ensure they are considered and understood.	FACS will work together with residents and the community to identify preferred solutions and alternatives, and provide feedback on decisions.	FACS will work in partnership with the community to build the capacity of residents to enable them to make their own decisions and choices.

## What activities will we undertake?

Stakeholder Group	Approach	Activities (but not limited to)	Frequency
Waterloo Social Housing Residents	Engage with residents, the aboriginal community and multicultural groups to ensure they are well supported and respected throughout the redevelopment and link them to local service providers and tenant/community organisations.	Support and collaborate with community/tenant organisations/advocacy groups and local service providers   Aboriginal program Multicultural program   One on one meetings/information sessions/workshops Waterloo Connect as an information hub   Community development program (incl new social enterprises)   Community support initiatives and advisory forum	Ongoing and as needed
	Provide information that is freely and easily accessible to keep residents well informed, including for Aboriginal community and multicultural groups Ensure information provides feedback to issues and concerns	Newsletters/posters/postcards/QAs/Project website/translations   Waterloo Connect Resident events (morning/afternoon teas/BBQs/drop in sessions)   Feedback mechanisms Community/tenant organisations	Monthly or as required
	Create genuine opportunities are created for residents to participate and provide input and feedback, including for the Aboriginal community and multicultural groups	Planning workshops and events   Capacity building events   On-site conversations (formal/informal) Communication and feedback mechanisms (online/onsite/written form)   Pop up/drop in stalls Aboriginal and multicultural program	Pre-planning phase activities and throughout the planning process
	Continue to maintain the amenity of homes and open spaces across the Waterloo Estate	Maintenance services   Maintenance pop ups/drop ins	Ongoing
Local Service Providers and Community / Tenant Organisations	Ensure stakeholders are appropriately represented, connected and well informed	Networking events   Stakeholder newsletter and other communication mechanisms Planning workshops and events   Regular meetings and conversations (formal/informal)	Ongoing and as needed
	Respect the existing community and the history of Waterloo and its residents, including feedback from previous consultations	Community development opportunities   History project	Ongoing
	Create genuine opportunities for the local community and local stakeholders to participate and provide input and feedback Ensure information provides feedback to issues and concerns	Planning workshops and events   Capacity building events   Communication and feedback mechanisms Stakeholder conversations (formal/informal)   Community advisory forum	Pre-planning phase activities and throughout the planning process
	Collaborate with community service providers in the Waterloo area to assist, advise and guide aspects of the planning process	Workshops/Community advisory forum   Community events   Community development program & support initiatives	Ongoing
Other Waterloo Stakeholders	Support the wider Waterloo community with project updates and opportunities for input and feedback	Stakeholder newsletter   Capacity building events   Workshops, local events, meetings and briefings	Ongoing