

# NEWSLETTER WATERLOO SOUTH



This newsletter provides an update to residents and the neighbouring community on the progress of planning for Waterloo South.

We also reflect on the year that has been and recognise the way the Waterloo community has come together to help each other through a difficult period.

## HERE IS HOW TO STAY SAFE AS RESTRICTIONS LIFT

As restrictions continue to ease across NSW, Waterloo residents are reminded that COVID is still around and people are encouraged to continue to monitor for symptoms and get tested if you are unwell.

If you haven't already done so, please organise to get yourself vaccinated, for the safety of yourself, your loved ones and your community. For those who are fully vaccinated, you are encouraged to get your booster dose when it is available.

NSW Health continues to make vaccinations available in your local area, including at local pharmacies and your GP.

Visit the Sydney Local Health District website for more information or you can call the national 24-hour COVID-19 help line.

<https://www.slhd.nsw.gov.au/coronavirusresources/>  
**1800 020 080**

The Department of Communities and Justice has also funded Counterpoint's COVID Vax Project. This program is designed to support residents on the estate with advice and assistance regarding the COVID vaccination.

**For more information on COVID Vax Project, see the back page of this newsletter.**



## PLANNING FOR WATERLOO SOUTH

Waterloo South is the first of three stages in the NSW Government's proposed redevelopment plans at Waterloo. What happens in Waterloo South is important because it will provide a foundation for changes across the whole estate.

This newsletter includes information about opportunities to be involved in the redevelopment, learn more about the plans and have your say about the future of Waterloo South.

**For more information, turn to pages 2-3.**

## COUNTERPOINT UPDATE

Counterpoint is your local community centre and offer a range of individual and family support services. We are also eager to get back into the community to see familiar faces, as well as to meet new ones!

It's sure been a challenging few months for all of us. Well done on getting through! If you need any support, or advice, reach out to us.

We are busy organising FREE community events and activities, such as Counterpoint's annual Summer on the Green event on 28 January 2022 on Waterloo Green.

**For more information, turn to pages 4-5.**

**This newsletter is also available in Russian and Simplified Chinese.  
For more information, turn to the back page.**

Данный информационный бюллетень также доступен на русском и упрощенном китайском языках. Для получения дополнительной информации перейдите на последнюю страницу.

本新闻简报有俄文和简体中文版本。请阅读最后部分了解详情。

The Department of Planning, Industry and Environment has made good progress on the work we need to do to move the proposed plan to the next stage.

This includes working through all of the Gateway Conditions, such as looking at ways to keep existing trees, testing the locations and heights of buildings, working out the best options to achieve a mix of social, affordable and private housing while ensuring the financial viability of the proposed plan.

We are holding two online information sessions about these planning considerations on 8 and 9 December. Please go to the back page for more details.

The next step in the planning process is to make the proposed plan public and for the community to have their say. This part of the planning process is called public exhibition. The public exhibition is not about the design of any buildings to be built on the estate. That will happen later with further community input. The current exhibition is about the rules the developer will need to follow in drawing up those designs.

During this period, we will be showing the community proposed rules such as building heights, density, land use and set back from streets. These are typically shown on maps, a three dimensional model and video so the community can see where new parks, streets and buildings are located and their scale. We will also show you proposed locations for new parks, community facilities and shops.

The community will be able to give us feedback on the plan in a number of ways such as filling out a survey, attending our activities and lodging a submission. The feedback we receive during this time will be used to help make the final decision on how the land can be used. The public exhibition will take place in early 2022.

We are mindful that Waterloo is a diverse community, made up of people from different backgrounds and with different needs so we are working with the community, community leaders and local organisations to understand how best to create an opportunity for everyone to have a say. **This includes finding ways to help everybody understand the proposed plan and have an informed say about it.** Your feedback is an important part of the planning process and there will be a range of ways for you to participate including online and face to face activities that are culturally appropriate. These might include facilitated workshops, casual drop in sessions or street based activities.

## WATERLOO SOUTH REDEVELOPMENT PROJECT PROCESS



## STEPS IN THE CURRENT PLANNING PROCESS



## UNDERSTANDING THE STEPS TOWARDS REDEVELOPMENT

The redevelopment of Waterloo South has many steps and will take 15 to 20 years to complete.

The images on this page show the steps in the process and where we are today.

On page 7 of this newsletter, we've also included answers to some questions from tenants about the redevelopment.



In this edition of the newsletter, we've asked Counterpoint Community Services to provide some information on the services and support they have available to the community, and ways they can support you to have your say on planning for Waterloo South.

## SUPPORTING YOU TO HAVE YOUR SAY

At Counterpoint, we acknowledge that any change can be challenging, and the Waterloo redevelopment has been in progress for over five years now.

Counterpoint has secured funding from the City of Sydney to provide independent support and advice to Waterloo tenants who may have questions or concerns relating to the Waterloo redevelopment. As restrictions have now lifted, you can drop into the centre or call us on the number below.

We encourage everyone to get involved in consultation activities over the next few months and provide feedback on the plans for the Waterloo South Planning Proposal.

This will be your first formal opportunity to have your say on the proposed future of your community, so it's important that as many residents as possible are involved.

## WATERLOO REDEVELOPMENT GROUP

For those people who'd like to take their involvement a step further, we invite you to attend the Waterloo Redevelopment Group (WRG). The Group meets monthly and is open to everyone. It's a chance for residents to hear directly from people from government and local non-government organisations about the plans for the Waterloo redevelopment.

The group meets on the third Wednesday of every month.

In addition, a tenant-only subgroup meets on the first Wednesday of every month. This provides an opportunity to meet other residents and discuss the Waterloo redevelopment, ideas and concerns in a safe and welcoming space.

**SAVE  
THE  
DATE  
JAN 28  
2022**



**LIVE  
MUSIC  
KIDS  
ACTIVITIES  
FOOD &  
DRINK  
LOCAL  
SHOWS**

## SUMMER ON THE GREEN

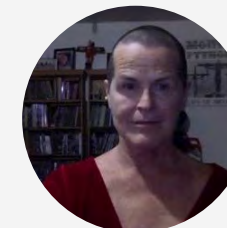
**Waterloo Green, Cnr of Raglan & George Street**

**Waterloo's largest annual  
community event!**



info@counterpointcs.org.au (02) 9698 9569  
Counterpoint Community Services, 67 Raglan  
Street, Waterloo

## LOCKED DOWN IN WATERLOO by Norrie



The worst thing about going through a worldwide pandemic is, who are you going to complain to, we're all going through it! Perhaps this is also the best thing about it.

Walking around in a stuffy mask, having to remember to check in and check out of shops with an app that takes way more clicks than would seem necessary, making sure before you leave your flat you have not just your keys and shopping bags but also your mask and phone, it makes it very tempting to just stay home.

But then, shuffling awkwardly around people waiting to cross the road at the traffic lights, trying to keep "social distance", eyes smile at strangers, as we all go through this awkwardness together.

Having nowhere to go when everything was closed, but needing some exercise anyway, I just went for walks around the estate, nodding at others shuffling around just to keep our legs moving, letting our eyes focus on things further than the walls in our flats, on trees, and birds, and life all around.

One nice thing about living in the public housing estate is that most of our neighbours will be our neighbours for years.

We are the people we have to get on with. We're not here because we are top of the heap in the rat race, we are here because we needed more help with housing, because we are old age pensioners, or people living with disabilities, or facing other challenges such as cultural and generational dispossession, or coming from incarceration in the criminal justice system, or refugee experiences.

In short, most of us have had a few knocks before we got here, and this can make us kinder with each other.

Being able to be outside without masks has been quite liberating.

Now we can smile gently at each other, and look forward to our community centres being open and being able to gather in person.

The other day as I was walking home from the shops, a group of friends gathered on the street noticed me coming, and one of them called to "let the lady through." They parted to let me through, and I thanked them, "I haven't been this close to people in months, thank you!"

After being isolated for so long it was good to be in a crowd, even only for a passing minute.

**"MOST OF US HAVE  
HAD A FEW KNOCKS  
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WITH EACH OTHER."**

Please contact Counterpoint Community Services for details about both of these groups, the COVID Vax Project or if you would like independent support and advice.

Phone: (02) 9698 9569  
Email: info@counterpointcs.org.au  
Drop in: 67 Raglan Street Waterloo

### Other useful community contacts:

**Phary Stamatis**  
Program Manager Mission Australia  
Tenancy Participation Community Engagement

Phone: (02) 9357 1144  
Email: tenantparticipation@missionaustralia.com.au



## OZHARVEST MARKET

The OzHarvest Market remains open to the community at 95 Wellington Street Waterloo.

Residents can access this service from Tuesdays to Saturdays, between 10am and 2pm. You will need to COVID-safe register when you arrive at the supermarket.



## ROSS SMITH MEMORIAL UPDATE

Work is in progress to commemorate and honour long time Waterloo resident, Ross Smith.

Ross Leslie Smith was one of the founding members of REDWatch and served on the REDWatch Coordinating Committee as Treasurer up until his sudden death in 2016.

Ross was active in formal and informal public tenant matters, from the local Waterloo Neighbourhood Advisory Board (NAB) to NSW wide tenant issues. He was an important member of the communities of Kings Cross and Waterloo through his involvement in community centres, community groups and was well known to the many people he assisted with tenancy and personal challenges.



## WATERLOO METRO UPDATE

Construction work continues on the Waterloo Station. The John Holland Waterloo Metro team is organising environmental clean-up events in the local community.

We'd like your help to identify specific areas for clean-up.

More information will be available in our upcoming weekly email. To register for email updates, to suggest clean-up areas or for any queries, please contact the team on **1800 171 386** or **waterloometro@transport.nsw.gov.au**



## IMPROVING HUMAN SERVICE DELIVERY IN WATERLOO

The Waterloo Human Services Collaborative Group has been established to coordinate the work of human services agencies in supporting the Waterloo community.

An action plan is being prepared to address the current and future health and wellbeing needs of the Waterloo community, specifically those residents living in social housing.

The Group is co-chaired by the Department of Communities and Justice, Sydney Local Health District and Counterpoint Community Services.

**The plan will focus on six priority areas for improvement:**



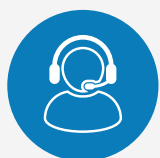
Safety



Health and wellbeing



Communication, consultation and participation



Customer service



Service integration and access for all users



Responsiveness and accountability

The Group is currently consulting stakeholders and the community for feedback on the draft plan with the intention of implementation commencing in the new year.

## COMMUNITY Q&AS

We've provided some answers to questions from tenants about the redevelopment.

**Importantly, no decisions have been made about relocation plans and the timing of relocations. When the rezoning has been approved, we will provide further updates.**

### Where will I move to?

A specialist relocation officer from the Department of Communities and Justice (DCJ) will meet with you to understand your housing requirements so that they can find a suitable property that meets your housing needs.

The relocation officer will then identify suitable matches based on your needs. Tenants have the opportunity to ask for a review if they feel the offers made are not suitable.

You also have a right to return to Waterloo, should you continue to meet the eligibility criteria. Residents will be provided with at least 6 months' notice before relocation.

### Can I be moved with my neighbour?

We acknowledge that tenants in the Waterloo community care for, support and assist one another. So, at the right time, a specialist relocation officer from DCJ will discuss you and your families' housing needs. This can include any support that you may have or need, as well as important life events and preferences for living arrangements, including neighbours.

### Who will manage the new social housing at Waterloo?

A Community Housing Provider (CHP) will manage the new social housing at Waterloo.

As we are still drawing up plans for the redevelopment, it is too early to say which CHP will manage properties at Waterloo. But we will provide more information as we work on delivery of the redevelopment.

### If I choose to return to Waterloo, can my pets return too?

We acknowledge that pets provide great companionship and are an important part of life. If you choose to return to Waterloo, this is something that you can discuss with the DCJ specialist relocation officer and the CHP.

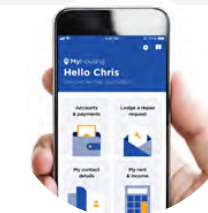
## MYHOUSING ACCOUNT AND INFORMATION / APP

Did you know that MyHousing Account and Information is an online service for tenants to securely access and manage useful information, when convenient to you?

MyHousing Account and Information allows you to:

- Update your contact details
- View your account balances, transactions and history
- View application details
- Provides a secure system to make payments online.

You can access this service through the DCJ Housing website, where you can also register for the MyHousing App – just use the same login details as the internet version.



## REGISTER FOR ONLINE COMMUNITY INFORMATION SESSIONS

Community information sessions are being held online to discuss what is considered when making the plan for Waterloo South.

### Session 1

Wednesday 8 December 10:30am to 12:00pm

- Housing mix and testing the locations and heights of buildings
- Heritage
- Traffic and transport

### Session 2

Thursday 9 December 2:00pm to 3:30pm

- Tree location and retention
- Open space
- Noise and air pollution

To register please send an email with your name and which sessions you are interested in to: [waterloo.project@dpie.nsw.gov.au](mailto:waterloo.project@dpie.nsw.gov.au).

## SLEEVES UP!

### BE A PART OF THE COMEBACK & HELP US END THE PANDEMIC

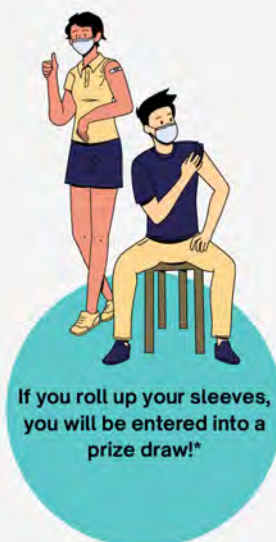
Are you a public housing tenant?

Are you unsure about the vaccine or need support to make an appointment?

Our friendly team are here to help!

### 3 REASONS TO GET JABBED

- People in our community are at high risk of being exposed to Covid-19.
- Protecting you also helps protect your friends and family, specially those who may be at higher risk for severe illness from Covid-19.
- You matter. And you play an essential role in keeping your community healthy.



### GET YOUR JAB FOR YOUR CHANCE TO WIN

Are you a social housing resident and have received both shots of the Covid-19 vaccine?

Well, fill out our survey and you will be entered into our weekly lucky draw prize!

### TO COMPLETE THE SURVEY:

<https://surveymonkey.com/r/JS7F29F>

### YOU CAN ALSO CALL OUR TEAM ON: (02) 9062 5161



\*The vaccination must be undertaken on the advice of a health practitioner.

### Contact us for information & support

Telephone: (02) 9062 5161

Email: [covid@counterpointcs.org.au](mailto:covid@counterpointcs.org.au)

This newsletter is available in Russian and Simplified Chinese online and in print. To view the website, scan the QR code or visit <https://bit.ly/3qllOEg>. You can get a print copy from Security or at the Oz Harvest pick up station.

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