

NSW Land and Housing Corporation



Waterloo South Renewal Project



People and Place Feedback Overview

September 2023



We acknowledge the Traditional Custodians of the lands and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work.



Waterloo South Renewal Project



As Waterloo South is renewed over the next 15 years, the strength and diversity of Waterloo will be sustained, and the health and wellbeing of residents will be prioritised.

Last year, LAHC had initial conversations with the community about how People and Place outcomes can be achieved through the renewal in collaboration with the Government, the community and the renewal partner.

This is not a comprehensive consultation report but rather an overview of the feedback received during this early engagement.

Importantly, engagement with the community and key stakeholders on People and Place outcomes will continue throughout the life of the project.

Our vision

The Waterloo South Renewal Project will enhance the strength and diversity of Waterloo, a unique urban village on Gadigal Land. The renewal will deliver new homes, community places, and green spaces which prioritise the health and wellbeing of social housing residents and more sustainable mixed communities.

Our objectives



New and better social housing

Deliver more and better social housing in mixed communities, to meet the needs of residents now and in the future.



Positive outcomes for residents

Create a place that supports residents' health and wellbeing and sensitively manages change over time.



Outcomes for Aboriginal people

Prioritise outcomes for the Redfern - Waterloo Aboriginal and Torres Strait Islander community through planning, delivery and operations.



Authentic sense of place

Building on Waterloo's past and current strengths to create an authentic, distinctive and welcoming place.



Environmental sustainability

Support a community that is resilient to climate change and carbon positive.



Strong collaboration

Collaborate with the community, not-for-profit and private sector to deliver social and housing outcomes.

People and Place Overview



Waterloo People and Place

Relocations and Support

Relocations planning: staging, timing, process and support

Community Plan

Framework aligned with current human services plan

Place making

Place making framework and initiatives, building on previous work

Connecting with Country

Realising housing, social and economic outcomes for Aboriginal communities.

Connecting with community and the stories, culture and heritage of Waterloo

Priority Outcome Areas

The People and Place work outlines how the Government, and the renewal partner will work together with the community to realise positive outcomes for the people and the places in Waterloo.

This comprises work across the following areas: Relocations and Support, Community Plan, Place making, and Connecting with Country.

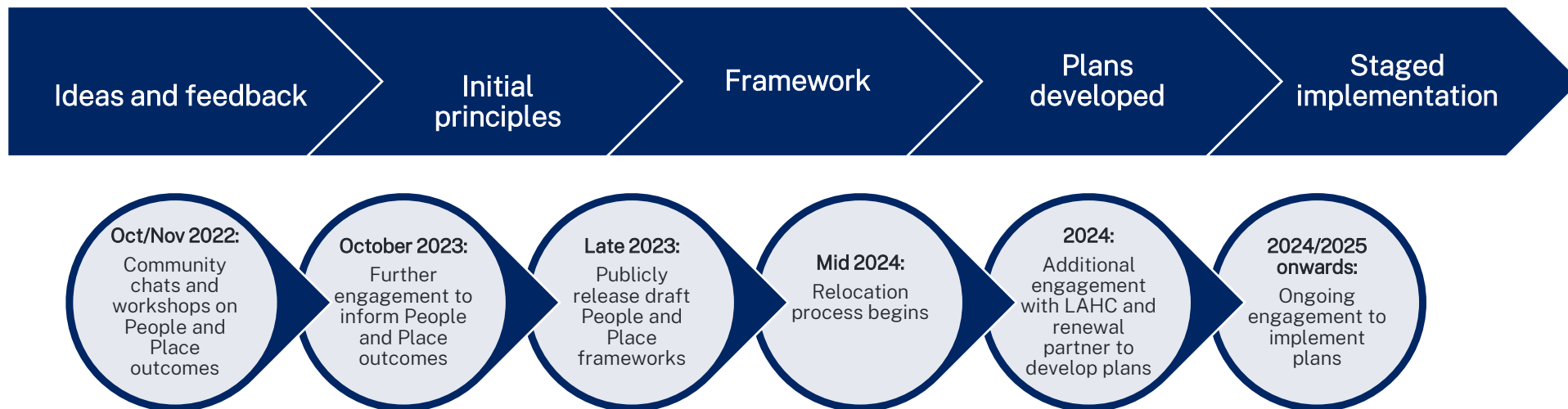
Waterloo People and Place

Thank you for your feedback and ideas last year discussing what matters most for the future of Waterloo.

These conversations build on feedback from previous consultation activity and will continue to inform our approach to the renewal and the development of the People and Place outcomes.

Importantly, we are in the early stages of building the People and Place outcomes which will change and evolve throughout the life of the project.

Over several years, engagement and consultation on People and Place for Waterloo will progress and help inform the project as follows:



Community Chats



Waterloo Community Chats

Last year, we recorded feedback from tenants during the early engagement on People and Place about what matters most for the future of Waterloo South including:

- Tenants' experience of Waterloo now
- What tenants would like to see

This is reflected in the following slides as key considerations and continues to inform our approach to the renewal.

Further engagement will help to refine the development of the People and Place frameworks.

We talked to community about:

Place making

Spaces for everyone

We asked about the kinds of indoor and outdoor spaces tenants use at the moment, what works or doesn't work and what they would like to see in the future.

Moving around Waterloo

We asked tenants how they currently move around Waterloo, where they go and how that could be made easier.

Community Plan

Health and wellbeing

We asked tenants if they have access to health and wellbeing services, how they access these facilities and what could be improved during and after the renewal.

Education and jobs

We asked tenants about their access to education, both formal and informal, and job opportunities now, and what they'd like to see in the future.

Community chats: What we heard

Feedback key themes

Tenants would like to see change sooner rather than later

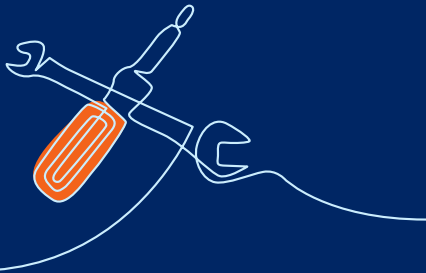
Tenants request activities such as computer classes, tutoring, gardening groups and coffee meetups.

Tenants have mixed feelings about the project

Important priorities for relocations include the opportunity to stay close to social and cultural networks, sufficient notice and support during the process.

Ongoing communication is essential

Regular and continued communication and activities to fill information gaps are essential.



Tenants' experience of Waterloo now



Place making

- Community rooms are closed. These could be used for meeting and organised events
- There are limited outdoor spaces with kids' play areas and activities
- Waterloo has a high population of people with mobility limitation, but the current buildings are challenging for these people
- Maintenance and cleanliness of buildings is an ongoing concern

Moving around Waterloo

- Most people walk to get around the estate and beyond
- Travel to hospitals is difficult
- Bike and pedestrian interface is a concern for pedestrians within the estate
- Some reported that the complimentary bus may not be regular or reliable
- People with a disability or who are elderly find it difficult to walk across different areas of the estate

Safety

- Anti-social behaviour is an ongoing problem: street drinkers making noise, playing loud music, littering and urinating
- Some tenants, especially elderly people, expressed fear of leaving their buildings at night
- Concern from some tenants that there is a lack of mental health support which is contributing to antisocial behaviour

Activities

- There are limited social activities, and some are hard to access due to location
- Many people need to leave the estate to access activities, and many people find this difficult
- The loss of some activities at the National Centre for Indigenous Excellence has been really felt by the community

“At our age, we are not sure that we can wait for the transfer to a new building in Waterloo, so we want to have a happy life now.”

...Russian Waterloo tenant

Services and amenities

- There is no convenient, close or affordable place to buy staple groceries like bread, milk and rice
- Leagues Club and RSL used to provide social infrastructure, both have closed. Tenants miss having a low-cost place they can sit, eat, and participate in social activities like Bingo

Health and wellbeing

- Many tenants are concerned about needing aged care facilities with a lack of affordable options to age in place
- There is a decreasing number of local doctors who will bulk bill patients

What tenants would like to see



Place making

- Community rooms with tea and coffee, somewhere for people to meet
- Public toilets and new BBQ facilities
- New flower gardens around existing buildings, especially in Waterloo Central and North
- Farmers markets and swap meets on Waterloo Green
- Playgrounds, skate parks or other outdoor facilities designed for older kids
- Parks and open spaces with more places to sit in the sunshine
- Cover over the seating and basketball areas (so people can still do activities if the weather is poor)
- Improve short-term pedestrian facilities, including repairing broken footpaths

Moving around Waterloo

- Temporary ramps on pathways for access across Waterloo South, Central and North, to enable people with disabilities to move safely
- Support for low-cost bikes, safe bike storage, and bike maintenance programs
- A network of integrated, accessible bike and pedestrian paths
- An ongoing complimentary access bus program for travel to hospitals and other facilities
- Support for ongoing access to affordable bicycles and micro-mobility options (e.g. e-scooters) for community members

Safety

- Improved lighting around building entries and footpaths to create spaces with better passive surveillance
- More frequent police patrols in the area
- More evening activations to improve passive surveillance at night

Services and amenities

- Low-cost “pop-up” café providing a regular and reliable place for people to meet and opportunities for local people to work
- Social enterprise to deliver a low-cost “corner store” selling basic supplies
- Community Centre with books, computers and referrals to services
- Improved library services: Darling Square and Green Square were given as examples of good libraries
- Affordable grocery shop as well as cafes and other indoor and outdoor spaces where people can meet and spend time

Health and wellbeing

- A Community Health Centre with social workers, welfare workers, community workers, nurses and bilingual workers
- Drug and alcohol support programs/meetings to run on the estate
- Regular public health classes, including sex education, diabetes support, and grief support groups
- A Medical Centre within walking distance that bulk bills and is open 7 days per week
- A facility with integrated medical and allied health services
- More support for tenants to age in place, including independent living and aged care facilities

People and Place Workshops



People and Place Workshops

Local service providers and government agencies participated in workshops to talk about:

- **the ways in which the Waterloo renewal can lead to positive outcomes for both the people and the place of Waterloo and**
- **future human services to support the Waterloo community**

The proposed Place making principles were themed and shared with participants for discussion on the day.

The draft Community Plan pillars and associated priority areas as well as indicative lead agencies were considered and discussed at the human services workshop.

A summary of feedback is outlined in the following slides and continues to help inform the development of the People and Place outcomes.

Place making Workshop



Draft principles and themes considered at the Place making workshop

Place Principles

Place principles support the Renewal objectives and guide the process to build a strong sense of place at Waterloo.



Meeting Places

Access and Linkages

- A network of connected, accessible spaces that offer a choice
- Public areas that are well maintained, exciting and work well for residents and visitors

Productive Places

Use and Activities

- Active and lively space that helps enhance community connection
- Spaces and services where new things happen - fosters creativity and innovation

Inclusive & Welcoming Places

Community and Neighbourhood

- A place plan which fosters an approach to inclusion and equity that is fair and comprehensive
- Social networks that are strong and supported
- Incorporating Aboriginal Culture

Key considerations

- Consider accessibility and adaptability
- Create day to night activation and indoor to outdoor spaces
- Usage and management of places should be fair, equitable and financially sustainable
- Facilities should be shared, and spaces should be free
- Consider rooftop gardens/urban farming areas
- Incorporate shared, rentable, subsidised and inclusive workspaces
- Prioritise employment strategies- opportunities for social enterprise, traineeships, apprenticeships and volunteering
- Incorporate elements that allow incidental connection

Community Plan Workshop



Key considerations

- Focus on actions to support social housing tenants before, during and after relocations
- Maintain focus on human services and programs, not only social infrastructure
- Use inclusive communication and engagement strategies, including targeted approaches for culturally and linguistically diverse communities and for people with intellectual disabilities
- Use case management, ‘single gateway’ and similar approaches to support tenants to navigate support services
- Support tenants experiencing or at risk of family and domestic violence, hoarding and squalor, mental ill health, intellectual disability and/ or brain trauma with trauma-informed services before, during and after relocations
- Create buildings and spaces which reflect the existing community and help build social connection and cohesion
- Aim to exceed sustainability, design quality, safety, lighting and other building and urban design standards
- Tap into and build tenant and community capacity through education, skills development, employment and business incubation programs

Next steps

- Continue engagement with the community to progress People and Place outcomes
- Open the Waterloo Connect Office as a place the community can receive reliable information (late 2023)
- Continue building an action plan, focused on working with local service providers to coordinate and deliver a program of activities for the community
- Share the relocations strategy (2024)

