

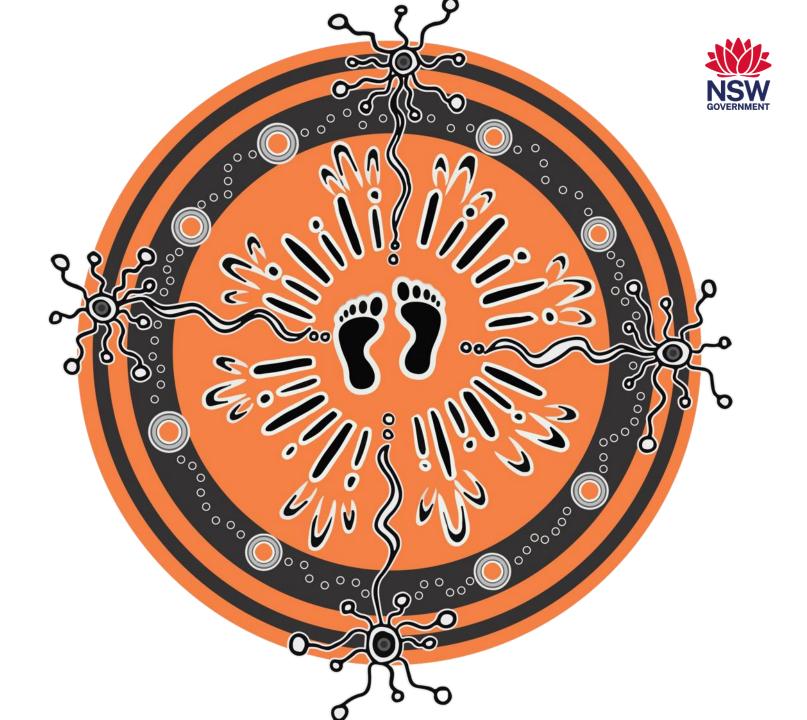


Waterloo South Renewal Project





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.





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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.



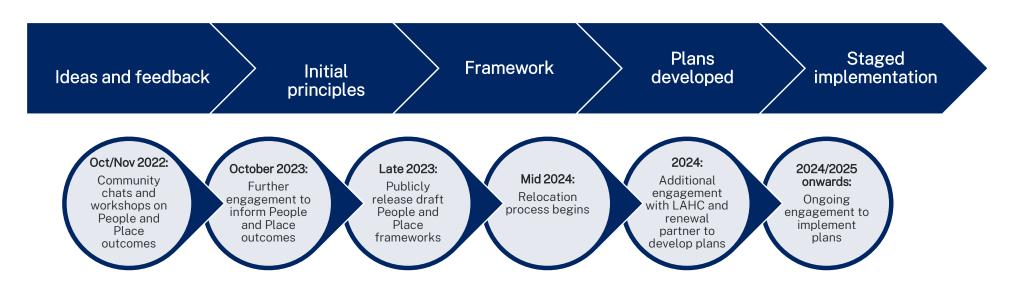
Waterloo People and Place

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:







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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 Tenants have mixed change sooner rather than later

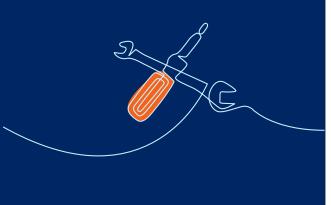
Tenants request activities such as computer classes, tutoring, gardening groups and coffee meetups.

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.

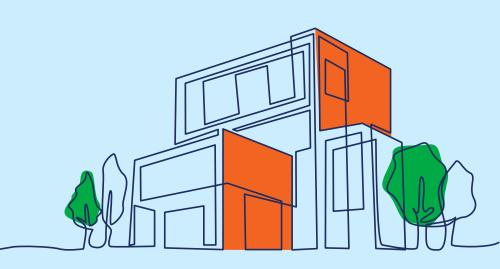
Ongoing communication is essential

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





Tenants' experience of Waterloo now



Community Chats: What We Heard



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

Community Chats: What We Heard



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

Community Chats: What We Heard



Services and amenities

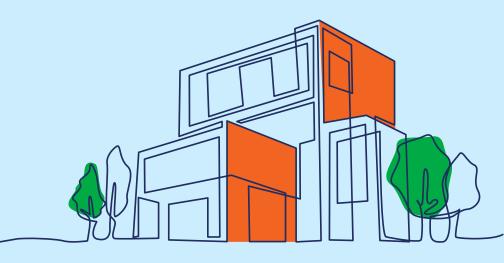
- There is no convenient, close or affordable place to buy staple groceries like bread, milk and rice
- Leagues Club and RSL used to provide social infrastructure, both have closed. Tenants miss having a low-cost place they can sit, eat, and participate in social activities like Bingo

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. escooters) 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





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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

Place making Workshop: What we heard



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



Draft themes considered at the Community Plan workshop



Building on the Human Services Action Plan and in alignment with the vision and objectives for the Waterloo Renewal Project, the draft **Community Plan** was developed through analysis and review of the extensive engagement, research and planning previously undertaken for the Waterloo Estate.



Supporting Aboriginal community members



Sharing stories and strengthening connections



Supporting health and wellbeing



Accessing quality education, learning and jobs



Feeling safe and welcome





What	Who	
Now		
Redfern Community Mealth Centre provides a range of health services including child and family health, health promotion, mental health, rehabilitation and drug health support.	Sydney Local Health District	
Youthblock Youth Health Services supports young people aged 12-24 with free and safe support, counselling and health services.	Sydney Local Health District	
The Fact Tree Youth Service provides multi-functional youth services including counselling, employment and vocational training assistance to people aged 11-25	The Fact Tree Youth Service	
Weave Youth and Community Services provides generalist youth services including counselling, education programs and support to young people with mental if health	Weave Youth and Community Services	
Nooriginal Medical Services Redfern provides culturally appropriate health care to Aboriginal and Torres Strait Islander people.	Aboriginal Medical Service	
Naterico Medical Centre provides bulk billing GPs and services in several other languages than English.	Waterloo Medical Centre	
St Vincent's Hospital and Royal Prince Altred Hospital are the closest hospitals to Waterloo and provide a comprehensive range of clinical services.	St Vincent's Health Australia and SLHI	
Gunyama Park Aquatic and Recreation Centre a multipurpose complex with four pools, gym, community space, and synthetic playing fields	City of Sydney	
Fenant households are supported throughout the relocations process, with a focus on the specific accommodation needs, service connections, social connections and other needs of each household.	DCJ and Renewal Partner	
During		
Fenant wellbeing checks are undertaken frequently and tenants are supported with decluttering, downsizing and other services.*	DCJ and Renewal Partner	
There is a rolling program of community development and wrap around support during relocations and redevelopment."	LAHC, DCJ and Renewal Partner SLHD, Health NSW	
Fenants and the construstly are engaged in planning for the HealthOne.*		
A Housing Allocation Policy is developed and used to maximise housing choice and support the needs and preferences of social housing residents.*	Renewal Partner and DCJ	
15% of apartments in each new building are built to gold standard accessibility under the Liveable Housing Design Guidelines with remaining houses and apartments built to silver standard accessibility.*	Renewal Partner and DCJ	
After		
locial and affordable housing is maintained to a high standard from day one."	LAHC and Renewal Partner	
lider tenants are supported to age in place, with accessible homes, local health services, social connection programs and other wrap around services.*	Renewal Partner, DCJ and service provide	
HealthOne on George Street in the centre of Waterloo South, including bulk billing GPs and ancillary health services.*	Health NSW and Renewal Partner	
Streets, parks, community facilities and homes are designed to stay cool.*	Renewal Partner	

Accessing	quality	education.	learning	and i	iobs	

What	Who
Now	
Alexandria Park Community School is a combined primary and high school providing places for 2,200 students.	Department of Education (DoE)
New Green Square Public School is under construction and will provide contemporary multipurpose learning spaces for up to 600 students from kindergarten to Year 6.	DoE
You'd Gunyi School is a public specialised behavior school catering to primarily to students from Years 5 to 11 for a 12-18-month program.	DoE
Our Lady of Mount Carmel is a Catholic primary school catering for students from kindergarten to Year 6.	Catholic Archdiocese of Sydney
Central Sydney Intensive English High School is a coeducational secondary institution with an intensive English curriculum and support program for newly arrived students.	DoE
TAFE Eora is a small tertiary college providing technical training and career skills with a focus on Aboriginal and Torres Strait Islander education and training.	DoE
Aboriginal Employment Strategy (AES) is an Indigenous managed, national, not-for-profit recruitment company supporting Aboriginal and Tomes Strait Islander people into careers.	AES
Waterloo and Green Square Libraries are the closest to the Waterloo Estate and include library services, community spaces, public computers and wi-fi.	City of Sydney
During	
Tenants are supported to maintain ties to education, learning and employment.*	LAHC, DCJ and DoE
Aboriginal people are employed in construction and other roles during the renewal.*	AES, LAHC and Renewal Partner
A skills exchange program provides literacy and numeracy skills to construction workers and subcontractors during construction.	Renewal Partner
After	
The Aboriginal cultural space is managed by Aboriginal people.	LAHC and City of Sydney
Employment assistance and small business support is offered at the community centre.	City of Sydney and/or community centre manager
Tenants and the community have access to new local businesses such as cafes, a supermarket and other shops.*	Renewal Partner
Piere is reliable and affordable digital connectivity for all recidents.*	LAHC, DCJ and Renewal Partner
The community centre provides free publicly accessible computers and digital access.*	City of Sydney

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Community Plan Workshop: What we heard



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

Waterloo People and Place



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)

