

# Waterloo South People and Place Plan

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Draft for comment

April 2024





We acknowledge the Traditional Custodians of the lands and waters on which we live and work and pay our respects to Elders past, present and emerging. From time immemorial, Aboriginal people continue to practise laws, customs and languages, and nurture Country through spiritual, cultural knowledge and material connections to land, water and resources.

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# Acronyms

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This plan uses the following acronyms, particularly to refer to relevant organisations in Part 03.

- ACHIA = Aboriginal Community Housing Industry Association
- ACHP = Aboriginal community housing provider
- AHO = Aboriginal Housing Office
- CALD = culturally and linguistically diverse
- CHIA = Community Housing Industry Association
- CHP = community housing provider
- CoS = City of Sydney
- DCJ = Department of Communities and Justice
- DoE = Department of Education
- DPHI = Department of Planning, Housing and Infrastructure
- HNSW = Homes NSW
- RP = Renewal Partner
- SLHD = Sydney Local Health District



# 01

## About this plan

# About the Waterloo Renewal Project

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Homes NSW is working across government and with the community to renew Waterloo's essential social housing infrastructure and deliver housing supply in a vibrant place to live, work and visit. The Waterloo Renewal Project will enhance the strength and diversity of Waterloo, a unique urban village on Gadigal Land.

The project is underpinned by six 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.
- **An 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.
- **Strong collaboration:** Collaborate with the community, not-for-profit and private sector to deliver enduring social and housing outcomes.

Homes NSW is undertaking a comprehensive process to procure a renewal partner for the project. The Renewal Partner will include one of Australia's leading developers, a Tier 1 community provider and an Aboriginal community housing provider.

It is expected the Renewal Partner will be announced in mid to late 2024.



# About this plan

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## Purpose of this plan

In alignment with the vision and objectives for the Waterloo Renewal Project, the purpose of this plan is to:

- Create a place that supports the health and wellbeing of all residents, now and in the future
- Sensitively manage the impacts of renewal on existing residents
- Build on and bring together the wide range of engagement, analysis and planning previously undertaken as part of the Waterloo Renewal Project
- Provide clarity about the services, programs and infrastructure which will support the Waterloo community.

There will be more detailed engagement and planning needed to support the delivery of many of the actions in the People and Place Plan. Further information on working together, including lead and support roles, is provided in Part 03.

The plan may also be updated from time to time, including once the Renewal Partner is on board and more detailed planning has progressed.

## Structure of this plan

This plan contains three main parts:

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<b>01</b>	<b>About this plan</b>	Provides a short introduction to this document
<b>02</b>	<b>Waterloo South now</b>	Gives a summary of Waterloo's history and defines the Waterloo South area
<b>03</b>	<b>Waterloo South future</b>	Sets out the people and place actions which will help achieve the renewal objectives.

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There is also an appendix which provides the sources of information referenced in the plan.

# Background to this plan

This plan builds on important work undertaken by diverse groups of people over a long period of time. This includes engagement and analysis undertaken in 2018 to 2021 as part of the rezoning of Waterloo South.

In 2021, a Human Services Collaborative Group was formed to assist with planning and coordinating human services responses in Waterloo. The group has a focus on addressing the current needs of the Waterloo community, particularly tenants living in social housing. Members of the collaborative group include representatives from a wide range of agencies and organisations.

The Collaborative Group has worked together to prepare a **Human Services Action Plan** for Waterloo. The action plan is a 'current state' plan, which focuses on improving social outcomes in the area before the delivery of the Waterloo Renewal Project begins. The Collaborative Group is working together to implement the Action Plan and monitor progress and outcomes.

This plan also builds directly on three recent pieces of work:

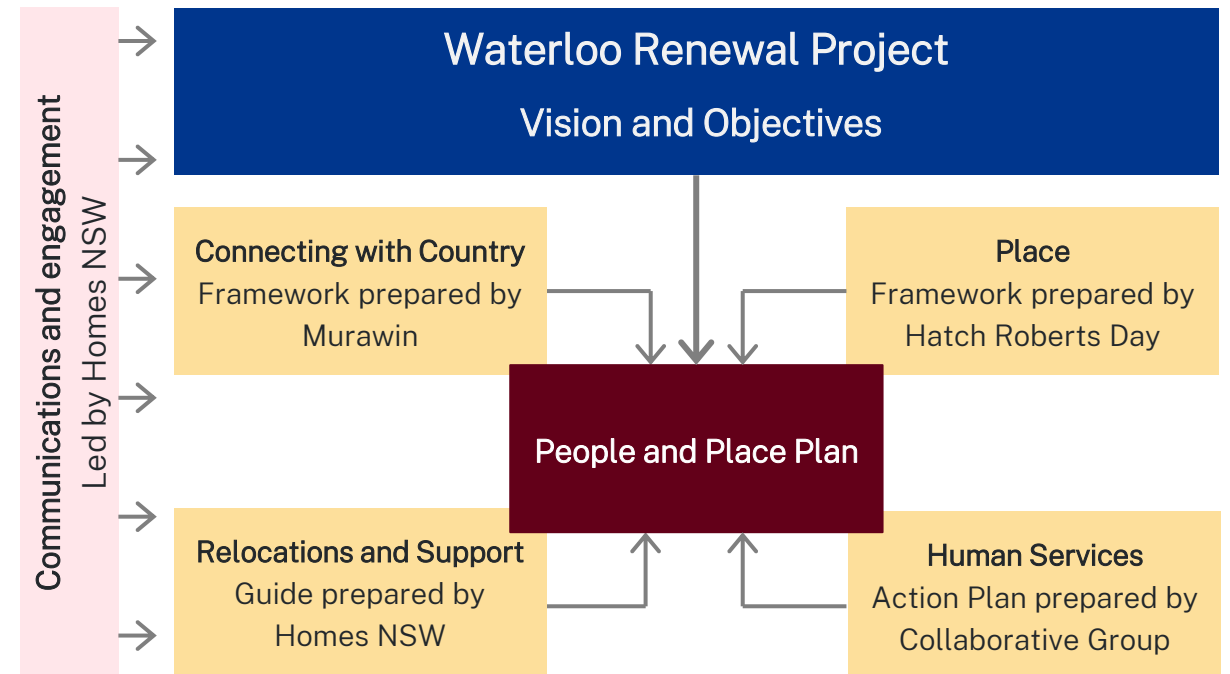
- **Connecting with Country Framework**, prepared by Murawin in 2023
- **Place Framework**, prepared by Hatch Roberts Day in 2023.

These documents can be accessed insert at:

[www.dpie.nsw.gov.au/land-and-housing-corporation/greater-sydney/waterloo](http://www.dpie.nsw.gov.au/land-and-housing-corporation/greater-sydney/waterloo)

A **Relocations and Support Guide**, prepared by Homes NSW, will also be released later in 2024.

The relationship between recent workstreams and this draft People and Place Plan is shown in the diagram below.





# 02

## Waterloo South now

# A special place on Gadigal Country

## The following is a summary from the **Connecting with Country Framework for Waterloo South** prepared by Murawin.

Before we knew this area as Waterloo, this place was called Illpah. This was and still is Gadigal Country.

The Gadigal are coastal people, saltwater people, who lived and moved around from the harbour, to grass plains and wetlands in the area. However, freshwater was an essential part of life, and Illpah was important freshwater Country.

Illpah was an abundant pocket amongst freshwater wetlands and Eastern Banksia scrub.

Before site boundaries this Country was, and still is, connected to the broader natural landscape through the patterns and movement of nature and of her people.

Freshwater would flow down from War'ran (Sydney Cove) ridgelines in the North, travel through the abundant sand dunes, into the wetland

corridor, then continue the journey down to connect to Gamay (Botany Bay) and into the sea.

The flow of freshwater supported abundant life, from the Illpah wild raspberries, to water birds, wildlife and an array of flora that sustained through providing food and medicines, shelter, transport and art.

For millennia the Gadigal people lived in harmony with Country, they still are Country, and their ancestors are still in this place today. Gadigal looked after Country through careful land management and respect, and Country in turn looked after them.

Going forward we must continue this care for this beautiful place.

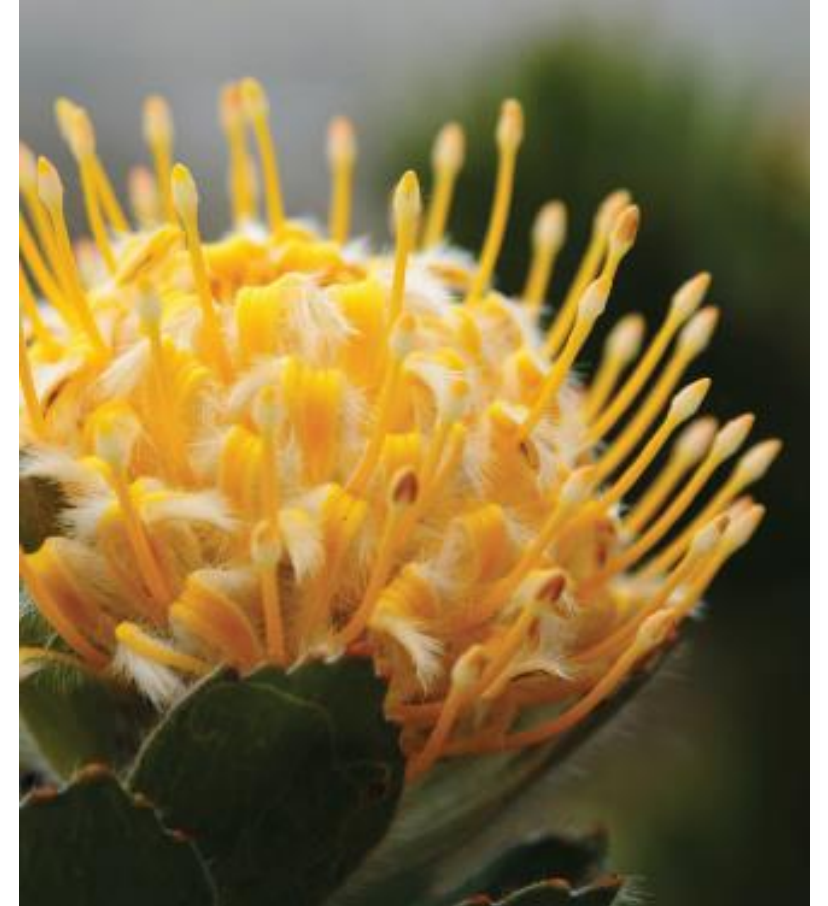


Image source: Murawin 2023

# Early development of Waterloo

## 1820-1899 Colonial land grants and early development

In **1823**, former convict, William Hutchinson, was granted a large area of land on what was then the southern edge of Sydney. He named the area Waterloo Estate. Only two years later in **1825**, Hutchinson sold his land to Daniel Cooper and Solomon Levey. In **1833**, Levey died and the entire estate was left with the Cooper family.

In the **1880s and 1890s** the Cooper family subdivided the Waterloo Estate. The blocks were offered to working men to build their own home and escape the areas closer to the city. By **1890** (see image below), most of the block bounded by McEvoy, Pitt, Raglan and Botany Streets had been developed.



Image source: State Library New South Wales, File Number FL4377348

## 1900 – 1939 The Plague and the Great Depression

The **early C20th** saw the outbreak of the bubonic plague in Sydney, with Redfern and Waterloo suffering the second largest outbreak outside wharf area. The plague clean up revealed poorly maintained and structurally unsound dwellings with bad sanitation. As early as **1929**, newly appointed City Commissioners labelled Waterloo and surrounding suburbs as ‘slums’ and began to discuss widespread demolitions and renewal projects.

By the early **1930s**, as the effects of Great Depression were felt, up to 43% of adult males in the Redfern-Waterloo area were unemployed. This compared to a Sydney average of 28%.

## 1939 – 1959 First social housing in Waterloo

In **1941**, the NSW Government established a Housing Commission to provide housing at a reasonable cost for the working people of NSW. The Housing Commission began new subdivisions across Sydney and were also keen to undertake ‘slum clearance’ to rejuvenate the inner city.

The first suburbs to be redeveloped as part of the ‘slum clearance’ program included Waterloo, Redfern, Surry Hills and Glebe. In **1949**, the first block within Waterloo was selected for redevelopment. By 1952, three new blocks of flats had been built by the Commission in the area bounded by George, Raglan and Cooper Streets.

Information source: Urbis 2020

# High rise housing in Waterloo

## 1960 – 1980s The Endeavour project and beyond

While there were smaller scale resumptions and demolitions in the early to mid 1960s, a major phase in the development of the area began in the mid 1960s. The three storey Madden Place flats were completed in 1966.

From the late 1960s until the mid 1970s, the Endeavour Project transformed a large part of the Waterloo Estate. This project included the development of the 30 storey Matavai and Turanga towers, as well as the Marton, Daniel Solander, Joseph Banks and James Cook buildings.

The development of these buildings was seen as a response to the Housing Commission's growing need to house more elderly residents, as well as the difficulty in acquiring land to build low-rise flats.

With the opening of the Endeavour Project, much of the northern portion of the Waterloo Estate was developed. The Housing Commission then turned its attention to the area around McEvoy Street, Wellington Street and Pitt Street.

In **1983**, 130 units and a childcare centre were constructed. These units were the last major development in the area undertaken by the Housing Commission which had, by this time, built several thousand flats in the Waterloo area.



# Defining Waterloo South

The Waterloo Renewal Project covers the area often known as the Waterloo Estate. As shown in the map opposite, the area is bounded by:

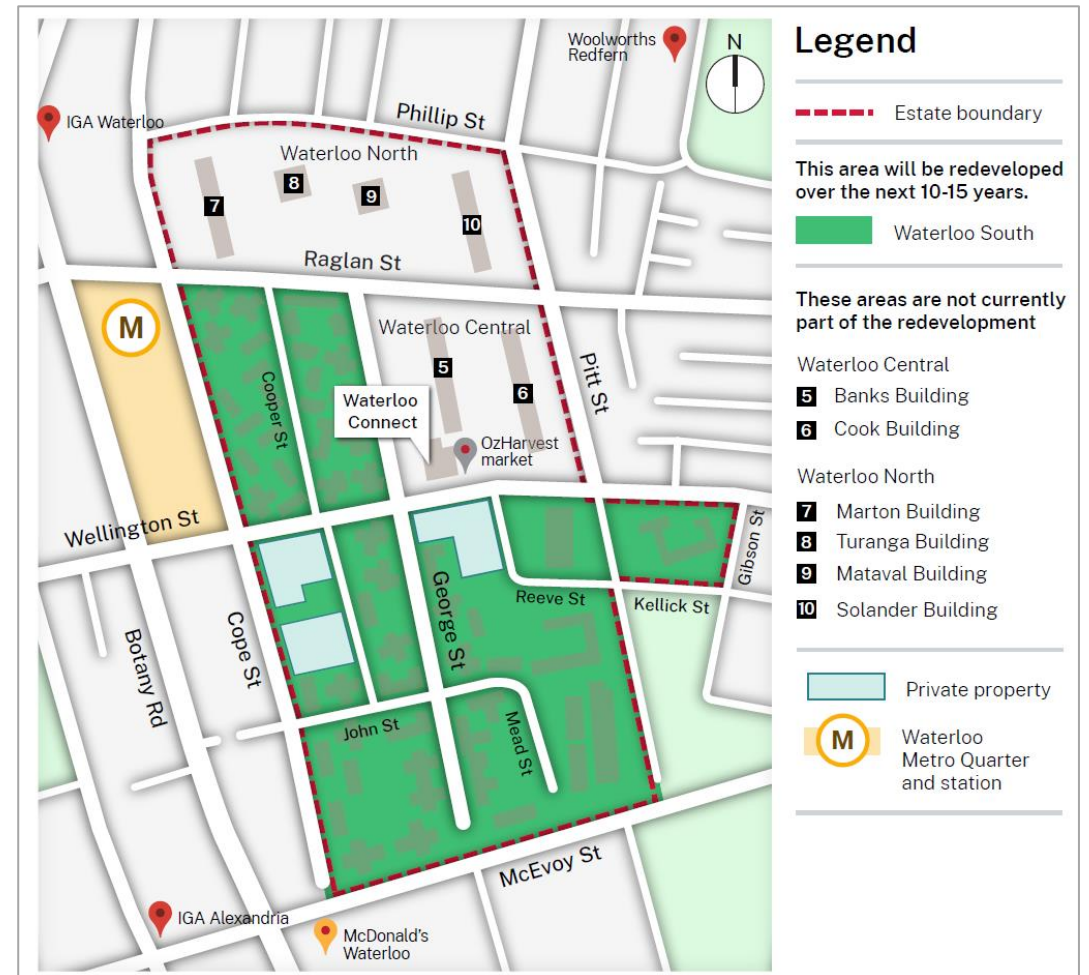
- Phillip Street to the north
- Pitt and Gibson Streets to the east
- McEvoy Street to the south
- Cope Street to the west.

For the purposes of the Waterloo Renewal Project, the Waterloo Estate has been divided into three areas. Waterloo South covers about 65% of the Waterloo Estate and is the first stage of the renewal. The boundaries of Waterloo South are shown opposite.

Redevelopment of Waterloo South will deliver around 3,000 new homes, made up of social, affordable and private housing as well as new and improved parks, open spaces and community facilities. Waterloo South will be redeveloped over approximately the next 10-15 years.

## What about the rest of the Waterloo Estate?

The rest of the Waterloo Estate consists of high-rise buildings. These high-rise buildings will not be developed now. It is unlikely that tenants living in the high-rise buildings will need to move for at least 10 years.



# About the Waterloo community

Waterloo's community, with its rich and layered history, is one of the things which make it special.

In addition to the Aboriginal community, there are long-standing communities of Russian, Ukrainian and Chinese-language speakers, as well as residents from a wide range of other cultural backgrounds. In 2021, over one third of Waterloo residents spoke a language other than English at home.

There are currently about 2,400 social housing tenants living in the Waterloo Estate, with about 1,000 tenants in Waterloo South.

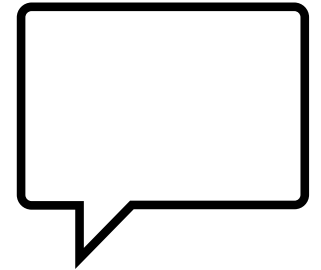
Once development is complete, Waterloo South will be home to about 5,000 residents. 30% of homes will be social housing and 20% will be affordable housing, with the rest being market housing. At least 15% of social and affordable homes will be dedicated to Aboriginal people.

## What are the key facts?

Information about existing social housing tenants and the wider Waterloo community is contained throughout Section 03 of this plan. The sources of this information are listed at the end of the plan.



# Engagement with the Waterloo community



The pillars and actions contained in Section 03 of this plan respond to many years of engagement with tenants, stakeholders and community members.

The following section also contains the voices of the community, with direct quotes from people who participated in a range of engagement activities.

# 03

## Waterloo South future



# People and place actions

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## What people and place actions are we taking?

The actions contained in this plan are structured around seven pillars, which have been developed through analysis, review and engagement. These pillars are not presented in order of priority and are numbered only to help in referencing and monitoring the progress of actions.

The following pages outline 76 actions aligned against these pillars. As many of the actions link to multiple pillars, they have been placed under the pillar with which they have the strongest connection. These actions have been developed over years of engagement and input from tenants, community groups and service providers.

## When will those actions be implemented?

**Delivery**

The 10-15 years during which new housing and infrastructure are built in Waterloo South.

**Operation**

The ongoing period which begins when buildings are completed and residents, shops and services move in.

In many cases, actions are relevant during both Delivery and Operation.

## What are the seven pillars?

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- 1 Working together
  - 2 Working with social housing residents
  - 3 Working with the Aboriginal community
  - 4 Supporting health and wellbeing
  - 5 Accessing quality education, learning and jobs
  - 6 Feeling safe and welcome
  - 7 Being green and clean
-

# 1. Working together

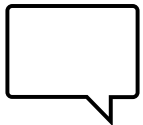
## Why is this pillar important?

There are many different organisations with responsibilities for, and interest in, the renewal of Waterloo South. The table below summaries key roles across the project phases. It will be critical for these and many other organisations to work together to realise the vision and objectives for the renewal. Engagement with tenants across the Waterloo Estate and with other community members will also be critical to the success of the project.

Who?	Key roles during DELIVERY of Waterloo South	Key roles during OPERATION of Waterloo South
Homes NSW (HNSW)	Own existing social housing properties and manage tenancies Oversee project delivery, including submission of development applications Co-lead community engagement Lead tenant relocations and returns	Own social housing Oversee project operations, including management of social housing tenancies and properties
Renewal Partner (RP): development lead	Lead preparation of development applications, demolitions and development Co-lead community engagement and placemaking	May retain a role in managing shops and office space
Renewal partner: community housing providers (CHPs)	Support tenant relocations and returns Contribute to community engagement and placemaking	Own affordable housing Manage social and affordable housing tenancies and properties Coordinate wrap around support
Department of Planning, Housing and Infrastructure (DPHI)	Assess development applications Ensure development conditions are implemented	-
City of Sydney (CoS)	Lead design of parks, streetscapes and the community facility Review development applications	Maintain parks and streetscapes and operate the community facility Lead placemaking
Aboriginal and community organisations	Assist in supporting tenants and community members	Assist in supporting tenants and community members

# 1. Working together

What?	When?		Who?	
	D	O	Lead	Support
1.1 Engage stakeholders and develop clear <b>community governance arrangements</b> which support and enable collaboration between a wide range of organisations.	●	●	HNSW, RP, A/CHPs	Agencies, service providers
1.2 Meaningfully <b>engage</b> tenants and community members in the design of community spaces.	●		CoS, RP, HNSW	Agencies, service providers
1.3 Develop and deliver meaningful and well resourced <b>tenant participation</b> structures and programs.	●	●	A/CHPs, tenants	Service providers
1.4 Develop a <b>precinct governance</b> structure to lead the long term management and maintenance of Waterloo South.		●	HNSW, RP, CHPs, CoS	Precinct tenants, owners, residents and businesses
1.5 <b>Report</b> back to the community on progress against people and place actions for Waterloo South.	●	●	HNSW, RP	CHPs, CoS, service providers



“ Tenants involved in governance.”

Service provider 2023

# 2. Working with social housing residents

## Why is this pillar important?

The biggest concern tenants and service providers have about the renewal is the impact on existing social housing tenants – particularly during relocations. Moving can be a stressful time for any household. Social housing tenants have often experienced insecure housing and many tenants in Waterloo South have lived in their homes for a long time.

Important priorities include getting enough notice before moving and being supported during the process. For many tenants, having the opportunity to stay in – or return to – Waterloo is very important. For others, relocations may provide an opportunity to move to another part of Sydney or NSW. Ongoing communication will be essential for all tenants, including those living in Waterloo Central and North.

## Key links

A **Relocations and Support Guide** which provides more information on the process and support available to social housing tenants during relocations will be released soon.

## What are the key facts?

Existing Waterloo South tenants in August 2023

1,007	total tenants
152	children and young people aged 0-17
71%	single person households
33%	tenants aged 65+
20%	Aboriginal and Torres Strait Islander tenants
21%	tenants who have lived in their home for 20+ years

## 2. Working with social housing residents

What?	When?		Who?	
	D	O	Lead	Support
2.1 Co-design <b>communications</b> to support tenants across Waterloo with a wide variety of backgrounds and needs, including Aboriginal and Torres Strait Islander people, CALD communities and people living with disability.	●	●	HNSW, A/CHPs	Service providers, agencies, tenants
2.2 Maintain <b>Waterloo Connect</b> as a central location for tenant communications and outreach.	●		HNSW	RP, A/CHPs, service providers
2.3 Provide each tenant with a dedicated, experienced and trained <b>Relocation Officer</b> to work with them and coordinate their move and support.	●		HNSW	A/CHPs, service providers
2.4 Ensure the Relocations Team includes <b>specialised support coordinators</b> to undertake case management and work closely with tenants needing complex referrals.	●		HNSW	A/CHPs, service providers
2.5 Provide <b>specialist services</b> to support tenants with specific needs during relocations, including decluttering and specialist cleaning.	●		HNSW	A/CHPs, service providers
2.6 Appoint an <b>independent tenant advocate</b> who understands the housing system and is available to support tenants and advocate for their rights and interests.	●		HNSW, service provider	A/CHPs, service providers
2.7 Give all existing social housing tenants the <b>right to return</b> to Waterloo if they choose.	●	●	HNSW, A/CHPs	-



“ What I’m afraid of is being forced out of Waterloo.”

Waterloo resident 2023

## 2. Working with social housing residents

What?	When?		Who?	
	D	O	Lead	Support
2.8 Ensure at least 30% of all housing in Waterloo South is <b>social housing</b> .	●	●	HNSW, RP	DPHI
2.9 Ensure at least 20% of all housing in Waterloo South is <b>affordable housing</b> .	●	●	HNSW, RP	DPHI
2.10 Explore <b>innovative housing models</b> that meet a wide range of housing needs.	●	●	HNSW, RP	CoS
2.11 Design and deliver all new housing to be <b>tenure blind</b> , without obvious differences between tenure types.	●		HNSW, RP	DPHI, CoS
2.12 Prepare and implement a <b>local strategy</b> for allocating social and affordable housing to new tenants, including priority groups such as Aboriginal people.	●	●	A/CHPs, HNSW	-
2.13 Maintain an <b>on-site office</b> for social and affordable housing tenants to access housing and support coordination services.		●	A/CHPs	HNSW
2.14 Coordinate long term <b>wrap around support</b> for social and affordable housing tenants.		●	A/CHPs	HNSW, service providers
2.15 <b>Maintain</b> social and affordable housing properties to a high standard.		●	A/CHPs, HNSW	-

“Relocations Officers need to be trained in cultural safety, trauma informed practice and interact with tenants with these at forefront of mind.”

Service provider 2023



# 3. Working with the Aboriginal community

## Why is this pillar important?

The Connecting with Country Framework prepared by Murawin states:

“Connecting with Country means connecting with community and their shaping and sharing of place.

Waterloo sits within a rich multicultural community, with Gadigal foundations expanded by the many other cultures who call Waterloo home. All aspects of this community must be supported in order for the Waterloo Estate to reach its full potential.

This needs to be a place that brings together the strength of the First stories and of recent history, of the young and the old, and those wealthy in material or in spirit - equally equitably, and in their entirety” (page 32).

The actions contained in the Framework are contained in this chapter and woven through other parts of this plan.

## Key links

For more information about the way in which the Waterloo Renewal Project will support the Aboriginal community, please see the **Connecting with Country Framework**.

## What are the key facts?

Aboriginal and Torres Strait Islander residents in Waterloo and Redfern in 2021

870

total residents

305

children and young people aged 0-24

182

older people aged 55+

44%

single person households

88%

households renting

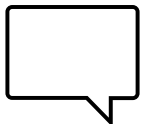
42%

residents with one or more long term health conditions

Source: Australian Bureau of Statistics

# 3. Working with the Aboriginal community

What?	When?		Who?	
	D	O	Lead	Support
3.1 Engage with diverse Aboriginal voices.	●	●	Aboriginal people and organisations, including ACHP	HNSW, RP
3.2 Ensure there is ongoing <b>collaboration</b> and <b>co-design</b> with the local First Nations community, including for the operation of the area.	●	●	Aboriginal people and organisations, including ACHP	HNSW, RP
3.3 Make meaningful effort to <b>restore the Country</b> that existed as Illpah, before Waterloo was formed, including waterways, flora and fauna.	●	●	Aboriginal people and organisations	RP, CoS, HNSW
3.4 Make <b>Country visible</b> in the design of buildings and public spaces, through colour, texture, form, landscape and naming.	●	●	Aboriginal people and organisations	RP, CoS, HNSW
3.5 Ensure the <b>modern stories</b> of Waterloo and Redfern are given strong visibility throughout the development, especially 1920-1980s.	●	●	Aboriginal people and organisations	RP, CoS, HNSW
3.6 Provide dedicated time and spaces for <b>ceremony and culture</b> , including smoking ceremonies, celebrations, dance and for grieving.	●	●	Aboriginal people and organisations	RP, CoS, HNSW
3.7 Make at least 15% of <b>social and affordable housing</b> available to First Nations tenants.		●	ACHP, HNSW	CHP, AHO



“ Let community have a voice. Consult properly with mob and what they need for themselves. Listen and learn.”

Aboriginal resident 2023



# 3. Working with the Aboriginal community

What?	When?		Who?	
	D	O	Lead	Support
3.8 Ensure an <b>Aboriginal CHP</b> manages the social and affordable housing available to First Nations tenants.		●	HNSW, ACHP	AHO, CHP, ACHIA, CHIA
3.9 <b>Support the growth</b> and build the capacity of the ACHP and the ACHP sector more broadly.		●	ACHP, ACHIA, AHO	CHPs, CHIA, HNSW
3.10 Explore opportunities to support First Nations peoples to own <b>private market housing</b> in the precinct.	●	●	ACHP and RP	AHO, Aboriginal people and organisations
3.11 Coordinate tailored, culturally safe <b>support</b> for First Nations tenants, including health and aged care.	●	●	ACHP	Aboriginal service providers
3.12 Build the capacity of <b>mainstream CHPs</b> to provide tailored, culturally safe wrap around support to First Nations tenants.		●	ACHP, CHPs	ACHIA, CHIA
3.13 Increase <b>employment</b> of First Nations people in the area through all stages of the redevelopment and into the future operations.	●	●	Aboriginal businesses and organisations, ACHP, RP, CHPs	HNSW, agencies, service providers
3.14 Connect with First Nations <b>suppliers</b> in the construction process and for operations.	●	●	Aboriginal businesses, ACHP, RP, CHPs	HNSW, agencies, service providers
3.15 Include spaces dedicated for First Nations <b>business tenants</b> .		●	Aboriginal businesses, RP	ACHP

“Support for all those around inter-generational trauma. Our people don’t do well without our support around them. ”

Aboriginal resident 2023



# 4. Supporting health and wellbeing

## Why is this pillar important?

In comparison with other parts of Sydney, there are many existing services located in and around Waterloo. This includes services provided by the Australian and NSW Governments and City of Sydney, as well as non-government and community organisations.

It will be important for the renewal to provide infrastructure and programs which complement these services and support the health and wellbeing of residents and the community as a whole.

## Key links

For other related actions, please see **Pillars 2, 3 and 6**.

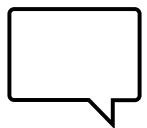
## What are the key facts?

The 2021 Census included questions about the long term health of Australia citizens. This was the first time this information has been collected as part of the Census. The table below shows the long term health conditions reported by Waterloo residents and compared to residents from the City of Sydney and NSW as a whole.

Type of long-term health condition	Waterloo	City of Sydney	NSW
Arthritis	5%	4%	8%
Asthma	7%	7%	8%
Cancer	2%	2%	3%
Dementia (including Alzheimer's)	less than 1%	less than 1%	less than 1%
Diabetes	3%	2%	5%
Heart disease	2%	2%	4%
Lung condition	less than 1%	less than 1%	1%
Mental health condition	9%	9%	8%
Stroke	less than 1%	less than 1%	less than 1%
Any other long-term health conditions	8%	67%	8%
No long-term health conditions	65%	67%	60%

# 4. Supporting health and wellbeing

What?	When?		Who?	
	D	O	Lead	Support
4.1 Deliver a <b>community hub</b> with a mix of active and passive spaces for communal use, community gatherings and connection, as well as service delivery.	●		RP, CoS, HNSW	Service providers
4.2 Build at least 15% of apartments in each new building to Gold standard <b>accessibility</b> under the Liveable Housing Design Guidelines, with the remaining homes built to Silver standard accessibility.	●		HNSW, RP	DPHI
4.3 Deliver an ongoing <b>program of activities and events</b> to support community health and wellbeing and foster community cohesion, including pop-up activities and events at night and on weekends.	●	●	HNSW, RP, A/CHPs, CoS, service providers,	Tenants, local community
4.4 Enable the local community to access affordable <b>health services</b> .	●	●	SLHD, service providers	HNSW, RP
4.5 Ensure <b>service providers</b> supporting the health and wellbeing of community members have access to the spaces they need to provide high quality services.	●	●	HNSW, DCJ, SLHD, CoS	RP
4.6 Support <b>older residents</b> to age in place, with accessible homes and connections to health services, social connection programs and other services.	●	●	A/CHPs, service providers	CoS, tenants, local community



“ Embed health and health equity into all aspects of the renewal - priorities and processes and outcomes – including and prioritising traditional Aboriginal meanings of health.”

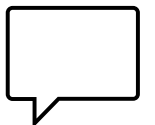
Service provider 2023

# 4. Supporting health and wellbeing

What?	When?		Who?	
	D	O	Lead	Support
4.7 Support <b>families and young people</b> to stay safe and connected and to participate in community life.	●	●	A/CHPs, DCJ, CoS, service providers	Tenants, local community
4.8 Ensure shops and community spaces meet the local needs of all residents, with <b>low-cost</b> or free options available.	●	●	RP, CoS	Service providers
4.9 Provide spaces where community members can buy, grow, cook and share healthy, affordable and culturally appropriate <b>food</b> .	●	●	HNSW, RP, A/CHPs, CoS	Service providers
4.10 Enable opportunities for residents to create connections and contribute to the life of their community through <b>volunteering</b> .	●	●	Service providers, A/CHPs	Tenants, local community

“[Waterloo must be space] for people who need calm and quiet for their mental and spiritual health ”

Survey respondent 2019



# 5. Accessing quality education, learning and jobs

## Why is this pillar important?

Waterloo South will be a mixed tenure community, with residents at all stages of their learning and working lives. With the addition of many new homes in Waterloo South, the number of children and young people living in the area will increase. It will be important to ensure there is access to affordable and high-quality early education and schooling for these residents.

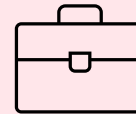
The location of Waterloo South and opening of the Waterloo Metro means the area will be highly connected to education and job opportunities in the city centre and elsewhere across Sydney. There will also be significant opportunities for the renewal to provide learning, employment and volunteering opportunities in Waterloo itself, for residents of all ages, life stages and socio-economic backgrounds.

## What are the key facts?

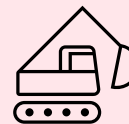
Top five industries of employment for all Waterloo residents aged 15+ in 2021



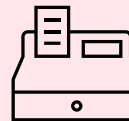
942 residents in professional, science and tech services



526 residents in financial and insurance services



475 residents in construction



337 residents in retail

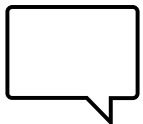


327 residents in accommodation and food services

Source: Australian Bureau of Statistics

# 5. Accessing quality education, learning and jobs

What?	When?		Who?	
	D	O	Lead	Support
5.1 Deliver <b>skills and training programs</b> for tenants and residents.	●		RP	HNSW, service providers
5.2 Create <b>local employment opportunities</b> for tenants and residents in areas such as construction, maintenance, retail, community services and operation of social and affordable housing.	●	●	RP, A/CHPs, local businesses	HNSW, service providers
5.3 Provide <b>affordable spaces</b> for community use, local business, local creatives, entrepreneurs and start-ups.	●	●	RP	CoS , service providers
5.4 Support tenants to <b>maintain ties</b> to education, learning and employment during and after relocations.	●	●	HNSW, CHPs	DoE
5.5 Ensure affordable <b>early education and care</b> is available for all families and children.	●	●	RP	DoE, service providers
5.6 Ensure <b>school catchments</b> enable all residents to access high quality primary and secondary education close to home.		●	DoE	-
5.7 Provide publicly accessible computers and <b>digital access</b> , as well as digital literacy and upskilling programs.		●	CoS and/or community hub manager	Service providers
5.8 Enable reliable and affordable <b>digital connectivity</b> for all residents.	●	●	RP, utilities providers	A/CHPs, CoS



“ Local business partnerships to provide different price points.”

Service provider 2023

# 6. Feeling safe and welcome

## Why is this pillar important?

Feeling safe and welcome is critical to all communities. Many social housing tenants in Waterloo feel a strong sense of safety and belonging. Other tenants have concerns about safety in the area.

Data from the NSW Bureau of Crime Statistics and Research shows crime rates in Waterloo are generally on par with, or lower than, those in other parts of the City of Sydney. A recent UNSW survey found 78% of Waterloo tenants felt safe or very safe at home in their house during the day. However, only 41% respondents felt safe walking around their neighbourhood at night.

Waterloo is a diverse community, home to people from a wide range of backgrounds. The many stories of Waterloo need to be remembered and kept alive for current residents and new generations. To support a cohesive and equitable community, an ongoing program of events and activities will be needed to bring new and existing residents together.

## Key links

For additional actions related to feeling safe and welcome, please see **Pillars 2, 3 and 4**.

## What are the key facts?

63% of Waterloo residents in 2021 were born in a country other than Australia.

11.5%	in China
5.6%	in England
2.6%	in New Zealand
2.3%	in Ireland
1.8%	in Brazil

Source: Australian Bureau of Statistics

# 6. Feeling safe and welcome

What?	When?		Who?	
	D	O	Lead	Support
6.1 Use <b>community art</b> on existing, temporary and new buildings and spaces to tell the stories of Waterloo and encourage community involvement and cultural expression.	●		HNSW, RP, local artists	Tenants, local community
6.2 Name <b>buildings and public spaces</b> to reflect local stories and culture and develop them through community engagement.	●	●	HNSW, RP and CoS	Local community, including Elders, Historical Society and tenants
6.3 Incorporate and interpret elements of <b>existing buildings and spaces</b> within the new buildings and spaces.	●		RP	HNSW, local community
6.4 Ensure the design, programming and management of parks and community facilities encourage and enable equitable use by people of <b>all ages, abilities, incomes and tenures</b> and from all backgrounds.	●	●	CoS, RP	Service providers
6.5 Create a programmed mix of complementary uses in the community centre, parks and shops during the <b>day and at night</b> .	●	●	RP, CoS	Service providers
6.6 Use <b>inclusive language</b> , signage and symbols in facilities and spaces.	●	●	RP, CoS	Local community, including Elders and tenants



“ The worst thing is to feel like you are not included or you are a problem, or a thing of the past.”

Waterloo resident 2019

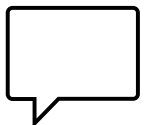


# 6. Feeling safe and welcome

What?	When?		Who?	
	D	O	Lead	Support
6.7 Maximise <b>accessibility</b> to homes, services and space for people of all abilities, during and after construction.	●	●	RP, CoS	Accessibility Committee
6.8 Use lighting, artwork on hoardings, community activities and other approaches to <b>support a sense of safety</b> during construction.	●		HNSW, RP	Service providers
6.9 Incorporate <b>crime prevention through environmental design</b> , including lighting, activation and passive surveillance, into all aspects of the built environment.	●	●	RP, CoS	Police, Crime Prevention Committee
6.10 Incorporate <b>public toilets</b> which are well maintained and open for community use.	●	●	CoS, RP	-
6.11 Establish, resource and remunerate a <b>tenant group</b> to help welcome new residents and introduce the Waterloo community.		●	HNSW, A/CHP, tenants	Service providers
6.12 Prepare and distribute a <b>welcome pack</b> to introduce new residents to the community.		●	A/CHPs, tenants	Service providers

“I’d like to see a welcoming and safe place for people of all demographics. ”

Waterloo resident 2019



# 7. Being green and clean

## Why is this pillar important?

The desire to make Waterloo a cleaner and greener place has been clear in engagement with tenants, community members and other stakeholders over many years. People highly value the natural environment and open space in and around Waterloo and there is a strong desire for the renewal to be sustainable and incorporate green space wherever possible.

As well as providing environmental benefits, there are positive economic and social reasons to incorporate sustainability throughout Waterloo South. For example, minimising electricity use helps reduce bills for residents, while using local plant species helps connect to Country and Culture.

The cleanliness of buildings, parks and streets is also important for most tenants and community members.

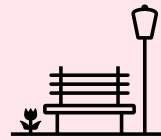
## Key links

More detailed open space and sustainability direction is provided in the **Waterloo South Design Guide**.

For actions related to designing with Country, please see **Pillar 3**. For actions about maintenance of social housing buildings, see **Pillar 2**.

## What are the key facts?

The Waterloo South Design Guide requires the renewal to achieve a 6-star rating using the Green Building Council of Australia's Green Star Communities rating system. The Guide also includes the following principles.



High quality **streetscapes**, including new footpaths, tree planting and street furniture are to be provided. Sunlight is to be maximised to promote healthy street tree growth, for water infiltration and urban heat management.



Development is to be accompanied by high quality landscaping which delivers trees, greening and **urban biodiversity** and is supported by areas of deep soil.



**Trees** are to be retained where ever possible throughout the precinct, particularly significant trees, including those along McEvoy Street, George Street, and at the corners of the north eastern street block bound by Wellington, Kellick, Gibson and Pitt Streets.



Excellent ecologically sustainable development outcomes are to be achieved to enable a **low-carbon precinct** which is resilient against the impacts of climate change (including flooding and urban heat) and enables efficient use of resources by future residents.

# 7. Being green and clean

What?	When?		Who?	
	D	O	Lead	Support
7.1 Providing a <b>large park</b> next to Waterloo Metro station, as the focus of community activity and containing a wide range of uses for the community's diverse needs.	●		HNSW, RP, CoS	DPHI
7.2 Provide a <b>smaller park</b> next to the community centre for passive recreation.	●		HNSW, RP, CoS	DPHI
7.3 Create <b>rooftop gardens</b> on buildings wherever possible.	●		HNSW, RP	DPHI, CoS
7.4 Retain existing <b>trees</b> wherever possible throughout Waterloo South.	●		HNSW, RP	DPHI, CoS
7.5 Design and build streets, pedestrian routes and parks to be <b>shaded</b> and pleasant to use.	●		HNSW, RP, CoS	DPHI
7.6 Use high quality, and where possible, sustainable <b>materials</b> in all new housing.	●		RP	HNSW, DPHI, CoS
7.7 Design and build homes to be <b>energy</b> and <b>water efficient</b> .	●		HNSW, RP	DPHI, CoS



“ Provide glorious gardens on each rooftop, so that in reality, no green space is lost, it is simply higher up with fresher air and better views of our beautiful city.”

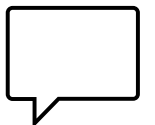
Survey respondent 2019

# 7. Being green and clean

What?	When?		Who?	
	D	O	Lead	Support
7.8 Design and build homes and community facilities to <b>stay cool</b> , with natural ventilation, and be economical to heat.	●		HNSW, RP, CoS	DPHI
7.9 Ensure public and communal spaces, including parks, streets, gardens and green infrastructure, are well <b>maintained</b> .	●	●	RP, A/CHPs, CoS	-
7.10 Consider the diverse needs of tenants and residents, including older people, people with disability and the CALD community, when designing and delivering <b>waste and recycling systems</b> .	●	●	HNSW, RP, CoS	DPHI, service providers
7.11 Provide <b>sustainability education</b> programs to support social, economic, cultural and environmental health.	●	●	RP, A/CHPs, CoS	Service providers

“Chutes for recycling green, red, yellow bins for high rises. ”

Service provider 2023



# Information sources

# Information sources

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The 'key facts' contained in this plan include tenancy data kept by Homes NSW, as well as data from the following sources:

Australian Bureau of Statistics (2022) [Census of Population and Housing 2021](#)

City of Sydney (2019) [Community Wellbeing Indicators](#)

Elton Consulting (2019) [Options Testing Consultation Report Key Findings](#)

Hatch Roberts Day (2023) [Place Framework](#)

Murawin (2023) [Connecting with Country Framework](#)

NSW Bureau of Crime Statistics and Research (2024) [Crime Statistics](#)

NSW Government (2022) [Waterloo Estate \(South\) Design Guide](#)

Urbis (2020) [Waterloo South Planning Proposal: Heritage Impact Statement](#)

Williamson M, Meikle K, O'Callaghan C, Haigh F and Barr M (2023) Waterloo Public Housing Tenants Survey Report. Centre for Primary Health Care and Equity, UNSW Sydney.

