

# People and Place 2025 Changes from 2024 Draft

## What is People and Place Plan

The Waterloo South People and Place Plan provides a high-level outline of key recommendations to help deliver positive outcomes for Waterloo people and places. The Plan will be implemented by the NSW Government, in partnership with the renewal partner, service providers, tenants and other agencies. The Plan shows who is expected to lead and support each recommendation. For this information and wider context read the [full report](#).

## This document

This document is produced from a text comparison by REDWatch of the recommendations proposed in the Draft 2024 People and Place Plan with the Final released in October 2025.

- Black text shows wording retained
- Red text shows text **added** or **deleted** in the 2025 version

EG Actions ~~2024~~2025

## 1 Working Together

1.1 ~~"Engage stakeholders and develop clear community governance arrangements which support and enable collaboration between a wide range of organisations."~~

1.2 ~~Monitor and strengthen Waterloo community approach activities that allow comprehensive community input aligned with community need.~~

1.3 ~~Meaningfully engage tenants and community members in~~on the design of community spaces.

1.34 ~~Develop and deliver meaningful and well resourced tenant participation structures and programs.~~

1.45 ~~Develop a precinct governance structure to lead the long term management and maintenance of Waterloo South.~~

1.5 ~~Report back to the~~6 ~~Collaborate with~~ community on ~~progress against people and place actions ongoing recommendations~~ for Waterloo South.

## 2 Working with Social Housing tenants

2.1 ~~Co-design communications~~2.1 ~~Maintain and enhance current collaborative communication strategies~~ 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.

2.2 ~~Maintain Waterloo Connect as a central location for tenant communications and outreach.~~

2.3 ~~Provide each tenant with a dedicated, experienced and trained Relocation Officer to work with them and coordinate their move and support.~~

2.4 ~~Ensure the Relocations Team relocation team includes specialised support coordinators specialists~~

~~to undertake case management and work closely with tenants needing complex referrals.~~

2.5 Provide specialist services to support tenants with specific needs during relocations, including decluttering and specialist cleaning.

2.6 Appoint an independent tenant advocate who understands the housing system and is available to support tenants and advocate for their rights and interests.

2.7 ~~"Give all existing social housing tenants the right to return to Waterloo if they choose."~~

2.8 ~~Ensure~~ Deliver at least 30% of all new housing in Waterloo South ~~is~~ social housing.

2.9 ~~Ensure at least~~ "Deliver up to 20% of all new housing in Waterloo South ~~is~~ affordable housing."

2.10 Explore innovative housing models that meet a wide range of housing needs.

2.11 Design and deliver all new housing to be tenure blind, without obvious differences between tenure types.

2.12 Prepare and implement a local strategy for allocating social and affordable housing to new tenants, including priority groups such as Aboriginal people.

2.13 Maintain an on-site office for social and affordable housing tenants to access housing and support coordination services.

2.14 Coordinate long term wrap around support for social and affordable housing tenants.

2.15 Maintain social and affordable housing properties to a high standard.

### **3 Working with the Aboriginal Community**

3.1 Engage with diverse Aboriginal voices: ~~and support the self-determination and empowerment of the local Aboriginal community.~~

3.2 ~~"Ensure there is ongoing collaboration and co-design with the local First Nations community, including for the operation of the area."~~

3.3 Make meaningful effort to restore the Country that existed as Illpah, before Waterloo was formed, including waterways, flora and fauna.

3.4 Make Country visible in the design of buildings and public spaces, through colour, texture, form, landscape and naming.

3.5 Ensure the modern stories of Waterloo and Redfern are given strong visibility throughout the development, especially 1920-1980s.

3.6 Provide dedicated time and spaces ~~for to celebrate Aboriginal culture,~~ ceremony and ~~culture heritage,~~ including smoking ceremonies, celebrations, dance and for grieving:

3.7 ~~Make at~~ At least ~~15~~20% of new social ~~and affordable~~ housing ~~and 15% of new affordable housing at Waterloo South managed by an Aboriginal CHP and~~ available to First Nations tenants.

3.8 ~~Ensure an Aboriginal CHP manages the social and affordable housing available to First Nations tenants.~~

~~3.93.8~~ Support the growth and build the capacity of the ACHP and the ACHP sector more broadly. \_\_

~~3.409~~ Explore opportunities to support First Nations ~~peoples~~people to own private market housing in the precinct.

~~3.4410~~ Coordinate tailored, culturally safe support for First Nations tenants, including health and aged care.

~~3.4211~~ Build the capacity of mainstream CHPs to ~~provider~~provide tailored, culturally safe wrap around support to First Nations tenants. \_\_\_\_\_

~~3.13~~ ~~Increase~~3.12 ~~Provide capacity-building opportunities to enhance skills and knowledge and increase~~ employment of First Nations people in the area through all stages of the redevelopment and into the future operations.

~~3.4413~~ Connect with First Nations suppliers in the construction process and for operations.

~~3.15~~ ~~Include spaces dedicated for~~3.14 ~~Explore opportunities to provide~~ First Nations business ~~tenants~~tenancies.

#### **4 Supporting health and wellbeing**

4.1 Deliver a community hub with a mix of active and passive spaces for communal use, community gatherings and connection, as well as service delivery.

~~4.2~~ ~~Build at~~Make better use of existing community infrastructure and its availability and use for ~~community outcomes~~.

~~4.3~~ ~~Develop strategies to reduce social isolation and loneliness and enhance the use of social prescriptions~~.

~~4.4~~ ~~At least 15% of~~ ~~apartments in each~~all new ~~building to social housing at Waterloo South built to~~ Gold standard accessibility under the ~~Liveable~~Livable Housing Design Guidelines, with the remaining ~~social~~ homes built to Silver standard accessibility.

~~4.35~~ Deliver an ongoing program of activities and events to support community health and wellbeing and foster community cohesion, including pop-up activities and events at night and on weekends.

~~4.4~~ ~~Enable the local community to access affordable health services~~.

~~4.54.6~~ Ensure service providers supporting the health and wellbeing of community members have access to the spaces they need to provide high quality services.

~~4.67~~ Support older ~~residents~~tenants to age in place, with accessible homes and connections to health services, social connection programs and other services.

~~4.78~~ Support families and young people to stay safe and connected and to participate in community life.

~~4.8~~ ~~Ensure~~9 ~~"Deliver shops and community spaces that meet the local needs of all~~ ~~residents,~~ ~~with low-cost or free options available~~tenants."

~~4.9~~ ~~Provide~~4.10 ~~Explore the provision of~~ spaces where community members can buy, ~~grow,~~ and cook ~~and share healthy,~~ affordable and culturally appropriate food.

4.1011 Enable opportunities for ~~residentstenants~~ to create connections and contribute to the life of their community through volunteering.

## 5 Accessing quality education learning and jobs

5.1 Deliver skills and training programs for tenants and residents.

5.2 Create local employment opportunities for tenants and residents in areas such as construction, maintenance, retail, community services and operation of social and affordable housing.

~~5.3 Provide affordable spaces for community use, local business, local creatives, entrepreneurs and start-ups.~~5.3 Work with service providers to explore opportunities to assist start-up businesses and locally based entrepreneurs to build their capacity in the local area.

5.4 Support tenants to maintain ties to education, learning and employment during and after relocations.

5.5 ~~Ensure affordable~~Provide early education ~~and care is available~~ for ~~all~~ families and children.

5.6 "Ensure school catchments enable ~~all~~ residents to access high quality primary and secondary education close to home-:."

5.7 Provide publicly accessible computers and digital access, as well as digital literacy and upskilling programs.

5.8 Enable reliable and affordable digital connectivity for ~~all~~ residents.

## 6 Feeling safe and welcome

6.1 ~~Use~~Explore the use of community art on existing, temporary and new buildings and spaces to tell the stories of Waterloo and encourage community involvement and cultural expression.

6.2 Name ~~social housing~~ buildings and/or public spaces to reflect local stories and culture and develop them through community engagement.

6.3 ~~Incorporate and interpret~~Explore opportunities to incorporate elements of existing buildings and spaces within the new buildings and spaces.

6.4 Ensure the design, programming and management of parks and community facilities encourage and enable equitable use by people of all ages, abilities, incomes and tenures and from all backgrounds.

6.5 Create a programmed mix of complementary uses in the community centre, parks and shops during the day and at night.

6.6 Use inclusive language, signage and symbols in facilities and spaces.

6.7 Maximise accessibility to ~~new~~ homes, services and ~~spacespaces~~ for people of all abilities, during and after construction.

~~6.8 Use~~6.8 Support a sense of safety during construction by incorporating elements such as lighting, artwork on hoardings, community activities and other approaches ~~to support a sense of safety during construction."~~.

6.9 Monitor and improve community safety through working with the community, safety action plans and addressing community perceptions and antisocial behaviour.

6.10 Incorporate crime prevention through environmental design, including lighting, activation and passive surveillance, into all aspects of the built environment.

~~6.10~~ ~~Incorporate~~ 6.11 Explore the provision of public toilets ~~which are well maintained as part of the renewal of public spaces.~~

6.12 Aim to establish and open for community use:

~~6.11~~ "Establish, resource and remunerate a tenant group to help welcome new residents and introduce the Waterloo community."

~~6.12~~ 6.13 Prepare and distribute a welcome pack to introduce new residents to the community.

## 7 Being green and clean

7.1 "Providing a large park next to Waterloo Metro station, as the focus of community activity and containing a wide range of uses for the community's diverse needs."

7.2 Provide a smaller park next to the community centre for passive recreation.

7.3 Create rooftop gardens on buildings ~~wherever~~ where possible.

7.4 Retain existing trees ~~wherever~~ where possible throughout Waterloo South.

7.5 Design and build streets, pedestrian routes and parks to be shaded ~~where possible~~ and pleasant to use.

7.6 "Use high quality, and where possible, sustainable materials in all new housing."

~~7.7~~ Design and build homes to be energy and water efficient.

7.8 "Design and build homes and community facilities to stay cool, with natural ventilation, and be economical to heat."

7.9 Ensure public and communal spaces, including parks, streets, gardens and green infrastructure, are well maintained.

7.10 Consider the diverse needs of tenants and residents, including older people, people with disability and the CALD community, when designing and delivering waste and recycling systems.

7.11 Provide ~~tenants with~~ sustainability education programs to support social, economic, cultural and environmental health.

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