GHD CLIENTS | PEOPLE | PERFORMANCE

Sydney Metropolitan Development Authority

Report for Social Impact Scoping and Assessment

Consultation Outcomes Report

May 2012

GHD CLIENTS | PEOPLE | PERFORMANCE

INFRASTRUCTURE | MINING & INDUSTRY | DEFENCE | PROPERTY & BUILDINGS | ENVIRONMENT

Contents

1.   Scope of the Report

This Consultation Outcomes Report provides an overview of the issues raised by stakeholders and community members who participated in focus groups and interviews for the Preliminary Social Impact Scoping and Assessment between February and April 2012.

The views expressed in this report are the views of those participants and not necessarily the views of GHD Pty Ltd, the NSW Government or the wider stakeholder groups or community.

Despite this, the report and summary of feedback has been compiled in order to provide transparency and to faithfully record the views of participants who donated their time. Responses to the Key Priority Strategies will be considered as the Preliminary Social Impact Scoping and Assessment is finalised.

2.   Executive Summary

GHD has been engaged by the Sydney Metropolitan Development Authority (SMDA) to undertake a preliminary Social Impact Scoping and Assessment for the redevelopment of Redfern Waterloo, with a focus on 'BEP 2' social housing sites. The purpose of this preliminary Social Impact Assessment (SIA) is to gain an understanding of the potential social impacts the renewal of the Housing NSW sites in Redfern, Waterloo and South Eveleigh will have on various population groups, and to identify potential strategies to mitigate any negative impacts and build on opportunities presented by the redevelopment.

Consistent with best practice[1], and to better inform this study, GHD held a series of focus groups with different groups and stakeholders in the Redfern Waterloo community. This report presents the outcomes of this community consultation process.

Focus groups and interviews were held between February and April 2012 with the following target groups:

◗ **Public housing tenants** – 5 participants

◗ **Culturally and linguistically diverse public housing residents** – 22 participants including:

– 5 Mandarin speaking

– 7 Cantonese speaking

– 10 Russian speaking

◗ **Private residents** – 7 participants

◗ **Indigenous women** – 6 participants

◗ **Government service providers** – 6 participants including:

– Department of Education

– NSW Police Redfern Local Area Command

– Department of Planning and Infrastructure

– Council of the City of Sydney

– Housing NSW

– Department of Finance and Services

◗ **Non-government service providers** – 9 participants including:

– The Factory Community Centre

– Council of Social Services

– Souths Cares

– Save the Children Australia

– Connect Redfern

– SDN Children's Services

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[1] Frameworks include the Centre for Health Equity Training Research and Evaluation (CHETRA) *Health Impact Assessment: A Practical Guide,* the World Health Organisation's *Social Determinants of Health* , the Green Building Council of Australia, *Green Star Communities National Framework* and the Planning Institute of Australia *Social Impact Assessment Position Statement.*

◗ **Affordable/community housing providers -** 2 face-to-face participant and 1 telephone interviews from:

    – NSW Federation of Housing Associations Inc

    – Bridge Housing Limited

    – Mission Australia Housing

The format of each focus group included:

◗ Discussion of the potential impacts of the redevelopment;

◗ Identification of potential strategies to address issues and increase opportunities; and

◗ Prioritisation of strategies according to what participants viewed as 'important' and what is 'achievable'.

The discussions were structured around nine themes. These themes were informed by outcomes from previous community consultation undertaken on Draft Built Environment Plan Stage Two (BEP2) in 2011. The nine themes were:

◗ Community safety, crime and anti-social behaviour

◗ Accommodation and housing that caters to older people and people with a disability

◗ Open space, recreation and quality of life

◗ Strain on community infrastructure and services

◗ Community cohesion, changes to local population, exclusion/discrimination

◗ Support during rehousing process for social housing tenants

◗ Accessibility, mobility and connectivity

◗ Employment and business

◗ Health and wellbeing

2.1 Key themes and issues raised across the focus groups

A wide range of issues were identified in the focus groups and are detailed in this report. The following themes and issues were identified by most focus groups during the discussions:

Community safety, crime and anti-social behaviour

◗ *Poor design of buildings* - tenants and visitors reported that they often felt unsafe when walking in and around public housing buildings due to the poor design of the buildings and their surrounds. It was reported that public spaces were perceived to be designed in a way that is not welcoming and tenants often do not feel comfortable in using the spaces.

◗ *Crime and anti-social behaviour* - perceived high levels of crime and anti-social behaviour occuring in the public housing buildings and the surrounding suburbs.

Care and housing for older people and people with a disability

◗ *Independence for older people and people with a disability* – the planning and design of buildings, dwellings and neighbourhoods is an important factor in enabling independence and ageing in place

◗ *Service provision* - the importance of service provision for older people and people with a disability to enable independent living.

◗ *Social isolation* – high density living or inappropriately designed dwellings and buildings may result in the social isolation of older people and people with a disability.

Open space, recreation and quality of life

◗ *Access* - Increasing the local population may result in increased strain on local public open spaces, many of which are already highly used and experiencing strain.

◗ *Design of open space* – Open spaces between public housing buildings are poorly designed. Spaces are not user-friendly, are unattractive and feel unsafe, leading to a lack of use by residents.

Strain on community infrastructure and services

◗ *Changes to local population* - The change to the tenure and social mix of the area as a result of the redevelopment is likely to change the local population significantly, requiring community service providers to be flexible and adapt to the needs of the new population.

Community cohesion, changes to local population, exclusion/discrimination

◗ *Gentrification and affordability* – An increased proportion of private housing may lead to increased housing and land prices in the area, which may in turn make low income groups less able to remain living in Redfern Waterloo.

◗ *Community cohesion* - The impact that changes in the social mix would have on community interactions and cohesion in the local area such as tension that may occur between disadvantaged groups and private residents due to lack of acceptance and understanding.

Support during rehousing process for public housing tenants and key target groups

◗ *Uncertainty and stress for public housing tenants* – There is a perceived lack of information and communication from the government about the process, including the timing of the redevelopment as well as the rehousing process. This is causing uncertainty in the community.

Accessibility, mobility and connectivity

◗ *Accessibility* - The increased population may lead to difficulties for residents in accessing local infrastructure and services which are already under pressure, such as Redfern train station and buses.

Employment and business

◗ *Affordability* - As Redfern Waterloo is redeveloped it is expected that rental prices for shops and offices will increase in line with land and house prices. This may result in local businesses no longer being able to afford to stay in the area. If this occurs this will be a significant issue for low income and disadvantaged groups as they may no longer be able to afford to shop locally.

Health and wellbeing

◗ *Mental health* – The rehousing process will have significant impacts on the emotional and mental wellbeing of public housing tenants who are already a high need group.

2.2   Key strategies raised across the focus groups

Participants were asked to identify strategies to address potential negative impacts of the redevelopment and maximise potential opportunities. A variety of strategies were identified by all focus groups, with few mentioned consistently across all of the groups. Those strategies which were identified by several groups include:

◗ Develop diversionary and early intervention programs for youth and others who may be at risk of engaging in criminal or anti-social behaviour;

◗ Ensure housing allocations for older public housing tenants are appropriate and place these tenants in independent living units;

◗ Provide adaptable and accessible housing to ensure there is enough appropriate housing provided in the development to enable ageing in place;

◗ Develop mechanisms to allow public housing tenants who earn higher incomes to transition to affordable/community housing so they can remain living in the area;

◗ Government to provide options for public housing tenants to buy homes locally;

◗ Provide community spaces and outdoor spaces for informal community interactions;

◗ Develop a strong communication strategy which ensures timely and accurate communication is provided to tenants and the community about the project;

◗ Introduce restricted access resident car parking; and

◗ Stage the redevelopment and rehousing process to reduce the impacts on public housing tenants and build trust amongst the community;

◗ Ensure shop rents remain low to enable businesses that have been here for a long time can remain.

The participants were asked to prioritise the strategies they identified, according to what they viewed as most 'important' to be implemented, and what is most 'achievable'. There was a diversity of opinion on what was most important. When analysing the outcomes across all groups, only one priority strategy was identified as important and achievable by more than one group. This was:

◗ Develop a strong communication strategy which ensures timely and accurate communication to tenants and the community about the redevelopment of Redfern Waterloo.

The rich discussions of each focus group have provided valuable insights into the potential risks and opportunities of the redevelopment of Redfern Waterloo. The outcomes of these discussions will be incorporated into the Social Impact Scoping and Assessment report.

3.   Introduction

GHD has been engaged by the Sydney Metropolitan Development Authority (SMDA) to undertake a Social Impact Scoping and Assessment for the redevelopment of Redfern Waterloo, with a focus on 'BEP 2' social housing sites. The purpose of this preliminary Social Impact Assessment (SIA) is to gain an understanding of the potential social impacts the renewal of the Housing NSW sites in Redfern, Waterloo and South Eveleigh will have on various population groups, and to identify potential strategies to mitigate any negative impacts and build on opportunities presented by the redevelopment.

To date, the renewal of the Housing NSW sites is guided by the principles of the Draft Built Environment Plan Stage Two (BEP2) which provide for the revitalisation of the public housing sites to increase residential density and address concentrations of disadvantage. The previous Draft BEP2 proposed to change the current tenure of the sites from 100% public housing (approximately 3,500 dwellings) to a mix of 50% private housing (3,500 dwellings), 10% affordable housing (700 dwellings) and 40% social housing (2,800 dwellings). To maintain the amount of public housing stock in the area, 700 public housing dwellings would be relocated to other parts of the City of Sydney Local Government Area (LGA). The principles of encouraging tenure mix are likely to remain in future development proposals, with a maximum of 40% social housing expected.

Consistent with best practice[2], and to better inform this study, GHD held a series of focus groups with different groups and stakeholders in the Redfern Waterloo community. This report presents the outcomes of this community consultation process.

3.1   Approach

The potential impacts of the redevelopment of Redfern Waterloo will be different across different population groups and stakeholders, and as such GHD held focus groups with these various groups to explore in greater depth the issues for each group. This was considered to be a more appropriate consultation technique than workshops where in-depth discussions on specific issues are typically more difficult. Improved qualitative information is also more likely to be received through focus groups.

Focus groups were planned to be held with the following target stakeholders:

◗ Public housing residents

◗ Culturally and linguistically diverse public housing residents

◗ Private residents

◗ Indigenous residents and organisations

◗ Government agencies

◗ Non-government organisations

◗ Local workers and businesses

◗ Affordable/community housing providers

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[2] Frameworks include the Centre for Health Equity Training Research and Evaluation (CHETRA) *Health Impact Assessment: A Practical Guide,* the World Health Organisation's *Social Determinants of Health* , the Green Building Council of Australia, *Green Star Communities National Framework* and the Planning Institute of Australia *Social Impact Assessment Position Statement.*

It was decided by SMDA that to better engage with the Indigenous community, two separate groups would be held with Indigenous women and Indigenous men. However no invited participants attended the men's group. The local workers and businesses group was cancelled due to a low number of available participants. Two telephone interviews were held with community housing/affordable providers who were unable to attend their focus group.

Table 1 provides the details of the focus groups which have been held to date.

The format of each focus group included:

◗ Discussion of the potential impacts of the redevelopment;

◗ Identification of potential strategies to address issues and increase opportunities; and

◗ Prioritise strategies according to what is 'important' and what is 'achievable'.

The discussions were structured around nine themes. These themes were informed by outcomes from previous community consultation undertaken on Draft BEP2 in 2011. The nine themes are:

◗ Community safety, crime and anti-social behaviour

◗ Accommodation and housing that caters to older people and people with a disability

◗ Open space, recreation and quality of life

◗ Strain on community infrastructure and services

◗ Community cohesion, changes to local population, exclusion/discrimination

◗ Support during rehousing process for social housing tenants

◗ Accessibility, mobility and connectivity

◗ Employment and business

◗ Health and wellbeing

Focus group participants were also encouraged to identify any themes and issues which were not listed. Examples of these include the issue of 'two-way partnership between government agencies and non-government organisations' which was identified as an additional theme by the public housing tenant group, and 'affordability' which was identified by affordable/community housing providers.

The notes from each focus group have been analysed according to the nine themes. The common issues and discussions are explored, with particular issues of importance for each group highlighted. Those strategies which were nominated as 'important' and 'achievable' have also been highlighted.

Table 1   Focus Group Details

Focus group	Date/Time	Location	Participants
Culturally and linguistically diverse residents	1 February 2012 2 – 4 pm	Our Place community meeting room, 55 Morehead St, Redfern	22 participants including: ▪ 5 Mandarin speaking ▪ 7 Cantonese speaking ▪ 10 Russian speaking
Government service providers	7 February 2012 10 – 12 pm	Australian Technology Park	6 participants including: ▪ Department of Education ▪ Redfern Local Area Command ▪ Department of Planning and Infrastructure ▪ Council of the City of Sydney ▪ Housing NSW
Non-government service providers	7 February 2012 2 – 4 pm	Australian Technology Park	10 participants including: ▪ The Factory Community Centre ▪ Council of Social Services ▪ Souths Cares ▪ Save the Children Australia ▪ Sydney Metropolitan Development Authority ▪ Connect Redfern ▪ SDN Childrens Services
Affordable/community housing providers	8 February 2012 2 to 4 pm	Australian Technology Park	1 participant and 2 telephone interviews from: ▪ NSW Federation of Housing Associations Inc ▪ Bridge Housing Limited ▪ Mission Australia Housing
Private residents	15 February 2012 5:30 to 7:30 pm	Australian Technology Park	7 participants
Public housing tenants	16 February 2012 10 – 12 pm	Community meeting room, 44 Morehead St, Redfern	5 participants
Indigenous women	22 February 2012 10 – 12 pm	Yaama Dhiyaan	8 participants

4.   Outcomes by Theme

This section consolidates the outcomes of all the focus groups highlighting the common issues identified within each theme. At the end of each theme, priority mitigation strategies identified by the focus groups are highlighted. These priority strategies were categorised by each group as 'important', 'achievable' or both 'important and achievable'.

4.1   Community safety, crime and anti-social behaviour

Poor design of buildings

◗   A number of groups identified that tenants and visitors felt unsafe when walking in and around the buildings and sites, due to the poor design of the buildings. They attributed this to the presence of 'dark spaces' created by the building's shadows and the lack of territorial definition between public and private spaces. As well as this, the public spaces are not designed in a way that is welcoming and tenants do not feel comfortable in using the spaces. An example cited is the presence of roller shutters on shop fronts and offices, which gives an impression that there is a high level of crime and anti-social behaviour present in the area. The private residents group identified that the sites are 'closed off' from the surrounding neighbourhood and do not have a sense of connection to the local area. These safety perceptions were shared across the groups, including those who live outside the sites.

◗   Strategies to address the poor design of the buildings and sites were identified by all groups. Government agencies stressed prevention, by applying Crime Prevention Through Environmental Design (CPTED) principles to the assessment of master plans and designs of new buildings, as well as adapting current public spaces to create more welcoming and safe spaces. Planning controls must ensure that all new designs create safe and welcoming spaces and discourage anti-social behaviour. Involving police officers in these CPTED assessments is a strategy that was identified as being achievable. Public housing tenants suggested that new designs should incorporate see-through fences between private and public spaces. These will help to create a sense of ownership over public space, ensuring tenants feel comfortable using them, whilst also enabling informal surveillance.

"Over-policing" of Housing NSW sites

◗   Both public housing tenants and non-government organisations perceived that 'over policing' of the sites has led to increased feelings of being unsafe (Note that this is not consistent with advice from social housing tenants at other meetings). It was reported by the five participants that there is a lack of trust of police officers and a fear that they may not treat tenants with respect and sensitivity. The increased presence of police and security in the sites also results in a perception that there is a high level of crime and anti-social behaviour.

◗   Public housing tenants stated that the current Housing NSW concierge scheme does little to address anti-social behaviour within the buildings. Instead tenants feel that they are constantly being monitored and are losing their sense of independence. Public housing tenants suggested that, rather than have a concierge service, tenants should be provided with free access to telephones, doorbells and mailboxes which the current tenants of the high rise buildings do not have. They stressed that

this would foster independence and provide ways to communicate between tenants and with others outside of the-building, enabling people to look out for each other.

◗ However, non-government organisations identified that having 24 hour on-site concierge/managers who have the power to address issues immediately was an important service for addressing safety issues. It was qualified that with any such service staff must be well trained and responsive. The Urban Communities approach in Kensington, Victoria was given as an example of how this works well.

◗ Although apparent over policing was identified as a key issue by some groups, the culturally and linguistically diverse group suggested that security in the sites and buildings should be increased, with more powers provided for the concierge and police to adequately address criminal and anti-social behaviour. Their suggestions included conducting regular and random checks to prevent non-tenants from staying in public housing, as well as providing security at the entrance of every block. This group also identified replacing the current concierge system with security card access as a strategy that is achievable.

Crime and anti-social behaviour

◗ A number of groups perceived that there are currently high levels of crime and anti-social behaviour in the public housing sites and the surrounding suburbs. The government agencies identified that most crime issues around Redfern Waterloo are related to drug use and dealing, and car theft. The culturally and linguistically diverse tenants spoke about the use and dealing of drugs within the sites by some tenants, while the Aboriginal women's group discussed the use of drugs throughout Redfern and Waterloo, and particularly around The Block. The Aboriginal women identified the presence of needle dispenser vans and services in Redfern which are intended to promote safe needle usage, however the participants felt that these services encourage drug use in the community, leading to increased criminal and anti-social behaviour.

◗ The government agencies suggested that Closed Circuit Television (CCTV) be installed in and external to public and private housing buildings to address criminal and anti-social behaviour. Participants identified that Housing NSW currently provides a high level of service and surveillance in Waterloo and this model could be applied to the new development. This may involve installing CCTV throughout private and public housing. Another suggestion by the government agencies was to develop community safety groups made up of residents and other key stakeholders including police. The role of these groups is to monitor the activities in the renewal area and communicate with police and other agencies about any issues.

◗ Participants in the Aboriginal women's group discussed a number of strategies to decrease drug use in the area. These included:

– incorporating needle exchange into needle disposal programs to ensure used needles are being disposed of safely;

– removing or restricting the hours of the needle van which operates at The Block;

– increasing services for drug users and providing targeted, local and culturally appropriate services for drug users in the Aboriginal and Torres Strait Islander community;

– reducing the waiting time to enter rehabilitation programs;

– increasing services which provide drug rehabilitation and support; and ensure services work together to address clients' needs.

This group feels very strongly that services should not encourage drug use but should support drug users to rehabilitate and this is a very important strategy in addressing drug addiction and anti-social behaviour in the community.

◗ The private residents and non-government organisations suggested that diversionary and early intervention programs should be provided for youth and others who may be at risk of engaging in criminal or anti-social behaviour. The non-government organisations also suggested mentoring programs which target at-risk youth could help prevent crime while also providing young people with opportunities.

Perceptions of safety

◗ The perception that the Housing NSW sites are unsafe was also identified by the affordable housing providers and non-government organisations and that this is often a result of the stigma associated with living in public housing. The private residents identified that this may become an issue for the redevelopment with large numbers of new residents coming to live in the area who do not have an understanding or acceptance of public housing and may feel unsafe living near them. The non-government organisations also discussed perceptions of safety across age groups with older people often frightened of young people and feeling unsafe in their communities. This was corroborated by the culturally and linguistically diverse group who identified that *'some young people living in public housing take drugs'*.

◗ The non-government group suggested programs which create connections between older and younger people may help to address perceptions of safety across age groups. The Kidspeak program at Waterloo was given as an example of a local program which achieves this. Another suggestion by this group was to support existing programs which enhance safety and security in the local area such as late night transport. These types of programs help to ensure that residents feel secure in their local communities.

◗ The culturally and linguistically diverse group suggested that separate housing within the development which is specifically for older people would help to create a sense of security for residents.

◗ The Aboriginal women's group discussed relationships between police and the community. They identified that there are many examples of local police who treat community members with respect and sensitivity and that all local police officers should undergo cultural sensitivity training. This would help to reduce fear of police within the community and create respect across cultural groups. This group identified this as achievable.

Lack of maintenance of sites and buildings

◗ The public housing and culturally and linguistically diverse groups identified that a perceived lack of maintenance of the sites and buildings creates unsafe environments. Groups spoke about the presence of overgrown gardens and trees that look uninviting and create untidy and unsafe spaces. Participants also discussed the lack of maintenance and repair in buildings resulting in unsafe and uncomfortable homes for tenants.

◗ Ensuring the buildings and sites are maintained regularly was identified by public housing tenants as an important strategy to create a sense of security for tenants.

◗ Non-government organisations suggested that the development should include a place management policy where on-site managers address maintenance issues quickly. This will ensure that buildings and public spaces stay well maintained, creating welcoming places where people feel safe.

Tenancy management

◗ The private residents group discussed the current tenancy management processes and systems and the associated safety issues. The group identified that anti-social behaviour by tenants is not dealt with appropriately creating unsafe buildings and environments. The group discussed that if the current levels of service are not improved then an increase in population due to the redevelopment will only exacerbate the problems. The strategies identified to address these issues are for public housing providers to improve the standards of service provided to all tenants and to establish ongoing monitoring of problematic tenants. These strategies were nominated as both achievable and important so that all tenants can live in safe communities.

4.1.1 Key Priority Strategies for Community Safety, Crime and Anti-Social Behaviour

The group categorised the key priority strategies as 'Important', 'Achievable' and 'Important and achievable' as follows:

Important

◗ Installing 24 hour on-site concierge/management service in buildings with well trained and responsive staff

◗ Ensuring services do not encourage drug use but support drug users to rehabilitate

◗ Regular maintenance of buildings

Achievable

◗ Involving police officers in CPTED assessments of new developments and buildings

◗ Replace current concierge system with security card access

◗ Cultural sensitivity training for all local police officers

Important and achievable

◗ Improve standards of service by housing providers and establish ongoing monitoring of problematic tenants

4.2   Care and housing for older people and people with a disability

Independence

◗ A number of groups discussed the importance of independent living for older people and people with a disability. The Aboriginal women's group discussed that a lack of appropriately designed housing which enables people to move in and around their home inhibits independence. The public housing tenants also identified that there is sometimes a 'lack of common sense' in planning and design of housing (e.g. no access for mobility aids, ledges on footsteps, inadequate space in homes). The non-government organisations identified that current issues with accessibility and mobility for older people and people with a disability may be exacerbated by creating more high rise apartments if they are not designed appropriately. As well as this a number of groups identified that poor design of neighbourhoods leads to people with mobility issues struggling to get around independently.

◗ Many of the groups suggested that housing should be provided specifically for older people and people with a disability. The following suggestions were made by different groups:

– Plan and design accommodation for older people and people with a disability according to universal housing design principles and adhere to appropriate building codes;

– Involve older people in the design of seniors accommodation to ensure design features are appropriate and dwellings are liveable;

– Allocate one building specifically for people with a disability to ensure efficient and effective housing and service provision;

– Plan for and market a diversity of housing stock to encourage different types of residents to live in the area and not be required to leave as they age;

– Provide accessible units on the ground floor of buildings for older people and people with a disability;

– Ensure housing allocations for older public housing tenants are appropriate and place these tenants in independent living units;

– Require developers to build adaptable and accessible housing to ensure there is enough appropriate housing provided in the development and enable ageing in place;

– Encourage shared housing for single residents to allow ease of service provision (e.g. therapeutic communities)

Service provision

◗ A number of groups both discussed the importance of service provision for older people and people with a disability to enable independent living. The private residents identified that as private developers are not required to provide services for older people or people with a disability there is a risk that new housing will not adequately provide for these residents' needs. The Aboriginal women also discussed that there is a risk that if these and high care services are not provided locally then older people will move out of the area and lose their connections to the community.

◗ The Aboriginal women suggested that services for older people and people with a disability needed to be increased and services which enable ageing in place should be provided. The Extra Aged Care at Home (EACH) program was suggested as an example of a successful initiative. The private residents group suggested that the redevelopment should ensure that targeted, centralised and ongoing services which enable independent living are provided. An example was given from the

United Kingdom where case managers connect clients to the appropriate services and ensure their appointments are organised. Another suggestion by this group was the planned provision of centralised services with this to be addressed through planning controls and building codes.

Social isolation

◗ A number of groups identified that the redevelopment may result in the social isolation of older people and people with a disability. The private residents group discussed that high density living can result in social isolation as there are less opportunities for informal meetings and interaction in the community. This is particularly a risk if housing is not designed well and older people and people with a disability are unable to move in and out of their homes independently. The private residents group discussed that social isolation can be addressed by providing common spaces and private spaces within buildings and places where people can come together both formally and informally. This was nominated as an important strategy. The non-government organisations also suggested including community gardens in the development as places which encourage informal interactions. Another initiative identified by the private residents was the provision of alternative transport such as a shuttle bus system. These types of services enable older people and people with a disability to stay connected to their communities.

◗ The government agencies and non-government organisations identified a number of initiatives to decrease social isolation and encourage participation in the community for older people and people with disabilities. These included:

  – Encourage employment opportunities for older workers and those looking to re-enter the workforce;

  – Encourage social enterprises which have a particular focus on providing opportunities for older people and people with disabilities;

  – Offer practical volunteering opportunities;

  – Update and improve public transport and health services to meet the need of older people and people with disabilities;

  – Provide community programs which encourage participation of older people in the community.

◗ Social isolation may also occur if the redevelopment results in people being rehoused outside of the Redfern Waterloo area. The government agencies highlighted that many older people do not want to leave their communities as they have established strong community connections; know how to get around; which services to access; and have developed strong emotional connections to their current homes. Older people are particularly at risk of increased stress associated with rehousing or uncertainty about the future, and culturally diverse older people may particularly be at risk of increased stress if they do not speak English well and do not understand information about the redevelopment. To address this, the government agencies group identified that an achievable initiative is to offer support for older people to help them to deal with change. This group also discussed that the redevelopment should ensure that older people can remain living in the Redfern Waterloo area to maintain their connections to the community. Another suggestion was to rehouse older people in Waterloo where they will be closer to appropriate services.

Culturally appropriate services for Aboriginal elders

◗ The Aboriginal women discussed the current lack of culturally appropriate residential aged care for Aboriginal elders in the Redfern Waterloo area. This is an issue for Aboriginal residents as if these

services are not provided, older people may have to leave the area as they age and their care needs increase. This is particularly problematic for Aboriginal elders who develop strong community and cultural connections. The group identified that this is an important initiative that should be provided as part of the redevelopment and be appropriately resourced. This facility would provide a place for elders to be together which would have emotional benefits while receiving culturally appropriate care. Other strategies identified by this group to address the needs of Aboriginal elders include:

– Provide more support for Wyanga as a culturally appropriate aged service provider in Redfern Waterloo

– Encourage young Aboriginal people to care for their elders to encourage respect from young people

– Provide dedicated floors or areas in aged care facilities for Aboriginal older people to enable them to live together and receive culturally appropriate care

Safety for older people

◗ The public housing tenants discussed the safety of older tenants which has been reduced since panic buttons have been removed from homes. The participants felt that replacing these would help older people feel safer and that someone was looking out for their needs. Another suggestion by the group was to create a 'ring around service' to ensure older tenants are safe and well. This service would require providing free access to telephones in every unit.

4.2.1 Key Priority Strategies for Care and housing for older people and people with a disability

The groups categorised the key priority strategies as 'Important' and 'Achievable' as follows:

Important

◗ Provide common spaces and private spaces within buildings and places where people can come together both formally and informally

◗ Provide culturally appropriate residential aged care for Aboriginal elders to enable them to remain living in the area as their care needs increase

Achievable

◗ Offer support for older people to help them to deal with change

4.3   Open space, recreation and quality of life

Access

◗ Most groups recognised believed that increasing the local population due to the redevelopment will result in increased strain on local public open spaces if adequate provision is not made, many of which are already highly used and experiencing strain. Public housing tenants identified considered that there is currently not enough private or public open space provided in the housing sites, and the redevelopment may result in a loss in the amount of existing open space. With an increased population this may result in significant negative health, social and environmental outcomes. The private residents identified that ensuring public open spaces are usable and accessible is an important initiative to encourage community members to interact. Both the public housing tenants and private residents suggested that to address this in the future development there needs to be more open space per capita locked into BEP2 to ensure enough open space is delivered to meet the needs of the future population. The private resident group stated that this was an important strategy for the redevelopment to meet the open space needs of the future population. Another suggestion by this group is to ensure that other developments adjacent to the redevelopment sites have open space allocated to service the needs of their residents.

◗ A number of groups also discussed the need for open spaces and recreation facilities to be appropriate for diverse groups in the community to access as there are currently instances of different user groups clashing with each other. Examples provided include people allowing their dogs off-leash around children or community members using Redfern Oval when professional football players are training. This will become more important as the population increases and more people want to access recreation facilities. The private residents group identified that an achievable initiative for the redevelopment is to plan and develop diverse types of facilities for all people to use. Suggestions for recreation and other infrastructure include:

  – Playgrounds for children and families

  – Basketball courts

  – Fitness circuits and exercise facilities in parks

  – Dog off-leash areas

  – Provision of public amenities in parks

  – Provide a community centre in Waterloo

The Aboriginal women's group discussed the issues associated with dogs in parks that are off-leash, including safety of other users and cleanliness. This group suggested that fines for people who walk their dogs without leashes is an achievable strategy.

◗ Both the non-government organisations and Aboriginal women discussed the current difficulty for organisations to access local parks to run various events, programs and activities due to regulations and processes. With an increase in the local population this will become more difficult for local services as more community members and organisations will want to access the spaces. An achievable strategy suggested by the Aboriginal women for Aboriginal services and community members to access the parks is to go through the Aboriginal Advisory Council. This council is already operating and can be used to provide access for Aboriginal organisations by cutting through 'red tape' associated with running activities in the parks.

◗ The private residents group also discussed the potential trade-offs required by the community between open space and building heights. If there is to be increased density in the area but the community also does not want increased building heights then they might have to accept a decrease in open space provision. A suggested strategy to address this issue is for the government to identify public interests early (i.e. what is more important – building heights or open space provision) and incorporate this into the planning controls.

Design of open space

◗ The poor design of the current open spaces within the sites was discussed by a number of groups. In particular, participants identified that the spaces are not user-friendly, unattractive and feel unsafe, leading to a lack of use by residents. To address this in the redevelopment the public housing tenants stressed that open space needs to be well designed, usable, accessible and available for the community to use. This will help to increase community connections and encourage physical activity. The culturally and linguistically diverse group suggested that small parks could be developed around buildings and more shaded seating needs to be provided in open spaces to encourage use by residents.

◗ The Aboriginal women's group discussed the recent redesign of Redfern Park which they argue has resulted in a loss of character and identity for the park and community. There is a risk that the redevelopment of the sites may lead to further loss of character for the Redfern Waterloo community. A suggested initiative to address this is to include community consultation as part of the design of new open spaces. This should include involvement of the local Aboriginal community and could include Aboriginal art and designs to create a sense of culture and identity.

◗ The private residents group discussed the large trees within the public housing sites and the conflicting perceptions within the community. These perceptions are both that the trees create dark and unsafe spaces and that they are significant heritage trees that should be retained through the redevelopment. In order to address this, a suggestion by the private residents is to undertake an assessment of the heritage/social value of the significant trees as part of the planning. This will ensure that important trees are retained and help to maintain the culture and character of Redfern Waterloo beyond the redevelopment.

4.3.1   Key Priority Strategies for Community Safety, Crime and Anti-Social Behaviour

The groups categorised the key priority strategies as 'Important' and 'Achievable' as follows:

Important

◗ Ensure public open spaces are usable and accessible to encourage community members to interact

◗ Ensure more open space per capita is locked into BEP2 to ensure enough open space is delivered to meet the needs of the future population

Achievable

◗ Plan and develop diverse types of facilities for all people to use

◗ Enforce fines for people who walk their dogs without leashes

◗ Encourage Aboriginal services and community members to go through the Aboriginal Consultative Committee

4.4   Strain on community infrastructure and services

Changes to local population

◗ With the changes to the tenure and social mix of the area as a result of the redevelopment the local population is likely to change significantly. A number of groups identified that this will require community service providers to be flexible and adapt to the needs of the new population. The changes in population may also impact on the equity of access to services and facilities. More private residents in the area may make it difficult for disadvantaged groups and people with high needs to access necessary services and facilities. The government agencies group suggested that a way to address this is to ensure that community centres are provided near places where low income and public housing tenants live. This will enable them to access support services and programs more easily. Non-government organisations suggested that services should be provided which are tailored to the individual needs of clients to ensure the needs of disadvantaged groups continue to be provided for. An achievable strategy identified by this group was to implement a tailored approach to case management of public housing tenants to ensure their needs are addressed. Another suggested strategy was for local services to provide external advice to public housing providers about the needs of tenants to ensure needs are met through and beyond the redevelopment process.

◗ Different groups in the community may also have different expectations of service provision and organisations and service providers will need to respond to this. The government agencies suggested that service providers should coordinate with the relevant government planning authorities to ensure they can understand the proposed changes to the populations and plan and respond appropriately. Non-government organisations identified that an achievable strategy would be a study into the predicted populations of the redeveloped area will help community service organisations to plan appropriately. An important initiative identified by the non-government organisations was to create a 'consortia' of community service providers and organisations to work together over time to identify issues and plan together to address these. This group also suggested that creating a checklist of potential issues resulting from the redevelopment which impact on their services would help them to plan to address these issues.

◗ Another key issue recognised by the non-government organisations and public housing residents was that increasing the number of private residents in the area would change the economic profile and decrease the recorded levels of disadvantage of the area despite the continued presence of disadvantaged residents. This will have a direct impact on the ability of service providers' and community organisations to access government funding which is determined by levels of recorded disadvantage in geographic areas. The non-government organisations identified that government funding structures need to be flexible to recognise this issue and suggested that a review of funding structures should be undertaken soon to ensure this is not an issue by the time the redevelopment has begun. The Aboriginal women's group recognised that the redevelopment may result in low income/disadvantaged people leaving the area if it became unaffordable to live there in the future. This too may lead to a loss of essential community services if the clients are no longer living in the area. This group identified that an important strategy is to ensure essential local community services receive funding to remain in the area. This group also discussed the need for strategies so that disadvantaged groups can remain living in the area beyond the redevelopment.

Access

◗ It was recognised by all groups that an increase in the population would result in more demand on local community infrastructure and services, leading to increased strain as well as increased difficulty for community members in accessing community facilities such as meeting spaces. This will need to be planned for appropriately to ensure there is an adequate provision of services and infrastructure in the future to meet the needs of the community. Both the public tenants and culturally and linguistically diverse groups discussed various community facilities that could be provided to address the needs of future populations in Redfern Waterloo. These included:

  – Community centre with spaces available for target groups to use (e.g. seniors to have access one day a week to run programs)

  – Sport and recreation facility

  – Library

  – Provide offices/spaces as part of the development for local community organisations to rent

  The public housing group discussed the provision of community facilities more generally, identifying that an important strategy was to ensure that the redevelopment both dedicates space for community facilities as well as provides improved and usable community facilities and spaces to encourage community participation and connections. The group also discussed that new and improved facilities should be designed to be inviting, appropriate to community needs and in keeping with the local culture and character.

◗ Another potential risk of the redevelopment recognised by a number of groups is the loss of facilities and space for community services and organisations. The non-government organisations identified that this will need to be considered at the planning stage to ensure this is mitigated with a review of community facilities of Redfern Waterloo an achievable strategy.

◗ The culturally and linguistically diverse group discussed that living in Redfern Waterloo is already expensive and that community facilities will need to be affordable for disadvantaged and low income groups to access. The group suggested that local seniors could be provided with a seniors card which would provide a discount for seniors to access local facilities and services.

Two-way partnership between government and non-government agencies

The public housing group discussed the relationship between government agencies and non-government organisations and the impact this has on the ability of both to meet the needs of the community through the redevelopment of Redfern Waterloo. Participants identified perceived that in some cases the relationship between government and non-government agencies is currently not working well (though these relationships would vary regarding the issue/outcomes). This has led to an inability of the agencies to deliver services and benefits to communities. The group suggested a number of initiatives to address this:

◗ Improve two-way information sharing and communication between government agencies and non-government organisations;

◗ Create a position in government agencies which is responsible for liaison with non-government organisations to improve communication; and

◗ Ensure the government balances larger government services with small local services in the community.

4.4.1 Key Priority Strategies for Community Safety, Crime and Anti-Social Behaviour

The group categorised the key priority strategies as 'Important' and 'Achievable' as follows:

Important

▪ Create a 'consortia' of community service providers and organisations to work together over time to identify issues and plan together to address these

▪ Ensure essential local community services receive funding to remain in the area

▪ Ensure that the redevelopment both dedicates space for community facilities as well as provides improved and usable community facilities and spaces to encourage community participation and connections

Achievable

▪ Implement a tailored approach to case management of public housing tenants to ensure their needs are addressed

▪ Conduct a study into the predicted populations of the redeveloped area to help community service organisations to plan appropriately

▪ Conduct a review of community facilities of Redfern Waterloo

4.5   Community cohesion, changes to local population, exclusion/discrimination

Gentrification and affordability

◗ Most groups discussed the potential for gentrification of Redfern Waterloo due to the increased proportion of private housing. This may lead to increased housing and land prices in the area which may result in it becoming unaffordable for low income groups to remain living in Redfern Waterloo. These low income groups include public housing tenants as well as students, older people, young families, culturally and linguistically diverse people, Aboriginal people and others. If these groups cannot afford to live in the area they may have to leave and most groups discussed that Redfern Waterloo would lose its distinct identity and character which is a strength of the local community. This may also lead to a loss of diversity within the community, which for many residents has been an attractor for moving to Redfern Waterloo. Examples of this happening in other parts of the City included Oxford St and Newtown. Strategies identified to ensure low income and disadvantaged groups can remain living in the area include:

– Develop mechanisms to allow public housing tenants who earn more income to transition to affordable/community housing so they can remain living in the area;

– Provide public housing for people who have grown up in the area and want to remain living here, particularly to be near family; and

– Government to provide options for public housing tenants to buy homes.

It is noted that the affordable housing proposed as part of the BEP 2 is intended to address some of these issues.

◗ The community/affordable housing providers also suggested a number of strategies to retain the identity and character of the local area through the redevelopment:

– Continue to consult with key stakeholders and community to ensure that history and heritage of the area is recognised in the master plan.

– Establish a clear vision early in the process which is built around the character/identity of Redfern Waterloo

◗ The community/affordable housing providers also highlighted that changes to the local character and identity are a consequence of change and that provided that there are benefits for all members of community it may add to the vibrancy and quality of the area. To ensure that benefits are maximised, it is important for the government and stakeholders to understand how the income mix will change the area and manage those changes appropriately

◗ Several groups discussed the risk that public housing may be reduced in the future if community housing providers are allowed to take over stock. This in turn could lead to public housing tenants losing tenure and moving out of the area. The public tenants group identified that an important strategy to prevent this is for the government to put processes in place and make a 'statement of intent' to retain public housing stock into perpetuity. The private residents also recognised this as an important issue and discussed putting provisions into planning controls to ensure public housing is maintained.

◗ The Aboriginal women's group also identified the risk of losing public housing stock to community housing providers and the impact this would have on the Aboriginal community. Gentrification of the area may lead to Aboriginal communities leaving the area if they can no longer afford to live there.

This will have a significant impact on the culture and identity of Redfern Waterloo which is a place of cultural importance to the Aboriginal community. The group discussed a number of strategies which they identified as important to ensure that Aboriginal public housing tenants and low income earners can stay in the area:

– Government to provide options for Aboriginal public housing tenants to buy their homes and pay their loan off over 25 years; and

– Government to develop a financing strategy which allows Aboriginal people to continue to live in the area (for example buy land and allocate land to Aboriginal housing providers).

The group also discussed the proposed tenure mix and suggested that a proportion of this mix should be allocated to Aboriginal Housing (suggestions for proportions ranged from 15% to 25% of affordable housing allocated to Aboriginal Housing).

Community cohesion

◗ Most groups discussed the impact that changes in the social mix would have on community interactions and cohesion in the local area. The non-government organisations discussed that with more private residents moving in, there may be tensions between the 'haves and have-nots'; similarly the government agencies identified a risk of division between income groups. This could be exacerbated if public housing is easily distinguishable from private housing in the redevelopment due to the stigma often associated with living in public housing. The private residents identified that an achievable strategy to address this issue is to ensure that buildings are designed in a way that tenancy is not easily recognised.

◗ Groups discussed that tension in the community could be due to new private residents moving into the area who are not willing to accept and include public housing tenants in the community, or due to disadvantaged groups resenting private residents. Strategies identified by groups to address potential tension or segregation between income groups include:

– Maintaining funding for local community programs which provide opportunities for community members to interact (e.g. community playgroups);

– Providing community spaces and outdoor spaces for informal community interactions;

– Provide cross cultural programs (e.g. cooking classes)

– Community development officer to organise community events and promote community activities

– Work with the City of Sydney to develop local community activities which encourage interaction (e.g. farmers markets)

The private residents group identified the following achievable strategies to encourage community cohesion:

– Ensure funding for community development programs is incorporated into the development – both from the government and the private developers

– Provide diverse types of public open space, encouraging informal interaction across population and income groups.

A strategy identified by the community housing/affordable housing group was to ensure the proposed tenure mix enables a significant number of public tenants to live in the area. The suggested mix to allow this was 60% private and 40% public housing.

- Groups also discussed potential issues associated with different population groups moving into the area. The government agencies identified that many new private residents will be private renters. If there is a high turnover of private renters in the area they may not make connections with other community members. An achievable strategy to address this is for developers to encourage programs which build the capacity of residents to hold events and programs within buildings. Another suggestion by the government agencies is for developers to facilitate meetings within buildings and encourage communication between residents. Some groups also identified the risk of loneliness, particularly for older people, resulting from lack of community connections and cohesion.

- Several groups discussed how the mix of tenure will be achieved and whether public tenants and private residents would live in one building or in different buildings. The public tenants identified that if all public housing remained within a building, then the current concentrations of disadvantage would continue. The non-government group discussed the difficulties of managing buildings which had both private residents and public housing tenants living there. The affordable housing group also identified that keeping public housing within one building would be more manageable for housing providers. The private residents group suggested that mixing public and private housing in a single building ('salt and pepper') was a strategy which may encourage social interaction and community connections between public tenants and private residents. It is noted that Housing NSW and Department of Finance and Services will be responsible for the mix of tenure within buildings.

- The Aboriginal women's group discussed the potential for private residents to have a positive impact on neighbours who are public housing tenants, such as demonstrating the value in being employed. However the participants discussed that private residents living near public housing tenants need to be accepting and welcoming of diversity and willing to interact with disadvantaged groups.

- The culturally and linguistically diverse group discussed lack of connection between Redfern Waterloo and other communities due to poor public transport connections. This was identified by the group as a current issue and is particularly important for people who do not own cars such as older people and public housing tenants. An example provided was the difficulty participants experienced in using public transport to travel to Bondi. The group suggested that the public transport system needs improved connections to other areas to encourage community connections outside of Redfern Waterloo.

- A number of issues were discussed amongst the groups without strategies being identified. These include:
  - The public housing group discussed the social issues associated with allocations of new homes to tenants. For example culturally and linguistically diverse groups may want to live near each other, and mentally ill people should be placed in homes away from children. Another issue identified by this group was the potential changes of landlords and rental structures that may result from the redevelopment. This could lead to confusion for tenants;
  - The government agencies identified that school aged children who live in social housing may have a number of social issues which teachers will have to be aware of and understand how to deal with these;

The culturally and linguistically diverse groups discussed current issues within the sites such as graffiti, noise and pets.

Aboriginal culture and identity

◗ The Aboriginal women's group discussed the risks associated with gentrification of the area and the loss of the distinct identity and culture of Redfern Waterloo. However they also recognised the opportunity presented by the redevelopment to reaffirm the strong Aboriginal culture and heritage of Redfern Waterloo and suggested a number of strategies to achieve this:

  – Include Aboriginal street names in the new development to identify the traditional owners;

  – Include more Aboriginal art such as paintings and mosaics throughout the local area;

  – Develop a plaque and structure which recognises Aboriginal people and history

  – Develop a 'walk of history' in Redfern and link this to other local historical sites

  – Develop a communication strategy to educate new residents about the history of Redfern Waterloo and its cultural significance

These strategies were all nominated by the group as both important and achievable.

The community housing providers also recognised the opportunity presented by the redevelopment to strengthen the local Aboriginal culture and history. One suggestion to strengthen the character of the local community was to build on the Aboriginal heritage as a 'tourist attraction' and a place where people are proud to live and visit. This could also boost local business and create local employment opportunities.

Exclusion

◗ Many groups discussed the risk that disadvantaged groups may experience exclusion from the community, particularly if they cannot afford to participate in activities and programs. The non-government organisations discussed the risk that public housing tenants and disadvantaged groups may also be at risk of social exclusion due to lack of access to technology and the internet, in turn limiting their ability to access important information. Suggested strategies to address social exclusion of disadvantaged groups included:

  – Provide free activities in the local community which can be access by public housing tenants and provide opportunities for community participation;

  – Provide local employment and volunteering opportunities, particularly for young people to provide a sense of belonging and purpose; and

  – Ensure community housing provides affordable and social housing in the project including support services in partnership with other agencies e.g. Bridging the Digital Divide with low cost computers provided to tenants for information and educational uses.

Community composition

The private residents group discussed the potential future population that will live in Redfern Waterloo. Some impacts identified include:

◗ The proposed bedroom numbers of new dwellings are too small for families to live in, resulting in less new families moving to the area;

◗ The creation of large blocks of units will result in a loss of diverse housing types and will result in a loss of diversity in residents;

◗ Building design may not fit with the local character of Redfern Waterloo

A suggested strategy to address these issues is to provide a mechanism for the community to comment on the scope and outcomes of the preliminary social impact assessment. This will ensure that the community gains an understanding of the potential impacts of the redevelopment.

4.5.1 Key Priority Strategies for community cohesion, changes to local population, exclusion/exclusion

The group categorised the key priority strategies as 'Important', 'Achievable' and 'Important and achievable' as follows:

Important

▪ Government to put processes in place and make a 'statement of intent' to retain public housing stock into perpetuity

▪ Government to provide options for Aboriginal public housing tenants to buy their homes and pay their loan off over 25 years; and

▪ Government to develop a financing strategy which allows Aboriginal people to continue to live in the area (for example buy land and allocate land to Aboriginal housing providers)

▪ Continue to consult with key stakeholders and community to ensure that history and heritage of the area is recognised in the master plan.

▪ Establish a clear vision early in the process which is built around the character/identity of Redfern Waterloo

Achievable

▪ Ensure that buildings are designed in a way that tenancy is not easily recognised

Both important and achievable

▪ Include Aboriginal street names in the new development to identify the traditional owners;

▪ Include more Aboriginal art such as paintings and mosaics throughout the local area;

▪ Develop a plaque and structure which recognises Aboriginal people and history

▪ Develop a 'walk of history' in Redfern and link this to other local historical sites

▪ Develop a communication strategy to educate new residents about the history of Redfern Waterloo and its cultural significance

4.6   Support during rehousing process for social housing tenants and key target groups

◗ Several groups discussed the uncertainty public housing tenants are currently feeling about the redevelopment and rehousing process. The public housing group discussed the perceived lack of information and communication from the government about the process including the timing of the redevelopment as well as the rehousing process, where people will be temporarily relocated to, how long for, how much assistance they will receive, if they have a choice in where they live, what their rights are, if they can return and what sort of house they live in at the end of the process. The culturally and linguistically diverse group also discussed the lack of communication about the redevelopment to tenants and the importance of providing information about the rehousing process to tenants. The public housing participants discussed that uncertainty amongst the tenants can lead to stress, health issues and anti-social behaviour. The participants identified that this uncertainty is compounded by a history of mistrust in public housing providers which leads to a current lack of trust of government and uncertainty that new homes will be provided or homes will be improved, or that tenants will have a choice about returning to Redfern Waterloo. The private residents group identified that there is a risk that the redevelopment may proceed without refurbishing and improving public housing, leading to no improvements in the quality of life of public housing tenants from the redevelopment process. It is noted that the improvement of public housing is an intended outcome of the redevelopment the area. The public housing group identified a number of strategies to address this mistrust in the process and reduce stress and uncertainty:

– Ensure accountability and transparency in the decision-making of government agencies in implementing the planning process;

– Develop a strong communication strategy which ensures timely and accurate communication to tenants and the community about the project;

– Ensure integrity in the planning process; and

– Provide the outcomes of these focus group sessions for the Social Impact Scoping and Assessment to the community.

These suggestions were all viewed as both important and achievable by the participants in the public tenants group.

◗ The community housing/affordable housing group recognised the lack of trust in housing providers by public tenants, particularly in the allocation of homes once people are rehoused. To address this a number of strategies were suggested including:

– Ensure there is a clear and fair allocation policy;

– Record a timeline of the process;

– Involve stakeholders in the master planning and allowing plans to be shown to the public;

– Begin the building process early/incrementally to build community trust that the project will go ahead;

– Develop trust by building a demonstration apartment to show the community the benefits they will receive through the project;

– Remind the community about past successes in redevelopment of Redfern Waterloo through th communication strategy ; and

- Rehouse seniors first as an 'early win' and showing the community the benefits of the project.

This group also noted that there is concern amongst some providers over "decision fatigue" and a lack of government commitment to deliver community housing as part of the project.

◗ The importance of a well-planned communication strategy and timely information was recognised by most groups, and nominated as an achievable strategy by the government agencies. The public tenants and non-government agencies group also suggested that information about the redevelopment and rehousing process should be made available both on the internet and distributed to tenants by local organisations.

◗ The government agencies suggested that relocation packages and provision of support services to tenants who are being rehoused are achievable initiatives to help address the stress. The culturally and linguistically diverse group also suggested that tenants should be provided with removalists to assist with the moving house. Other strategies suggested by the various groups to help address the stress and inconvenience of rehousing included:

- Recognition of the interruption to tenants lives and treating them with dignity and respect;
- Providing assistance with day to day activities;
- Providing opportunities to build the capacity of tenants to help themselves;

The government agencies discussed the increased stress on older people and suggested that developing informal care arrangements for seniors is an achievable initiative to address this. An example of this was providing assistance to older people with day to day activities when they are living in new and unfamiliar areas.

◗ Several groups discussed the risks associated with the rehousing process including that some tenants may not return to live in Redfern Waterloo due to the loss of 700 public housing dwellings. The possible impacts include loss of social connections, reduced amenity of living in the area and reduced access to services and facilities. An example of this provided by the community housing/affordable housing group is the interruption to education for children who may have to move schools if they are temporarily rehoused in a different area. Amenity and access may also be reduced for tenants during the rehousing process if they are temporarily rehoused in areas further away from central Sydney. Loss of community connections and identity was identified as a particular risk for Aboriginal tenants who have strong cultural connections to the area.

◗ To address this, the private residents group suggested that providing a single building for tenants to move into during the redevelopment would ensure people would only have to move temporarily once, reducing the stress and inconvenience of relocating. This was identified as an important strategy. An achievable and important initiative also identified by this group was staging the redevelopment to reduce the impacts on the public housing tenants. The non-government organisations also identified this as an initiative to reduce the stress of rehousing on tenants. The community/affordable housing providers identified that offering a right to return policy and phasing the rehousing process so that people can return to their homes within a short timeframe are important to ensure community networks are maintained. Another suggestion by the community/affordable housing providers was to ensure the current community and networks are valued and recognised in the project to ensure the project is delivered successfully.

◗ The private residents group suggested that an achievable strategy was to introduce a 'meet the neighbour' program for people while temporarily living in new areas would help to reduce the stress of moving. The culturally and linguistically diverse group identified that new public homes should be

an improvement on current living conditions and they should be located near essential facilities and services such as public transport and medical facilities to ensure that amenity is not reduced once tenants are rehoused.

◗ The government agencies suggested that involving local service providers in the planning would help to ensure that the needs of tenants are met throughout the rehousing process. For example, consulting traffic planners and education providers would help to replicate the resources available to the community in Redfern Waterloo in other areas.

4.6.1 Key Priority Strategies for support during rehousing process for social housing tenants and key target groups

The group categorised the key priority strategies as 'Important', 'Achievable' and 'Important and achievable' as follows:

Important

◗ Provide a single building for tenants to move into during the redevelopment to ensure people would only have to move temporarily once, reducing the stress and inconvenience of relocating

◗ Begin the building process early/incrementally to build community trust that the project will go ahead;

◗ Involve stakeholders in the masterplanning and allowing plans to be shown to the public

Achievable

◗ Develop a well-planned communication strategy and provide timely information to tenants and the community

◗ Provide relocation packages and provision of support services to tenants who are being rehoused

◗ Provide informal care arrangements for seniors who are being rehoused to assist with the uncertainty and stress of moving to unfamiliar areas

◗ Stage the redevelopment to reduce the impacts on the public housing tenants during the construction and delivery process

◗ Introduce a 'meet the neighbour' program for people while temporarily living in new areas would help to reduce the stress of moving

Important and Achievable

◗ Ensure accountability and transparency in the decision-making of government agencies in implementing the planning process

◗ Develop a strong communication strategy which ensures timely and accurate communication to tenants and the community about the project

◗ Ensure integrity in the planning process

◗ Provide the outcomes of these focus group sessions for the Social Impact Scoping and Assessment to the community

4.7 Accessibility, mobility and connectivity

Accessibility

◗ Several groups discussed the impact the increased population would have on accessibility to local infrastructure and services. Many of the issues are already currently being felt by local residents due to the current population in the area, with many participants discussing the impact this has on people's ability to get around. The issues identified include:

– Public transport is perceived to be under significant strain;

– Emergency services which already find it difficult to meet needs of the community;

– Increased traffic on roads which are already congested, particularly with an increase in private residents who are more likely to own cars than the current public housing population; and

– Difficulty for older people and people with a disability in accessing Redfern train station due to lack of lifts.

The private residents group also identified that restricting the dwelling numbers to limit the increased population planned for Redfern Waterloo was an important strategy which would help to alleviate the increased pressure on local infrastructure and services.

◗ The public tenants group identified the current issues associated with car parking in the Housing NSW sites. The participants discussed that the existing lack of on-street parking makes it difficult for people with mobility issues to move between their house and car. This is a particular issue for older people, people with a disability and parents with prams and small children. The group discussed the mobility and accessibility issues in the area (e.g. lack of wheelchair ramps or poor locations of disabled car parking) and the risk that this may continue in the redeveloped area if these issues are not addressed at the planning and design stage. A suggested strategy to address this in the redevelopment is to provide on-site parking in the design. The culturally and linguistically diverse group also suggested that public housing tenants could be rehoused in locations near train stations to ensure tenants can access essential services and connect to other areas.

◗ Suggestions to address some of the issues associated with mobility and accessibility included:

– Improve Redfern train station to ensure more people can use access the trains easily;

– Incorporate planning controls which minimise car spaces in new developments;

– Introduce restricted access to resident car parking;

– Continue to develop bicycle paths through the area which link to the surrounding localities, encouraging travel by bicycle particularly for young people and people who cannot afford to own a car; and

– Ensure that planning processes include consultation with local services such as emergency, health and transport so that potential issues are identified and addressed (for example, provide information from current traffic studies to local police to ensure there is adequate parking provided in and around the new developments, ensure there is enough staff and resources to meet the needs of the increased population).

4.7.1   Key Priority Strategies for accessibility, mobility and connectivity

The group categorised the key priority strategies as 'Important' as follows:

Important

◗ Restrict the dwelling numbers to limit the increased population planned for Redfern Waterloo and alleviate the increased pressure on local infrastructure and services

4.8   Employment and business

Affordability

◗ Most groups discussed the risk of gentrification and the impact this would have on local and affordable businesses. As Redfern Waterloo is redeveloped it is expected that land and house prices will increase while, rental prices for shops and offices will also increase. This may result in local businesses no longer being able to afford to stay in the area. This will be a significant issue for low income and disadvantaged groups as they may no longer be able to afford to shop locally. The loss of affordable shops will also have a significant impact on the character of the area.

◗ The private residents group discussed a number of strategies to address this including:

– Encourage diversity of shops in the development (for example grocery stores like ALDI which are more affordable) to ensure public housing tenants can afford to shop in the local area;

– Ensure shop rents remain low to enable businesses that have been here for a long time can remain; and

– Provide a business incubator to encourage small local business creation.

Local economy and employment

◗ Several groups discussed the current issues around the lack of local employment opportunities for target groups. This was recognised as a particular issue for Aboriginal residents, women, public tenants, young people and students. Strategies suggested to provide employment opportunities included:

– Promote local employment opportunities for young people through a recruitment strategy for local businesses (e.g. IGA, Coles, Woolworths);

– Develop an employment strategy for employing more women in the workplace;

– Develop an employment strategy which encourages employment for disadvantaged groups in well-paying jobs that will lead to successful careers (i.e. beyond hospitality);

– Ensure Indigenous identified positions (not targeted) are included in local businesses and invest in training and development for Indigenous employees;

– Develop an Indigenous employment program for Carriageworks;

– Encourage local businesses to provide apprenticeships for local young people

– Employ local public housing residents in local businesses or in construction activities

It is noted that the SMDA Aboriginal Employment Program should have a role in the process.

◗ The Aboriginal women suggested that an achievable strategy is to employ local construction students, particularly Indigenous youth, in the construction of the new buildings. This group also identified that an important initiative is to ensure funding for local employment and training services to provide opportunities for local young people and Indigenous people. The government group also identified that an achievable strategy would be to provide consultative human resource services to local businesses to provide advice on how to develop local employment opportunities for disadvantaged groups.

◗ The culturally and linguistically diverse group identified that the redevelopment provides an opportunity to diversify the local economy and suggested that a variety of businesses could be encouraged to set up on the main streets in the area. They identified that these businesses should be different to the current pubs and hotels in the area. The government agencies also suggested that support services should be provided for new local enterprises to encourage local economic diversity and growth.

4.8.1   Key Priority Strategies for employment and business

The group categorised the key priority strategies as 'Important' and 'Achievable' as follows:

Important

◗ Ensure funding is provided for local employment and training services to provide opportunities for local young people and Indigenous people

Achievable

◗ Employ local construction students, particularly Indigenous youth, in the construction of the new buildings
◗ Provide consultative human resource services to local businesses to provide advice on how to develop local employment opportunities for disadvantaged groups

4.9   Health and wellbeing

Mental health

◗ A number of groups identified mental health and wellbeing issues as significant for the redevelopment of Redfern Waterloo. The government agencies discussed the stress caused by the rehousing process on tenants, particularly families, carers and older people. The current public housing population is already a 'high need' group and dealing with significant changes such as moving house will require targeted support services. The group identified that offering community recreation and participation programs may help to reduce isolation caused by rehousing and alleviate stress. The group also suggested that offering more dementia services is an important initiative to address ongoing mental health issues for older people, particularly during the rehousing process.

◗ The Aboriginal women's group discussed the current issues around public housing tenants with mental health issues including lack of monitoring and support for these people and lack of timely response of services when there are complaints. The participants discussed that these current issues may become worse in the redeveloped sites if they are not addressed. The group suggested the following strategies to address the issues associated with people with mental health issues:

  – Ensure there is ongoing monitoring of people with mental health issues and increase service provision (important)
  – Ensure continuity of mental health support services
  – Introduce local quick response teams to immediately address complaints

General

◗ The culturally and linguistically diverse group discussed the impacts of construction activities on residents, particularly if the redevelopment occurs in stages and over long periods of time. The group suggested that ensuring construction activities are constructed during business hours will help to mitigate this.

4.9.1   Key Priority Strategies for health and wellbeing

The group categorised the key priority strategies as 'Important' as follows:

Important

◗ Offer more dementia services to address ongoing mental health issues for older people, particularly during the rehousing process

◗ Ensure there is ongoing monitoring of people with mental health issues and increase service provision

5. Outcomes by Focus Group

The focus groups have identified many potential social impacts that may result from the redevelopment of the Housing NSW sites in Redfern Waterloo. Participants also suggested a range of strategies that various stakeholders can implement to mitigate against negative impacts and build opportunities for the community.

Each group explored many issues, with some of the key issues for each group being:

Public housing tenants

This group was concerned about current safety issues and anti-social behaviour within the sites, particularly for older people, and suggested that ensuring public housing is well maintained is an important strategy to increase safety for tenants. Discussions also focused on the rehousing process for tenants and the uncertainty this is creating about whether people will get a choice in where they live and if they can return to Redfern Waterloo after the redevelopment is complete. Important strategies to address this included ensuring accountability and transparency in the planning process, developing a strong communication strategy, providing clear and timely information to tenants and providing the outcomes of the preliminary SIA to the community.

Culturally and linguistically diverse residents

This group primarily focused on the current anti-social and criminal behaviour that occurs in the Housing NSW sites and the impacts this has on the wellbeing of tenants. An important strategy to address these issues in the new developments and increase feelings of safety and security is to implement a security card system to access buildings, rather than the current concierge system. The participants also stressed the importance of providing information about the rehousing process and providing tenants with a choice about where they will live following the redevelopment process.

Private residents

Gentrification of Redfern Waterloo was recognised by the group as a significant risk, resulting in the area becoming unaffordable for low income and disadvantaged groups and the distinct character and culture of the community being lost. Discussions also explored the potential for tension and social isolation if new private residents are not accepting of diversity. Various initiatives were suggested to build community cohesion including designing public housing in a similar way to private housing to reduce stigma, providing community development programs and events throughout the redevelopment process and providing diverse open spaces to encourage social interaction. The group also explored the impacts the rehousing process will have on public tenants, from creating uncertainty and stress to the risk that some tenants may not return to live in Redfern Waterloo. Important strategies to mitigate these negative impacts on public tenants include ensuring rehousing is achieved in a 'single move' process rather than multiple stages, and staging the redevelopment activities.

Indigenous women

The impacts gentrification would have on the community of Redfern Waterloo was the primary concern of this group, and particularly the impacts on Indigenous residents. The group discussed the risk that Indigenous residents would be forced to leave the area if it becomes unaffordable to live there, leading to a loss of identity for residents and a loss of culture and character for the broader community. Suggestions to reduce these risks included ensuring a proportion of affordable housing is allocated to

Aboriginal housing providers and developing financial strategies to enable Aboriginal people to remain living in the area. The group also suggested a number of important and achievable strategies to build connections to Aboriginal culture and heritage including incorporating Aboriginal art into building and urban design and developing a communication strategy to educate new residents about the history of Redfern Waterloo.

Government agencies

One of the biggest issues this group discussed was the future social mix in Redfern Waterloo and the potential impacts this would have on community cohesion as well as service provision. Strategies to build relationships across population groups included providing community programs which encourage social interaction and facilitating communication within buildings. The impact of increased population on services was also discussed, particularly on education and emergency services. The group identified that service providers would need to be included in planning processes to enable them to anticipate and plan for the changes to the population.

Non-government agencies

The non-government agencies stressed the impact the changes in population would have on the ability of community services providers and their ability to meet the needs of the community. With the proposed increase of private residents, the recorded levels of disadvantage in the area will decrease despite the numbers of disadvantaged residents remaining, and affecting the organisations' ability to secure funding. Suggested initiatives to address these issues include reviewing undertaking studies into the predicted future populations to enable organisations to plan accordingly and creating a 'consortia' of community service organisations to work together collaboratively over time.

Affordable/community housing providers

The rehousing process and the impacts on tenants was also a key discussion topic for this group, with many questions raised as to how the process would be implemented, what the rights of tenants are and where they will live once the redevelopment is complete. Implementing a clear communication strategy to tenants and the community, as well as developing a clear and fair housing allocation policy were nominated as important initiatives to ensure the rehousing process limited the negative impacts on tenants. This group also recognised the importance of setting a clear vision and outcomes for the redevelopment project early on which reflects what the community wants and the local culture and identity. The very large scale of the redevelopment of Redfern Waterloo was recognised however it was noted that not every detail needs to be established and understood prior to beginning and that certain stages and issues can be approached as they are reached. It is important to get started with the process to demonstrate to the community that the project will go ahead, and to learn as the project proceeds.

6. Conclusion

The rich discussions of each focus group have provided valuable insights into the views of the participants regarding potential risks and opportunities of the redevelopment of Redfern Waterloo. The outcomes of these discussions will be incorporated into the Social Impact Scoping and Assessment report. It is important to ensure that the key issues and strategies identified by the different target groups in Section 4 are given priority in the preliminary SIA as best practice highlights that these vulnerable groups are likely to be more impacted by potential social issues.

In addition, overall the following key issues and strategies have been identified by the majority of groups:

Community safety, crime and anti-social behaviour

◗ *Poor design of buildings* - tenants and visitors often felt unsafe when walking in and around public housing buildings due to the poor design of the sites and their buildings. As well as this, the public spaces are not designed in a way that is welcoming and tenants do not feel comfortable in using the spaces.

◗ *Crime and anti-social behaviour* - current high levels of crime and anti-social behaviour in the public housing buildings and the surrounding suburbs.

Care and housing for older people and people with a disability

◗ *Independence for older people and people with a disability* – the planning and design of buildings, dwellings and neighbourhoods is an important factor in enabling independence and ageing in place

◗ *Service provision* - the importance of service provision for older people and people with a disability to enable independent living.

◗ *Social isolation* – high density living or inappropriately designed dwellings and buildings may result in the social isolation of older people and people with a disability.

Open space, recreation and quality of life

◗ *Access* - Increasing the local population due to the redevelopment may result in increased strain on local public open spaces, many of which are already highly used and experiencing strain.

◗ *Design of open space* – Poor design of current open spaces between public housing buildings with spaces that are not user-friendly, unattractive and feel unsafe, leading to a lack of use by residents.

Strain on community infrastructure and services

◗ *Changes to local population* - With the changes to the tenure and social mix of the area as a result of the redevelopment the local population is likely to change significantly, requiring community service providers to be flexible and adapt to the needs of the new population.

Community cohesion, changes to local population, exclusion/discrimination

◗ *Gentrification and affordability* - Increased proportion of private housing may lead to increased housing and land prices in the area which may result in it becoming unaffordable for low income groups to remain living in Redfern Waterloo.

◗ *Community cohesion* - The impact that changes in the social mix would have on community interactions and cohesion in the local area.

Support during rehousing process for public housing tenants and key target groups

◗ *Uncertainty and stress for public housing tenants* – There is a current lack of information and communication from the government about the process including the timing of the redevelopment as well as the rehousing process causing uncertainty in the community. It is noted that this information is not currently available from government and will be provided to the community as soon as is practical.

Accessibility, mobility and connectivity

◗ *Accessibility* - The increased population may lead to difficulties for residents in accessing local infrastructure and services which are already under pressure.

Employment and business

◗ *Affordability* - As Redfern Waterloo is redeveloped it is expected that land and house prices may increase while rental prices for shops and offices may also increase. This may result in local businesses no longer being able to afford to stay in the area. This will be a significant issue for low income and disadvantaged groups as they may no longer be able to afford to shop locally.

Health and wellbeing

◗ *Mental health* – The rehousing process may have significant impacts on the emotional and mental wellbeing of public housing tenants who are already a high need group.

6.1   Strategies

A variety of strategies were identified by all focus groups, with few that were consistent across the groups. Those strategies which were identified by several groups include:

◗ Develop diversionary and early intervention programs should be provided for youth and others who may be at risk of engaging in criminal or anti-social behaviour;

◗ Ensure housing allocations for older public housing tenants are appropriate and place these tenants in independent living units;

◗ Provide adaptable and accessible housing to ensure there is enough appropriate housing provided in the development and enable ageing in place;

◗ Develop mechanisms to allow public housing tenants who earn more income to transition to affordable/community housing so they can remain living in the area;

◗ Government to provide options for public housing tenants to buy homes;

◗ Provide community spaces and outdoor spaces for informal community interactions;

◗ Develop a strong communication strategy which ensures timely and accurate communication to tenants and the community about the project;

◗ Stage the redevelopment and rehousing process to reduce the impacts on public housing tenants and build trust amongst the community;

◗ Introduce restricted access to resident car parking; and

◗ Ensure shop rents remain low to enable businesses that have been here for a long time can remain.

Only one strategy was prioritised as important and achievable by more than one group:

◗ Develop a strong communication strategy which ensures timely and accurate communication to tenants and the community about the redevelopment of Redfern Waterloo

This community consultation process has revealed many potential impacts that may result from the redevelopment of the Housing NSW sites in Redfern Waterloo. Importantly, the focus groups have ensured community participation in identifying potential strategies to manage any negative impacts and maximise potential opportunities for the community. This focus group outcomes report will be provided to all interested focus group participants.

Appendix A

Focus Group Notes

These Focus Group Notes provide an overview of the issues raised by stakeholders and community members who participated in focus groups for the Preliminary Social Impact Scoping and Assessment between February and April 2012.

The views expressed are the views of those participants and not necessarily the views of the wider stakeholder groups or community.

Culturally and Linguistically Diverse Residents

Date: 1 February 2012

Time: 10:00 to 12:00 pm

Venue: 55 Morehead St, Redfern

Participants: 22

Community safety, crime and anti-social behaviour

Issues

◗ Security guards in sites are not responsive

◗ Some young people living in public housing take drugs and have dogs

◗ Security systems need to be updated

◗ Increased number of private residents creates more traffic, increasing the risk of accidents for the elderly

◗ Graffiti

◗ Pets – safety and comfort concerns

◗ Screaming in the middle of the night

◗ Noisy – TV, radio late at night

◗ Windows in existing dwellings need to be fixed up (they don't close, dust comes into rooms)

◗ Maintenance services are not responsive and it can be difficult to report issues

Strategies

◗ *Replace the current concierge with a security card system (important)*

◗ Give police more freedom and rights to charge criminals for inappropriate behaviour

◗ Improve security around houses

◗ Create separate public housing for elderly and young tenants

◗ Conduct regular checks to ensure non-tenants are not living in public housing

◗ Provide security at the entrance of every block

◗ Support housing random check unit

Accommodation and housing that caters to older people and people with a disability

Issues

◗ Consider older residents with disabilities first when allocating homes. The current 'luck of the draw' system is unfair

Strategies

◗ Build housing specifically for the elderly and disabled

◗ Allocate one building specifically for people with disabilities

Open space, recreation and quality of life

Issues

◗ Currently there is not enough parks or open spaces in the area

Strategies

◗ Build a small park around the buildings

◗ Set up more shaded seating areas

◗ Provide more exercise facilities

Strain on community infrastructure and services

Issues

◗ The area is very expensive and accessing facilities and services may be unaffordable for low income groups

Strategies

◗ Provide a community sports and service centre

◗ Provide more libraries

◗ Open a community centre that's available to the elderly at least once a week

◗ Seniors (local) card to be used within area with 30% off for all facilities

Community cohesion, changes to local population, exclusion/discrimination

Issues

◗ Risk of loneliness and isolation of people, particularly older people

Strategies

◗ Increase transport system, connection to different suburbs

◗ Prohibit private residents from parking in social housing areas

Support during rehousing process for social housing tenants and key target groups

Issues

◗ Current lack of information for tenants about the timing of the redevelopment and options for rehousing

◗ Local tenants should be informed about the rehousing process and stages

Strategies

◗ *Use this opportunity to improve the current living conditions and facilities (important)*

◗ *Provide removalists to help with relocation (important)*

◗ Ensure new housing is located near previous homes, public transport, medical centre and other services

Accessibility, mobility and connectivity

Issues

◗ Issues for tenants in connecting to other areas due to lack of car ownership and public transport not connecting to areas they wish to visit

◗ Bus connection to some suburbs are not available during the night time

Strategies

◗ Residents prefer rehousing near train station

◗ Ensure that there is adequate parking for emergency vehicles

Employment and business

Issues

◗ Lack of local employment opportunities for public housing tenants

Strategies

◗ Encourage employment opportunities with local businesses (Coles and Woolworths)

◗ Develop businesses on Main Street (not pubs or hotels)

Health and well being

Strategies

◗ Ensure that construction is conducted during business hours

Government agencies

Date: 7 February 2012

Time: 10:00 to 12:00 pm

Venue: Australian Technology Park

Participants: 6

Community safety, crime and anti-social behaviour

Issues

◗ There has been an increase in opportunistic crimes (e.g. bag snatching/robbery), due to people from opposite backgrounds/income

◗ There is resentment from social housing tenants towards people of high incomes (e.g. Woolloomooloo)

◗ Most crime issues in Waterloo relate to drugs and car theft

◗ Crime and safety issues relate to current building design in public housing sites which creates dark and unsafe areas

Strategies

◗ Utilise CCTV for both social and private housing in new developments to increase surveillance

◗ Install Community Safety groups which involve residents and other key stakeholders such as police

◗ Adapt open space to reduce anti-social behaviour

◗ Assess the designs of new developments to reduce opportunities for crime and apply CPTED principles

◗ Focus on the timing and scale of change – long-term outcomes

◗ Learn from the current high level of service (surveillance and CCTV) provided by Housing NSW in Waterloo and apply the model to the redeveloped areas

◗ Develop social cohesion to mitigate crime

◗ Involve the police and give them an input on current gathering of information (achievable)

Accommodation and housing that caters to older people and people with a disability

Issues

◗ Older people can be resistant to change particularly culturally and linguistically diverse seniors if they do not understand information provided to them.

◗ Older people have often developed particularly strong attachments to their homes and the community if they have lived in the area for a long time.

- Seniors at risk of social isolation – how to provide opportunities for social interaction outside of the home
- People with mental health issues struggle to cope with change process
- Many older people are happy to move house, but do not want to leave Redfern Waterloo as they know how to get around, access services and facilities, community connections

Strategies

- *Offer support for those struggling to deal with change (achievable)*
- Provide appropriate housing for older people – e.g. many very happy with new units on Morehead St
- Ensure that elderly residents can remain living in Redfern Waterloo
- Provide essential services
- Relocate older tenants closer to services in Waterloo
- Encourage employment opportunities for those looking to re-enter the workforce programs
- Encourage social enterprises
- Offer practical volunteering opportunities
- Use this opportunity to house more older people with specific developments designed with that group in mind
- Provide a higher level of service for the elderly
- Employ more aged care providers in the local area to meet the needs of the local senior population
- Update rail, buses and health services to enable older people to maintain independence

Open space, recreation and quality of life

Issues

- Public spaces between buildings are currently not well used as people do not feel safe or comfortable – this could continue to be an issue as it is difficult to define ownership in shared spaces
- Increased population will lead to more people using local parks which are already well used and under strain e.g. Redfern Park
- Amount of open space is not the issue but the amount of people using provided space

Strategies

- Host informal outdoor events to encourage people to use public spaces in new developments
- Provide more outdoor spaces in developments
- Ensure future designs are appropriate for contemporary use
- Utilise the private space within blocks of apartments and smaller public open spaces to address needs of increased population in the area
- Use this opportunity to utilise the smaller spaces
- Establish multi-use activities in public spaces

Strain on community infrastructure and services

Issues

◗ Changes in demographics – services will need to adapt as different/more people accessing facilities and services e.g. education, leisure. This will have an impact on equity of access to services

◗ Higher demand for social housing will have a big social impact

◗ Bigger population, higher demand on emergency services

◗ Services will need to be flexible to change to ensure needs of community are met - different way of working and learning

◗ Different aspirations of population groups leads to different expectations

◗ Intensive services required, both broad and individual to meet the needs of the population

Strategies

◗ Co-ordinate with relevant government planning authorities to ensure service providers can plan and respond appropriately

◗ Sydney Metropolitan Development Authority to create a Social Inclusion framework for the local area

◗ Sliding scale of fees to ensure low income groups can afford services

◗ Design and manage buildings before offering services

◗ Ensure that low income people live near community centres to enable them to access services and programs – target to low income rather than high income residents

Community cohesion, changes to local population, exclusion/discrimination

Issues

◗ Tenure mix may not create social cohesion – divide between income groups and public/private residents

◗ School aged population who require social housing have greater issues

◗ Private residents have a choice whether to mix with public housing residents

◗ Renting of more private properties may occur – renters may not connect with local community as much as owners if they have a high turnover of renters e.g. students

◗ In the past, residents have been attracted by the existing social mix in the area

◗ Gentrification could lead to people with low incomes being forced out of the area

◗ Significant change and communication with different groups will be difficult

Strategies

◗ *Provide local employment and volunteering opportunities as well as encourage social enterprises for low income/disadvantaged groups (important)*

◗ *Programs to build community cohesion in buildings and build capacity (achievable)*

- Arrange community playgroups
- Facilitate building meetings and communications with each other

Support during rehousing process for social housing tenants and key target groups

Issues

- Uncertainty for public housing tenants and if they can return to the area post redevelopment
- Loss of identity for tenants who have to relocate as they lose their connections to community
- Stress of living in new areas - different people, different services, different issues
- Big issues for Indigenous community if they are moved out of Redfern
- Coordination of services will be an issue

Strategies

- *Provide relocation packages and support services (achievable)*
- *Clear communication with tenants who are being relocated (achievable)*
- *Informal care arrangements for elderly people to help them cope with change (achievable)*
- *Create a communication strategy (achievable)*
- Show how rehousing works e.g. table provided and services are engaged in the process
- Replicate resources when moving to another area
- Ensure there are adequate student services
- Hold public viewing of plans to increase trust in housing providers and government
- Record a timeline of what was discussed
- Provide opportunities for tenants to help themselves and build their capacity to deal with change
- Prepare 5 years in advance and what best works concerning the process of change
- Temporary building until the building is built - Move everyone into one building (70 people)

Accessibility, mobility and connectivity

Issues

- Traffic congestion is an increasingly important issue and is very important to police as it prevents police from responding quickly to issues
- Pedestrian connectivity through Redfern Waterloo is difficult in some areas
- Increased residents in the local area will increase number of cars on roads which will make it more difficult for emergency services to respond
- Construction will impact ability of emergency services to respond to issues as well as have an impact on parking access for Home And Community Care and health services

Strategies

- Involve emergency services in planning (particularly traffic planning) to enable services to plan appropriately e.g. access for emergency vehicles to easily access roads and buildings, provide enough staff and resources to address needs of future populations – i.e. Consult the new traffic sergeant at Redfern police station
- Provide security around railway station
- Provide police with traffic studies from the Department of Planning and Infrastructure

Employment and business

Issues

- Currently there are few employment opportunities in the area
- Rent is going to increase leading to local businesses leaving the area as it is unaffordable for them

Strategies

- *Provide consultative human resource services to local businesses on how to encourage employment for local disadvantaged residents (achievable)*
- Encourage businesses to take on youth through apprenticeships
- Utilise local employment opportunities
- Promote local employment enterprises and volunteerism
- Develop support services for new enterprises
- Develop a commercial strategy, cafes, different target groups

Health and wellbeing

Issues

- Dealing with change will have significant impact on mental wellbeing of parents, families, caregivers
- High need population currently requiring support
- High occurrence of people with mental health issues in public housing

Strategies

- *Offer more dementia services (achievable)*
- Reduce isolation of people with mental health issues e.g. run leisure programs

Non-Government Organisations

Date: 7 February 2012

Time: 2:00 to 4:00pm

Venue: Australian Technology Park

Participants: 10

Community safety, crime and anti-social behaviour

Issues

◗ Perceptions of being unsafe in the sites by private tenants – stigma associated with living in public housing

◗ The sites are over policed leading to increased fear particularly if police do not treat residents with respect and sensitivity

◗ Public spaces between buildings unsafe due to poor design – increases perceptions of being unsafe in the sites

◗ Safety within apartments for both public and private residents

◗ Segregation/separation of age groups can increase tension and fear

Strategies

◗ Programs to connect older people and youth to address fear of other groups e.g. Kidspeak at Waterloo

◗ Support existing programs which help to increase safety of community members e.g. late night transport

◗ Mentoring programs for young people to divert those at risk of engaging in anti-social behaviour or criminal activity

◗ Develop a place management policy to ensure buildings/open spaces are maintained which helps to reduce feelings of being unsafe

◗ Provide on-site managers to address issues immediately e.g. Urban communities in Kensington

◗ Implement a 24 hour concierge service that has power to act, is well trained and responsive to address issues immediately

Accommodation and housing that caters to older people and people with a disability

Issues

◗ Older people and people with disabilities require appropriate accommodation to enable independent living

◗ People with mental health issues require increased service provision and monitoring

- Isolation of older people if housing is not appropriate to their needs i.e. if they cannot leave their house independently then they cannot engage with others
- More problems are created when low apartment are being demolished and replaced with high rise apartments which are not accessible

Strategies

- Include community gardens and open spaces in new developments to enable connections in the community and provide social interaction for older people
- Provide community programs to enable social interaction for older people
- Provide case management of tenants which focuses on needs of each tenant – provided with accommodation that meets their needs and living next to appropriate people
- Market the housing so it is more attractive to the new community coming into the area
- Require developers to build adaptable / accessible housing to ensure there is enough appropriate accommodation for older tenants to enable ageing in place
- Encourage shared housing for single residents to enable service provision and ageing in place e.g. therapeutic communities
- Plan for diversity of housing stock at beginning of planning process to enable different types of residents to live in the area and not have to leave as they age

Open space, recreation and quality of life

Issues

- Strain on public open space with increased population
- Diversity of people using parks and potential clashes between different users e.g. playgroup in park intimidated by some locals
- Services already find it difficult to access local parks, this will increase with more people in the area
- Potential loss of open space due to the developments
- Increase in dog ownership, off lead, dangerous for children
- Conflicts between users of open spaces e.g. Redfern Oval for professional rugby league club, people are using the oval. Too many people that will become an issue for the club
- Open space in sites/between buildings currently not well used as poorly designed – risk that this will continue if new development is not well designed

Strategies

- Provide diverse types of open space for different groups in the community to use
- Create new open space in development that is accessible by all
- Ensure public spaces are well lit and maintained to ensure people will use them and feel safe to use spaces
- Provide public amenities in parks

Strain on community infrastructure and services

Issues

◗ Demographics of Redfern Waterloo will change with more private residents coming in – this will change the level of disadvantage in the area and have an impact on services ability to access funding – disadvantaged people still here but cannot be provided with services

◗ Equity of service – people of high income accessing services for disadvantaged people

◗ Change in population structure and people living in area will result in services needing to change – flexible and appropriate to client needs

◗ Risk of loss of space/facilities for community services

◗ Services need to predict changes to population to ensure they can plan to meet their needs

Strategies

◗ *Undertake study into predicted population of redeveloped area to enable community services to plan appropriately (achievable)*

◗ *Undertake review of community facilities in Redfern Waterloo (achievable)*

◗ *Create a consortia of local community services that will work together over time to plan for changes and meet community needs together (important)*

◗ *Implement a tailored approach to case management and communication to ensure community services can address tenants needs (achievable)*

◗ Provide community services that are tailored to client's needs and continue to target needs of disadvantaged groups

◗ Ensure funding structures provided by government agencies are flexible to allow for changes in economic demographics

◗ Commence funding reviews now

◗ Create a checklist of issues

◗ Services to provide external advice to Housing NSW about the needs of tenants

Community cohesion, changes to local population, exclusion/discrimination

Issues

◗ Tension between the 'have's and have not's' as new private residents move into area

◗ If public housing not maintained then public housing will be easily distinguished and stigma of living in public housing will continue

◗ Challenges how you deal with management of buildings e.g. if private residents and public tenants are located in one building how with the management be provided

◗ Risk that the redevelopment will not address social disadvantage but will mask it

◗ Loss of current strong connection in sites

- Loneliness as a result of lack of cohesion

- Exclusion of public housing tenants by private residents from the community

- Older residents have complained for years about lighting and it is not until the new people move in and that can be a lack of understanding

- How to manage tenure mix

- Connection to social media/technology – lack of access to information for public housing tenants - lowest uptake of broadband in the area – increases exclusion of public housing tenants from the community

- Divide between income groups

Strategies

- Break down stigma through maintaining funding for programs and providing places/activities for people to interact

- Cross cultural programs to encourage people to interact e.g. cooking classes

- Provide free activities to ensure public housing tenants have opportunities to participate in the community

Support during rehousing process for social housing tenants and key target groups

Issues

- Fear of relocation due to lack of trust in housing providers that tenants can stay living in Redfern Waterloo – uncertainty in community

- People move and decide to move back because they do not have the right resources available to them

- Lack of appropriate communication to residents about the process and what to expect

- Uncertainty about rights of tenants in the rehousing process

- Rehousing process interrupts life e.g. school for children, transport, accessing services etc

Strategies

- Use non-government organisations to communicate to tenants about the redevelopment and the rehousing process to alleviate fears

- Ensure there is a strong communication strategy and that information is provided to tenants in a timely way

- Staged redevelopment to ensure there are no empty buildings

Employment and business

Issues

- Redevelopment of area will result in current affordable shops not being able to afford rent in the area – public housing tenants no longer able to afford to shop in the area

◗ Lack of employment opportunities for public housing tenants

Strategies

◗ Employ local public housing residents in local businesses or in construction of redevelopment

Affordable/community housing providers

Date: 8 February 2012

Time: 2:00 to 4:00pm

Venue: Australian Technology Park

Participants: 1

Personal Interviews: 2

Affordability

Issues

◗ Major need for affordable housing within Sydney particularly the inner City with a major lack of supply and high rents in the private market. Even with the construction of new affordable housing the potential for this to remain affordable in the long term is not guaranteed and will remain an issue for low income households and social mix in Redfern/Waterloo.

◗ Community housing leases dwellings from the private sector in the surrounding area and concern that this may become unaffordable as a result of the redevelopment

◗ Challenge is for community housing providers to be empowered to deliver a range of high quality housing outcomes

Strategies

◗ Maintain and expand affordable and social housing in Redfern, Waterloo and Eveleigh as these areas are well-located for low-income households being close to services, transport and employment.

◗ Ensure that the amount of social housing stock is maintained in the future.

Barriers for Community Housing

Issues

◗ Risk that government policy continues to support community housing provision and certainty needed for providers to invest in community housing.

◗ Access to funds and debt finance needs to continue for community housing providers to develop/build new community/affordable housing.

◗ Community housing not actively engaged in the project nor has their role been identified/confirmed.

◗ Broader community does not understand how community housing is different to public housing and this lack of understanding can make delivery difficult.

◗ Concern that procurement and delivery mechanisms will be too complex and discourage community housing involvement.

Strategies

- Community housing providers to be engaged in the process and policy agreed to on how community housing can be delivered. In other renewal projects, community housing has achieved successful delivery through Public Private Partnerships (PPPs).

- Process established for community housing providers to work with government agencies i.e. SMDA and Housing NSW.

- Potential for community housing providers to bring a mix of funding sources to the project for both capital construction and specialist support services.

- Ensure design requirements allow buildings to be affordable for community housing providers to maintain

- Ensure there is a diversity of housing products to enable community housing providers to meet needs of public housing tenants

- Support community housing providers to deliver support services for tenants e.g. security, high quality tenancy management

Community safety, crime and anti-social behaviour

Issues

- Greenfield sites have issues associated with anti-social behaviour and crime – this can be a result of the stigma attached to living in public housing as there is a lack of acceptance across income groups. Even with affordable housing included this continues to be an issue.

Strategies

- Some community housing providers do not consider this to be a major issue in new-build community housing; community safety and anti-social issues can be addressed through good design, management and partnerships with services providers to provide support services. Community housing providers have close connections with tenants and are better able to coordinate delivery of support services. Even with high density housing, community housing providers already have practical experience/track record in quality management of this type of housing.

- Support community housing providers to manage more public housing in Redfern/Waterloo/Eveleigh including improved management services e.g. delivery of concierge services.

Open space, recreation and quality of life

Issues

- There needs to be a set ratio for open space provision to address the needs of the increased population as well as the current population

- Risk that the culture, character and heritage of the area will be lost through the redevelopment

-

Strategies

- Provide communal areas within the development so people can interact

◗ Provide recreational facilities and a community centre at Ultimo to reduce strain on the redeveloped area

Community cohesion, changes to local population, exclusion/discrimination

Issues

◗ Concerns that the towers will remain 100% public housing tenants which will lead to the continued concentration of disadvantage and stigma associated with living there

◗ Private residents have different aspirations and expectations to public housing tenants e.g. trendy cafes and shops. Public housing tenants may feel out of place and alienated if surrounded by other residents with more opportunities

◗ Concerns that private housing could become a 'gated community' and this needs to be avoided

Risk that strong community connections that exist currently will be broken through the rehousing process

Strategies

◗ Create a suitable tenancy mix within the development and in the buildings e.g. 60% private and 40% social

◗ Emphasis on rehousing the public housing population and ensure there is a transparent process which involves key stakeholders and focuses on creating a diverse community

◗ Understand that this is a consequence of change and that provided that there are benefits for all members of community it may add to the vibrancy and quality of the area. Project needs to understand how income mix will change the area and manage appropriately.

◗ Continue to consult with key stakeholders and community to ensure that history and heritage of the area is recognised in the master plan.

◗ Ensure community housing provides affordable and social housing in project including support services which they provide in partnership with other agencies e.g. Bridging the Digital Divide with low cost computers provided to tenants for information and educational uses.

◗ Establish a clear vision early in the process which is built around the character/identity of Redfern Waterloo

◗ Offer a right to return policy for rehoused tenants and ensure they can return quickly so that existing community networks are not broken

◗ Phase the development so that people who are rehoused can return to live in the area within a short time frame to maintain community connections

◗ Build on the Aboriginal heritage and culture in the area as a 'tourist attraction' – a place people are proud to live and eager to visit – this will strengthen the character and culture of the area and provide opportunities for local residents and businesses

◗ Value the existing community and existing networks to support successful delivery of the project.

◗ Provide employment opportunities for existing residents

Support during rehousing process for social housing tenants and key target groups

Issues

◗ There are lessons to be learnt from other renewal projects in NSW (e.g. Bonnyrigg and Minto) and advice should be sought from the Living Communities Consultative Committee

◗ Issues around allocation of homes to tenants and priorities of allocation – how will this be determined and what are the rights of tenants

◗ Location of temporary homes is significant e.g. families with school aged children and moving in the middle of school term, which will not be a problem if they are located within the area

◗ No one wants to be moved out of Redfern/City of Sydney area however this is an expensive process and where will they all be housed

◗ Where tenants are rehoused is important – will the towers be retained and if so will they be all public housing or will they be a mix of private and public and affordable housing in one building?

◗ Important to ensure developers chosen implement sustainable design principles and create public housing dwellings that require little maintenance

◗ Lack of trust in government that the project will go ahead and that public housing tenants will benefit by being rehoused in an improved home or can return to live in Redfern Waterloo

◗ Concern over "decision fatigue" and lack of government commitment to deliver community housing as part of the project.

Strategies

◗ Clear communication strategy to inform the community and particularly tenants about the rehousing process and timing to decrease uncertainty and stress

◗ Create a clear and fair allocation policy to decide priority for rehousing

◗ Move public housing tenants into the one building during temporary relocation to make it easier to manage

◗ Provide development preferences e.g. Harold Park development which has social housing in one block/one site.

◗ Begin the building process early/incrementally to build community trust that the project will go ahead

◗ Develop trust by building a demonstration apartment to show the community the benefits they will receive through the project

◗ Communication strategy to remind community about past successes

◗ Rehouse seniors first as an 'early win' and showing the community the benefits of the project

Accessibility, mobility and connectivity

Issues

◗ The increased traffic and congestion in the area due to an increase in private residents who are more likely to own cars than the current public housing population

Private residents

Date: 15 February 2012

Time: 5:30 to 7:30 pm

Venue: Australian Technology Park

Participants: 7

Community safety, crime and anti-social behaviour

Issues

- Housing management – there are currently many issues in the sites and if management of tenants is not improved beyond the currently established minimum standards then this will get worse with increased population in the area
- History of housing providers not addressing anti-social behaviour in sites
- Tenants will not feel safe within their own homes if the current way social housing is managed does not change
- Lack of appropriate case management that troubled people need
- Lack of continuity in management of public housing
- The built environment in housing sites 'very closed with fences' and little connection to surrounding suburb and community results in feelings that the sites are unsafe
- New residents may feel that the area is unsafe, creating negative perceptions in the community
- Increased density may lead to increased antisocial behaviour
- Roller shutters on the shops give impression that the area is unsafe, contributing to perceptions that sites are unsafe
- Trees at the sites create feelings of being unsafe as they don't allow light through and it is dark

Strategies

- *Improve the standard of service by housing providers for tenants beyond the current minimum standard and establish ongoing monitoring of problematic tenants – provide a humane way of living in unsafe and crime driven areas (achievable and important)*
- Assessment of signature trees now and not left until the time of detailed design
- Diversionary and early intervention programs for young people who are at risk of becoming involved in anti-social or criminal behaviour

Accommodation and housing that caters to older people and people with a disability

Issues

◗ There is a risk of social isolation for older people with this development if the buildings/units are not designed well e.g. high density living can be isolating as there can be less opportunities for informal social interactions

◗ Private developers do not provide services for older people or people with a disability leading to a risk that these groups will not receive adequate service provision

◗ Importance of design of all dwellings (public and private) in ways that are accessible for diverse residents

◗ Design of footpaths/access from the road not wheelchair accessible – people with mobility issues find it difficult to get around e.g. lack of wheelchair access on Morehead Street

Strategies

◗ *Provide common spaces where people can come together and interact – both public common spaces but also provision of private space for people to spend time together in (important)*

◗ Ensure ongoing/targeted/centralised services for older people which enables independent living e.g. UK case manager which assists older people through connecting them to services and supporting them to attend appointments

◗ Provide alternative transport for older people to connect to the community e.g. internal shuttle bus transport system

◗ When planning ensure the area is suitable for the centralised services through building/land use codes

◗ Provide accessible units on ground floor for older people and people with a disability

Open space, recreation and quality of life

Issues

◗ Currently some public open space is not well maintained e.g. light bulbs not changed in lights making the area feel unsafe.

◗ Increased population will lead to increased pressure on open space

◗ Public spaces in sites are not designed well and not attractive – the spaces feel unsafe and people don't use them.

◗ Trees in public housing sites that create darkness and feels unsafe

◗ Lack of enough open space to cater to increased population in the area

Strategies

◗ *Ensure recreation facilities in public open spaces are usable and accessible to the community to enable people to interact (important)*

◗ *Include public open space in the development which is additional to what is existing in Redfern Waterloo through land controls designated for public open space (important)*

- *Plan and develop diverse types of open spaces and recreation facilities for all people to use e.g. playgrounds for children/families, basketball courts for young people (achievable)*
- Commence assessments on the trees to understand their social/heritage significance and do this at the beginning of the planning stage to ensure important trees are saved and included as part of the design of the development – this will help to maintain culture/character of area beyond the redevelopment of Redfern Waterloo
- Create a fitness circuit in the park
- Gazette open space in BEP2 - large portions of green parks need to be included in the plans
- The new developments (other than the proposal) adjacent to the project need to have their own open space

Strain on community infrastructure and services

Issues

- Increase in population will increase strain on all services (transport, community, emergency etc) which are already under strain e.g. bus services – can't handle current population – travel down Chalmers St, no bus has space to collect people in Redfern
- Currently emergency services have issues with responding to emergencies due to traffic congestion and increased population will lead to increased congestion
- More cars on the road due to increased population
- Emergency services already find it difficult to provide their services and this will become more difficult with increased population
- Loss of amenity due to more people living in the area and using existing services – will become more difficult to access services
- Car parking is already very difficult with workers using resident parking or being unable to find car parks in street and this will become much worse

Strategies

- Improve Redfern station – not adequate for current population
- Developer controls to minimise car spaces and allow only residents to use car spaces

Community cohesion, changes to local population, exclusion/discrimination

Issues

- The redevelopment of Redfern Waterloo risks gentrification happening as housing prices and rents increase low income earners (e.g. students, young families, couples, older people) leave the area. This will result in a loss of character of the area - public housing is such a large part of Redfern and becoming a trendy suburb would destroy the character of the community

- Chamber of commerce concerned the project will gentrify Redfern Waterloo - some of the shops and services utilised by public housing residents will be shifted out with rent increases and tenants/low income earners will not be able to afford to shop in Redfern Waterloo

- New residents may not accept the diversity – public housing residents may feel judged and uncomfortable

- Increasing income levels will decrease the levels of disadvantage in the area that is recorded and used to attract government funding for services e.g. schools

- High density living can result in less community interaction and social isolation

Strategies

- *Provide diverse public open spaces for diverse groups in the community to use for different needs to encourage social interaction (achievable)*

- *Design buildings so that public buildings cannot be recognised as different from private housing to reduce stigma associated with living in public housing (achievable)*

- *Community development programs and community events to be included during the planning and development process not just at the end of the development (achievable)*

- Create a planning provision to ensure shops that have been around for many years can pay affordable rent

- Include provisions can be put into the land use codes to ensure the public housing tenants can remain in the area

- Government to provide resources for community building programs – funding needs to be built into the redevelopment

- Community development officer to organise events, arrange communication

- Salt and pepper tenancy within buildings so that there are not concentrations of public housing

- Provide public housing for children who grew up in the area and who want to be near family

- Work with City of Sydney regarding leisure activities – farmers markets to help people have a sense of community

- Develop mechanisms to allow public housing tenants who earn more income to transition to affordable housing so they can remain living in the area

Support during rehousing process for social housing tenants and key target groups

Issues

- Risk of a loss of public housing tenants due to rehousing process – they will not be able to return and will have to live somewhere not familiar to them and somewhere with reduced accessibility/amenity of Redfern Waterloo

- People who are relocated out of the area at risk of loss of social connections, access to services and facilities they are familiar with, stress and depression, loss of community

- Risk that the redevelopment will go ahead but not the refurbishment of the public housing therefore the status quo will be maintained and there will be no improvement in quality of life for public housing tenants

- 700 people will need to be rehoused – Staging of the redevelopment (refurbishment, redevelopment, replacement) will need to be planned carefully to ensure the rehousing of tenants is managed appropriately – risk that there will not be enough temporary homes within the City of Sydney as housing and land prices will increase so the Department of Housing needs to ensure they have enough properties

- People being relocated while redevelopment occurs, need to be assured that they will stay within the same area and not be relocated to areas far from the city

Strategies

- *Provide a single building for people to move into while the redeveloping is occurring – single move process within the area and not require people to move multiple times and out of the area to reduce inconvenience and stress for tenants (important)*

- *Staging of redevelopment to reduce impacts on public housing tenants (important and achievable)*

- Provide public housing tenants with a choice to return to Redfern Waterloo after the rehousing process if they want to or they can leave if they choose

- Introduce a meet the neighbour program – also provide an additional opportunity for young people to engage within social activities (achievable)

Employment and business

Issues

- Loss of affordable shops will result in the area being unaffordable to remain living here for many social housing tenants

- Loss of affordable shops will lead to a loss of character of Redfern Waterloo

Strategies

- Encourage diversity of shops in the development (i.e. grocery stores like ALDI which are more affordable) to ensure public housing tenants can afford to shop in the local area

- Ensure shop rents remain low to enable businesses that have been here for a long time can remain

- Provide a business incubator to encourage small local business creation

Housing

Issues

- Bedroom numbers are too small for families to live in the area so there will be less families who are new residents

- Creation of large blocks of units will result in a loss of diverse housing types and will result in a loss of diversity in residents

- Building design may not fit with the local character of Redfern Waterloo

- Trade off between building height and open space – the higher the buildings are then there can be more open space provided, however many people do not want high buildings in the area so there may be a loss of open space

Strategies

- *Restrict the dwelling numbers to limit the increase in population planned for Redfern Waterloo (important)*

- Identify public interests now to be incorporated into development controls to establish what is more important lower building heights or provision of public open space

- Provide a mechanism for the community to comment on the scope and outcomes of the preliminary social impact assessment

Public housing tenants

Date: 16 February 2012

Time: 10:00 to 12:00pm

Venue: 44 Morehead St, Redfern

Participants: 5

Community safety, crime and anti-social behaviour

Issue

◗ Lack of maintenance of sites creates unsafe environment and feelings of being unsafe

◗ Change in landlord, loss of protection, loss of tenure

◗ Buildings are over-policed - concierge scheme does not create security for tenants/buildings as does nothing to address the antisocial behaviour within the buildings. People feel they are being monitored so they lose their independence e.g. visitor log has isolated people in the building and residents feel that they have no freedom

Strategies

◗ *Maintenance of sites and buildings to create sense of security (important)*

◗ Provide ways for people to communicate with the outside world and outside to communicate with them – provide free access to phones, post, doorbells – this enables people to check on each other

◗ Use see-through fences as they would create a sense of ownership, whilst marking out private and public space – safer option

Accommodation and housing that caters to older people and people with a disability

Issues

◗ Housing NSW has removed seniors panic button which has reduced safety

◗ There is a lack of common sense in the planning and design of housing sites and neighbourhoods more broadly e.g. ledges on foot step, no wheelchair access, sinks too small and no space for rubbish bins

Strategies

◗ Create a ring around service which calls seniors every day to check in and make sure people are ok – need free access to every unit

◗ Provide panic buttons in seniors units

◗ Create accommodation to actually suit the people with mobility issues and abide by building codes for universal design

◗ Ensure design for seniors accommodation is appropriate and can enable people to live independently – this can be done by involving community especially older people in design

Open space, recreation and quality of life

Issues

◗ Increased population will lead to strain on public spaces that are already under strain

◗ Currently there is not enough open space in sites – public or private

◗ Environmental impacts of not providing enough private open space for tenants in sites e.g. nowhere to dry clothes in the sun so use dryers and increases electricity use

◗ Risk of loss of open space resulting in poor health, environmental and social outcomes e.g. people not being active, little social interaction

◗ Open spaces currently not maintained and unsafe e.g. no lights, gardens not maintained

◗ Spaces are already not very user friendly

◗ The area already has minimal open space. The plan already drastically reduces the private green space

Strategies

◗ Include more green space per capita locked into the plan. Need private green space as well as public open space to be planned for.

◗ Open space must be well designed, usable, available for community use and accessible

Strain on community infrastructure and services

Issues

◗ Local schools already at capacity and increased population will put further strain on schools.

◗ Changing the social mix and increasing income levels of private residents will impact on the funding for community services as disadvantaged will be masked

◗ Increased population will lead to a strain on community facilities such as meeting spaces

◗ Services are being left out of the development – mental health / police (emergency) / transport infrastructure services – these are already under strain.

Strategies

◗ *Development should dedicate space for new/expanded community facilities and infrastructure to enable organisations to provide local programs and services to the community (important)*

◗ *Provide improved facilities and usable spaces(important)*

◗ Facilities must be inviting and appropriate to the community needs e.g. public housing tenants don't feel comfortable using Surry Hills library

◗ Provide formal and informal community spaces and facilities to enable people to come together in different ways

◗ Development to provide office space/street front retail space under housing development for community organisations and service providers

Community cohesion, changes to local population, exclusion/discrimination

Issues

◗ Potential loss of public housing stock if handed over to community housing providers – loss of tenure for public housing tenants

◗ Risk that new private residents coming into Redfern Waterloo won't accept public housing residents

◗ Change of landlord and change to rental structures leads to confusion for tenants

◗ If all social housing in a few buildings this will lead to continued concentrations of disadvantage

◗ Management of tenants and how people will be allocated their homes – tensions between cultural groups and putting mentally ill people near children/older people

◗ Change in tenure mix will result in changes to income mix resulting in significant changes to the economic demographics of the area

Strategies

◗ Put processes in place and make a 'statement of intent' about retaining public housing forever and not allow a loss by handing over to community housing provider – communication (important)

Support during rehousing process for social housing tenants and key target groups

Issues

◗ Loss of social housing dwellings (700 to be relocated outside of the LGA) will lead to increased stress and health issues for tenants who are being relocated and a loss of community connections, loss of amenity of living in Redfern Waterloo

◗ Uncertainty about redevelopment for public housing tenants – if and when they have to move, where to, whether they can return – this can lead to anti-social behaviour as well as stress

◗ Lack of choice with the community not being consulted appropriately

◗ Lack of trust in housing providers due to history of dealing with tenants – people will not trust that they will get to stay/return to Redfern Waterloo or that their homes will be refurbished or provided with new homes

◗ Temporary relocation and rehousing causes stress and health issues e.g. experience of people moving from Glebe estate

◗ Uncertainty in the community as people have not been told when the project will start

Strategies

◗ *Ensure accountability and transparency of government in implementing redevelopment process – accurate and timely communication about the project (important and achievable)*

◗ *Develop a strong communication strategy (important and achievable)*

◗ *Provide the outcomes of the focus groups to the community (important and achievable)*

- *Ensure integrity in the planning process (important)*

- Provide information on internet as well as to residents who are affected – local services could distribute this to tenants

- Treat people who are to be rehoused with dignity and respect recognising that people have to leave their homes and are faced with big changes

Accessibility, mobility and connectivity

Issues

- Lack of on-street parking makes it difficult for people to move between their house and car if they have far to walk – especially difficult for people with mobility issues, parents with prams/small children etc – reduction of amenity

- Risk of poor planning and design which makes moving around neighbourhood difficult e.g. street addresses in the right place, location of driveways and entries to buildings, curbing and gutters to enable wheelchairs access

- Lack of parking and people using residents parking that is not theirs – makes things difficult for those who are supposed to use the parking – reduction of amenity

Strategies

- Design which provides on-site parking for residents

Two-way partnership between government and non-government agencies

Issues

- In some cases the relationship between government and non-government agencies is currently not working leading to an inability of non-government service providers to deliver services to community appropriately and government unable to deliver benefits to the community

Strategies

- Improve two-way information sharing and communication between government agencies and non-government organisations

- Create a position in government agencies which is responsible for liaison with non-government organisations

- Government to provide small, localised services to community and balance larger government providers with smaller services

Indigenous women

Date: 22 February 2012

Time: 10:00 to 12:00pm

Venue: Yaama Dhiyaan, Darlington

Participants: 8

Community safety, crime and anti-social behaviour

Issues

- Needle dispenser is free in Redfern, and need to pay for it in Surry Hills resulting in drug users come from other areas to Redfern
- Aboriginal community is trying to prevent people from using drugs however the presence of drug programs in the area (e.g. needle van on The Block and plans for needle vending machine in Redfern) are making this more difficult
- Alcohol free zones in the area are effective in discouraging public drinking.
- In many cases local police are respectful towards people drinking in public however when there is a lack of respect then this can create fear and tension

Strategies

- *Ensure services promote health and safety benefits and do not encourage drug use (important)*
- *Provide cultural sensitivity training to local police (achievable)*
- Needle van be removed from the Block or restrict the hours
- Services need to be targeted specifically to target groups – culturally appropriate and work with community to do this. For example the only known rehabilitation services are in the bush where people have to leave families – this is why they don't finish their program so they can come back to see family
- Reduce waiting time to get into rehabilitation
- Provide local services and services need to work together – collaborate
- Provide more local services to address drug addiction
- Provide more services which provide support/intervention

Accommodation and housing that caters to older people and people with a disability

Issues

- Allocation of public tenants can be inappropriate e.g. placing young people or people with drug addictions next to older people/elders
- Older people may have to move out of area if high care services are not located in the area

◗ Lack of appropriate housing for older people to enable them to live independently

Strategies

◗ *Aboriginal residential aged care which is Aboriginal controlled and culturally appropriate in Redfern Waterloo – place for elders to be together and receive care – need resources for this service (important)*

◗ Allocations in social housing/AHO of elders/older people to ensure they have appropriate accommodation i.e. independent living units to enable ageing in place/independence

◗ Encourage the next generation of young people to care for their elders – demonstrate to younger people respect for elders

◗ More support for Wyanga aged care

◗ Provide dedicated floor/area in current local aged care facilities specifically for Aboriginal elders to be together – if older Indigenous people could live together their mental state wouldn't decrease (when physical ability has) as much.

◗ Increase services for older people

◗ Provide services which enable ageing in place e.g. Extra Age Care at Home (EACH)

Open space, recreation and quality of life

Issues

◗ Tensions/clashes between different users in public open space e.g. dogs, children, older people

◗ Redfern Park has lost it character since it was redeveloped – risk of this happening to all other areas within Redfern with the increase of the population and new residents

◗ Currently it is difficult for services to access Redfern park due to current regulations

Strategies

◗ *Fine people with dogs off leash (achievable)*

◗ *Aboriginal advisory council to enable Aboriginal people and organisations to use the park (achievable)*

◗ Require a dog off the leash space

◗ Involve the community in design of public open spaces to ensure local character and identity is retained e.g. include Aboriginal art

Strain on community infrastructure and services

Issues

◗ Risk that essential local services will be lost due to changes in population e.g. if Aboriginal people leave because it is unaffordable to live in the area then Aboriginal services may leave

◗ Services are slowly moved further out of the city – use to be a play group for young mothers and children in the park which has now been removed

Strategies

- *Need funding to ensure services can remain in the area (important)*
- Provide space/facilities for community services in the local area
- Services need to be flexible to adapt to change

Community cohesion, changes to local population, exclusion/discrimination

Issues

- Prefer the term 'public' housing instead of social housing
- Risk that public housing will be handed over to community/affordable housing providers in the future resulting in a loss of housing stock
- Suggestions of tenancy mix to be 40% private and 60% public to retain the current diversity and character of Redfern Waterloo
- Risk of gentrification of the area with an increase in private residents which will change the character of the area
- Impact of increased private residents may result in the area becoming unaffordable for low income groups, with Aboriginal people leaving the area. This will result in a loss of identity within the Aboriginal community. The area currently has a strong sense of community which may be lost if Aboriginal people, public housing tenants and other low income groups are forced out
- If Aboriginal tenants leave area because they can't afford to live here, then Aboriginal/other services will have to leave area too – dispersal of services – currently hub of Aboriginal services
- Unaffordable for low income earners to buy homes in Redfern Waterloo – people have to move out of area
- Private residents can be a good influence on people to get jobs etc however these people need to be accepting of diversity
- Loss of identity, culture, cosmopolitan e.g. this has happened on Oxford St and in Newtown – were places where people wanted to go, although when developers started taking over the places lost the character that once attracted people

Strategies

- *Government to provide options for public tenants and particularly Aboriginal tenants to buy their homes (pay off over 25 years) (important)*
- *Develop a financing strategy which allocates government resources to allowing Aboriginal people to remain living in the area (important)*
- Preferred tenancy mix is 40% private, 30% affordable (of which 15-20% is for Aboriginal housing) and 30% public housing, with a clause in the plans to guarantee that public housing and Aboriginal housing will always remain and not become community/affordable housing in the future
- Ban dogs, goats and pigs in Waterloo
- Develop arts programs to maintain cultural identity of the area

Accessibility, mobility and connectivity

Issues

◗ Current issues around parking e.g. employees at Australian Technology Park are using resident parking creating issues for residents

Strategies

◗ Continue to develop bicycle paths through the area in the redeveloped area to enable young people and low income groups to get around

◗ Restrict access to resident parking for residents only

Employment and business

Issues

◗ Students in construction not getting jobs

◗ Young people need work

Strategies

◗ *Employ students from construction courses in the redevelopment construction activities (achievable)*

◗ *Funding for local employment/training services (important)*

◗ Encourage local businesses (e.g. IGA, Coles) to employ locals and young people

◗ Encourage employment of disadvantaged groups beyond low paying jobs e.g. beyond hospitality and potentially IT, police

◗ Develop an employment strategy to introduce women into the workplace – not just low paying jobs

◗ Encourage Aboriginal-identified positions (not targeted) for local businesses and ensure they invest in training and development

◗ Develop an Aboriginal employment program for Carriageworks

Health and wellbeing

Issues

◗ Issues around allocation of tenants with mental health issues and ensuring they are placed appropriately

◗ Lack of ongoing support and monitoring of people with mental health issues e.g. people do not take medication which can lead to issues for others in the community and sites

◗ Lack of response by mental health teams to complaints

Strategies

◗ *Provide ongoing monitoring of people and increased mental health service provision (important)*

◗ Ensure continuity of services and support for people with mental health issues

◗ Create local quick response teams

Culture and identity – *important and achievable*

Strategies

◗ Include Aboriginal street names in the new developments to identify the traditional owners and create identity

◗ Include more Aboriginal art (e.g. mosaics and paintings) in the redeveloped area and throughout Redfern Waterloo

◗ Include a structure and plaque to recognise the Aboriginal people and history

◗ Develop a walk of history in the area which links to important sites and other history walks

◗ Develop a communication strategy to educate new residents on the history and culture of the area to encourage respect and acceptance of diversity

Appendix B
Focus Group Agenda

Focus Group Agenda

Date:
Time:
Venue:

1. **Welcome and Purpose of Focus Groups**

   GHD

2. **Background to Redfern Waterloo Redevelopment**

   GHD/SMDA

3. **Identification of potential social impacts of redevelopment**

   Group discussion facilitated by GHD

4. **Identification of strategies to manage social impacts**

   Group discussion facilitated by GHD

5. **Ranking of strategies**

   Group discussion facilitated by GHD

6. **Thank you and where to from here**

   GHD/SMDA

Appendix C

Information Flyer

Social Impact Scoping and Assessment for Redfern Waterloo - Focus Group Information Sheet

Redfern Waterloo is changing and we want to hear your ideas about how to make it a great place for everyone to live.

January 2012

The Sydney Metropolitan Development Authority (SMDA) is undertaking a Social Impact Scoping and Assessment to understand the potential social impacts of the revitalisation of Redfern Waterloo. GHD Australia is undertaking this work on behalf of SMDA.

Community input is an important component of this project and GHD is hosting a series of focus groups with public housing tenants, community members and key stakeholders to identify the potential social impacts of the revitalisation and discuss opportunities to address these impacts. The information gathered will inform the Social Impact Scoping and Assessment which is currently being undertaken by SMDA. This project is a preliminary assessment, and will inform more detailed and ongoing social impact assessment and master planning work into the future.

Background

The Redfern Waterloo area has been identified by the NSW Government as a priority area for revitalisation and redevelopment to accommodate the rapidly growing need for housing and employment in Sydney. Redfern Waterloo has been identified for a number of reasons, including its close proximity to the CBD, public transport links and amount of government owned land and assets.

SMDA is the agency responsible for driving housing and employment opportunities in Redfern Waterloo, working in partnership with other government agencies and key stakeholders to implement urban renewal initiatives.

The Draft Built Environment Plan Stage Two (BEP2) provides options to revitalise existing Housing NSW sites in Redfern, Waterloo and South Eveleigh to increase density and improve social mix. Currently the Redfern Waterloo sites accommodate 3,500 public housing dwellings, with 100 public housing dwellings on the South Eveleigh site. Draft BEP2 proposes a mix of 2,800 public dwellings, 700 affordable homes and 3,500 private dwellings for Redfern Waterloo and an additional 200 in South Eveleigh over the next 25 years.

Your ideas and participation is important for this project

Focus Groups

The purpose of the focus groups is to assist in identifying potential social impacts that could result from the redevelopment of the Housing NSW sites in Redfern, Waterloo and South Eveleigh. The focus groups will also work collaboratively to identify ways to address and manage these potential impacts to ensure that positive social outcomes are achieved for all current and future residents of Redfern Waterloo.

A series of focus groups will be held in early February 2012 with the following key community and stakeholder groups:

•   Social housing tenants

•   Indigenous residents

•   Culturally and Linguistically Diverse residents

•   Private residents

•   Local businesses

•   Non-government organisations

•   Government agencies

•   Affordable and other housing organisations

The information gathered from these focus groups will directly inform the Social Impact Scoping and Assessment as well as future assessments of redevelopment plans for these Housing NSW sites, anticipated to be undertaken progressively over an extended time period. Participants will be provided with a brief report on the outcomes of the focus groups following completion of the project in mid 2012. SMDA is committed to working collaboratively with public housing tenants, community members and key stakeholders to ensure they are informed and consulted throughout the project.

More Information

For further information on the redevelopment of Redfern Waterloo can be found on the SMDA's website at www.smda.nsw.gov.au

For more information about the **Social Impact Scoping and Assessment** contact:

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Document Status

Rev No.	Author	Reviewer		Approved for Issue		
		Name	Signature	Name	Signature	Date
1	Lauren Harding	Heather Nesbitt		Heather Nesbitt		23.03.12
2	Lauren Harding	Heather Nesbitt		Heather Nesbitt		19.04.12
3	Lauren Harding	James Lette		James Lette		11.05.12