

**NSW Department of Family and Community Services**

# Waterloo Human Services Planning Workshop



20 February 2018





# Agenda

**10.10am | Introduction - Inner Sydney Voice**

**10.15am Waterloo Redevelopment**

**10.30am Waterloo Human Services Framework and Implementation Plan**

**10.45am Human Services Framework principles**

**11.00am Current and future Waterloo community**

**11.30am Q&A**

**11.45am | Lunch**

**12.15pm Future facilities**

**1.45pm Summary and next steps**

**2.00pm | Finish**



**NSW Department of Family and Community Services**

# Waterloo Human Services Planning Workshop



**Anne Skewes**

DEPUTY SECRETARY

**Land and Housing Corporation**

**NSW Department of Family and Community Services**





# Future Directions for **Social Housing in NSW**



- The NSW Government is transforming the current social housing system to break the cycle of disadvantage.
- *Future Directions* is a 10 year vision which is underpinned by three strategic priorities:
  1. More social housing
  2. More opportunities, support and incentives to avoid and/or leave social housing
  3. A better social housing experience



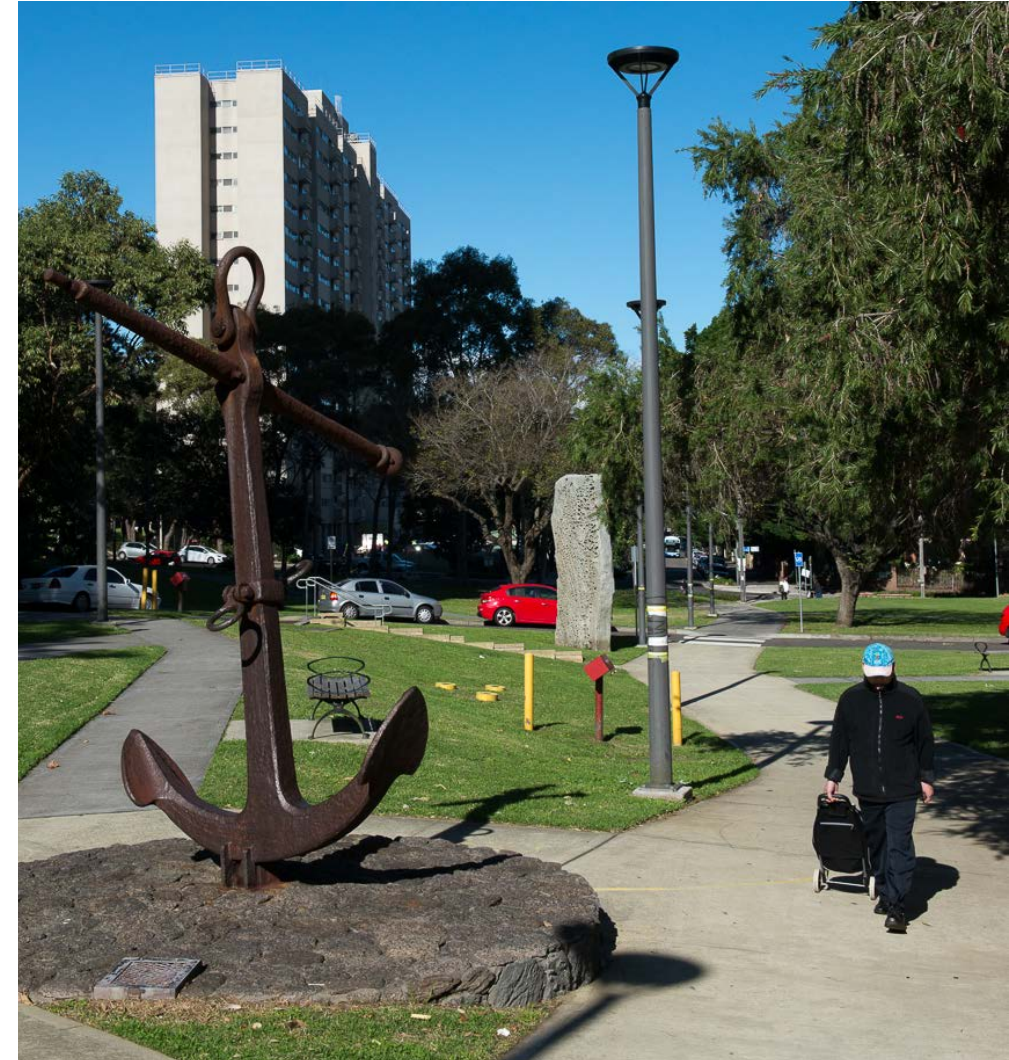
# Communities Plus

- \$22 billion program that will create 23,000 new and replacement social housing, 500 affordable and 40,000 private housing dwellings.
- Developing new mixed communities where social housing blends in with private and affordable housing, with better access to transport and employment, improved community facilities and open spaces.
- Partner with the private and not for profit sectors to fast track the redevelopment of sites in metropolitan Sydney and regional NSW.



# Waterloo **Redevelopment**

- The redevelopment of the Waterloo Estate is part of the Communities Plus program and will be staged over 15-20 years.
- Includes other social benefits to the area such as new and improved services, shops, community facilities and job opportunities.
- The master planning process will:
  - Create a vision for the future for people who live, work and visit Waterloo.
  - Determine the mix of social, affordable and private housing.
  - Determine the stages of the redevelopment.



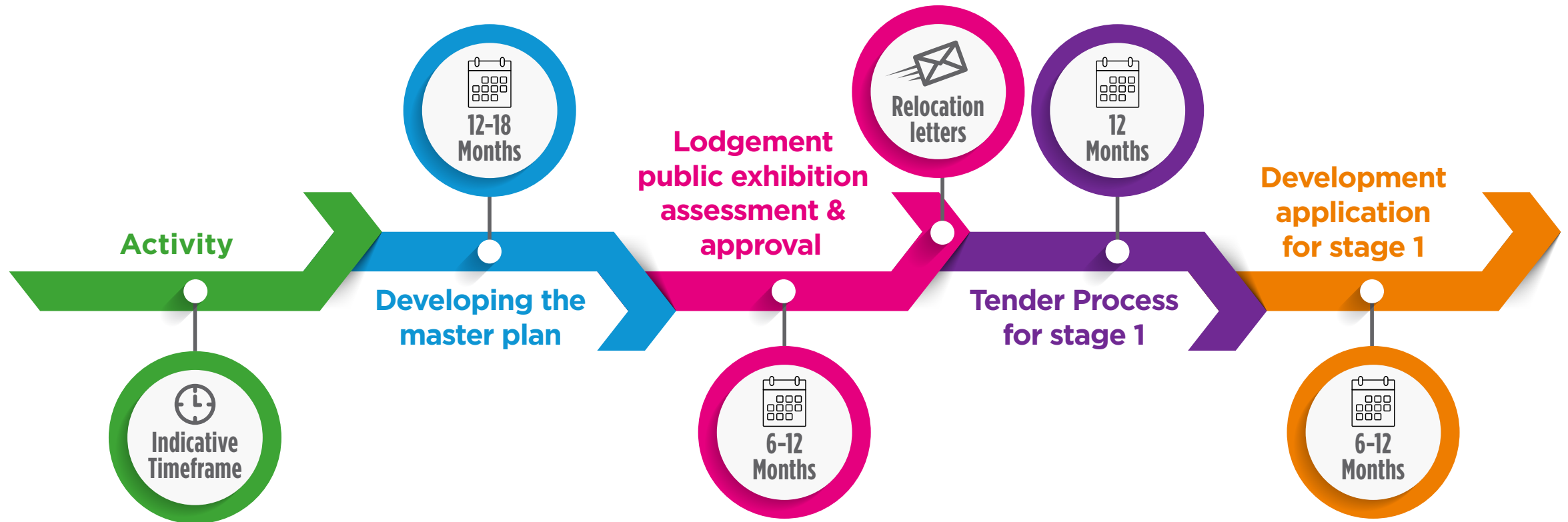


# Waterloo **Redevelopment Study**



- As part of the master planning process for the Waterloo State Significant Precinct (SSP), LAHC is working with UrbanGrowth NSW to prepare a Social Sustainability Study.
- The Study will assess the suitability of the proposed redevelopment taking into consideration timing, staging, community needs and social outcomes.

# Master Planning **Milestones**





# Human Services **Framework**

- **A Human Services Framework is being developed in parallel with the master planning process.**
- **It will focus on the health, safety and wellbeing of current and future residents of Waterloo.**
- **It is being developed in collaboration with government and non government organisations and informed by past and future consultations.**



**NSW Department of Family and Community Services**

# Waterloo Human Services Planning Workshop



**Mychelle Curran**

EXECUTIVE DIRECTOR, STRATEGY

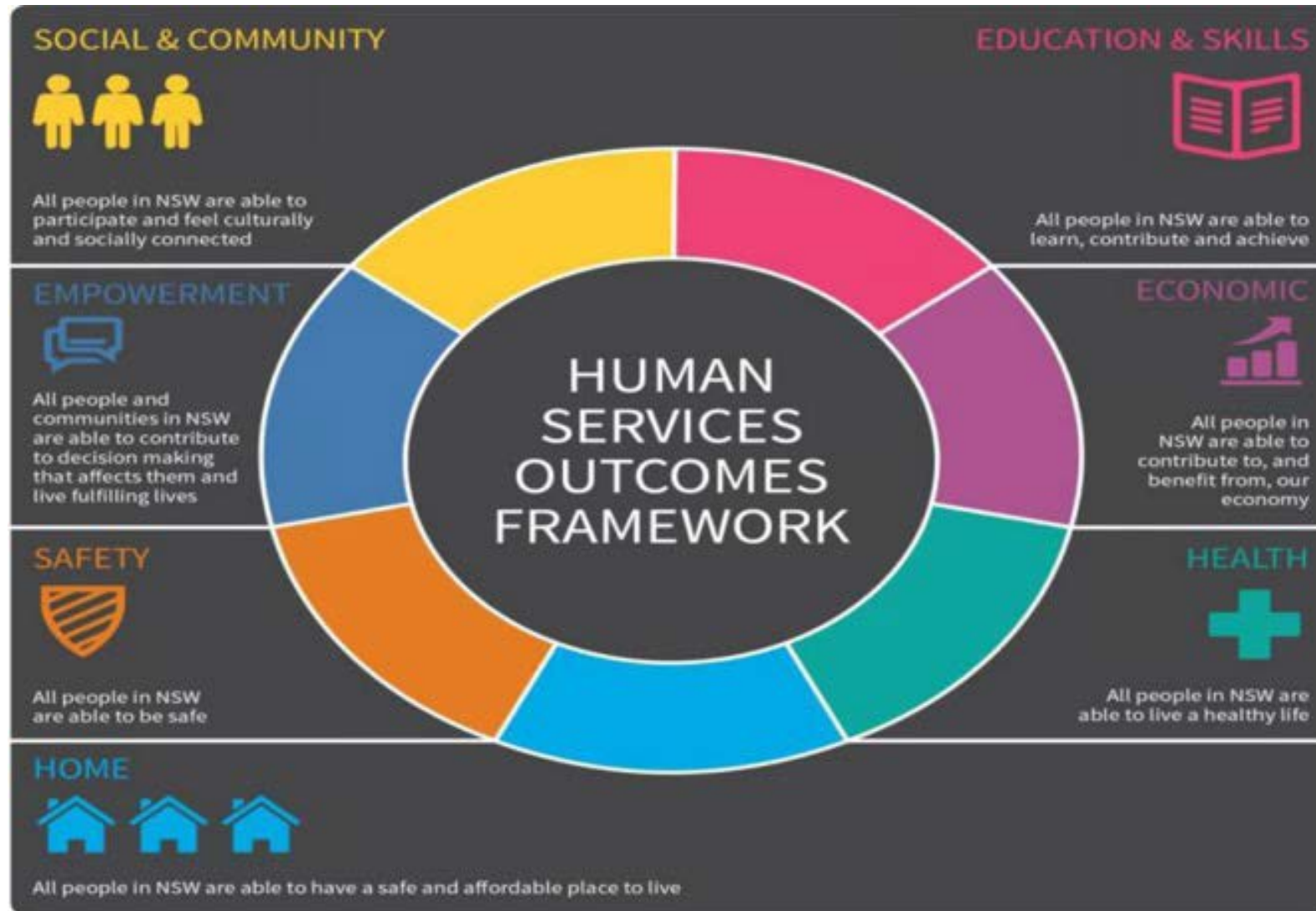
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# NSW Human Services Outcomes Framework



# Human Services **Framework**

## **The Framework will establish a strategy to:**

- Support the health, wellbeing and quality of life of current and future residents.
- Guide human services planning throughout all phases of the redevelopment project.
- Develop phased implementation plans.
- Promote collaboration, partnerships and innovation across services and with the community.
- Respond to issues identified in forthcoming consultations.





# Draft Waterloo Human Services Framework Governance

## HS PLAN APPROVAL

**Future Directions Steering Group**  
*(All stages of Waterloo Redevelopment)*  
**Membership:**  
**FACS and LAHC Deputy Secretaries**

## GOVERNANCE / OVERSIGHT

**Internal  
Government Groups**  
*(as required)*

**Waterloo Integrated  
Human Services Steering Group**  
*(All stages of Waterloo Redevelopment)*  
**Membership:**  
**Senior government and NGO representatives**

**Strategic oversight addressing  
system issues, high level risks  
and process challenges**

## IMPLEMENTATION / REPORTING

**Working Group/s**  
*(as required)*

**Waterloo Project Task and Report Group**  
*(Phase 1)*  
**Membership:**  
**Government, NGOs,  
Community Group representatives**

**Drive implementation,  
escalate risks and issues,  
report on progress**

## IMPLEMENTATION / AWARENESS RAISING / COMMUNICATION

**Resident Groups**

**Waterloo frontline staff**  
*(Phase 1)*  
**Membership:**  
**Local NGO providers/interagency groups**

**Action activities, raise awareness,  
engage and communicate  
with community**

# Human Services Framework and **Implementation Plan timeline**

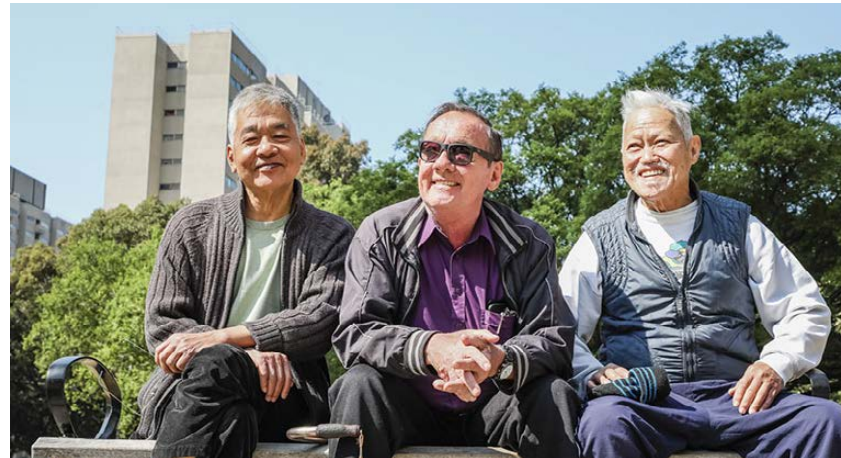
<b>Feb</b>	1 <sup>st</sup> Human Services Planning Workshop – 20 <sup>th</sup> February
<b>Mar</b>	2 <sup>nd</sup> Human Services Planning Workshops (TBC)
<b>Apr</b>	3 <sup>rd</sup> Human Services Planning Workshops (TBC)
<b>May</b>	Draft Human Services Framework and Governance Model
<b>Sep</b>	Draft Human Services Plan - Phase 1
<b>Nov</b>	Finalise Human Services Plan - Phase 1





# NSW Department of Family and Community Services

## Human Services Framework



**Donna Bevan**  
DIRECTOR  
**Connect Consulting**



# The Waterloo Human **Service Plan Principles**

## Definition

“Principles are the fundamental norms, or values that represent what is desirable and positive for a person, community, or organisation, and help in determining the rightfulness or wrongfulness of actions. Principles are more basic than policy or objectives, but governs both.”  
(Dictionary.com)





# Context



**The Waterloo Human Service Plan guiding principles have been drafted based on the norms, values and input identified from the following sources:**

- Let's Talk Waterloo initiative and community visioning
- Human Service Plan Goals REDWatch Perspective
- Key NGO stakeholders
- Future Directions for Social Housing in NSW
- Community Plus and Significant State Precinct program
- The NSW Human Services Outcomes Framework
- Evidence and informed best practice models - Community development/place making/engagement models

# Draft **Guiding Principles**

**The Waterloo Human Services Plan is underpinned by the following principles:**

- 1 Adapt** to change and **commit** to move forward
- Create **opportunities** and support all social housing residents to achieve their full potential
- Embrace Waterloo's unique community spirit, resilience, **history** and **heritage** and **cultural diversity** in future planning
- Design a human services plan that is **person centred**, **strengths based**, and **outcomes focused**
- Form **collaborative** partnerships based on **integrity, trust** and **respect**
- Adopt inclusive **engagement** and open **communication** to achieve the best possible outcomes
- Demonstrate **accountability** that is results driven

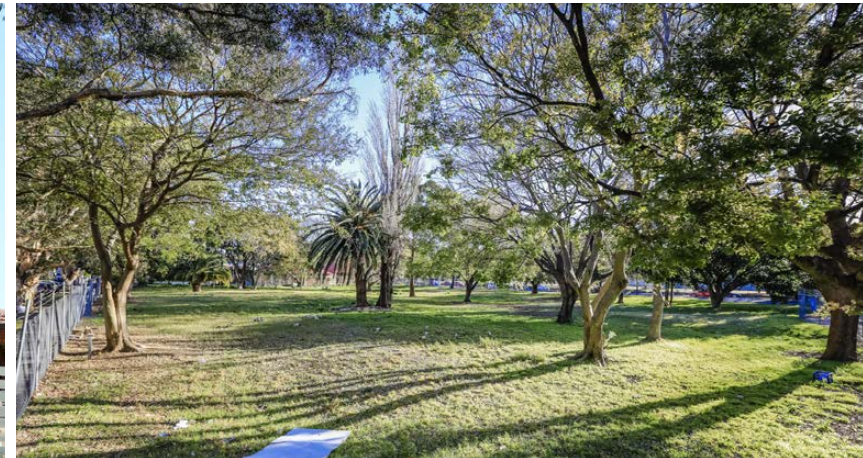




# Draft Guiding **Principles**



# NSW Department of Family and Community Services Community Engagement



**Robert Sullivan**

DIRECTOR STAKEHOLDER ENGAGEMENT & RELATIONS

**Land and Housing Corporation**

**NSW Department of Family and Community Services**





# Visioning Community Engagement Program

As part of the visioning phase, we engaged with:



over 50% of participants were social housing residents living on the Waterloo social housing estate

The ways that people engaged were:



Newsletters distributed inviting the Waterloo community to visioning events and activities including the **2,012** social housing properties on the Waterloo estate

## Ways people could have their say

Over 40 events and activities were held across the Waterloo area ranging from:

### Workshops



### Community day



### Pop-up stalls



### Community conversations



### Survey and postcard



# NSW Department of Family and Community Services

## Waterloo Human Services Planning Workshop



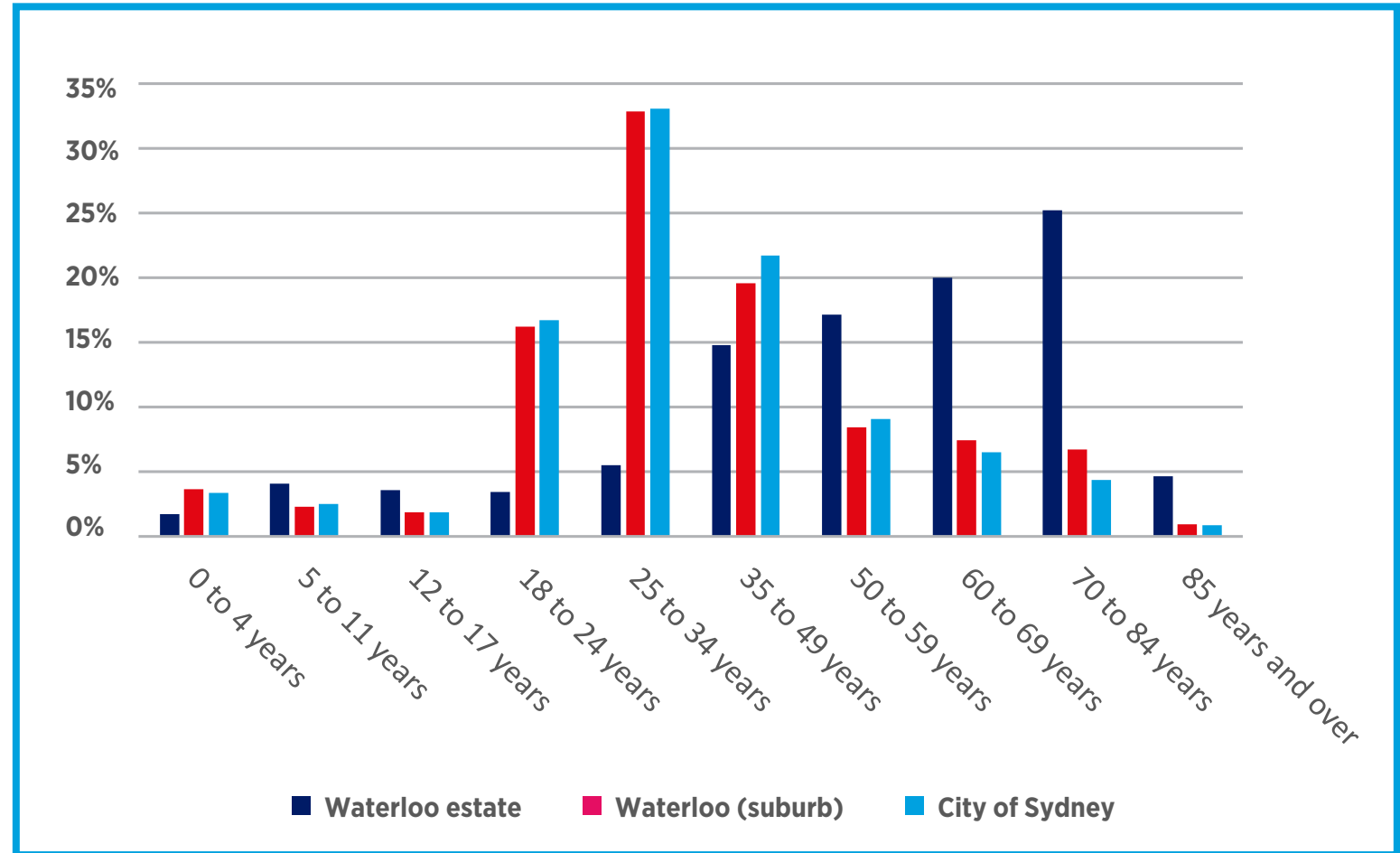
**Michala Lander**  
GHD





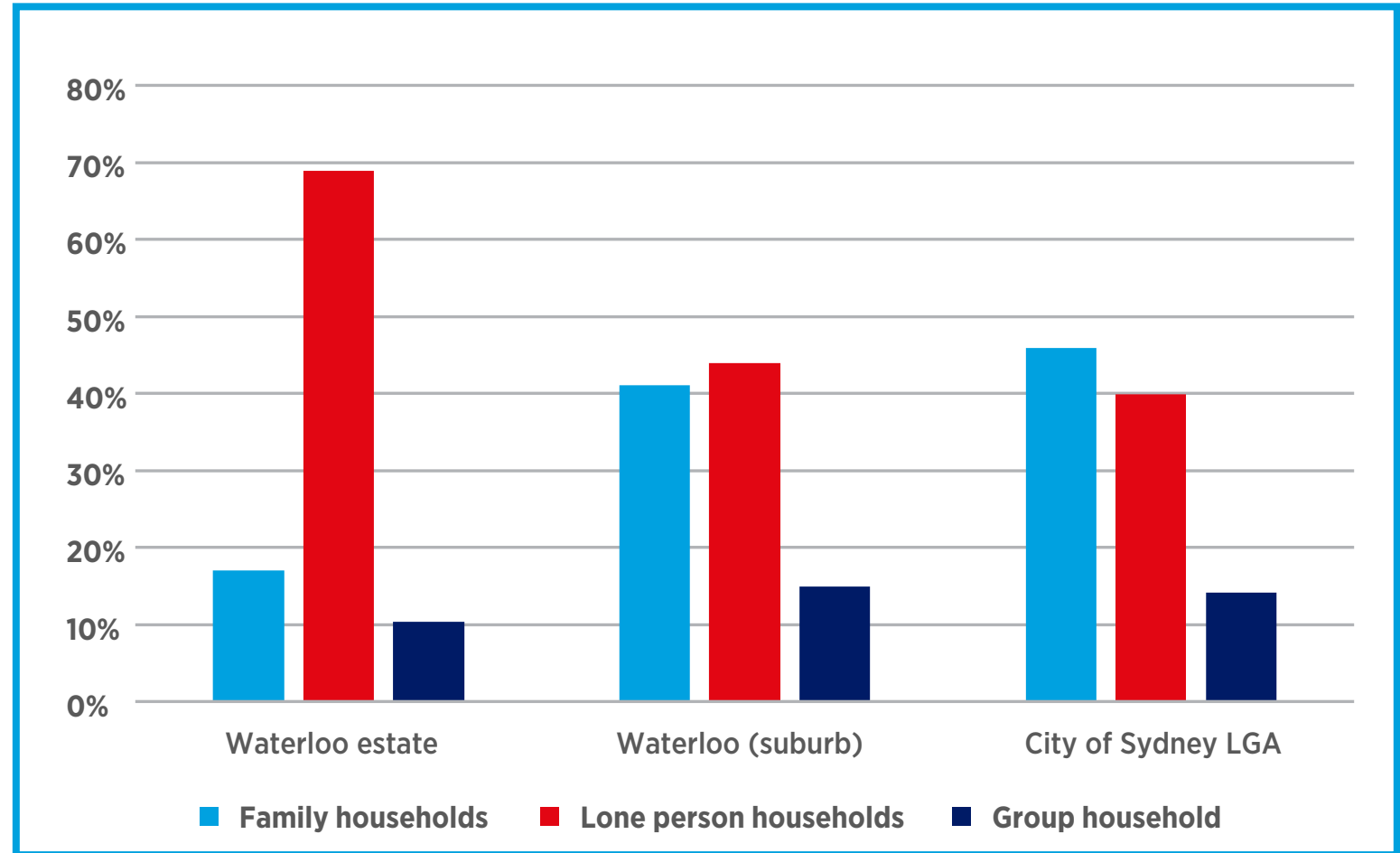
# Profile of the **existing community**

- 67% of Estate residents aged 50 years and over
- Almost half (45%) have lived there for 10+ years
- 10% identify as Indigenous
- 31% spoke a language other than English at home



# Profile of the **existing community**

- A very high proportion of people living alone (69%)
- Main income sources: age pension (38%), disability pension (30%), Newstart Allowance (13.5%) and wages (6%)
- 11% of residents required assistance with daily activities





# Potential **future community**



- **Future social housing residents:**

- Older population
- People with a disability
- People from Aboriginal and Torres Strait Islander and culturally and linguistically diverse backgrounds

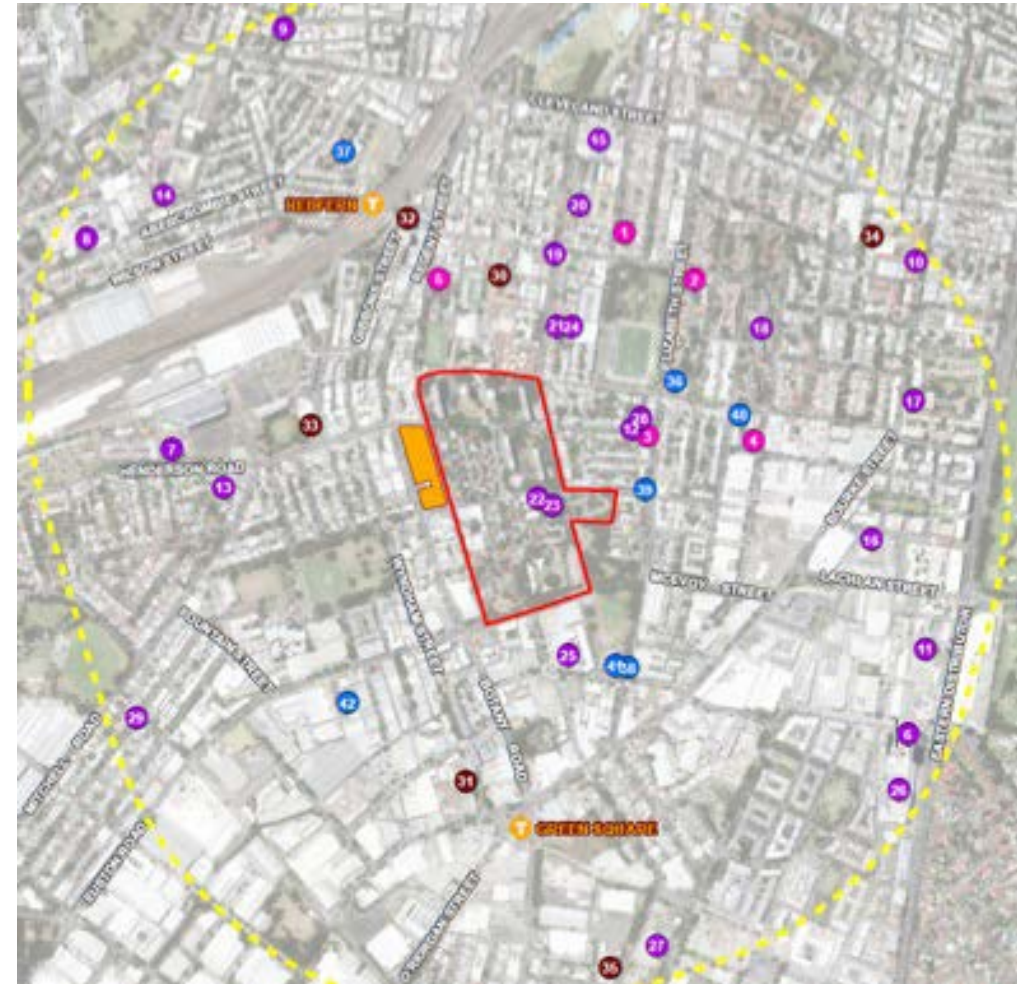
- **Future private residents:**

- Tertiary students
- People from culturally and linguistically diverse backgrounds
- Migrant workers
- Professionals
- Young families and couples
- Older couples

# Summary of existing **community infrastructure**

## Age specific services

- 20 child care services
- 5 services for older people
- 7 youth services





# Summary of existing **community infrastructure**

## Community and cultural facilities

- 13 community centres and spaces
- 6 community rooms within the Waterloo Estate
- 2 local libraries
- 17 cultural facilities



# Summary of existing **community infrastructure**

## Health facilities

- 2 hospitals
- 1 community health service
- 17 GPs
- 29 allied health services

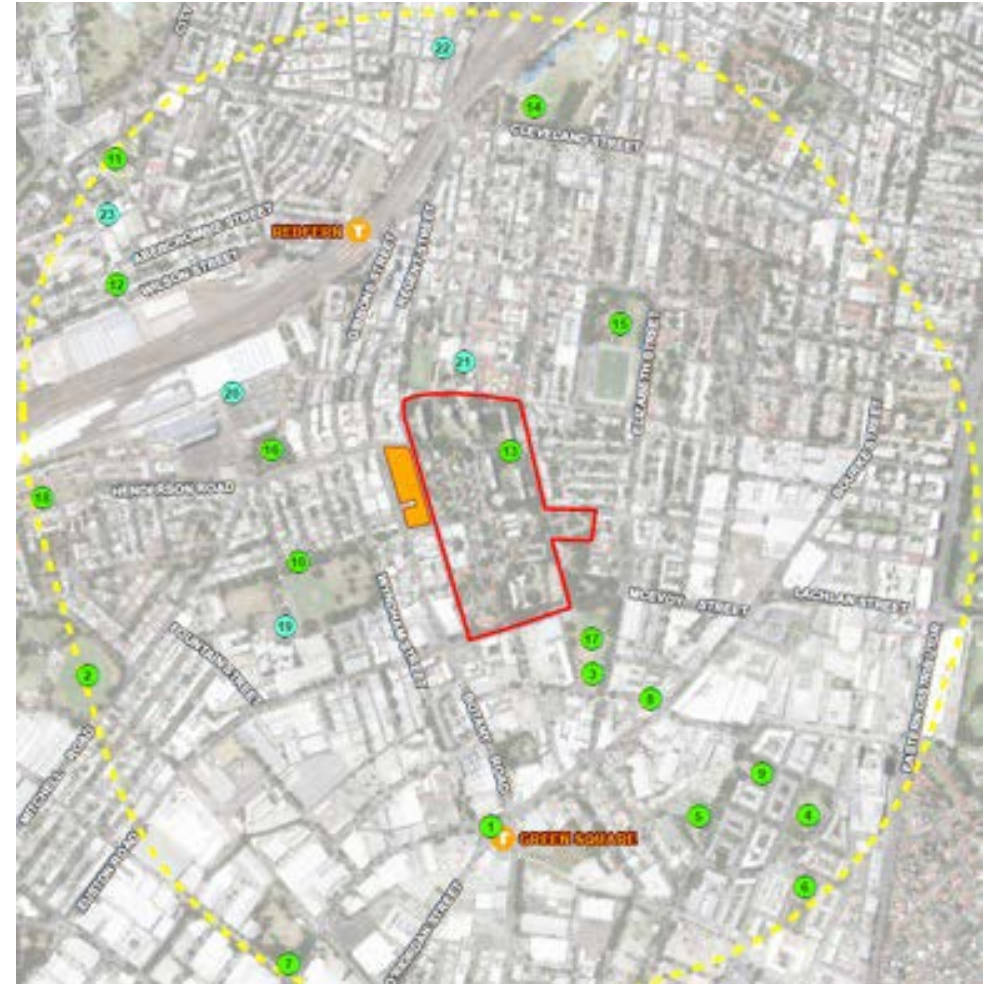




## Summary of existing **community infrastructure**

## Sport, recreation and open space

- 7 indoor sports facilities
- 3 leisure and aquatic facilities

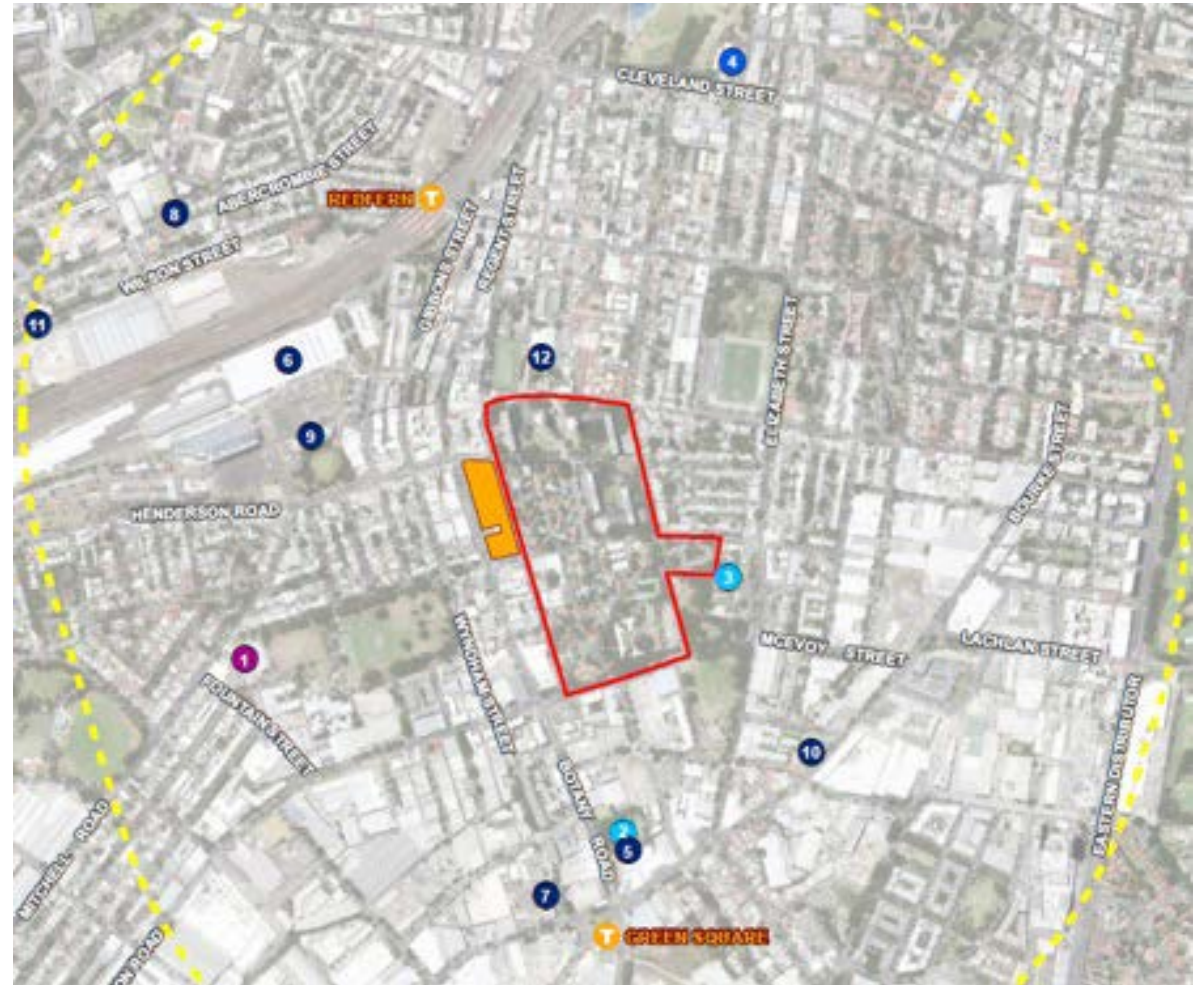




# Summary of existing **community infrastructure**

## Schools

- 2 high schools
- 1 primary school
- 1 combined school
- 1 specific purpose school



# Currently planned **community infrastructure**

## **Child care**

- Waranara Early Education Centre (Zetland)
- Australian Technology Park (Redfern), including two new child care services

## **Health**

- HealthOne Green Square

## **Education**

- Upgrade of Alexandria Park Community School
- New Cleveland Street High School

## **Community and cultural facility**

- Green Square Library and Plaza, including community rooms
- Green Square Community and Cultural Precinct
  - Joynton Avenue Creative Centre
  - Banga Community Shed
  - Performing Arts Hub

## **Sport and recreation**

- Perry Park Recreation Centre
- Gunyama Aquatic and Recreation Centre

**Thank you for your attendance today**  
**For more information or any queries,**  
**please contact:**

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**Director, Human Services**

**Land and Housing Coporation**

**Department of Family and Community Services**

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