

**NSW Department of Family and Community Services**

# Waterloo Human Services Planning Workshop



20 March 2018



**NSW Department of Family and Community Services**

# Waterloo Human Services Planning Workshop



**Mychelle Curran**

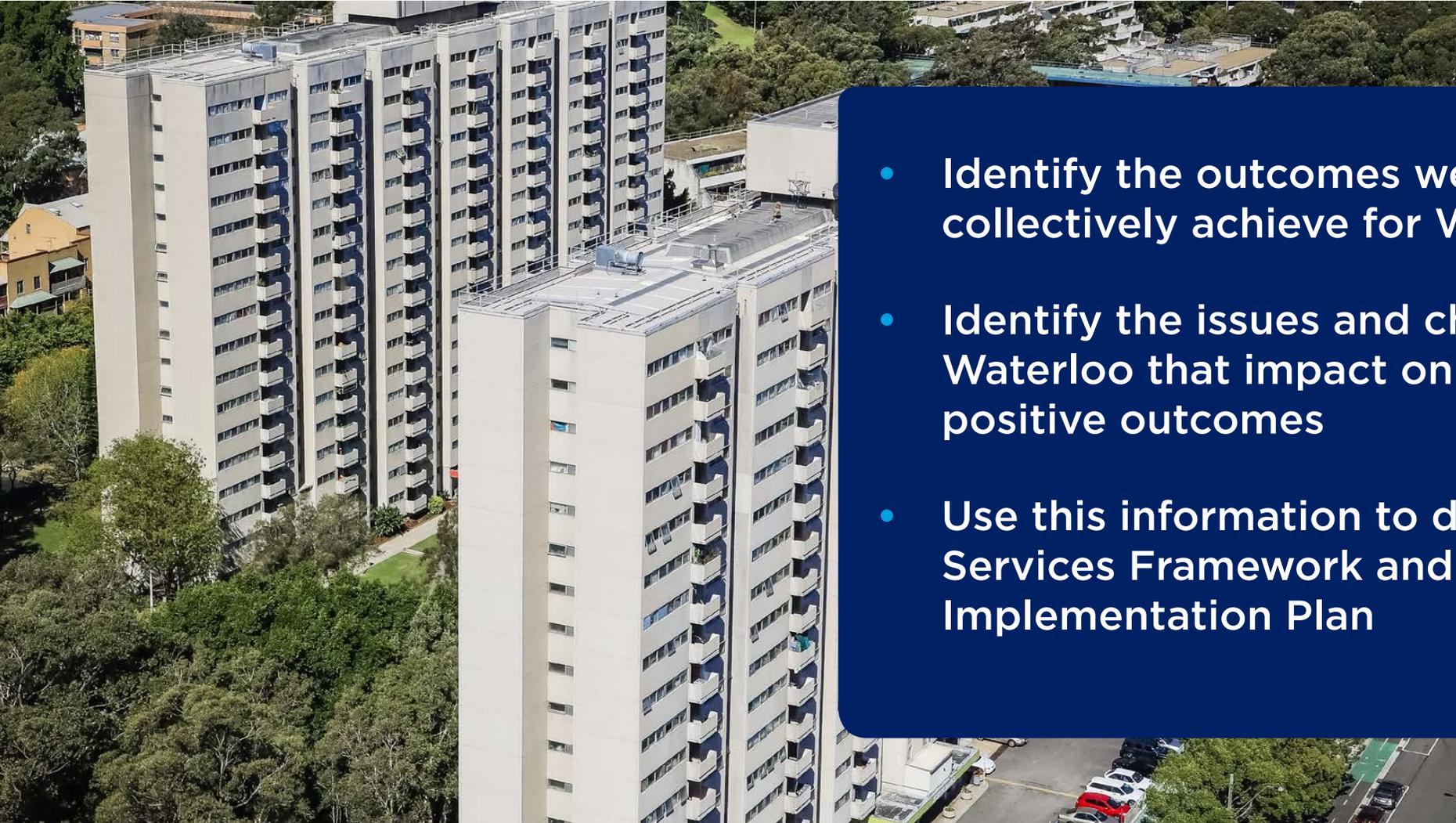
EXECUTIVE DIRECTOR, STRATEGY

**Land and Housing Corporation**

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# Welcome and purpose of today



- Identify the outcomes we want to collectively achieve for Waterloo residents
- Identify the issues and challenges in Waterloo that impact on achieving positive outcomes
- Use this information to develop the Human Services Framework and first phase of the Implementation Plan

# Agenda

**9.30am | Welcome**

**9:35am Welcome to Country**

**9:40am Housekeeping and introductions**

**9:45am Waterloo Human Services Planning**

**9:50am Waterloo Human Services Framework and Implementation Plan**

**10.05am Activity - Outcomes for Waterloo**

**10.50am | Morning Tea**

**11.00am Activity - Issues and strengths - Waterloo and the local service system**

**12.15am | Lunch**

**12.45pm Activity - Human Services Principles**

**1.25pm Summary and next steps**

**1.30pm | Finish**



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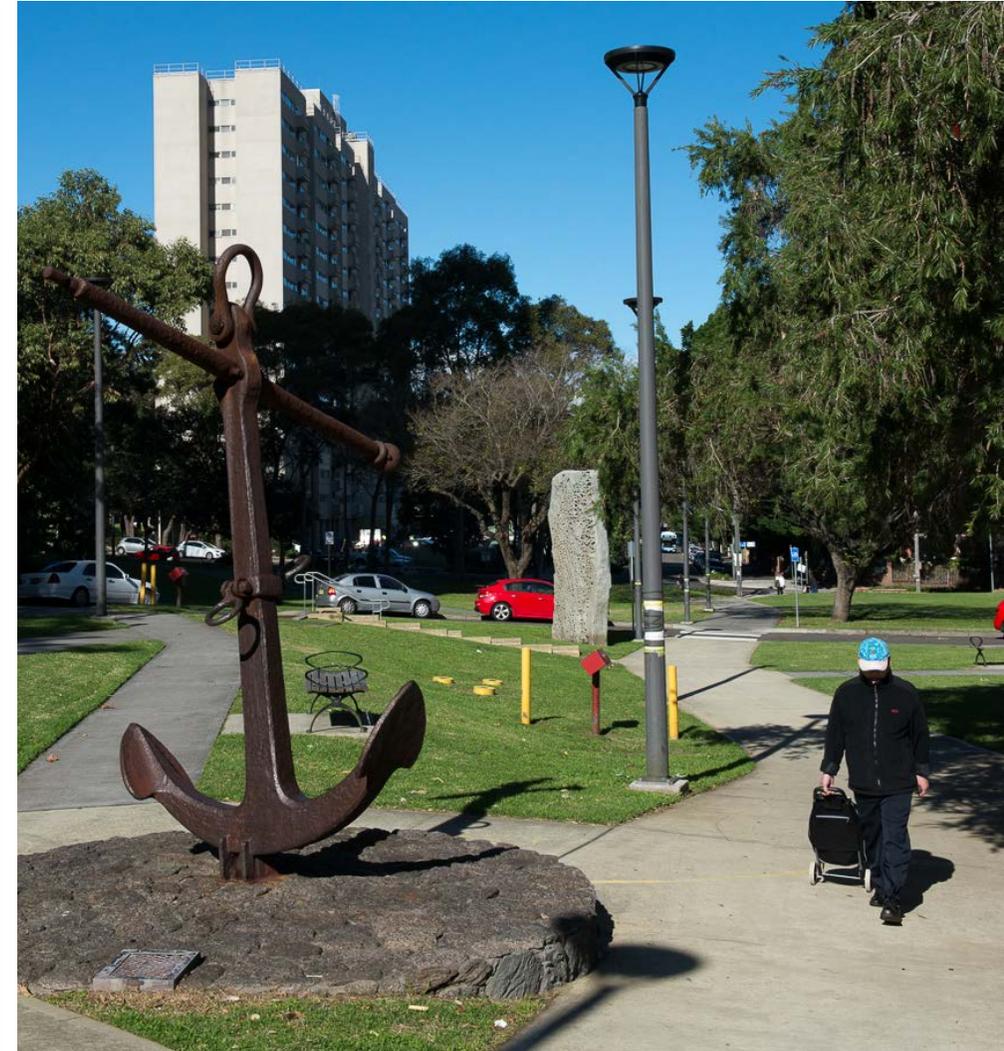
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# Waterloo Human Services **Plan**

- In line with *Future Directions for Social Housing in NSW*, and as part of *Communities Plus*, the NSW Government is redeveloping the Waterloo social housing estate
- The redevelopment will be staged over 15-20 years
- A Human Services Framework is being developed in parallel with the master planning process
- The Framework will support the coordination of service delivery and provide a mechanism for the escalation and resolution of systemic issues
- It will focus on the health, safety and wellbeing of current and future residents of Waterloo



# Waterloo Human Services **Plan**

- **The Framework and Implementation Plans** will be developed in collaboration with government and non government organisations and informed by past and future consultations
- **There will be phased Implementation Plans** to support the delivery of effective human services to Waterloo residents throughout the redevelopment process
- **This process is focused on using our collective resources** most effectively to get good outcomes for the residents of Waterloo



# Waterloo Human Services Plan **2018 timeline of activities**

<b>February</b>	<b>1st Human Services Planning Workshop (20th Feb)</b> - Background and initial consultation	 <p>Consultation with stakeholders outside of the workshop (including residents, frontline workers, interagencies, and Aboriginal organisations)</p>
<b>March</b>	<b>2nd Human Services Planning Workshop (20th March)</b> - Consultation on Framework	
<b>April</b>	<b>3rd Human Services Planning Workshop (TBC - late April)</b> - Consultation on first draft Framework and Phase 1 Implementation Plan	
<b>August</b>	<b>Final Human Services Planning Workshop (TBC - late August)</b> - Consultation on second draft Framework and Phase 1 Implementation Plan	
<b>September - October</b>	<b>Establish and consult with governance groups</b> <b>Endorsement of the final draft of the Framework by key stakeholders</b>	
<b>November</b>	<b>Finalise Framework and Phase 1 Implementation Plan</b>	

# Community facilities - **workshop analysis**



**Participants that attended the February Human Services workshop identified a number of facilities for the future Waterloo Precinct including:**

- **Aged care facilities**
- **Multipurpose community rooms,**
- **Community gardens**
- **GPs and medical centre**
- **Multipurpose community centre**
- **Youth spaces**
- **Computer rooms and free internet**
- **Parks (including dog parks)**
- **Community transport**
- **Training centre or space**
- **Primary health care**

# Community facilities - design and co-location opportunities

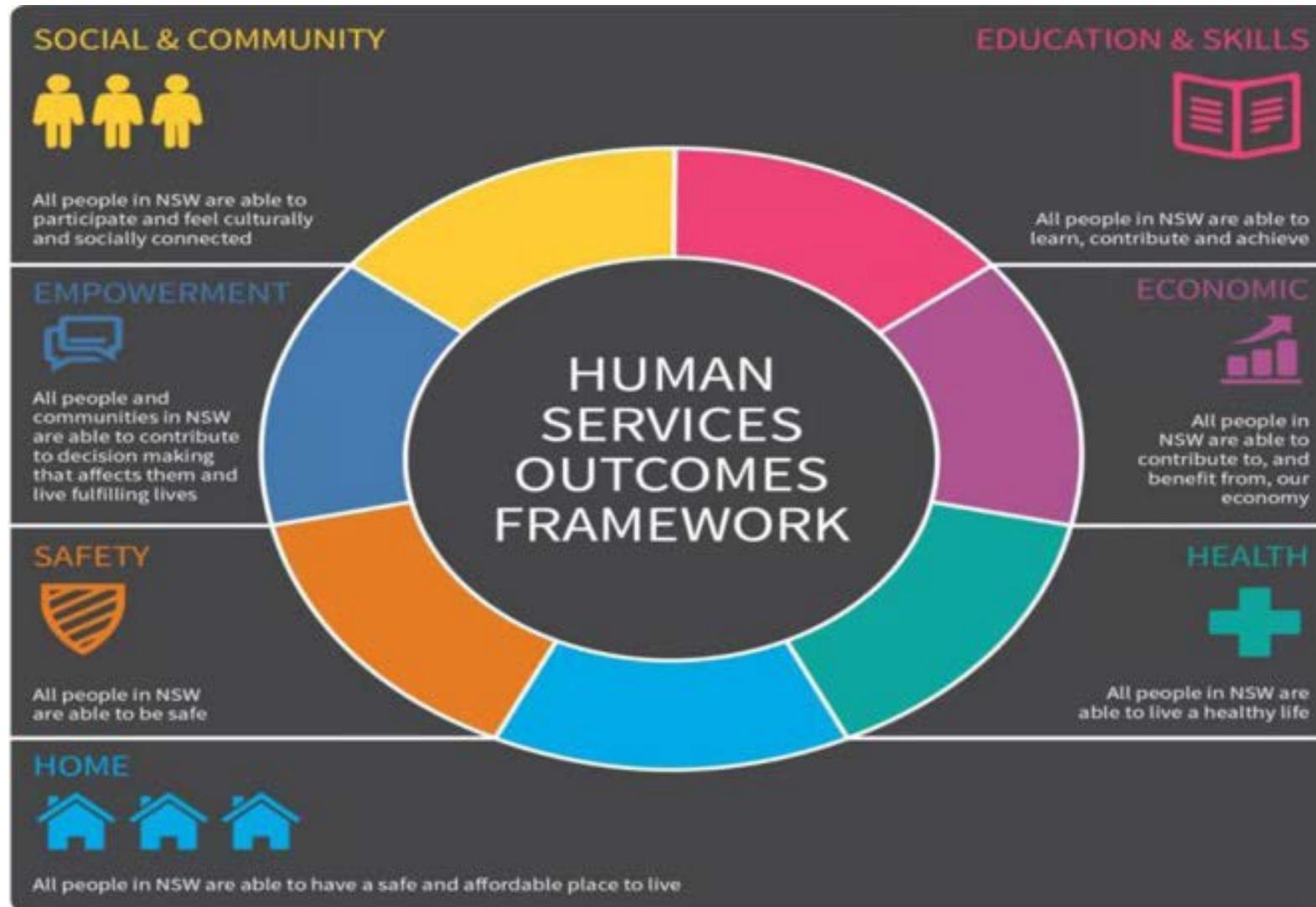
Human Services workshop participants (20th February 2018) identified the following design and co-location opportunities for facilities:

Facility	Co-location opportunities	Design considerations
<b>Multipurpose community centre</b>	Creative hub, health facility, library, with open space and gardens, government services	Good lighting, security, night time use, flexible spaces, affordable, accessible, walkable
<b>Youth hub</b>	Health (early intervention, drug and alcohol, and mental health), legal services, sport and recreation, open space	Good lighting, visibility, staff supervision, accessibility and proximity to public transport, opens late, removable walls, kitchen and workshop space, sound proofed rooms, hot desks for outreach, affordable
<b>Community health centre</b>	Multipurpose community centre	Extended opening hours, bulk billing, accessibility, mobile/outreach and home visits, culturally appropriate services

# Feedback from 20 February workshop

<b>Generally positive feedback on workshop</b>	<b>✓</b>
<b>More activities/discussion, less presentations</b>	<b>✓</b>
<b>Provide background information in lead up to workshop</b>	<b>✓</b>
<b>Make presentation slides available</b>	<b>✓</b>
<b>More networking opportunities</b>	<b>✓</b>
<b>Participation and consultation with residents and other services</b>	<b>✓</b>
<b>More opportunities to shape the principles</b>	<b>✓</b>
<b>Topics for further discussion (including mental health, housing and Aboriginal Issues)</b>	<b>✓</b>

# NSW Human Services **Outcomes Framework**



# Activity 1 – Outcomes for Waterloo

## Question:

What outcomes do we want to achieve in Waterloo?

- Identify outcomes that
  - contribute to health, safety and wellbeing of Waterloo residents
  - will guide the vision for Waterloo Human Services Framework now and into future

## Activity:

- Identify key outcomes specific to the Waterloo community
- Identify the need (rationale/evidence base)
- Population groups
- Who should be involved
- Other information



## Activity 2 – Issues and what works well in Waterloo



- **Previous input on issues:**

- Tenant support service coordination workshops - 2016
- Let's talk Waterloo initiative and community visioning - 2017
- Human service plan goals - REDWatch perspective
- Building a healthy and resilient Waterloo - Health NSW 2017

- **Some of the issues raised:**

- Better support needed for people with complex needs including wrap around services
- Need for a mechanism to address systemic issues with a feedback loop for frontline workers
- The importance of recognising culture, heritage and community life in Waterloo
- Ensuring continuity of care and retaining connections to current service providers for relocating tenants
- The need for up-to-date directories and clear referral processes to assist in navigating the system

# Activity 2 – Issues and what works well in Waterloo

## Questions:

- What are the key issues in Waterloo?
- How could these issues be resolved?
- What is working well in Waterloo?

## Activity:

- Identify systemic policy and practice issues in Waterloo and possible strategies to resolve these issues
- Inform the Waterloo Human Services Framework and form actions for the first phase of the Implementation Plan
- Identify what is working well and the strengths to assist with strategies to resolve issues



# Activity 3 – Human Services Framework Principles



- The Principles establish the terms in which Government and Non-government organisations will deliver the Framework and Implementation Plans
- The Principles have been drafted based on information gathered in previous consultations and other key sources which include:
  - Previous Waterloo Human Services Planning Workshop (20th Feb)
  - Let's Talk Waterloo initiative and community visioning
  - Human Service Plan Goals REDWatch Perspective
  - Future Directions for Social Housing in NSW
  - The NSW Human Services Outcomes Framework
  - Evidence and informed best practice models – community development / place making / engagement models

# Activity 3 – Human Services Framework Principles

	Original draft principles	With proposed changes
1	Create opportunities and support all social housing residents to achieve their full potential	Create opportunities and support residents to achieve their goals and positive outcomes
2	Embrace Waterloo’s unique community spirit, resilience, history and heritage and cultural diversity in future planning	Value, retain and embrace Waterloo’s unique community spirit, resilience, history and heritage and cultural diversity
3	Design a human service plan that is person centred, strengths based, and outcomes focused	Human services plans will be person centred, strengths based, outcomes focused and responsive to changing client needs
4	Form collaborative partnerships based on integrity, trust and respect	Form partnerships based on integrity, trust and respect
5	Adopt inclusive engagement and open communication to achieve best possible outcomes	Embed inclusive engagement, and open communication to achieve the best possible outcomes
6	Adapt to change and commit to move forward	No change
7	Demonstrate accountability that is results driven	No change

# Activity 3 – Principles for Waterloo residents

## Questions:

- What changes are needed to the draft principles?
- Do principles need to be added, removed or combined?

## Activity:

- Review the proposed principles
- Note recommended changes



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

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