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HUMAN SERVICES

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BACKGROUND

In 2004, the former Redfern-Waterloo Partnership Project (RWPP) commissioned a Review of Human Services within the Redfern and Waterloo areas. The main findings of the review were that:

- the human services system needs to be reformed and reshaped at the local level to achieve improved outcomes for the community and clients
- changes must be made to build a more integrated service system and more collaborative approaches to service provision
- significant improvements are required in relationships between services.

One of the recommendations of the review was that the RWPP facilitate the development of a human services plan and, subsequently, the human services advisory committee has been established with representatives from government, non-government, community and service users.

To commence the planning process, two community workshops were held in April 2004. The aims of the workshops were to:

- identify human service outcomes for Redfern-Waterloo
- develop draft quality of life indicators, which will form the basis for ongoing evaluation of the human services plan.

A parallel process of community consultation was also undertaken with service providers and community representatives in April and May of 2005. Formed into cluster groups corresponding with the four priority areas for 2005/06 young people; families and children; Aboriginal people and Health, a series of workshops were held to identify gaps in services, duplication of services and areas where service improvement was needed and poor communication.

Directions that emerged from the consultation process were aimed at securing community-wide benefits. They were identified as:

- greater community involvement in planning and decision-making about local services
- increased accountability and reporting to the community from all human services, government and non-government
- equity of access to services
- improved coordination among the local services
- politicians and senior managers with responsibility for services experiencing local issues by coming to Redfern-Waterloo
- community meetings to be widely promoted (through letter drops and word-of-mouth) and held in accessible venues (such as schools).

In summary the following were the key themes that emerged from the consultations and provided the basis for a detailed consideration of 'quality of life indicators' that could be used to track progress toward the community results outlined above.

- Healthy, well educated children and young people who have a positive outlook.
- Safe families that are supportive, self-sustaining and participating actively in the community.
- A safe Redfern-Waterloo community that is positive and welcoming.

THE HUMAN SERVICES PLAN

The Human Services Plan is about improving the well being of the people of Redfern Waterloo. Redfern and Waterloo have a proud history and strong sense of identity. Redfern and Waterloo are home to two of Sydney's most culturally and ethnically diverse communities.

The Plan

The Redfern-Waterloo Human Services Plan was developed in phases.

The Human Services Plan [Phase 1](#) and [Phase 2](#) are part of a 10 year Redfern-

Waterloo Plan.

The main features of the Human Services Plan include:

- A focus on better outcomes for people;
- Making access to services easier;
- Improving service delivery;
- Cutting red tape for government and non government organisations;
- Setting up "one stop shops" for youth services, family violence and health services;
- 10 priority areas and more than 60 specific actions for change; and
- Greater accountability to the community.

PHASE 1

Phase 1 of the Human Services Plan is focussed on:

- Families and children;
- Young people;
- Aboriginal services; and
- Health services.

The **Human Services Plan Phase 1** was given formal approval by the NSW State Cabinet in 2005 and has been independently evaluated.

Phase 1 has enabled an improvement in the delivery of services to the key target population in Redfern and Waterloo in a number of ways. The major successes have been the multi-agency Case Coordination Project to assist young people at risk, the increased propensity of key human services agencies to work collaboratively and share information and the targeting of specific new initiatives in the area. Some of these include:

- The introduction of sustained home visiting of new Aboriginal mothers in Redfern and Waterloo
- Connect Redfern a schools as community centre project being actively involved in a number of the strategies listed in the Human Services Plan including the development of strategies for communicating with parents to increase children's participation in childcare, supported playgroups and preschools and facilitation of interagency professionals.
- Sydney South West Area Health Service (SSWAHS) has taken a number of steps to improve the integration of its mental health and drug health services as recommended in the Human Service Plan
- The SSWAHS community mental health team has been able to recruit a full-time Clinical Nurse Consultant to the Redfern Health centre which has enabled the service to extend its intake hours of operation from 5 hours per day to 8 hours per day.
- The RWA and the NSW Department of Community Services provided training in Dadirri - Deep Listening in Indigenous Counselling Skills Training by Gnibi College, Southern Cross University. This five day training course was offered free of charge and provided resource tools to aid the educational / healing process for those working with clients for crisis intervention, counselling or longer term healing interactions.
- The establishment of the Redfern-Waterloo Community Drug Action Team
- The establishment of the Redfern-Waterloo Youth Services Taskforce
- The establishment of the Redfern-Waterloo Family Violence Taskforce and the development and implementation of the Family Violence Framework for Action
- The development and implementation of the Waterloo Green Action Plan
- Support of the Babana Aboriginal Men's Group

PHASE 1 - 18 MONTH EVALUATION REPORT

Read the report [here](#).

PHASE 2

Phase 2 of the Human Services Plan is focussed on:

- Homeless people;
- People with disabilities;
- The aged; and
- Migrant communities.

FACT SHEETS AND CLUSTER GROUP REPORTS

Human Services Fact Sheets:

[Human Services Report for Redfern-Waterloo](#) (pdf ~1.2mb)
[Inquiry into Issues relating to Redfern-Waterloo](#) (pdf ~1.2mb)

Cluster Group Reports

[Aboriginal Cluster Group](#) (pdf ~214kb)
[Health Cluster Group](#) (pdf ~264kb)
[Families and Children Cluster Group](#) (pdf ~323kb)
[Youth Cluster Group](#) (pdf ~176kb)

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