

October 2006

REDWATER NEWS



The Redfern and Waterloo Neighbourhood Advisory Boards Newsletter Volume 11 Issue 3

deHumanisation

I was standing in the queue in a bank the other day, having been given a number by the machine guarding the door. I realised that this experience of being reduced from a human being to a number when seeking service was not unique to the banking system.

Many more years ago than I care to admit to, when you wished to be served in a store you took a number from the dispenser and sat down or continued browsing around the displays. Eventually a staff member would come to you and you would be served. The staff member was polite and treated you as a human being. The sole function of the number then was to ensure that you were served in your turn.

The concept of service in an orderly genteel manner died when the government departments and large corporations adopted the 'take a number' approach. It was then developed into treating the entity formerly known as a 'customer' as a number, not a human, much less a person. Today 'customers' have been replaced with 'clients' and 'consumers'.

Nowadays the first words out of the mouth of the employee are "Account Number", sometimes with a "please" tagged on. When you ask for your records with the department/organisation to be accessed the employee enters your account number, not your name, to perform the search.

My parents created a unique code by which to identify me very shortly after I was born. This code was entered into the government records and then a certificate was created and issued with these details on it. The code used was an alphabetic code and the letters in it were the letters of the name by which I came to be known. The certificate in question is commonly known as a birth certificate.

The modern practice of identifying a person solely by a numeric code reduces that person to a number. It 'dehumanises' that person, is disrespectful of their parents, and sets the groundwork for the subsequent treatment of that person as a 'non-human' numeric entry in an impersonal computer database. It is the basis for the creation of service delivery models that totally ignore the very nature of the recipients of the services. It is this persistent failure to recognise that services are meant to meet the needs of people, and that people are humans who are very diverse in their individual nature, that dooms the services to fail to achieve their purpose.

I have yet to see a number, however complex it may be, experience any feelings and emotions. I have yet to see a number express an opinion, or react to anything. I have yet to see a number show a physical form. I have yet to see a number think about or provide an answer to a question. Indeed I have yet to see a number ask a question or query a decision.

cont'd p6

Department of Housing **High Rise Strategy Project**

The Department of Housing recently commenced a project for the inner city high rise public housing estates which will focus on conducting tenant and community consultations to identify the issues and problems that are unique to each particular high rise building and examine what the long and short term solutions could be for managing each high rise.

As most public housing high rise is situated in the L.G.A. of Redfern/Waterloo and Surry Hills, much of the project will be focusing on Matavai, Turanga, Northcott, McKell, Lawson, Gilmore, Kendal, Marton, Solander, Cook and Banks.

A small project team has begun working with local staff, tenants, service providers and the broader community and will be conducting tenant sessions in each of the high rises over the next six months.

The project team are keen to hear from tenants, precinct and tenant groups as they begin working across each of the high rises and encourage all tenants to attend our morning teas when they are promoted in your High Rise building.

For further information please feel free to contact the Project Team, Jo Mann (Ph: 9268 3453) or Grant Bulmer (Ph: 9268- 3457).

DANKS STREET FESTIVAL

Sunday, 22 October, 2006.

Danks Street, Waterloo - 11am to 4pm

In its second year, the Danks Street Festival is a popular and free community event for all ages with art, entertainment, food and fun.

Melbourne Cup Day

Tuesday 7 November 2006

Ron Williams Activity Centre, 5-11 Kepos St, Redfern Phone 9288 5601.

Fancy watching the Melbourne Cup with a cuppa and a friend? Come and play along on the day. Good luck!

Do you need assistance accessing fresh fruit and vegies?

The Food Distribution Network is a not for profit organisation that delivers boxes of fresh fruit and vegies to frail older and younger people with disabilities and their carers who need assistance to continue to live independently. Every Wednesday we deliver to eligible residents of Redfern and Waterloo!

What sort of produce can I get?

Boxes of fruit, boxes of vegies and mixed boxes of both fruit and veg are available. The content is determined by the season and the quantity, quality and price of items at the markets. Last week our vegie boxes contained a 1/4 of a pumpkin, 8 potatoes, 7 carrots, 6 onions, a head of broccoli, half a head of cauliflower, a sweet potato, 300 grams of beans, a bunch of silverbeet, a zucchini, two sticks of celery, an avocado, a lemon and 4 large tomatoes! Our fruit boxes contained a melon, 275 grams of grapes, 3 kiwi fruit, 6 oranges, 6 mandarines, 4 pears, 6 apples, 4 tomatoes, 1 lemon and 1 avocado! Though the content changes from week to week, all boxes have over 30 pieces of fruit or veg and weigh from 6 to 8 kilograms.

How much does it cost?

Each box of produce costs just \$6 plus a delivery fee of \$2!

How does it work?

\$6 from each person is added together and collectively used to purchase quality bulk produce at Flemington markets. This is then packed into boxes and delivered to your door.

How can I access the service?

You must be assessed as eligible before you can access the service. Please call the office on 9699 1614 to arrange for an assessment. If you need to speak with us via an interpreter please call the Translating and Interpreter Service on 131450 and ask them to call us on 9699 1614.

Mental health consumers (Eastern Zone) article

18th August, 2006.

The main issues for mental health consumers in SSWAHS Eastern Zone this year have been around social isolation of constituents in the community and the resale and redevelopment of boarding houses in the inner-city suburbs, leading to a likely shortage of suitable accommodation for the homeless and at risk of homelessness.

Mental health consumers who are not employed or engaged in community service can experience social isolation and exclusion, due to lack of concern by neighbours and lack of social networks. In order to overcome this for inner-city located consumers the network arranges repeated network events, seminars, forums and consumer activities to appeal to all. Elected consumer representatives on the committee are required to attend mandatory training for the role, and attend consultative committee meetings with employed consumer consultants, consumer co-ordinators and area health service sector managers.

The focal activity each year is the annual Mental Health Week in October with mental health care education and promotion in the community and health service centres.

Special events include training for first aid competence to the mentally ill and public speaking skills.

Consumers have recognised a trend for inner-city boarding houses and lodging houses to be sold off and redeveloped for private residential premises, which thus places a strain on the available accommodation especially for middle-aged and elderly single men who would otherwise be categorized as homeless or at risk of homelessness. This is a trend which must be redressed as our

population ages and becomes more frail and service dependent.

***By Larry Billington, Consumer
Representative (Eastern Zone).***

Volunteer Opportunities

The City of Sydney 'Super V' Volunteer program is looking for volunteers to: facilitate an English conversation group, help with the running of Harmony Day 2007, walk and talk with Culturally and Linguistically Diverse groups to explore Sydney and give multicultural cooking demonstrations. If you are interested, please contact Susana Ng 9288 5347 sng@cityofsydney.nsw.gov.au or Michelle Thomas 9288 5845 mithomas@cityofsydney.nsw.gov.au (Thursday and Friday)

Free fun at your local playgroup!

For families with kids 0-5 years old.

- A relaxed place to meet other families.
- Fun and interesting toys & activities.
- Yummy morning or afternoon tea!
- Babies' and children's books to take home.
- Borrow toys from libraries at Alex Park Community Centre & Mt Carmel Primary School.
- A chance for you and your child to get to know your local school.

When and Where?

WEDNESDAYS 10AM-12 MIDDAY
@ ALEXANDRIA PARK COMMUNITY
CENTRE

Corner Power Avenue and Park Road
ALEXANDRIA

For info contact Jo on 9319 3207

THURSDAYS 1PM – 3PM
@ MOUNT CARMEL PRIMARY SCHOOL
Kellick Street
WATERLOO

For info contact 9699 1407

FRIDAYS 9.30AM – 11.00AM
@ DARLINGTON PUBLIC SCHOOL
Golden Grove Street
DARLINGTON

For info and bus pick up contact 9516 2300

around the precincts of waterloo

COOK

Many thanks to those who helped with our recent Working Bee in the garden – a lot was achieved. We are hoping to make it a monthly effort. A cause for concern is the amount of time it took for the contractors to respond to our light and power problems last Saturday night. It took the contractors over 12 hours to come to repair the damage done. Hopefully the cause of the problems can be traced to those responsible and follow-up action taken...

The privacy rules have prevented the Department from giving us information about welcoming new tenants to our building, and more importantly, farewelling some long term residents.

Both Judith Connolly and I as Assistant and Precinct Representative are available to help residents in any way we can.

Barbara Molloy pbvm

TURANGA

We had our precinct elections and Barbera Hilbrink has been elected as Precinct Rep and Marlene Newton as Assistant Precinct Rep. Without the help of tenants, we wouldn't be able to do what we do – thank you.

We were told the windows in the foyers would be cleaned perhaps by Christmas, but I'm not saying which year.

Please don't feed the pigeons – they can bring in illnesses and the Department does not allow it.

We hope RedWater News will be regularly printed now.

If there's any problems we are always available to help.

***Barbera Hilbrink
Marlene Newton***

PEOPLE'S

The Redfern Waterloo Authority has started the second phase of the Human Services Plan which covers the Aged and supply of Health services.

Unfortunately there have been no developments in the Department of Housing's Human Services Accord. We will let you know when anything happens.

The DoH has not yet chased the contractors up and arranged for the rubbish bins to be cleaned on a regular basis.

The DoH has finally agreed to allow the Precinct use of one of the spare letterboxes in the precinct. This will give you the choice of going to the office or dropping a note in the letterbox when you need some help or information to help you enjoy your tenancy and/or life. When the DoH decides which letterbox we will tell you the address.

You will have seen the notices on the power poles saying the council has declared some streets as Alcohol Free zones for three years.

Please remember that the Precinct meetings are not solely for repairs, maintenance and DoH matters. They offer you the opportunity to talk about other things that concern you and to seek help or information about lifestyle issues. We look forward to seeing you at the next one.

Ross Smith Precinct Rep.

Rebecca Redding A/Precinct Rep.

Redfern Occasional Child Care

55 Pitt St, Redfern. Phone 9288 5620.

Centre hours Monday to Friday

9.00am to 4pm

around the precincts of redfern

MT CARMEL

Vandalism persists in this precinct, especially around school holiday time. Best to report abandoned vehicles, bikes, toys and any graffiti to the appropriate authorities. Let's clean up and have respect for our local environs.

Our precinct is fortunate to have large open public space and a playground, near to the Mt. Carmel school and church. This is the appropriate place for recreation and games. Let's use it for such activities.

A project will soon be initiated called "Photo-voice", in which our neighbourhood will be photographed and recorded for purposes of regeneration and reform. If you wish to participate in this voluntary activity, then express your interest to the HCAP worker located at The Factory in Raglan Street. We have much to record and document in photo, film, multimedia and short story. Let's all contribute in our own way to an accurate portrayal of the integral elements of our own precinct.

Redfern North

A reminder to everyone that there are many people who have more than one dog which is causing problems. In one of the units, one person has 5 dogs and the dogs aren't happy. Everybody has been complaining and the RSPCA has come out and told the person to get rid of 2 of the dogs.

We have one tenant who will be contacting the Health Department about this matter and I will be contacting the Redfern Housing Office.

Elaine Reynolds

A letter to the Minister for Housing from the Banks Precinct Rep. Waterloo.

The Hon Cherie Burton M P
(Minister for Housing)

Dear Cherie Burton.

I wish to bring to your notice the state of Joseph Banks building on the Waterloo Public Housing Estate, Sydney.

The Maintenance

Contractors have been called by the Maintenance Call Centre to do work in this building. The contractors are always making excuses of not been able to find parts for the job at hand so the work never gets done. The graffiti on the new painted walls inside the building is very offensive and it is getting worse every day. Something should be done about this matter. This building is the dirtiest on the estate. The letter boxes need replacing, the electric doors need fixing in the building and in the carpark, the tenants are discarding there rubbish over their balconies and we have no security guards on Sundays.

The major problem here is drugs.

I am yours sincerely Precinct rep for the Tenants of this building.

Kind regards,

Larry Skelton.

Goodbye & Good Luck (Orna)

The Redwater News Editorial Committee would like to extend their sincere thanks to Orna Marks (former HCAP Worker) for all the great work she has done & the contributions she has made over the past 12 months not only in the production of Redwater News but also to the Redfern & Waterloo communities generally. We wish her good luck in her future ventures.

cont'd from front page

These are human properties that are an integral part of being a human and set the boundaries for human to human relationships. The sooner the 'powers that be' recognise the fact that the potential users of the services that they wish to devise are humans, and not impersonal numbers, the sooner they will be able to deliver services of benefit to the members of the human race, i.e people.

Numbers understand the language and needs of numbers. Humans understand the language and needs of humans.

In the words of the famous sayings, "Horses for courses, watch out for the camel" and "Vive la difference".

All humans have experienced this Dehumanisation. When were we asked to allow it? Why do we allow it to continue?

Ross Smith

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TAKE ME OFF THE LIST

Businesses that use direct marketing may be members of the Australian Direct Marketing Association (ADMA).

ADMA operates a "Do Not Contact Service" which removes your details from the marketing lists used by its many members. Charities, political parties, Government bodies, educational institutions, religious organisations are exempt and therefore permitted to call telephone numbers listed on the Do Not Call & Do Not Mail registers.

The Do Not Mail and Do Not Call services are available to consumers that would like to register a **residential address or telephone number**. The service **does not cover the registration of business information**.

You can register for this free service to reduce the number of unwanted direct marketing phone calls and direct mail you receive by calling 1300 792 664 or register online at www.adma.com.au (and go to the "Consumer Help" heading on the left of the screen and then click on the "Do Not Contact" heading). Your request will take between four and six weeks to process.

This service will not reduce

- direct mail or telephone marketing calls from companies of which you are a current customer.
- unsolicited direct mail or telemarketing calls from companies that are NOT members of ADMA;
- the delivery of household flyers from local retailers, telephone calls from market research firms, real estate agents and local businesses.
- Direct mail or telephone marketing calls made to you in your business capacity

Remember telemarketers can still get a person's contact details through the phone book, electoral roll and contact lists from marketing firms. If you enter certain competitions or complete certain surveys your details may also be used.

Waterloo honours the late Joan Russell

On Thursday 31 August this year there was a gathering of sixty plus people to pay their respects to Joan Russell who died in tragic circumstances.

A plaque commemorating Joan and her devotion to the people of the area was unveiled and the following eulogy read by a member of the family.

"On behalf of Joan's family and her partner Franks family, we would like to thank the council for this plaque.

I want to say that life is full of unexpected events for better or for worse and yes, it was a tragic way to die in the manner she did, but we should not dwell on it but we should think of the positive things that she gave to us all, and they were her compassion for others, her kindness, her sense of humour, her tolerance for short comings of others, and her willingness to be there for people in need.

Joan was a person who wanted little and asked for little.

Her happiness was in devoting her life for the people she loved.

The help that she gave others was totally from the heart and not for self-gratification. She was a very modest and sincere person.

We should be inspired and learn from her good qualities that regardless of the obstacles we all encounter in life. Joan always had time to give kindness and support for others

We will always remember her in our hearts"

There was a morning tea at the Factory Community Centre afterwards to enable people to quietly share their memories and discover the full depth of a wonderful person and her compassion for the people of the area.

Redfern-Waterloo Built Environment Plan

The Redfern-Waterloo Built Environment Plan August 2006 on page 47 sets out the course of action around the Public Housing Estates of Redfern and Waterloo

The RWA [Redfern Waterloo Authority], in partnership with the Department of Housing, proposes to commence detailed research in 2006 on the options that may exist for revitalisation of existing public housing stock and the opportunities that this may create to enhance the availability of affordable housing in Redfern-Waterloo.

Any proposals to revitalise public housing will be the subject of extensive community consultation, including during the concept formulation phase.

The NSW Government's commitments on public housing in Redfern-Waterloo has been expressed very clearly:

- there will be no cuts to the amount of public housing
- current residents will not be disadvantaged
- all public tenancies are secure.

Any work that the RWA undertakes on public housing as part of the proposed Stage Two of the Built Environment Plan will be subject to the Government's firm guarantees and commitments to public housing tenants.

The primary focus of the proposed Stage Two of the Built Environment Plan will accordingly be the development of proposals to:

- revitalise public housing stock
- improve the associated public domain
- reduce concentration of public housing
- increase the local population to establish a more sustainable social mix
- facilitate the provision of affordable housing, including a shared equity model of home ownership.

For further details please contact the Department of Housing or the Redfern Waterloo Authority.

Are you being heard?

Are there things you feel strongly about living here in Waterloo / Redfern?

Are you from an Aboriginal or Torres Strait Islander background?

We want your voice!
Call HCAP at The Factory
9698 – 9569

TAFE Outreach

My experience in this venture didn't need any extraordinary skills just good observation for what I was about to learn from this great teacher. Barbara taught us all about how to organise meetings the right way. There was a long list of other projects that Barbara wanted to teach us but she didn't have the time – she only had six weeks to do the impossible. She achieved her goal and we learned a lot in such a short time.

We are grateful to the teacher, Barbara Bee who took us over to the TAFE Ultimo college in Harris Street Sydney to enrol us for basic education all purpose symbolic instruction. That was last November and I am still learning how to use computers and paragraph words. That is my short story.

Larry Skelton

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• NEXT ISSUE DEADLINE: 30.10.06 •
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The Factory Community Centre

Mondays - The Factory now has a very lively Russian Support Group which meets at The Factory from 11:00am.

Tuesdays –Stretch and Conditioning class
10:00am – 11:30am

The Blindies 9:30am – 1:00pm

Wednesdays – Vietnamese Support Group.

Fridays – Chinese Support Group

Saturdays –

Yoga with Muktananda

10:30am – 12:00, \$10 / \$12

0425 780 328

www.atticstudio.com/muktananda

Waterloo Library

770 Elizabeth St, Waterloo

Ph: 9288 5688 Fax: 9288 5677

library@cityofsydney.nsw.gov.au

Library Hours - Mon, Wed, Fri: 10am - 6pm

Tues & Thurs: 10am - 7pm Sat: 9am - 4pm

Redwater News wishes to thanks the City of Sydney Council and the Dept. of Housing for their on-going support.

REDWATER NEWS

needs your help

If you want to deliver the paper in your area or be involved in the production, give us a call HCAP Worker 8399 1011, 9698 9569

FOR THE FRIDGE

Department of Housing

WATERLOO Drysdale 9310 8666

REDFERN The Pottery 9319 9333

Poet's Corner 9698 1284

DoH Maintenance - 24 hrs 13 15 71

Redfern Police 8303 5199

Factory Community Centre 9698 9569

HCAP Worker 8399 1011

High Rise Strategy Project 9268 3453

9268 3457

Interpreter Service 13 14 50

Food Distribution Service 9699 1614