

Waterloo Community Update



October 2023

Have you heard the recent updates to the Waterloo renewal project?

In August, the NSW Government announced an increase to the number of new social and affordable homes being delivered as part of the renewal of the Waterloo Estate from 34% to 50%.

A minimum of at least 15% of all new social and affordable homes will be dedicated for Aboriginal people, helping them stay connected to their community and work towards closing the housing gap.

Our teams will be out and about more often to ensure tenants have the right information about the renewal and what lies ahead. This includes opening Waterloo Connect, the dedicated on-site office, and holding regular community events where you can get more information about the project directly from us.

Relocations: what you need to know

We acknowledge that change can be difficult, and we are working to ensure that you are supported every step of the way during the relocations process.

The redevelopment of the Waterloo Estate is a long-term project and Waterloo South is the first stage. Waterloo South will be redeveloped over the next 15 years.

Relocations will happen in small stages over at least 8 years to minimise community impact. Not all tenants in Waterloo South will move at the same time.

For any tenant who will be required to move:

- You will receive at least **6 months' written notice before needing to move.**
- You will be relocated to another home in the local area if that is preferred.
- You will receive specialist support from our relocations team, to understand your individual housing needs and find a suitable property for you.
- You will have the right to **return** to Waterloo once the development is complete.
- **The towers will not be redeveloped now.** For tenants living in the towers, Waterloo Central or Waterloo North, it is unlikely you will move for at least 5 to 10 years.



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Word on the street

We recently invited tenants to free barbeques in Waterloo South so they could speak to our team about the plans for renewal and answer questions related to the project.

The barbeques were a great way to talk to people face-to-face, and we

were able to dispel some rumours and provide factual information about plans for the future. What tenants in Waterloo South told us:

“Being able to relocate within the same area and return back makes me less anxious.”

“It’s the best I’ve felt in ages, being out and talking to people!”

“I feel at ease after talking to you.”

“It’s really good having you come to where people gather to dispel rumours and reassure us that we will be taken care of. I think it’s really important to have that face-to-face conversation.”

We will have more barbeques down the track, but for those unable to attend, here’s a rundown of some common rumours

Rumour: Tenants will be evicted as part of the renewal.

Response: Tenants who are required to move will be relocated into another suitable social housing property. Their new home will suit their individual housing needs, and they will continue to have a lease agreement in place. Reasonable moving costs will be paid for, and tenants will be supported with the move. If the preference is to stay in the area, we will make every effort to ensure you do. In addition, all

tenants have the right to return to Waterloo once the development is complete.

Rumour: All tenants in Waterloo South need to move at the same time.

Response: Not all tenants in Waterloo South will move at the same time. To minimise community impact, relocations will happen in small stages over at least 8 years. More information about this will be available in 2024.

Rumour: The renewal will deliver around 30% social housing so this means only 30% of current tenants can return to Waterloo.

Response: The Waterloo South renewal will deliver more social homes than are currently in this part of the Waterloo Estate. All current tenants will have the right to return to the new social homes once they are complete.



Contact us

If you have any questions about the Waterloo South Renewal, please contact: Waterloo Connect on **1800 738 718** or via email at: **WaterlooConnect@dcj.nsw.gov.au**

The Waterloo Human Services Action Plan

Government and local services are implementing a Waterloo Human Services Action Plan to help improve services for tenants. The Action Plan aims for improvements in 6 priority areas:

1. Safety
2. Health and well-being
3. Communications, consultation and community participation
4. Customer service
5. Service integration and service access
6. Responses to system issues

This Action Plan is not about the redevelopment of Waterloo South, which is being managed by a different process facilitated by the NSW Land and Housing Corporation.

How have tenants been involved?

The Waterloo Human Services Action Plan is focused on current service issues identified by tenants.

Listening sessions, mapping of service user journeys by the Department of Customer Service,

reports from frontline workers and a tenant survey informed the plan and its implementation. Tenants are also involved in delivering some actions such as the Peer Wellbeing Educators, who were trained by the Sydney Local Health District and are now delivering education on issues of interest to tenants.

Two tenant representatives are involved in the collaborative decision making and we continue to consult with tenants through groups such as the Waterloo Neighbourhood Advisory Board, the Waterloo Wellbeing and Safety Action Group and the Waterloo Housing Standards Committee.

We continue to work with local Aboriginal services to develop relevant actions.

What has the Waterloo Human Services Action Plan done so far?

There's a new toolkit that includes practical ways to improve customer service. The toolkit focuses on key service areas and encourages us to work together better.

All partners will monitor customer service and celebrate examples of good service.

LAHC is creating a new contract which aims to improve the customer experience of maintenance.

The City of Sydney, DCJ Housing, the Sydney Local Health District and South Sydney Police and local services are working on ways to address antisocial behaviour.

Members of the Frontline Coordination Group identified the following improvements so far:

1. Taking action on residents needs
2. Safety planning based on local issues
3. More community consultations
4. Better coordinated local activities with a calendar of local events for residents.

DCJ Housing and the Sydney Local Health District each have separate plans to improve how they work with tenants and service users.

For a copy of the Waterloo Human Services Action Plan please contact wtrlhms@dcj.nsw.gov.au



Uncovering history at Waterloo Over Station Development

John Holland have completed the latest round of archaeological excavations for the Waterloo Over Station Development.

From unearthing the remnants of mid-19th century slab huts, to discovering old bottles, kitchenware and other historical artefacts, these investigations are a fascinating glimpse into Waterloo's past.

John Holland understands the importance of preserving and protecting the history of the area throughout delivery of this project. Recently an archaeological Open Day was held where the

community was given access for a peak into Waterloo's past, with a presentation and archaeological display of artefacts from all recent investigations discovered at the Waterloo Metro Quarter. Artefacts found onsite will also be on display within the station due to open in mid-2024.



Community corner: Get involved!

Mental health month:

Factory Community Centre
67 Raglan St

Every Friday in October 11:30am to 2:00pm

- Fri 6 October **Stress Management:** a practical toolbox
- Fri 13 October **Nutrition:** for a healthy mind and body
- Fri 20 October **Creativity:** expression through writing
- Fri 27 October **Self-care and communication**

RSVP phone 9698 9569 or
email info@counterpointcs.org.au

Women's health clinic:

Waterloo Neighbourhood Centre
Shop 5/ 95 Wellington St

Free and confidential services offered:

- Self-collection cervical screening test
- STI screening
- Bookings for breast screening
- Health information
- Pregnancy tests
- Contraception advice

Thursdays from 10:30am to 12:30pm
5 October, 2 November, 7 December

Mental health first aid:

Waterloo Neighbourhood Centre
Shop 5/ 95 Wellington St

Learn the signs and symptoms of mental health problems, and where and how to get help

Tue 24 October, Wed 25 October, Thu 26 October
12:00pm to 4:30pm
Registrations are essential by Tue 17 October.

Community outreach:

Waterloo Neighbourhood Centre
Shop 5/ 95 Wellington St

Come for a free cuppa, snacks and chat at the weekly community outreach. Different services are available each week including:

- Mission Australia
- OzHarvest
- Vinnies
- Footpath Library
- Waterloo Metro
- Sydney Local Health District
- 4 Voices
- City of Sydney
- and more

Every Thursday 10:30am to 12:30pm

For more details, please contact
Mission Australia Community Engagement
Facilitator, Roopali on 0491 147 620 or
SharmaRo@missionaustralia.com.au

