



**LET'S TALK WATERLOO**  
**Waterloo Redevelopment**

**VISIONING REPORT**  
**KEY FINDINGS**

Prepared for the Department of Family  
and Community Services  
May 2018



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THE FUTURE

## KEEP

Public housing  
The Green  
Stay the same!  
Trees & shade

community garden !!

## HCHANGE

No leaf blowers! Everyone hates them!

## ADD

More surringe bins  
More rubb & bins  
More...

grow!

OPEN

# Overview

## SECTION 1

# 1. Overview

This report presents the findings from the first phase of the 'Let's Talk Waterloo' community engagement program, undertaken by Kathy Jones and Associates (KJA), on behalf of Land and Housing Corporation, part of NSW Family and Community Services (FACS) from October to December 2017. It includes the findings of the Aboriginal engagement program undertaken by Balarinji, a separate but related stream of work which focused on gathering the views and input of local Aboriginal people and organisations.

The community engagement program for the Waterloo redevelopment has been designed to be transparent, inclusive and accessible. It consists of three phases:

- Visioning
- Options testing
- Preferred master plan

The aim of this initial phase has been to develop a vision to guide the master planning process for the Waterloo Redevelopment Precinct.

The visioning phase of the community engagement program has been extensive, with a range of opportunities for people to get involved and have their say – including through workshops, pop-up information stalls, a community day and an online survey.

It was designed to ensure input from young people, older people, people from diverse cultural backgrounds, as well as non-Government organisations (NGOs) and community groups with a strong presence in the area.

The approach resulted in approximately 1,570 participants joining in the activities on offer, drawn from the Waterloo social housing estate, the surrounding neighbourhood and the broader community, and reflecting the diversity of the area. It ensured lively and interactive gatherings, with many enjoying the opportunity to come together to share their views on the future of Waterloo.

Findings from the visioning phase are presented in Section 6 of this report, according to the following five themes:

- culture and community life;
- transport, streets and connections;
- housing and neighbourhood design;
- community facilities, services and shops;
- environment and open space.

The themes were developed in consultation with key community and other stakeholders and formed the focus of the engagement activities.

The report draws together the information and data collected in relation to these themes from across the different activities. For each theme, Section 6 sets out what we heard; current issues and priorities; future needs and aspirations; findings from the Aboriginal engagement workshops; and practical and innovative ideas put forward by participants.

The findings highlight the community's desire to retain and strengthen the culture and diversity of Waterloo, capture its unique identity, respect its Aboriginal culture and history and maintain the strong sense of community. The value placed on the natural environment, green open space and trees, and ensuring a safe, welcoming and vibrant Waterloo of the future are also clear messages to emerge.

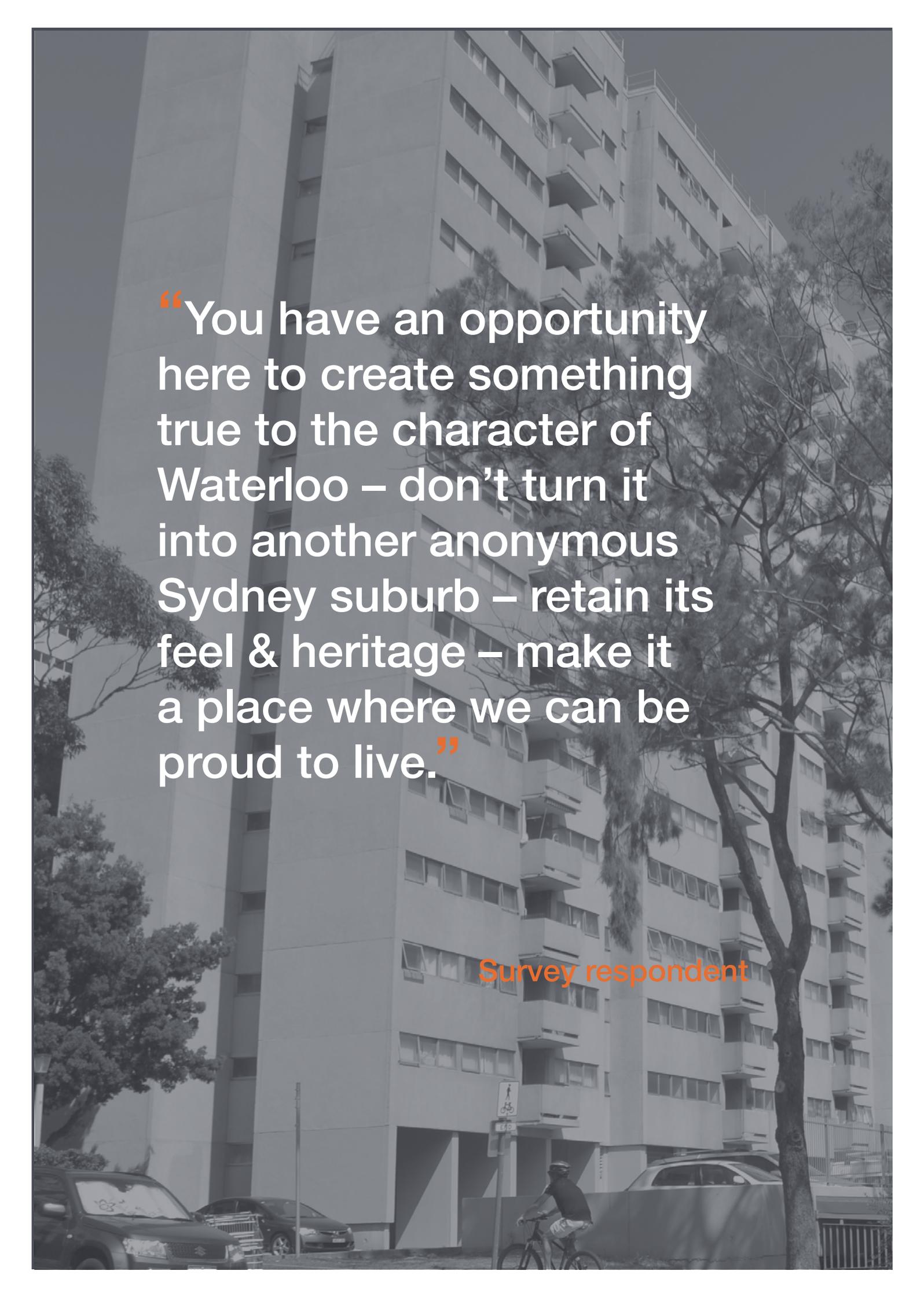
The engagement findings have informed the development of a set of vision principles for the Waterloo Redevelopment Precinct, to reflect the community's vision for the area, and to guide the preparation of the master plan.

Detailed engagement findings, for each activity type and participant group, are available as separate downloadable files from the FACS Communities Plus website at:

[www.communitiesplus.com.au/waterloo](http://www.communitiesplus.com.au/waterloo)



Image: Waterloo estate

A tall, modern apartment building with a cyclist in the foreground. The building is white with many windows and balconies. A cyclist is riding a bicycle in the foreground, and there are cars parked on the street. The image is in black and white with a semi-transparent overlay.

“You have an opportunity here to create something true to the character of Waterloo – don’t turn it into another anonymous Sydney suburb – retain its feel & heritage – make it a place where we can be proud to live.”

Survey respondent



# Vision principles

## SECTION 2

# 2. Vision principles for the Waterloo Redevelopment Precinct

Based on engagement feedback, the following principles have been developed to reflect the community's priorities and aspirations for the future, and to guide the preparation of the master plan for the Waterloo redevelopment area.



**Culture and community life**



**Transport, streets and connections**



**Housing and neighbourhood design**



**Community facilities, services and shops**



**Environment and open space**

## Character of Waterloo



Strengthen the diversity, inclusiveness and community spirit of Waterloo.



Reflect the current character of Waterloo in the new built environment, by mixing old and new.

## Aboriginal culture and heritage



Recognise and celebrate the significance of Waterloo's Aboriginal history and heritage across the built and natural environments.



Make Waterloo an affordable place for more Aboriginal people to live and work.



Foster connection to culture by supporting authentic storytelling and recognition of artistic, cultural and sporting achievements.

## Communal and open space



Create high quality, accessible and safe open spaces that connect people to nature by catering to different needs, purposes and age groups.



Create green open spaces that bring people together and contribute to community cohesion and wellbeing.

### **Community services, including support for those who are vulnerable**



Ensure that social and human services support an increased population and meet the diverse needs of the community, including the most vulnerable residents.



Provide flexible communal spaces to support cultural events, festivals and activities that strengthen community spirit.

### **Movement and connectivity**



Make public transport, walking and cycling the preferred choice with accessible, reliable and safe connections to amenities.



Make Waterloo a desired destination with the new Sydney Metro station at the heart of the precinct's transport network – serving as the gateway to an attractive, welcoming, safe and active community.

### **Design excellence**



Ensure architectural excellence so that buildings and surrounds reflect community diversity are environmentally sustainable and people-friendly, contributing to lively, attractive and safe neighbourhoods.



Recognise and celebrate Waterloo's history and culture in the built environment through artistic and creative expression.



Create an integrated, inclusive community where existing residents and newcomers feel welcome, through a thoughtfully designed mix of private, affordable and social housing.

### **Local employment opportunities**



Encourage a broad mix of businesses and social enterprise in the area that provides choice for residents and creates local job opportunities.

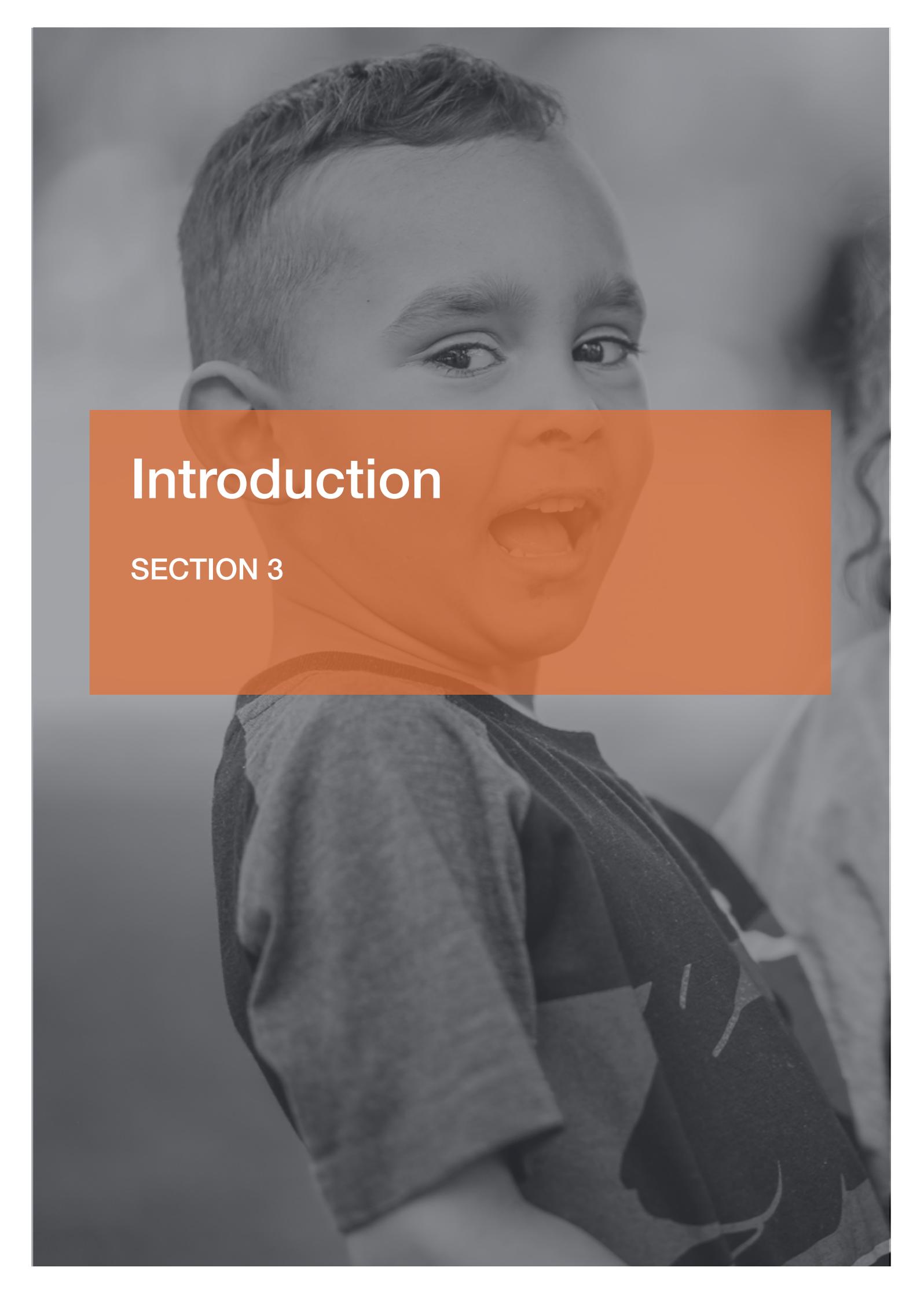


### **Accessible services**

Deliver improved and affordable services that support the everyday needs of the community, such as health and wellbeing, grocery and retail options.



Image: Residents at the Community Day



# Introduction

SECTION 3

# 3. Introduction

This report summarises the outcomes of the first phase of the ‘Let’s Talk Waterloo’ engagement program, which was launched in October 2017 to actively and meaningfully engage with the community about the vision for the Waterloo Redevelopment Precinct.

The announcement of a new Sydney Metro station for Waterloo and the Communities Plus renewal program (delivered as part of the NSW Government’s Future Directions for Social Housing strategy) have created an opportunity to deliver new and improved social housing alongside private and affordable housing, so that more people can call Waterloo home.

Future Directions for Social Housing in NSW (Future Directions) is underpinned by three strategic priorities:

- more social housing;
- more opportunities, support and incentives to avoid and/or leave social housing;
- a better social housing experience.

Communities Plus, a delivery program under Future Directions, aims to grow the social housing portfolio to provide new and more homes for those most in need. Communities Plus will deliver up to 23,000 new and replacement social housing dwellings, 500 affordable housing dwellings and up to 40,000 private dwellings across NSW.

The redevelopment of Waterloo is part of the Communities Plus program.

The Waterloo Redevelopment Precinct, which includes the Waterloo social housing estate and a new Metro Quarter (the area around the station), was nominated as a State Significant Precinct in May 2017. FACS is leading the communications and the community engagement program as part of the master planning process.

The purpose of the vision is to provide an overarching framework to support the development of the master plan which will guide Waterloo’s growth and development over the next 15–20 years.

The master plan process is being undertaken in accordance with 21 study requirements developed by the Department of Planning and Environment (DPE). These set out 27 areas for investigation and consideration, including the requirement that consultation is genuine, inclusive and accessible, and provides the opportunity for those affected to have influence.

To meet the DPE study requirements in relation to consultation, FACS engaged KJA to develop and deliver the community engagement program. Balarinji, an Indigenous owned strategy and design agency, was also engaged to adapt the community engagement program in consultation with local Aboriginal organisations to ensure cultural relevance, and to facilitate engagement with Aboriginal people living in, working in, and connected to Waterloo. This report has been prepared by KJA, with input from Balarinji.

The ‘Let’s Talk Waterloo’ community engagement program has been designed to raise awareness about the redevelopment and to provide an opportunity for the community to have input into the preparation of a master plan for the area. Visioning engagement is the first phase of the program and has sought people’s views on what they would like for the Waterloo of the future.



# Project background

## SECTION 4

# 4. Project background

## 4.1 About the Waterloo Redevelopment Precinct

The Waterloo Redevelopment Precinct is a large-scale redevelopment that will be staged over the next 15–20 years. The precinct includes the Waterloo social housing estate and the area above and around the new Waterloo Sydney Metro station (the Metro

Quarter), bounded by Botany Road, Cope Street, Raglan Street and Wellington Street. Transport for NSW, through Sydney Metro, has acquired the Metro Quarter land and will construct the new underground Waterloo Sydney Metro station between Botany Road and Cope Street. The precinct also includes a small number of privately owned properties. Figure 1 shows the boundary of the Waterloo Redevelopment Precinct.



Waterloo Redevelopment Precinct

Privately Owned Land

Figure 1: Waterloo Redevelopment Precinct

## 4.2 Context

The NSW Government's Future Directions for Social Housing strategy sets out the NSW Government's vision to transform the social housing system over the next 10 years by delivering up to 23,000 new and replacement social housing dwellings, 500 affordable housing dwellings and up to 40,000 private dwellings. Key features include the redevelopment of social housing in partnership with the private and not-for-profit sectors to deliver new and replacement social housing dwellings, increased numbers of affordable and private dwellings in integrated communities, and opportunities and incentives for people to transition out of social housing.

The Future Directions strategy is being delivered by FACS via its Communities Plus program, and the redevelopment of the Waterloo estate is part of this program.

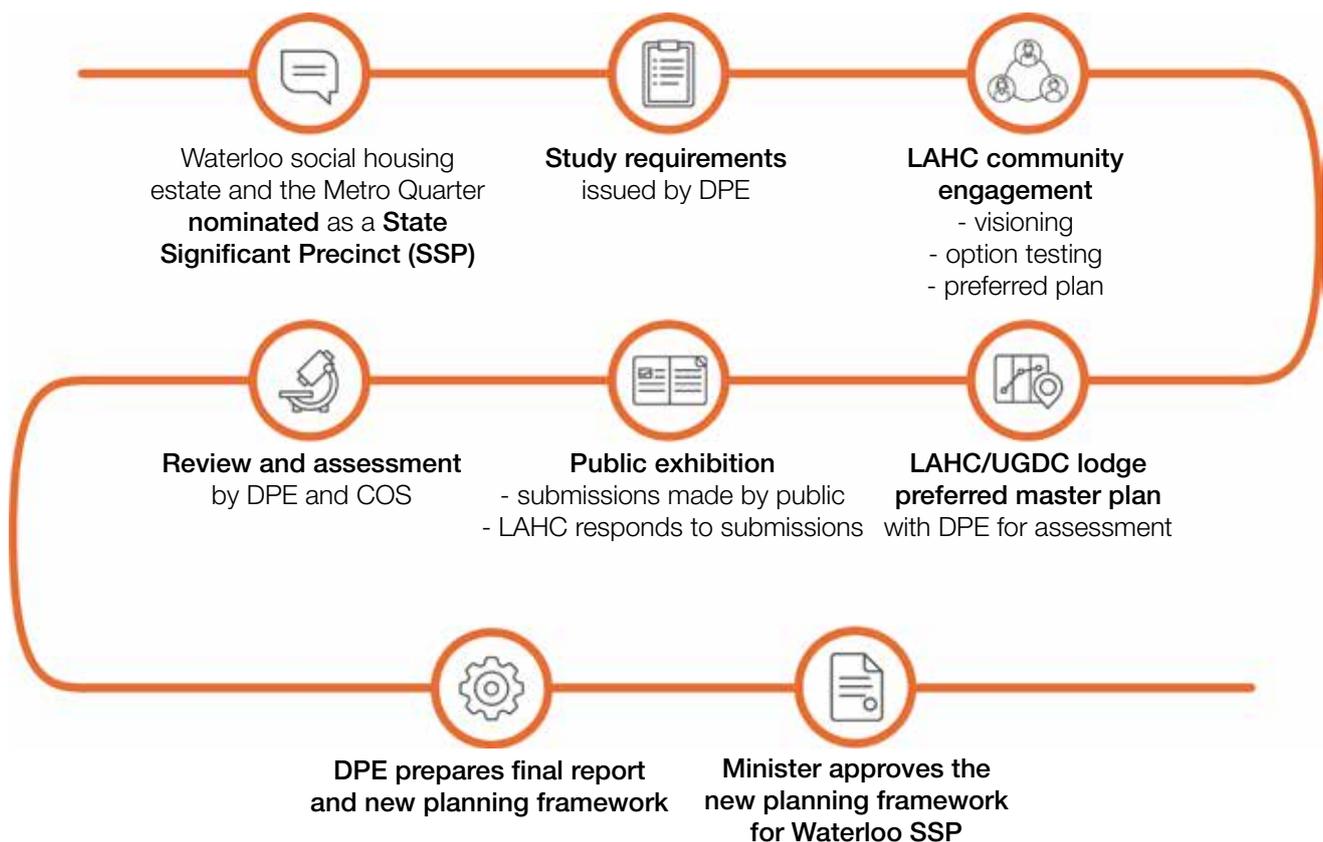
## 4.3 About the master planning and community engagement process

FACS is leading the communications and community engagement process for the Waterloo State Significant Precinct (SSP) master plan. It has engaged UrbanGrowth NSW Development Corporation (UGDC) to carry out a technical study process, engage with government agencies and develop the master plan.

Over a period of 12–18 months, feedback from the community and stakeholders will combine with findings from various technical studies and input from government agencies to shape a master plan for the Waterloo Redevelopment Precinct.

One of the early stages in the master plan process is developing a vision for the future. Following the visioning phase, a number of possible design options will be developed, and further community consultation will be undertaken to help determine the preferred plan. The master plan will then be submitted to the Department of Planning and Environment (DPE) for further community feedback, evaluation and assessment, before a recommendation is made to the Minister for Planning, who is responsible for the final decision.

Community engagement is a critical component of the master planning process, contributing to the development of the visioning principles and the identification and testing of options to reach a preferred plan.



LAHC = Land and Housing Corporation  
 UGDC = Urban Growth Development Corporation  
 DPE = Department of Planning and Environment  
 COS = City of Sydney

Figure 2: Master plan timeline



Image: Waterloo resident in the Waterloo estate community garden

## 4.4 Aims

The aims of the Waterloo Redevelopment Precinct were established from the outset of the project and refined with the Waterloo Redevelopment Group (a resident and community-based advisory group). These are set out below:



**The Waterloo Metro Quarter will create a new hub for the redevelopment precinct**

and residents can look forward to new community spaces, services, shops, job opportunities and improved transport options.



**There will be no loss of the current number of social housing dwellings.**



**Up to 70% of the total dwellings to be private housing, with 5-10% designated as affordable housing for low-to-moderate income households.**



**All social housing will be designed to meet the Silver level of Universal Housing Design standards, which means making homes safer, more comfortable and easier to access for residents at all stages of their life.**



**A mix of public open spaces** will be of the highest quality for the safe interaction of people of all ages, cultures and abilities.



**Engagement will be active, meaningful and respectful** and will recognise the cultural and historic importance of Waterloo and draw on local knowledge.



**Redevelopment will be done in stages over 15–20 years.**

Other aspects of the redevelopment which have also been articulated include:

- The redevelopment of Waterloo will be completed in stages over the next 15–20 years.
- The master planning process will take approximately 12 months and will help determine the mix of social, affordable and private housing.
- There will be no loss of the current number of social housing dwellings.
- All current social housing residents have the right to return to the Waterloo estate.
- There will be no relocations in 2018.

- FACS will contact each social housing resident six months before any relocation is required and will work with residents throughout the relocation process.
- The intention is for residents to be able to move from their current homes straight into the new social housing as buildings are completed.
- A human services plan will be developed in parallel to the master planning process to support residents' health, safety and wellbeing.

## 4.5 Preparing for community engagement

To support the community to participate in the engagement program and to ensure meaningful consultation, FACS undertook a number of initiatives including:

- establishing the Waterloo Connect office, to provide information and updates and address social housing residents' queries and concerns in relation to the redevelopment;
- funding a Community Development Officer, based at Counterpoint Community Services, to provide independent support to the Waterloo community during the master planning process;
- funding the community capacity building project, through Inner Sydney Voice (local NGO), to educate residents and other stakeholders on the master planning process and to help residents provide input into the community engagement program;
- funding two bilingual educators to provide capacity building and support the Chinese and Russian communities to participate in the community engagement program;
- funding an independent Aboriginal Liaison Officer, employed through Inner Sydney Voice and working out of the Public Housing Action Group, to provide advocacy and support for the Aboriginal community and to engage with NGOs that provide Aboriginal services in Waterloo.

FACS also sought input from the community to inform the design of the community engagement program, within the context of the parameters established by the NSW Government. Various workshops and meetings, facilitated and attended by KJA and FACS, were held with the Waterloo Redevelopment Group and other stakeholders to identify focus areas and related key issues to be explored during the visioning phase. Feedback from these early consultations emphasised the importance of: face-to-face engagement as well as online tools; tailoring approaches to meet the needs of different groups; ensuring clear messages and accessible information; and learning from previous consultation efforts.

The design of the Aboriginal engagement program was informed by input from local NGOs which deliver Aboriginal services and/or represent local Aboriginal community members. This provided Balarinji with important feedback on culturally appropriate ways to tailor the focus areas and activities.

This community feedback informed the engagement approach, including the activities undertaken and the opportunities provided for community participation, which are set out in the next section.

# Engagement approach and overview

SECTION 5

LET'S  
TALK  
WATERLOO



# 5. Engagement approach and overview

## 5.1 Community engagement overview

Engagement during the visioning phase has been focused on understanding the views and aspirations of people living in Waterloo and what they would like to see for Waterloo over the next 15–20 years.

The community engagement program for this first phase was aimed at providing residents and the community with a range of ways to get involved so that as many people as possible were able to have their say.

The engagement program was designed around five key focus areas:



**Culture and community life**



**Transport, streets and connections**



**Housing and neighbourhood design**



**Community facilities, services and shops**



**Environment and open space**

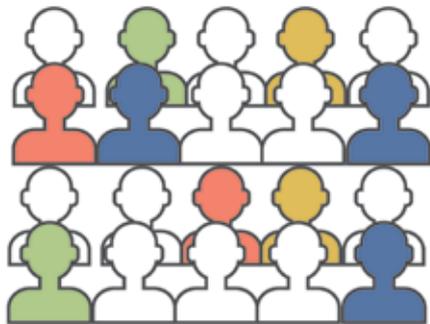
These focus areas or themes are broadly aligned with the focus of the technical studies to meet requirements set by the DPE and to inform the master plan.

The Waterloo community was invited to provide feedback in a number of ways, with engagement activities designed to respond to the diverse needs of the community impacted by the project. People attended face-to-face activities including workshops, pop-up information stalls and a Community Day held on Waterloo Green; or provided written feedback via surveys (completed online, at engagement events or by mail) and visioning postcards.

Engagement activities involved social housing tenants, private residents in the SSP and the broader community, Russian and Chinese speaking communities, and younger and older people to ensure that all voices were heard. A community engagement program was undertaken to seek input from local Aboriginal people and organisations, and included workshops and a survey, undertaken by Balarinji.

Figure 3 provides an overview of the total number of participants engaged during the visioning phase.

As part of the visioning phase, we engaged with:



Approx  
**1,570**  
participants

over half of whom were social housing residents living on the Waterloo social housing estate



Face-to-Face

Approx **1,115**  
participants



Online engagement or by providing written feedback

**458**  
surveys and postcard  
completed

Approx **14,500**  
newsletters distributed,  
including to all social housing  
properties on the Waterloo  
estate, inviting the Waterloo  
community to visioning events  
and activities

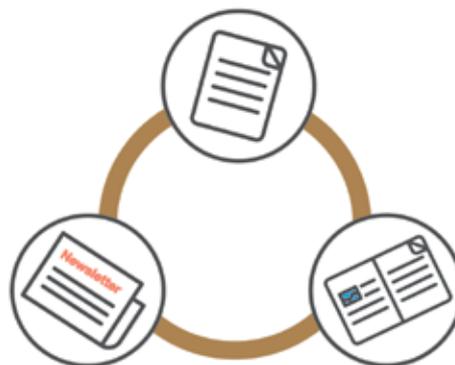
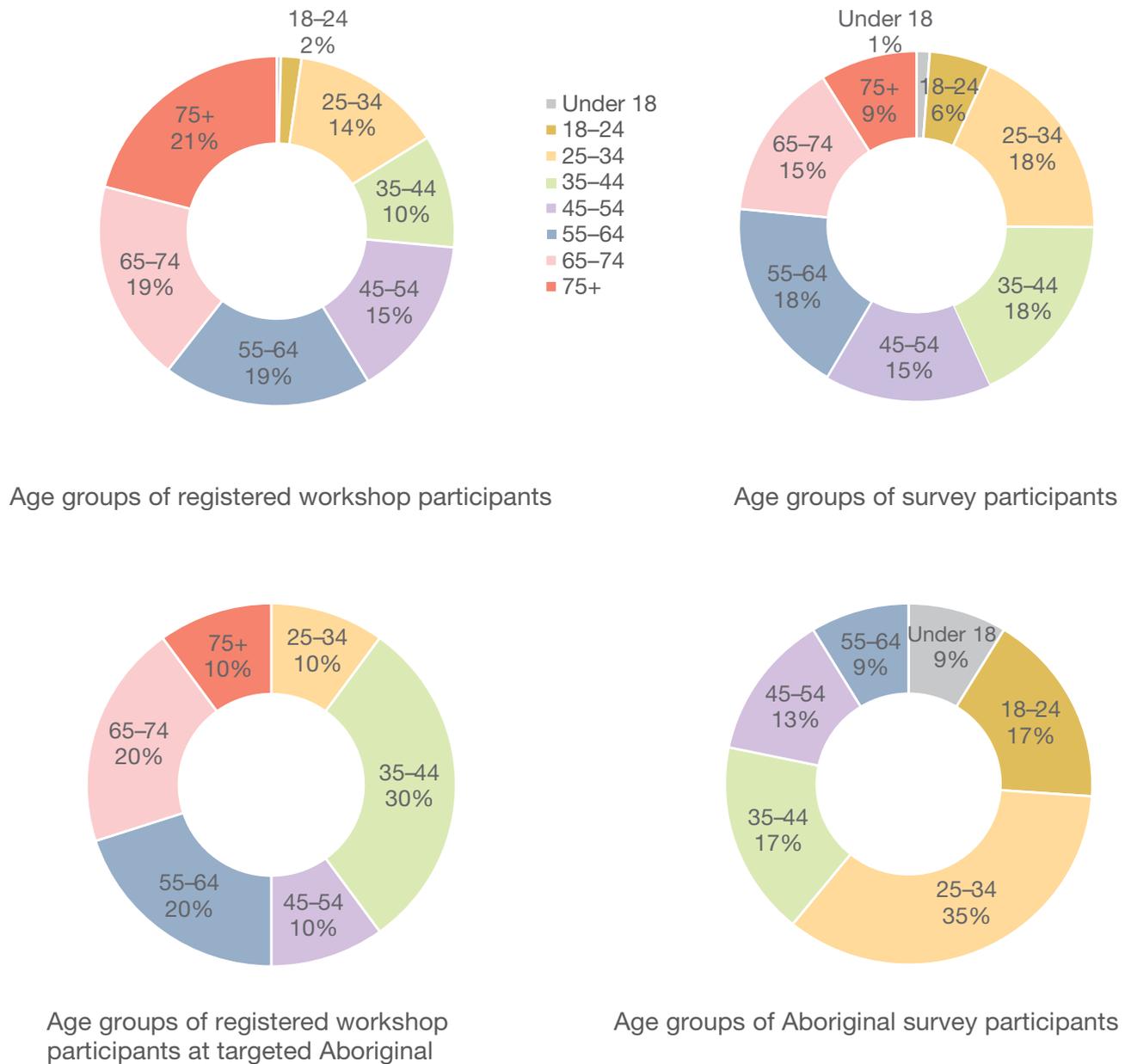


Figure 3: Engagement snapshot

Multiple and diverse activities ensured that the program engaged with a wide range of people, by age, background and interest in the project.

The graphs in Figure 4 highlight that for those who attended workshops and/or completed a survey, there was a good spread of ages. Survey respondents were more likely to be from younger age groups (18–24; 25–34; 35–44), while older age groups were more strongly represented at the workshops (in particular those aged 75 years and older).



**Figure 4:** Age of registered workshop and survey participants

The graphs above show the age spread of registered workshop participants and survey respondents who indicated their age group as part of their participation in the community engagement program or Aboriginal engagement program. The data for registered workshop participants does not include those who attended the youth workshops or the session targeted at older residents, as the people who attended these informal sessions were not asked to register.

## 5.2 Engagement approach

Engagement activities took place over an eight-week period and were designed to understand current issues and priorities, and future needs and aspirations. Questions were focused around what the community would like to keep, change and add in the precinct; what is of importance and value now and in the future; and what an ideal future Waterloo will look like.

To ensure that the redevelopment is informed by the views and needs of the existing community, engagement was designed to be active, meaningful and respectful, recognising the cultural and historic importance of Waterloo. This included establishing the Aboriginal engagement stream to ensure a culturally sensitive and appropriate approach, tailored to the needs of the local Aboriginal community, as well as Aboriginal NGOs and their members.

In keeping with DPE's study requirements relating to consultation, including alignment with IAP2\* core values, the following objectives and principles were established:



### Engagement objectives

- Raise awareness about the Waterloo Redevelopment Precinct master plan including process, objectives and timeframes.
- Acknowledge and appreciate the history of Waterloo and its residents.
- Clearly communicate what can and cannot be influenced.
- Provide support to stakeholder groups to ensure that they feel represented, connected and informed, and that their opinions are valued.
- Consider the needs of each stakeholder group, ensuring that engagements are culturally appropriate.



### Engagement and communication principles

- Be open.
- Be transparent.
- Be inclusive.
- Consult extensively.
- Be timely and considered.
- Ensure that everyone feels heard.

\* The Spectrum of Public Participation was developed by the International Association of Public Participation (IAP2) to help clarify the role of the public (or community) in planning and decision making. It identifies five levels of public participation (or community engagement).

## 5.3 Engagement activities

The engagement program targeted several key stakeholder groups as well as the broader community to ensure that feedback reflected a diversity of interests and views. Figure 5 provides an overview of the different ways that people were engaged. Each of these activities was tailored to meet the engagement needs of the particular stakeholder group, and facilitated to appropriately draw out and capture feedback.

The different activities through which people engaged included:

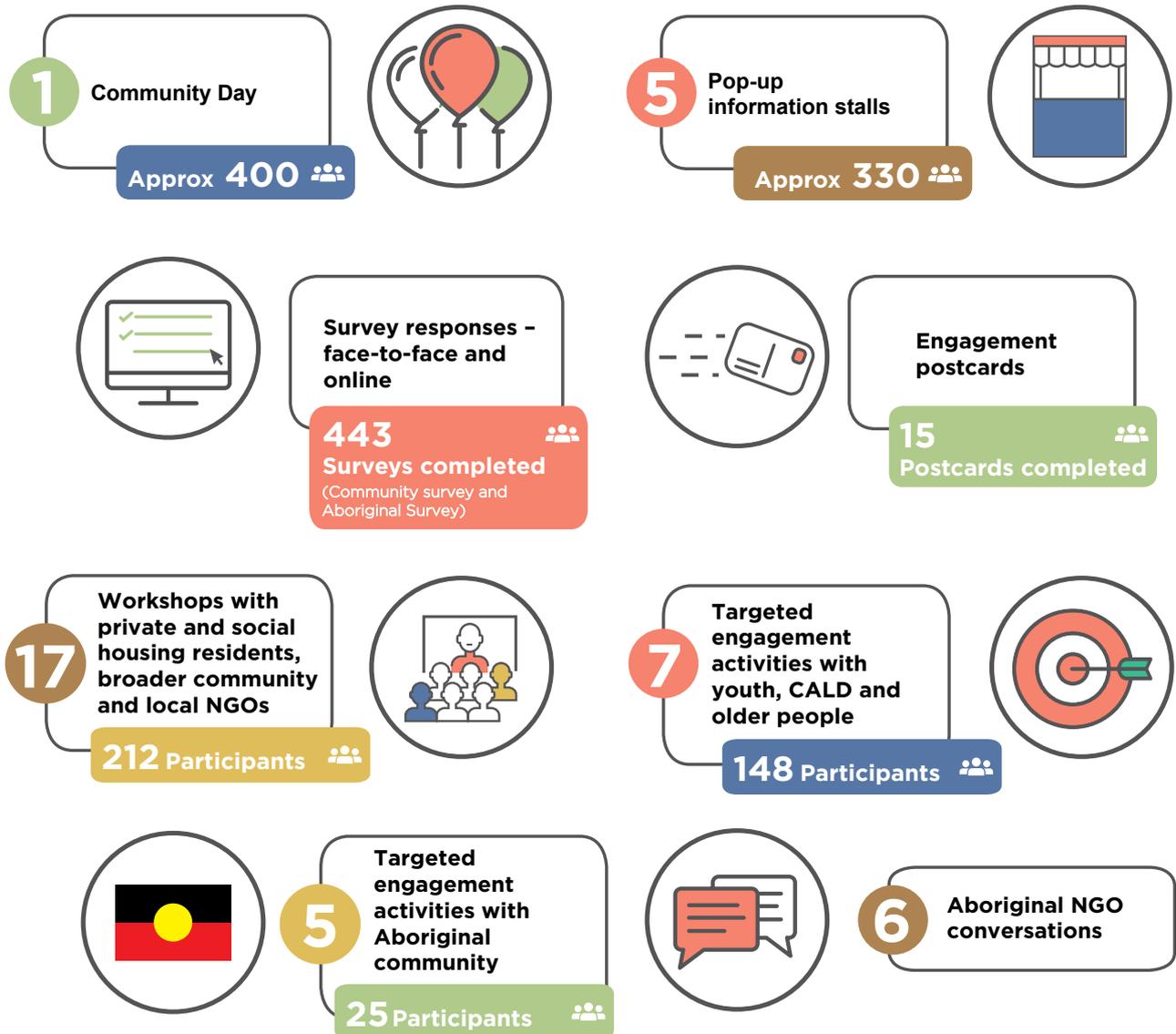


Figure 5: Summary of the ways that people were engaged during the visioning phase

Hearing from social housing residents living on the estate to understand their priorities and needs for a future Waterloo has been of key importance. This is reflected in the high number of social housing residents engaged in a way that best suited them, by attending targeted workshops, pop-up sessions, or the Community Day, or alternatively sharing feedback via survey or postcard. Over 50% of those engaged during the visioning phase were social housing residents currently living on the Waterloo estate.

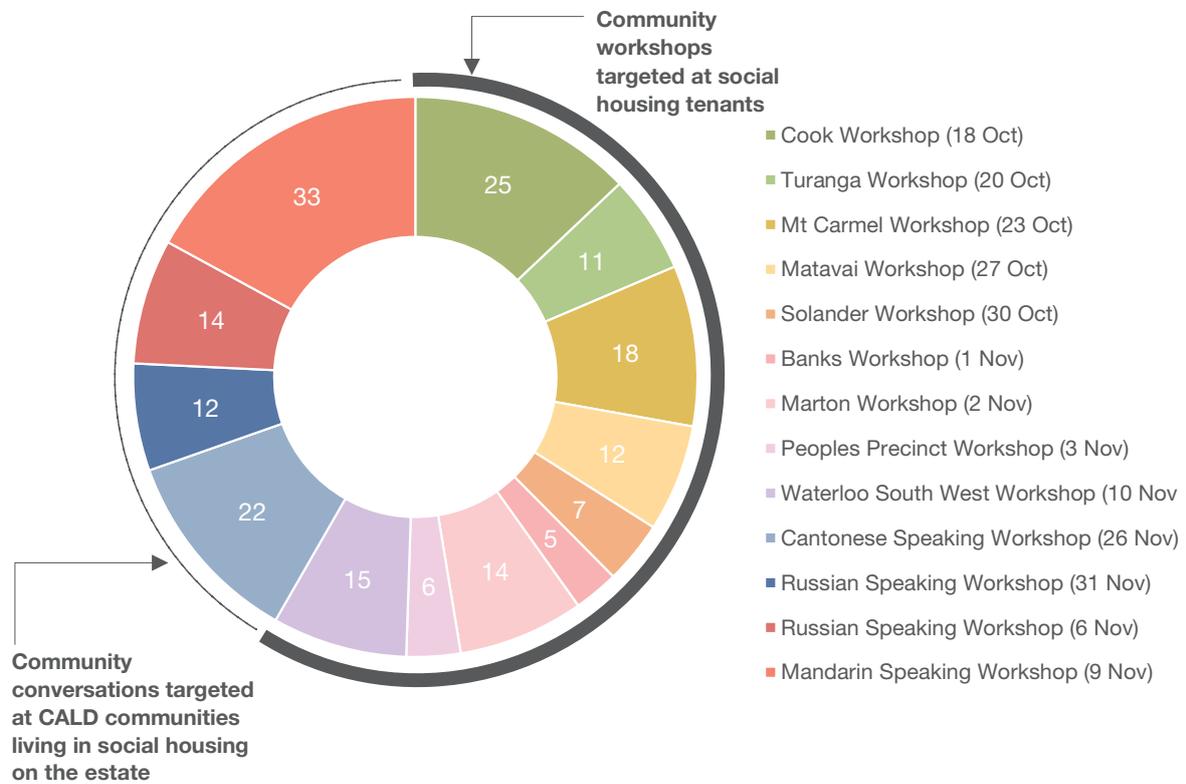


Figure 6: Registered workshop participants who attended the community workshops and community conversations targeted at social housing tenants living on the estate (as part of the broader community engagement program)



Image: community conversation sessions

## 5.4 Collection and analysis of feedback

Approximately 1,570 participants took part in the various activities that formed the first phase of the community engagement program. This generated a significant volume of both quantitative and qualitative information and data. Ensuring a robust and consistent approach to collecting and analysing this has been a priority. The different methods used to achieve this during the visioning phase are set out in the table below.

Type of information	Purpose and method of collection	Method of analysis
Quantitative	<p>To provide a quick and easy way for people to express their views and give an indication of priorities on key issues through:</p> <ul style="list-style-type: none"> <li>• preference ranking exercises undertaken at workshops and the Community Day*;</li> <li>• multiple choice questions in short and detailed surveys.</li> </ul>	<p>Aggregation of results to show responses from most frequently to least frequently nominated</p>
Qualitative	<p>To allow for exploration of issues and the opportunity to express views through:</p> <ul style="list-style-type: none"> <li>• ‘keep, change, add’ exercises at workshops and the Community Day;</li> <li>• visioning and ‘word cloud’ exercises at workshops and the Community Day;</li> <li>• discussions at the pop-up sessions;</li> <li>• open-ended questions in short and detailed surveys;</li> <li>• visioning postcards.</li> </ul>	<p>Categorisation of written responses/ information captured according to themes and sub-themes; analysis to identify views by different stakeholder group and event, including commonalities, points of difference and key issues</p>

The design of the Aboriginal engagement program involved adapting the above quantitative and qualitative data collection methods to support a consistent approach.

Together, the qualitative and quantitative information and data gathered has been used to develop insights to understand what is most important to people and what they want to see, across the five focus areas, in the future Waterloo. As the program is a community engagement exercise, rather than a research project, qualitative and quantitative information has been collated and analysed to build a picture and inform a shared vision for the Waterloo Redevelopment Precinct.

\* Due to the flexible and dynamic nature of the preference ranking exercise, the total number of people who responded to each question was not recorded. For the purposes of this report, data collected via the preference ranking exercises has been presented as the number of responses per option rather than a percentage (i.e. number of responses as a proportion of the total number of respondents).

# 1 DOTMOCRACY CULTURE AND COMMUNITY LIFE

Facilitator: \_\_\_\_\_ Date: / /

I would like to see Waterloo's culture and history acknowledged and celebrated in this way (select up to 3)

<b>Public art</b> (Including art created by local residents)	<b>Naming of communal/public spaces or buildings</b>	<b>Cultural/community facilities or venues</b>
<b>Signs to show important places</b>	<b>Community events, programs and festivals</b>	<b>Building and landscape design</b>
<b>Other</b> (list 'other' responses)		



# 5 DOTMOCRACY ENVIRONMENT AND OPEN SPACE

Facilitator: \_\_\_\_\_ Date: / /

**OPTIONS**

Stamp your 3 priorities for the future below.

<b>Local parks</b>	
<b>Public plazas or squares</b>	
<b>Private or internal courtyards</b> (i.e. a space shared by a small number of buildings)	
<b>Community gardens</b>	
<b>Shaded sitting areas</b>	
<b>Small 'pocket' parks</b>	
<b>Major walkways through parks/open spaces</b>	
<b>Dog parks</b>	
<b>Natural parklands with native plants</b>	
<b>Other</b> (list 'other' responses)	



Image: Examples of preference ranking exercise

**WORD CLOUD**

Date: / /

Facilitator:

What makes this community special to you?



Facilitator: \_\_\_\_\_ Date: / /

**KEEP**

---

**CHANGE**

---

**ADD**



Image: Examples of 'word cloud' and 'keep, change, add' exercise

What are its strengths, and what could be done to build on this and make it even better? (examples include history and heritage, public library, art spaces, community activities, Indigenous recognition, remembering community leaders, and cultural elements)

HOW DO YOU FEEL ABOUT LOCATING PRIVATE & SOCIAL HOUSING TOGETHER?

Place a stamp

How do you feel about the option to locate private and social housing units in the same apartment building?

	POSITIVE	NEUTRAL	UNSUPPORTIVE
Strongly Dislike	✓ * * * * *	* * * * *	NOT A GOOD HOUSING OPTION

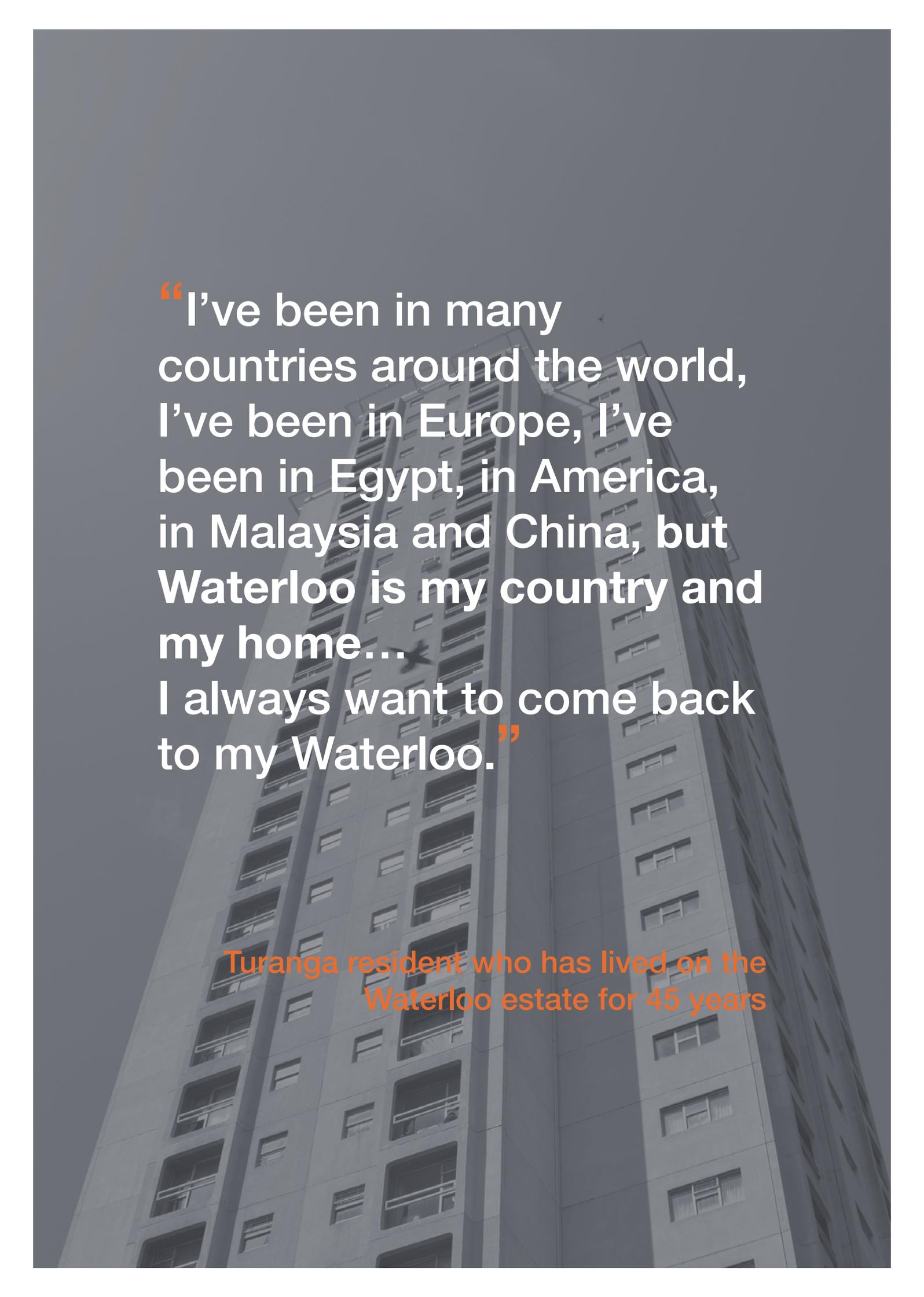
# Engagement outcomes

## SECTION 6

DIVERSITY

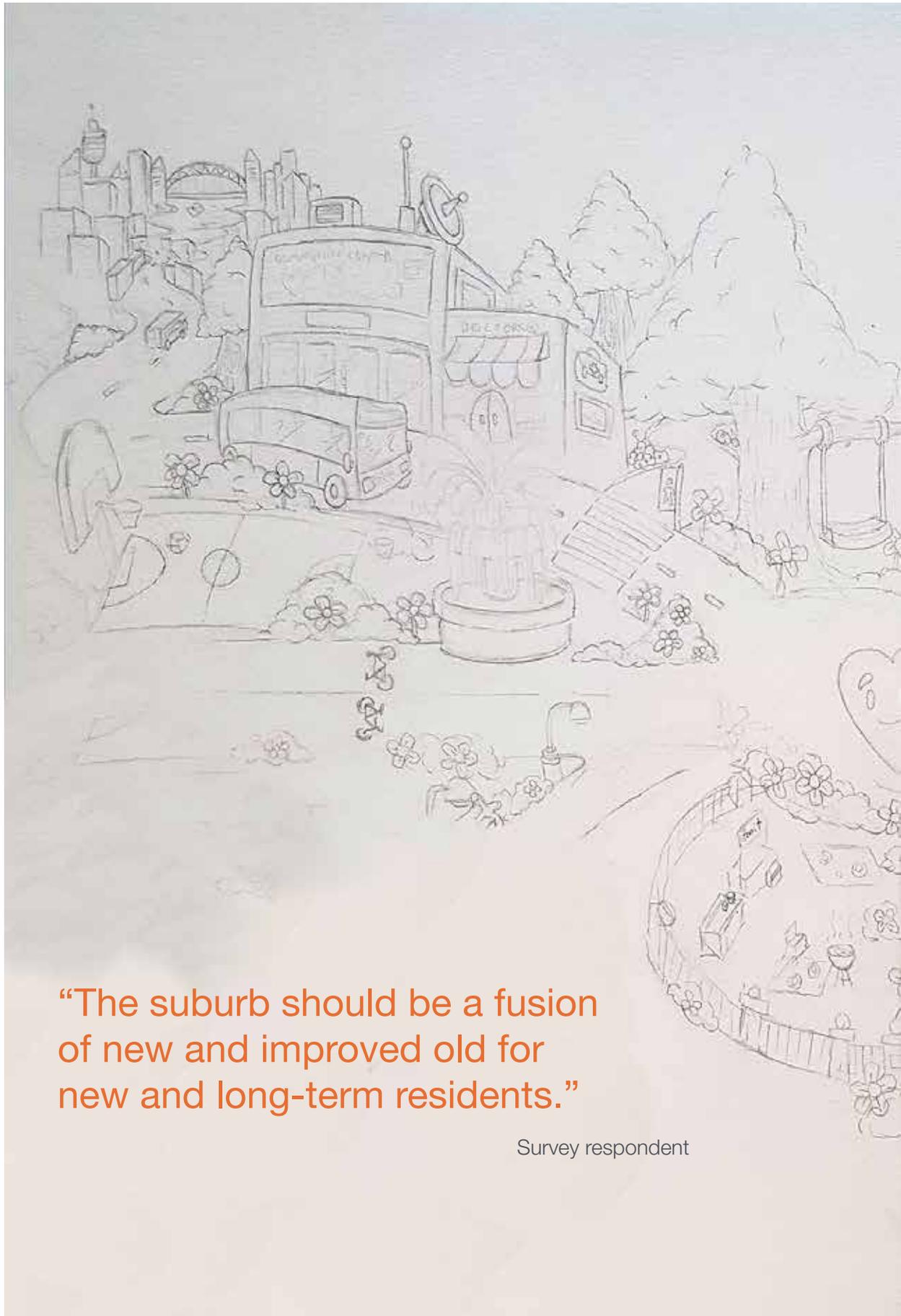
mixing -  
and what  
diversity  
housing

CHANGE



“I’ve been in many countries around the world, I’ve been in Europe, I’ve been in Egypt, in America, in Malaysia and China, but Waterloo is my country and my home... I always want to come back to my Waterloo.”

Turanga resident who has lived on the Waterloo estate for 45 years



**“The suburb should be a fusion of new and improved old for new and long-term residents.”**

Survey respondent

*Figure 5: Illustration of key priorities that emerged from community engagement undertaken during the visioning phase*



# 6. Engagement outcomes

## 6.1 Overview

Those who participated in the community engagement program were very passionate about their community and provided thoughtful and considered feedback. Activities were interactive and lively, with many enjoying the opportunity to get together with neighbours and friends to talk about what they want for the future of Waterloo.

While there was scepticism from some about the engagement program, people in attendance were keen to participate and share their thoughts and views. Older residents were more likely to express concern about the need to relocate and the view that focusing on the future can be difficult in the face of more immediate needs. Many appreciated the opportunity to hear from FACS about the master planning process and timing, to better understand the project aims and commitments and to have their specific questions answered.

People told us about the importance of building upon the things that they already value in Waterloo, including the community networks, sense of place and respect for cultural diversity. There was a strong desire for the redevelopment to capture Waterloo's unique identity, to respect Aboriginal culture and history, and to maintain the strong sense of community.

Feedback revealed that the five focus areas (shown below) are closely linked, with many of the key issues that emerged from discussions raised across multiple themes.



**Culture and community life**



**Transport, streets and connections**



**Housing and neighbourhood design**



**Community facilities, services and shops**



**Environment and open space**

Despite the wide range of stakeholder groups engaged, including public and private residents, people of different ages and from different cultural backgrounds, there was consistency in responses across the five themes. Differences mainly centred on the relative importance given to issues. For example, older people emphasised the importance of services being close by, housing design, accessibility and safety. For younger people, sporting and recreation facilities were important. For the Aboriginal community, connection to culture and a strong sense of community emerged as recurring priorities.

Cross-theme insights highlighted community support for a future Waterloo that includes:



A strong and diverse community that celebrates and protects its cultural heritage – and in particular Aboriginal cultural heritage – into the future.



A mix of built, open and green spaces for private and communal use – where people can connect with each other, celebrating community spirit and diversity through a range of activities and events.



A connected and accessible Waterloo, with residents able to easily access essential facilities, services and shops and a range of frequent, reliable and sustainable transport options.



A vibrant natural environment with multiple and diverse green spaces, community gardens, trees, seating and sunshine, providing places to relax and engage.



A safe, secure and accessible Waterloo where it is easy to move around and connect to open space, services, facilities, and transport.



Image: Historical pictures of Waterloo

Those who responded to the short and detailed survey told us that apart from the location, the people are the best thing about Waterloo, closely followed by the parks and trees.

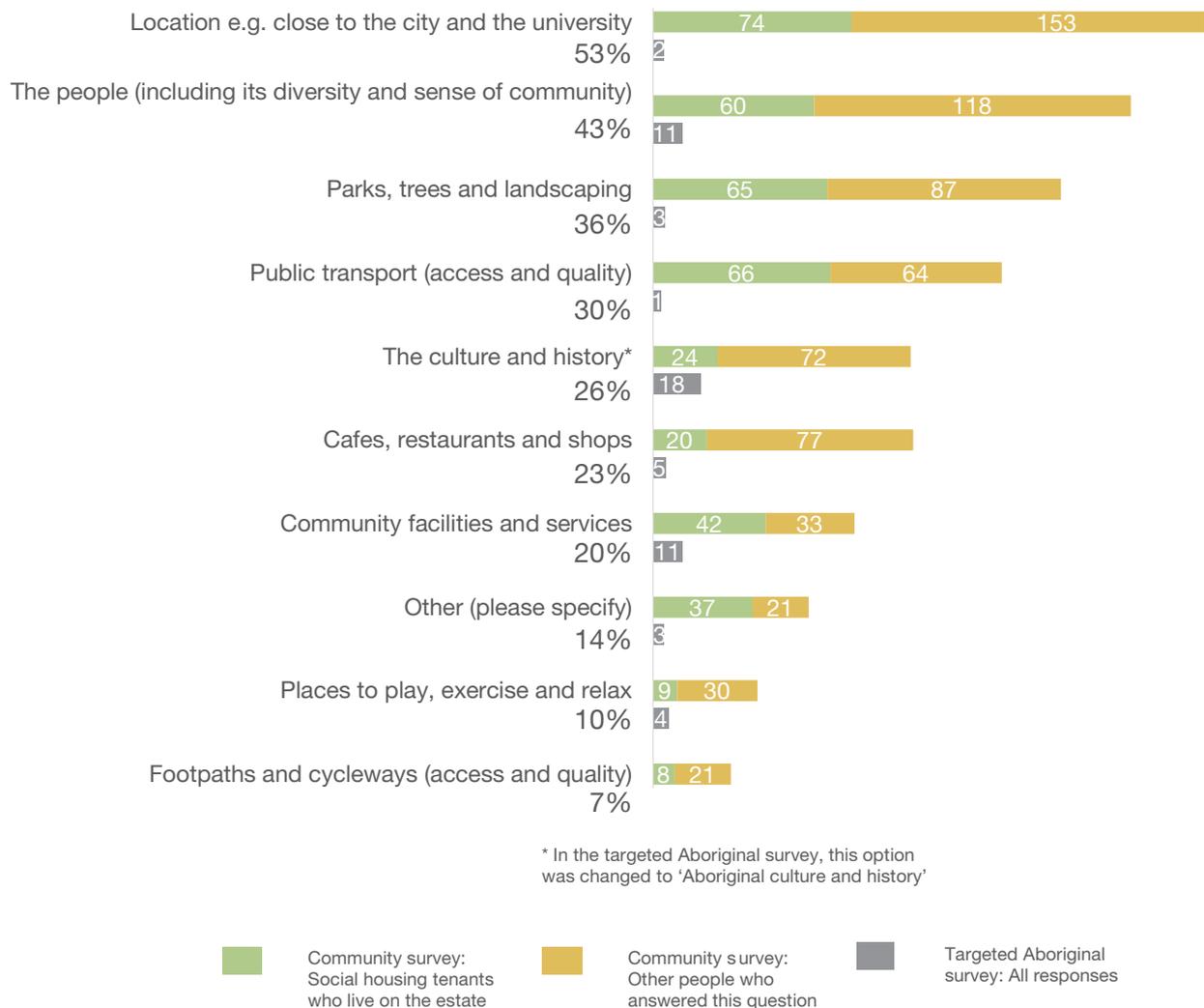


Figure 8: Best things about Waterloo

The graph above shows the responses to the Community Survey (short and detailed) and targeted Aboriginal Survey question 'What are the best things about Waterloo?' A total of 435 people responded to this question, returning 1,139 responses (people were allowed to select up to three responses). Percentages shown reflect the number of responses as a proportion of the total number of respondents.

**“The best thing about Waterloo is the people – everyone is amazing.”**

Matavai resident

People felt that connections, to each other, and to Waterloo's history and cultural heritage (including its Aboriginal heritage), are what make Waterloo special, and are keen to see these preserved, supported and strengthened for the future. The Aboriginal community identified the need to provide opportunities for 'connection to culture' and to retain and strengthen a strong sense of community and belonging. There was also a strong interest to support and maintain Aboriginal presence in the local area.

While people acknowledged the strengths of Waterloo, such as open and green spaces, public transport and local community organisations, many felt that there are opportunities to make living in Waterloo even better for people now, and for those who come in the future. For example, improved safety was raised across several focus areas in relation to green and open space; transport, streets and connections; and housing and neighbourhood design.

*The top answer in response to the Community Survey question "What do you think is the best way to make sure a renewed Waterloo meets the needs of people who live here today and those who will live here in the future?" was 'create a safe and healthy place to live' (188). This represents 46% of the people who answered this question in the short and long survey. This was also a top priority for people who responded to the targeted Aboriginal survey.*

*Similarly, the most frequently selected response to the preference ranking exercise which asked people what their top three priorities for the future are in relation to housing and neighbourhood design was 'I feel safe and secure when entering, leaving and walking around my home and neighbourhood' (121).*

**“...preservation of character – make it a beautiful and cultural place to live – no one wants to live in an anonymous cookie cutter neighbourhood – retain its character!”**

Survey respondent

Accessibility is also very important to the people of Waterloo. In the future, the community would like to see houses, buildings, and communal spaces that can be easily reached and adapted to meet the needs of different residents; as well as services, facilities and transport that are accessible to all and located within walking distance.

There is also a strong interest in a future Waterloo that includes more and better community facilities, services and shops, and improved transport options to meet future demand and growth. While there was support for a mix of social, affordable and private housing in the future, recognising and addressing the concerns and needs of current residents emerged as a key priority across engagement activities.

When asked what the best way is to make sure a renewed Waterloo meets the needs of people who live here today and those who live here in the future the top responses from the broader Community Survey were:



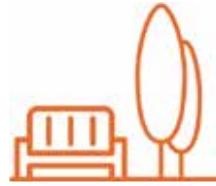
**46%**

Create a safe and healthy place to live



**42%**

Provide a mix of social, affordable and private housing



**36%**

Create high quality public and open spaces



**34%**

Provide easy access to public transport

The top responses from the targeted Aboriginal Survey were:



**70%**

Acknowledge and celebrate the Aboriginal culture and history of the area



**43%**

Create a safe and healthy place to live



**39%**

Provide local education and childcare facilities



**30%**

Provide a mix of social, affordable and private housing and provide local jobs and employment opportunities



Image: Cook workshop



“I’d like to see a welcoming and safe place for all people of all demographics.”

Matavaí resident

At a number of the community workshops, people shared what they would like Waterloo to look, feel and sound like. Figure 9 provides a snapshot of this feedback.

### A connected and supportive community

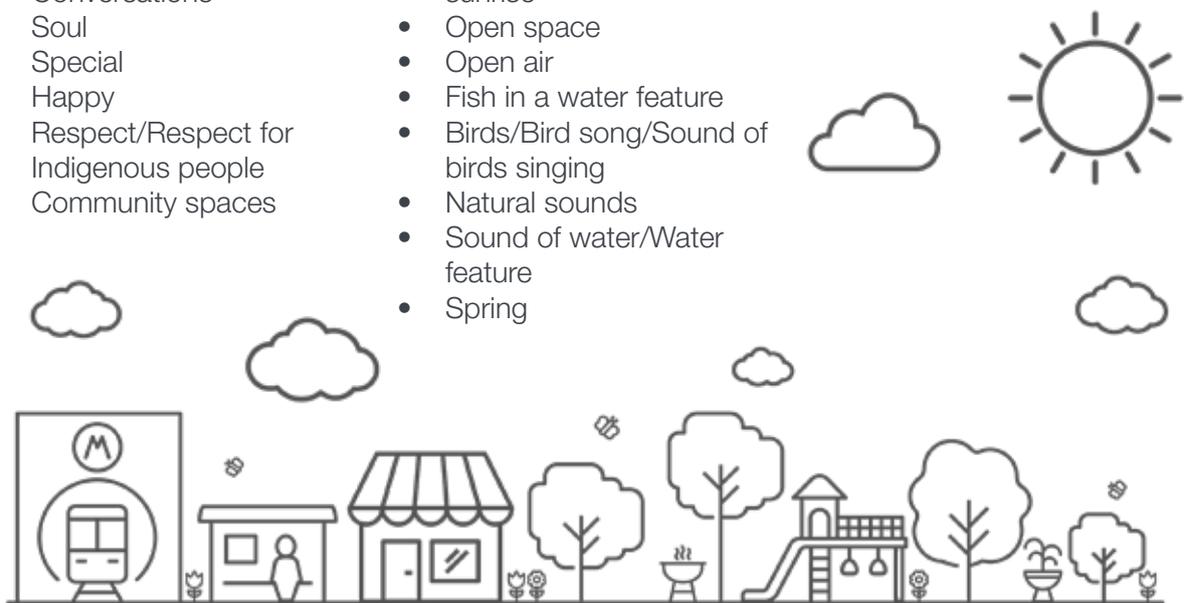
- Connection
- Sense of belonging
- Cared about – people know me
- Community
- Family/Families
- Children
- Good thoughts
- Friendly/Smiles
- Good energy
- Conversations
- Soul
- Special
- Happy
- Respect/Respect for Indigenous people
- Community spaces

### A beautiful landscape and natural environment

- Green/Greenery
- Sunny
- Shady
- Trees/Flowering trees
- Pretty flowers
- Grass and leaves
- Gardens/Vegetable gardens/Community gardens
- Nature with views of the sunrise
- Open space
- Open air
- Fish in a water feature
- Birds/Bird song/Sound of birds singing
- Natural sounds
- Sound of water/Water feature
- Spring

### A thriving, lively and interconnected community

- Lively streets/Vibrant
- People dining
  - Colourful people
  - Busy
  - Children playing
  - Playgrounds for children
  - Street cafes
  - Shared spaces



### A place that supports wellbeing

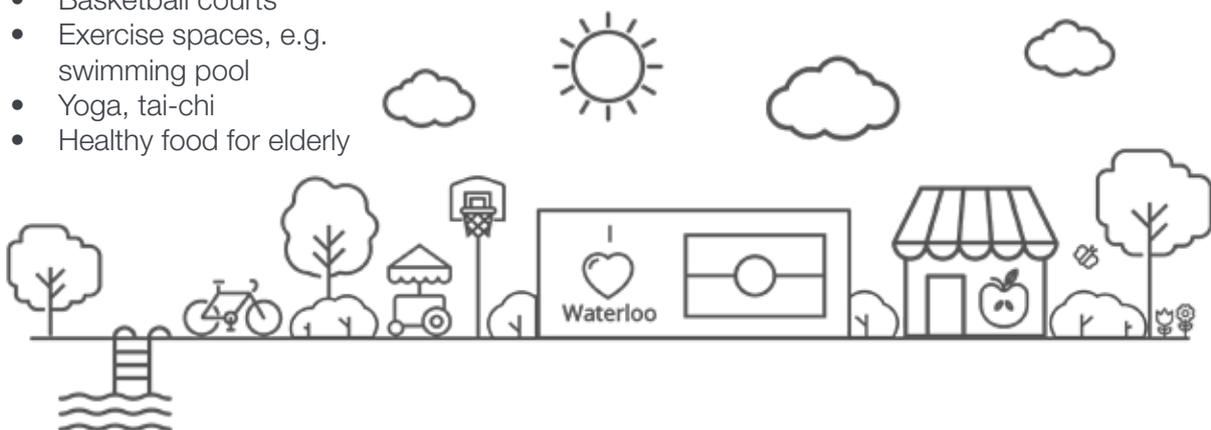
- Exercise for all
- Healthy
- Older people can exercise and play
- Sporty
- Basketball courts
- Exercise spaces, e.g. swimming pool
- Yoga, tai-chi
- Healthy food for elderly

### A place that celebrates its community and history

- Preserve the old
- Old with the new
- I ♥ Waterloo signs
- Tributes to Aboriginal history

### Regular community events and activities

- Markets/Veggie markets
- Cultural festivals/Community festivals
- Community workshops
- Group exercise



### A place that supports creativity and learning

- Creative
- Art/Artistic
- Community arts classes
- Statues
- Books/Access to books to read
- Music/Seniors to enjoy music and dance
- Singing
- Instrument rooms

### A clean and well maintained area

- Clean/Smells clean
- Tidy
- Maintained
- Well cared for by residents
- Keep clean of graffiti

### Quiet and peaceful

- Relaxing/Relaxed
- Serenity
- More peaceful/Peace
- Quiet/silence
- Meditation sounds
- Less noisy/No loud music



### Ways to move safely and conveniently around the area

- Pedestrian routes that avoid busy streets
- Transport
- Convenience

### An environment that is safe and secure

- Safe/Secure
- Free of people selling drugs

### A fresh start

- Feels fresh and new energy
- New beginnings

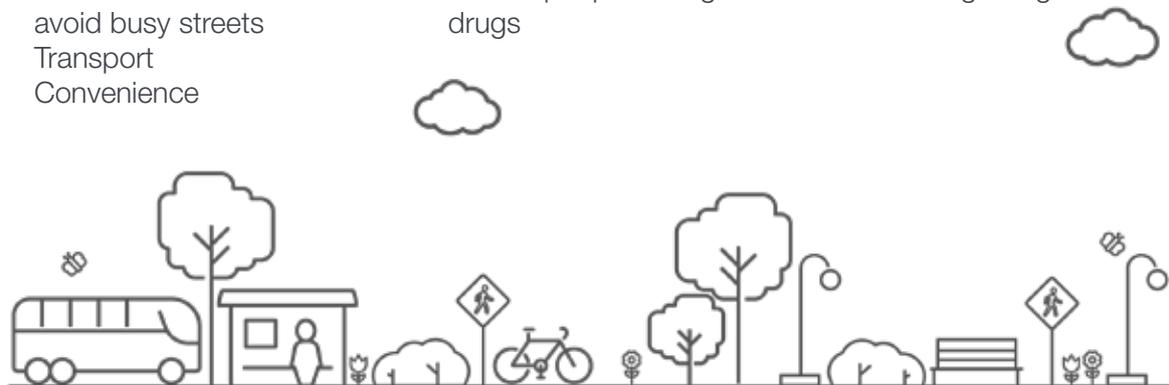


Figure 9: Snapshot of responses to the workshop question, 'What would you like a future Waterloo to look, feel and sound like?'

Through the various engagement activities, many people also identified innovative and practical ways to build on the strengths of Waterloo and ensure a strong, vibrant, connected and inclusive community for the future. These are reported for each focus area, along with other emerging themes and feedback, in the sub-sections which follow.

**“Keep Waterloo as it is, but add to it, rather than replace it.”**

Community Day participant

## 6.2 Culture and community life



Waterloo's identity is connected to its diverse culture, sense of community and heritage. This focus area prompted people to think about the things that have made the community what it is today – what makes it unique and the aspects that contribute to the sense of belonging. People were asked to think about the community's strengths as well as what could be changed or added to build on these strengths and make it an even better place.

### 6.2.1 What we heard

Waterloo's diversity, inclusiveness and community spirit are what make it unique, and people want to retain and strengthen these elements in the future. For residents currently living in the social housing estate, Waterloo is their home and community, and it is important to them that they continue to feel at home and welcomed in a redeveloped Waterloo. People offered a variety of suggestions to encourage and promote community interaction across different cultural backgrounds, age groups, and socio-economic backgrounds, ranging from communal spaces and facilities to community events. People are keen to see Waterloo's unique identity and character embodied in the redevelopment – through the physical design or in other ways. Respecting and celebrating Waterloo's history and multicultural diversity through a redevelopment where old and new are respectfully mixed was highlighted as a key priority. Recognising and preserving the Aboriginal community and its history and culture also emerged as an area of importance, with the importance of Aboriginal culture emphasised by respondents.

### 6.2.2 Current issues and priorities

#### Maintain the sense of community

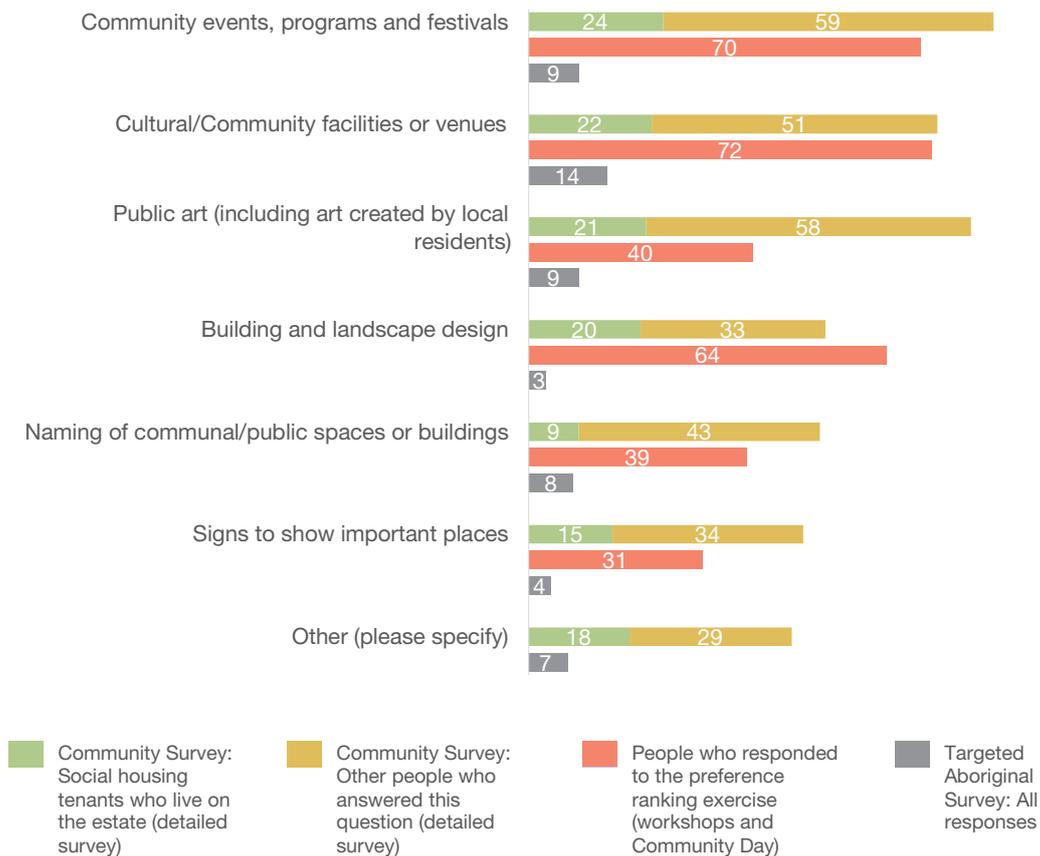
Across activities and groups, we heard repeatedly that the best thing about Waterloo is its people. Participants highlighted that they value social connections between neighbours, friends, family and the local school community. People talked about the way they look out for one another, offering support and security. Some people noted that their cultural community was important to them, while others commented on the strength of connections and care for older residents. Maintaining these social connections and a strong sense of community is of paramount importance to current Waterloo residents. People who responded to the Aboriginal community survey felt that a sense of ownership and a connection to the people and area were important contributing factors to what makes Waterloo special. Young people also spoke about the importance of a future Waterloo that preserves the sense of belonging and community that currently exists.

**“Make sure you understand the people who live here first. Take time to get to know us...”**

Survey respondent

### Respect and celebrate the area's history and cultural diversity through events

About half of those who responded to the detailed survey felt that 'communal events, programs and festivals' would be the best way to celebrate Waterloo's rich and diverse history and its strong ties to cultural heritage, including Aboriginal culture. People suggested activities and events such as multicultural festivals; street markets; food festivals/stalls; community lunches and excursions; records of local oral history; and programs to help people develop skills while connecting with each other.



**Figure 10: Best ways to celebrate Waterloo's culture, history and heritage**  
 The graph above shows responses to the Community Survey (detailed survey) and targeted Aboriginal Survey question, and preference ranking exercise about the best ways to celebrate Waterloo's culture, history and heritage. A total of 201 people responded to the Community Survey and targeted Aboriginal Survey question, returning 490 responses (people were allowed to select up to three responses). In response to the preference ranking exercise, a total of 316 responses were received.

### Support and respect the Waterloo Aboriginal community

Feedback revealed a strong interest in retaining and supporting the Aboriginal community in the local area. Waterloo residents value and respect the local Aboriginal history and culture, and want to maintain and develop the local Aboriginal community and keep the culture alive in the future. Developing a better understanding of the Aboriginal community, and building and strengthening connections with this community were also discussed. For example, the Chinese community living on the social housing estate expressed an interest in learning more about Aboriginal culture. Feedback highlighted the importance of consulting with the Aboriginal community, seeking their input and opinion throughout the redevelopment process, and actively including them in community projects.

## Aboriginal community current issues and priorities

### Community

Environment and open space, while acknowledged as a separate theme, was highlighted as critical to celebrating culture and community cohesiveness. Concern was expressed that a 'yuppified concrete jungle' may impact community coherence, and that an increased resident population could pose a threat to a strong Aboriginal community presence, as well as intensify stereotyping and misconceptions about the Aboriginal community. There is concern that redevelopment and gentrification of the area could result in the loss of community links, family ties and connections. Respect for other peoples' culture and different uses of space was seen as important considerations to guide design thinking. People highlighted the need for Aboriginal organisations to have their role in the precinct maintained.

### Space

There is high interest in a cultural gathering space for families, youth and Elders; retaining all green space; creating community gardens; and linking sporting facilities (football, basketball court, skate park) to a gathering and meeting space. Those that attended the sessions also express a desire to retain facilities that foster and encourage community cohesion (eg sporting teams such as the football team, Redfern All Blacks).

## 6.2.3 Future needs and aspirations

### Strengthen the diversity, character and community spirit of Waterloo

People want to see social housing retained, and the community ties and social connections that currently exist sustained and strengthened into the future. Feedback highlighted the importance of a redeveloped neighbourhood that maintains the existing community while attracting individuals (including young people), families and visitors to the area. While people support the preservation of the community's unique character, there is also support for fostering strong connections between public and private residents.

Promoting an inclusive community by breaking down language and cultural barriers, reducing social isolation and designing programs that include people of all abilities were seen as priorities. Some people suggested that mixing age groups may help some residents feel less isolated and encourage neighbours to look out for one another, while others suggested more community gatherings and activities to promote interaction between people of different ages, cultural groups and abilities. Maintaining neighbourhood advisory boards was suggested as a way to retain the neighbourhood voice as Waterloo transitions through the redevelopment.

### Larger, accessible and adaptable communal spaces

The importance of larger, accessible and adaptable communal spaces to support group activities was highlighted as an important way to promote community interaction into the future. It was suggested that spaces should accommodate cultural and community events celebrating Waterloo's diversity and history, and be adaptable and flexible to meet different needs. We heard that an ideal future Waterloo would include welcoming and accessible indoor and outdoor venues to increase opportunities for people of all ages and cultural backgrounds to socialise and engage with one another. Activating communal spaces was also discussed, with people providing suggestions such as specific events, coffee shops in building foyers, communal televisions and more seating. Young people suggested that new communal spaces could create opportunities for existing residents and newcomers to get to know one another.

### Creative and artistic expression

Some people talked about the importance of opportunities for creative and artistic expression to celebrate the local community, its history and heritage, and promote social and cultural connections. Suggestions included public art; murals; street art; storyboards capturing local history; galleries; an art centre; art that recognises the migration of local cultural groups and the refugee community; and spaces for artists and creative people to live and work.

### A future Waterloo that accommodates the needs of the Aboriginal community

People spoke about their desire to see a redevelopment that is welcoming for the Aboriginal community, so that they feel respected and continue to be connected to the area. Feedback revealed an interest in celebrating links to Aboriginal history and culture, and supporting the Aboriginal community in the local area by ensuring connections to the land, and to family and community are sustained. People suggested a number of ways to do this, such as naming public spaces and buildings; signage to tell the story of a place; an Aboriginal cultural centre or artistic hub; a major Aboriginal gallery or museum; and a Welcome to Country hub. There were also discussions about providing dedicated affordable housing for the Aboriginal community, with the idea of a percentage of housing in the redevelopment being set aside for Aboriginal people.

### Aboriginal community future needs and aspirations

#### Naming

The community suggested changing the name of Waterloo, and renaming buildings and street names to reduce the ‘overriding sense of British history’ in the area, as it is felt that this is not reflective of the real story of Aboriginal and multicultural Waterloo. Signage and interpreting places of significance are seen as vital to these naming and interpretative aspirations, and a way to mitigate current concerns around the loss of Aboriginal community and Aboriginal presence.

#### Space

There is strong interest in retaining open green space; and creating parks, playgrounds, sporting facilities, meeting places, gathering and yarning spaces, spaces for children and Elders; places to support new cultural activities; and performance and cultural spaces.

#### History and education

Educating newcomers and keeping storytelling and history in front of residents was discussed. A keeping place was suggested as a way to foster the cultural identity of the area, enable knowledge sharing between Elders and help children to take pride in who they are and their history.

**“We need active integration and activity between the Aboriginal and non-Aboriginal communities to break down cultural barriers.”**

Survey respondent

### Employment

There is an interest in local Aboriginal employment that is supported by a diverse community working together. Employment is seen as key to maintaining an Aboriginal presence by enabling people to live and work in the community.

### TJ Hickey memorial

Those who attended the sessions frequently discussed a TJ Hickey memorial. It is important to the current community that this story does not disappear during the redevelopment through interference with or removal of the railing. The community sees the redevelopment as an opportunity to create a dedicated memorial space.

### Public art

The community is greatly interested in public art that represents the community being built into facades and local neighbourhood design, including the integration of flags, sports team signage, street art, statues and story boards.

“...to live among like-minded people who respect their neighbours, take pride in where they live, their home, gardens, etc. and embrace the community spirit.”

Survey respondent



Image: Waterloo community event

## SOME OTHER PRACTICAL AND INNOVATIVE IDEAS THAT WE HEARD FROM PARTICIPANTS

- Offer different classes and activities in communal rooms in buildings or in a centrally located purpose built community centre so people can learn new skills, connect with others and keep busy and active.
- Recognise and preserve the existing social networks within buildings for ageing and elderly residents – keep people together during the relocations by using sociograms (i.e. a graphic representation of social links).
- Retain elements of the existing area including community mosaics, the sundial, and memorials.
- Offer basketball competitions and local sporting programs to facilitate community interaction.
- Involve Aboriginal culture in the redevelopment, e.g. Elders to hold a smoking ceremony on the estate.
- Retain and increase opportunities/spaces for volunteering, i.e. Waterloo Recycle Workshop, Cycle De-Cycle, community gardens.



Image: Waterloo Green basketball court

## 6.3 Transport, streets and connections



Waterloo needs to be accessible and connected. This focus area prompted people to think about transport, including how easy it is to get around using different modes, and how connected Waterloo is to surrounding areas and the places and things they need to access. People who attended the engagement events were asked to think about the transport modes they use or would like to use including, but not limited to, the bus, train/metro, community transport, cycling and walking.

### 6.3.1 What we heard

The ideal future transport system in Waterloo will be reliable, frequent, integrated, clean and sustainable to meet the needs of current residents and the future population. While many people are currently satisfied with and rely largely on public transport, they would like to see expanded public transport options in the future, with many seeing the Metro as a positive development. People in Waterloo would also like to make use of more extensive and affordable community transport, safe and accessible pedestrian walkways, dedicated cycleways, and frequent transport connections to the rest of Sydney. While cars were not discussed by many people, the lack of available parking, including for service and emergency vehicles, and traffic congestion in and around Waterloo were raised as concerns by some.

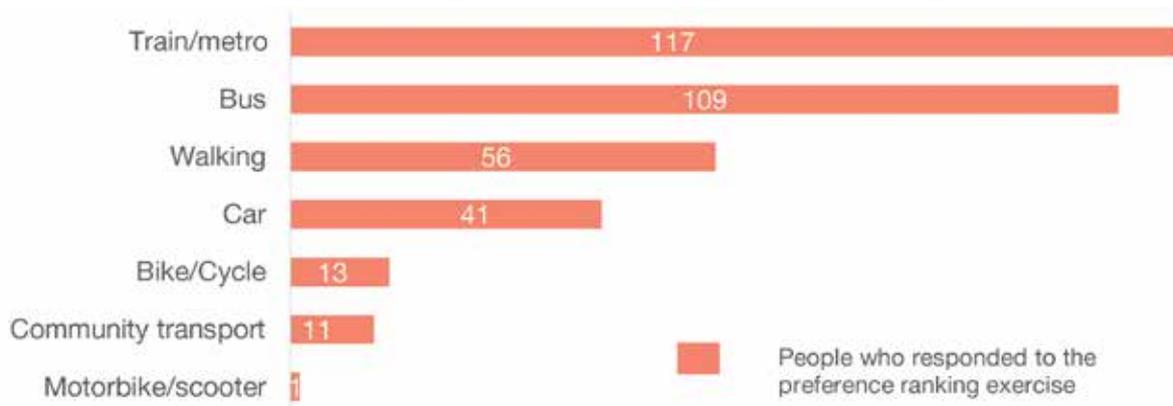
**“Please see Waterloo and the Metro as parts of a transport ecosystem. Add Metro stations at Alexandria and St Peters. Connect Metro hubs to local bus networks. Plan for less cars!”**

Survey respondent

### 6.3.2 Current issues and priorities

#### Public transport capacity sustained and strengthened

Waterloo’s location and public transport connections were identified by many as positive features. People in Waterloo want to keep these features, but build on them for greater connectivity and a more consistent and reliable transport network. The majority of people who responded to the preference ranking exercise about the transport modes they use now selected public transport options.



*Figure 11: The graph above shows responses to the preference ranking exercise (completed at workshops and the Community Day) about the transport modes people use now. People were allowed to choose up to two responses.*

Feedback highlighted the importance of public transport for social housing residents in particular, as it enables access to shops, supermarkets, services and facilities – including health and medical facilities. Although people are currently satisfied with public transport (trains and buses), they would like to extend these services further in the future.

### Aboriginal Community current issues and priorities

#### Public transport

Those who attended the sessions rated accessible public transport as a high priority. Bus routes were reported as good and reliable, with the 355 bus identified as a route used often. Better bus connections to neighbouring suburbs and clear bus schedules, routes and services were identified as priorities. Concerns were raised in relation to the accessibility of public transport such as older style buses that lack pram and wheelchair access, lifts and escalators at stations, and platform lifts on buses.

#### Community transport

Community transport also featured prominently in feedback. Retaining services like elderly transport pick-ups was identified as a priority, with people suggesting that this could be improved by reducing time-restrictions, and offering greater flexibility with pick up times.

#### Streets

Generally, those who attended the sessions felt that the bike paths were good but raised issues in relation to bike lanes and shared areas between cyclists, cars and pedestrians, particularly as some cyclist commuters ride ‘too fast’, with separate cycleways suggested to manage these issues. In regard to foot traffic, people discussed the need for wider footpaths to accommodate the increase in pedestrians and more lighting on streets, in open green spaces and around public housing – in particular the Phillip Street triangle (Cope, Phillip and George streets). More paths and walkways were highlighted as a priority to reduce traffic around residential areas, with Cope Street identified as the main access point to the precinct.

**“Transport in the area is already excellent – especially when Waterloo [Metro] station opens.”**

Survey respondent

## Car parking

People who attended the sessions placed a high priority on ensuring that people with cars still had the ability to use them. Parking was identified as a major issue in this regard. Current residents consider there is a lack of available parking, with some suggesting that this may be due to commuters from businesses in the area parking in resident spaces. Private resident parking was a priority, along with parking facilities for visitors and families.

## 6.3.3 Future needs and aspirations

### Focus on a public and sustainable transport system

Overall, there was a strong message that public transport should be a key focus for transport in the future. More frequent and direct bus connections with extended operating hours to key locations such as neighbouring suburbs, essential services (e.g. hospitals) and shopping centres was the most prevalent emerging transport need for the future. There was also interest in improved bus stops (e.g. clearer signage, sheltered areas, and flat surfaces with tactiles) and dedicated bus lanes to reduce traffic congestion.

Quantitative data from the survey supported the focus on bus improvements and public transport generally, as a key priority for the community.

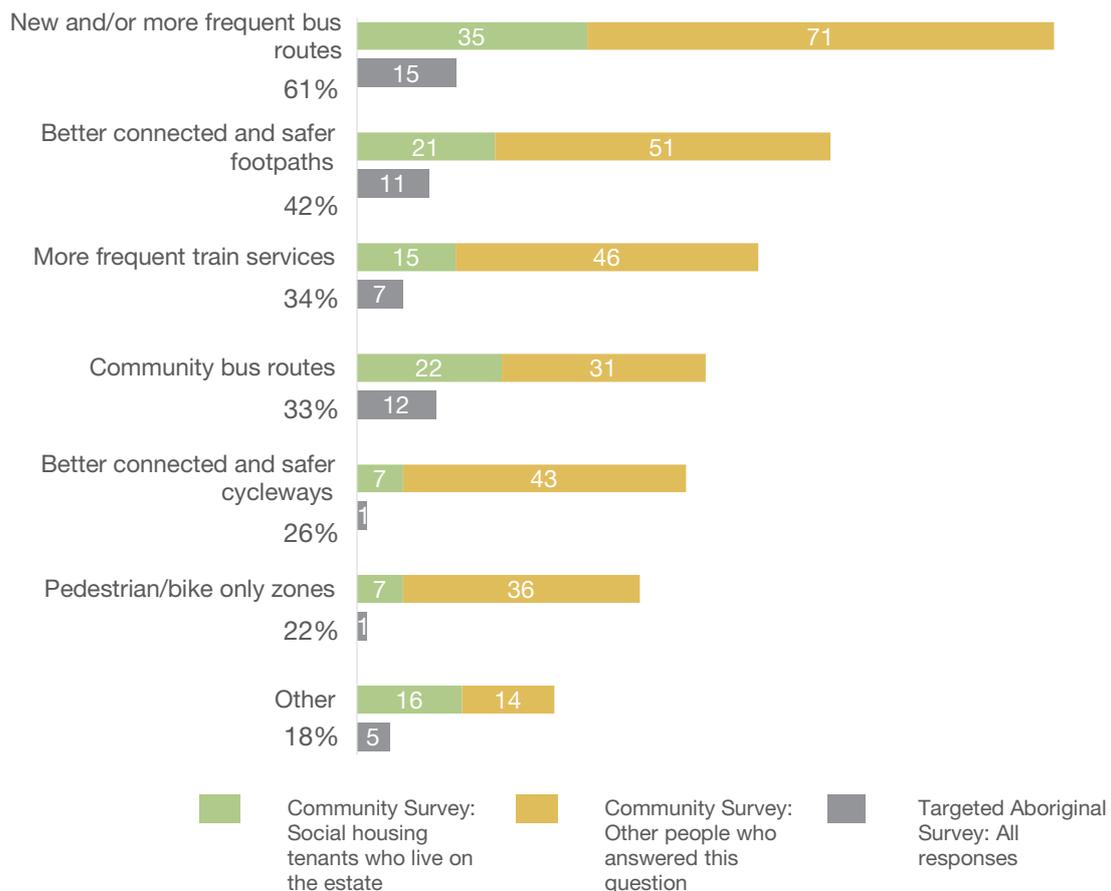


Figure 12: Future transport improvements

The graph above shows responses to the Community Survey (short and detailed) and targeted Aboriginal Survey, 'What transport improvements would you most like to see at Waterloo in the future?' A total of 200 people responded to this question, returning 467 responses (people were allowed to select up to three responses). Percentages shown reflect the number of responses as a proportion of the total number of respondents.

### Safety and accessibility

Safety and accessibility were highlighted as important elements of a future transport system. People are keen to see lifts at the train and new Sydney Metro station and better street lighting, as well as infrastructure and a traffic management system that enables easy access into and out of Waterloo for emergency services. Accessibility and safety in relation to bus stops, the Metro and Redfern station were highlighted as areas of importance, as were accessible pathways, particularly for older people and those with disabilities.

A walkable Waterloo, with limited through traffic, and safe and accessible pedestrian access across busy intersections and to transport hubs, was highlighted as important for the future. People are also keen to see a network of separated cycleways to improve pedestrian safety, particularly for older people.

### Affordable community transport options

Feedback highlighted an interest in increased and affordable community transport options to improve access to community amenities, medical services and other transport nodes (e.g. the Sydney Metro station). People wanted to see community transport options that are affordable (or free); offer better connections to meet the needs of a range of people (elderly, CALD groups, students/children); and can be accessed by the elderly and those with a disability. Feedback from the Aboriginal community survey highlighted community transport as a suggestion to improve accessibility for Elders.

**“Community bus routes to assist elderly and disabled attend appointments and recreational activities.”**

Survey respondent

### Cars and parking

The lack of available parking and traffic congestion in and around Waterloo were raised as areas of concern by some. Feedback in relation to cars varied greatly. While some people noted that they relied on public transport and did not intend to use cars in the future, others discussed traffic and parking-related issues in the local area.

Some people mentioned being concerned about the impacts of population growth on traffic, as well as the cumulative impacts of other projects on the local road network, including on McEvoy Street. A holistic traffic management plan was suggested to improve safety and emergency vehicle access to Waterloo, and reduce traffic congestion in the surrounding areas. Other suggestions to cope with increased car use in the area included road widening and road improvements; traffic calming mechanisms; and reduced speed limits on local main roads.

A number of people are keen to see more visitor parking and sufficient parking for residents in the future Waterloo. There was interest in the provision of more secure and well-lit car parking; off-street parking; free parking; and underground or undercover spaces. Other people were interested in less parking and parking restrictions.

Parking for emergency service vehicles and service providers that provide support in the home (e.g. health and aged care service providers) was also suggested. Some people talked about the need for pick up and drop off spaces for service providers transporting clients or patients.

## Transport, streets and connections: Feedback from consultation with the Aboriginal community

**Public and community transport:** Those at the workshops are keen to see a future Waterloo that included more responsive and flexible community transport, and enhanced public bus connections to neighbouring suburbs. There was also an interest in clearer bus schedules, routes and services to ensure access to services that may be relocated from Waterloo as part of the redevelopment. Accessibility to public transport for people with disabilities was seen as a key future need, particularly in the new Sydney Metro station.

**Streets:** In response to a greater ability to cycle and walk within inner city precincts, people suggested speed restrictions/speed bumps for bike lanes and bigger signage for cyclists as a safety measure for cars, riders and pedestrians. In order to better access streets and enhance connectivity in the future, people are keen to see wider footpaths and more lighting on streets, in green spaces and around public housing for safety.

**Car parking:** Secure resident parking was identified as a future need, along with parking facilities for visitors and families who typically visit from out of town 'to find mob'. To keep Waterloo as a place of gathering for the Sydney and NSW Aboriginal community and a viable place where Aboriginal people can continue to live and work in the future, the community would like to see an increase in free and secure off-street parking for residents. Options could include underground, or park and ride options.

**“Better public and active transport offerings to ensure everyone can get around without a car.”**

Survey respondent



Image: Sydney Metro train

### SOME OTHER PRACTICAL AND INNOVATIVE IDEAS THAT WE HEARD FROM PARTICIPANTS

- Develop a holistic traffic management plan.
- Convert on-street parking to 'access to curb' short-term arrangements for essential services, aged care and health services.
- Create a dedicated cycleway to the top (east) of Waterloo Green and through this green space to enable a continuous link to the George Street cycleway (without needing to dismount).
- Provide bike racks.
- Provide access and parking for emergency services vehicles.
- Factor electric or driverless cars into transport planning.
- Provide free parking permits for social housing residents.
- Provide community transport options, especially for Elders and older people in the community.

“Accessibility via cycleways, footpaths and train reduces the need to use cars therefore assisting with traffic and road congestion which is currently at levels greater than the suburb can support.”

Survey respondent

## 6.4 Housing and neighbourhood design



The design of housing and the broader neighbourhood is crucial to supporting a sense of community and will contribute to how it feels to live in Waterloo. This focus area prompted people to think about what the new buildings and spaces around Waterloo might look like. People were asked to focus on the ‘big picture’ – the broad ideas that are important to guide the future design of buildings and homes as well as public and communal spaces.

### 6.4.1 What we heard

People across engagement activities participated in enthusiastic discussions about the urban environment. We heard about the importance of accessible and adaptable buildings and homes; spaces that are designed with purpose; buildings that are energy efficient and oriented to maximise sunlight; sustainable solutions; and spaces between buildings to maximise airflow and ensure privacy. Safe and affordable housing was raised as important across all engagement activities, including by those who responded to the Aboriginal community survey. Other discussions focused on safe internal and external spaces; design and building quality, and housing mix. The key difference between discussions among social housing residents and other community stakeholders was the focus on the immediate housing environment. Social housing residents provided various suggestions to improve housing design, including building in flexibility to meet changing needs, and ensuring room layouts that are accessible and practical.

### 6.4.2 Current issues and priorities

#### Safety, accessibility and adaptability

Safety, accessibility, housing adaptability and maintenance were raised as priorities across discussions with different groups. These were highlighted as important elements that underpin the enjoyment and liveability of Waterloo. Suggested improvements included more lighting in and around buildings and open areas; smart urban design (i.e. high visibility); CCTV cameras; concierge and security services in the buildings; enforced alcohol free zones and designated ‘wet areas’; and swipe cards for resident floor access. While some people felt that more police and security would make them feel safer, others suggested that this could be achieved by an increased ‘people’ presence on the street.

People spoke about the importance of accessible and adaptable homes (e.g. room layouts), and a neighbourhood that is easy to move about for everyone, including older people and people with disabilities. Specific ways to improve accessibility in the broader neighbourhood were suggested, including lifts and ramps where stairs are located, and storage for mobility equipment.

Some people felt that improving the current level of housing and neighbourhood maintenance will help to foster community pride.

A preference ranking exercise asked what are the best ways to make sure a renewed Waterloo meets the needs of people who live here today and those who will live here in the future. The top responses, and the number of people who selected these, were:



121

I feel **safe and secure** when entering, leaving and walking around my home and neighbourhood



70

There are **housing options for people with different needs** (e.g. all ages, incomes, abilities and cultures)



62

My home is **flexible and can be modified** as my needs change



62

I want my neighbourhood to be **active and lively but not overcrowded**

### Neighbourhood design

People discussed the design of the urban environment, and talked about the features in Waterloo that they would like to keep for the future. Retaining some of the feel of the 'old' Waterloo, while promoting architectural excellence was discussed. People are keen to see diversity in terms of building design, shape, materials used and height to ensure a high quality and visually appealing urban environment. Uniformity was a concern that was raised a number of times, with people suggesting that there is a risk that future buildings will all look the same. This is highlighted in comments such as 'we don't want a Wolli Creek or Zetland' and 'no bland high rises that don't interact'. There were also discussions about sustainable solutions for the Waterloo redevelopment such as buildings designed to counter dampness and maximise breezes; solar power for communal areas; and building and urban design that optimises water efficiency.

Some people talked about the built heritage of the area, including the terraces, Dobell building and Matawai and Turanga towers. A relatively small proportion of discussion focused on the towers, with those keen on retaining and refurbishing them passionate in their opinions. For them, the towers should be kept for their heritage value, their views, and as icons of the area. This perspective was not universally shared, however, and other people expressed views in favour of replacing the towers, citing structural flaws, design faults, and the sense that they are outdated. It was suggested by some that the height and design of the towers promote social isolation for those living on the upper floors, particularly elderly residents. Finding a way to keep the towers' Maori and Polynesian art and cultural objects was suggested, as they represent important links for many New Zealand and Polynesian residents.

There is an interest in active and connected streets and spaces (particularly at ground level); a main street or boulevard; a town square or focal point; a mix of private and shared spaces; through-block connections and laneways; and design that considers environmental factors.

**“I think this precinct presents an incredible opportunity to build a healthy, happy place to live – as long as the balance between heritage and gentrification is right so it retains a bit of character.”**

Survey respondent

Issues related to housing density were touched on in feedback across engagement activities. In several instances, people associated high density development with high rise buildings and were particularly concerned about overshadowing and overdevelopment. Other issues raised included ensuring sufficient access to facilities and services; the location and amount of open space; access to transport and parking; privacy and environmental impacts; and impacts on people with complex needs.

There was some support for higher density living, as long as it is done well, ensures a better quality of life, and manages impacts, and is supported by local facilities and services. In a number of instances, it was acknowledged that a high density development would deliver more housing in the local area, including social and affordable housing, and enable more people to live in inner city areas. People offered suggestions in relation to high density and high rise development including sympathetic high rise development that considers the other low rise housing stock in the area; smaller high rises that do not block views and breezes; green/open space on different levels including rooftop community gardens; and lots of green space and trees in the surrounding environment.

#### Aboriginal community current issues and priorities

##### Dedicated Aboriginal housing

Dedicated Aboriginal housing was identified as a high priority, to ensure the ongoing presence and strength of the Aboriginal community in Waterloo. It was suggested that the Aboriginal Housing Office (AHO) should be involved in the redevelopment process, although those we heard from also wanted their own voice separate to the AHO.

##### Security

Buildings security was raised as a pressing issue, with measures such as a concierge with CCTV and security, and screens on windows suggested as possible mitigations.

##### Laundry facilities

The need for adequate laundry facilities was a recurring issue. It was suggested that current laundry facilities could be improved.

##### Cleanliness and maintenance

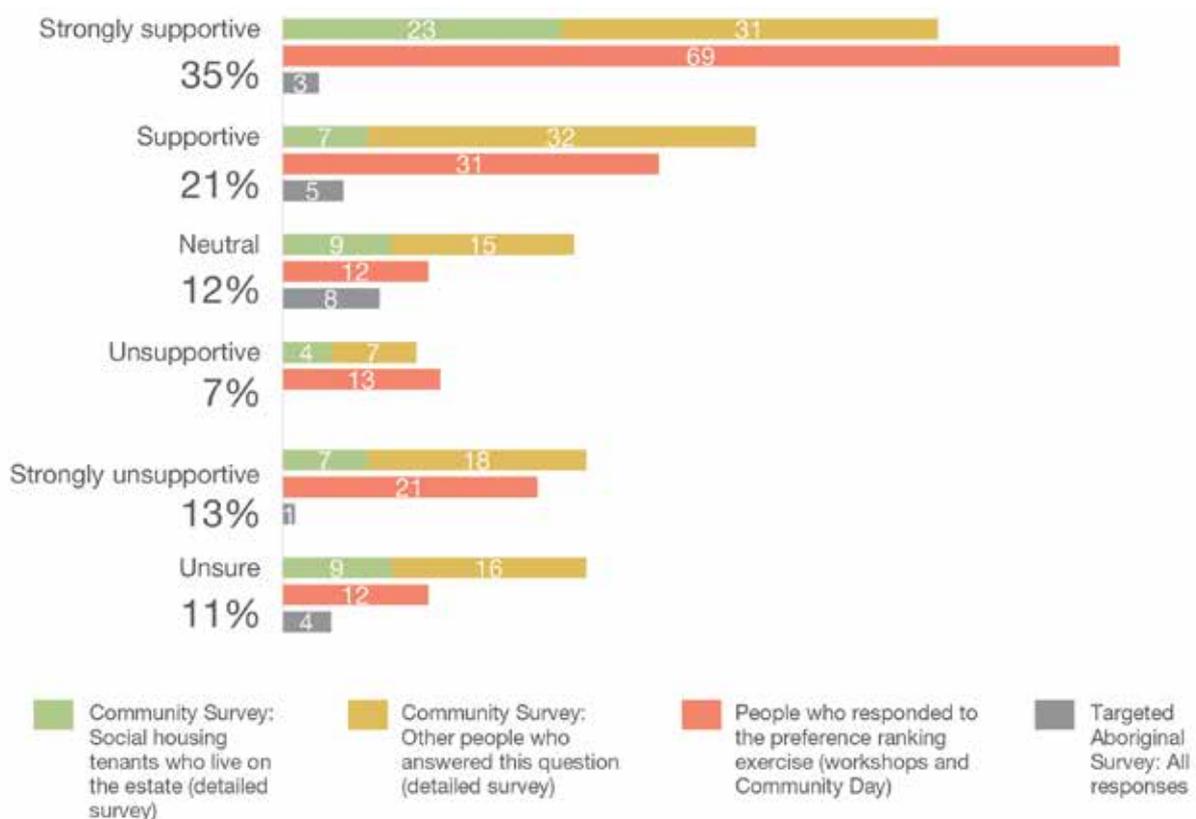
Rubbish and littering around the property and streets was raised frequently as an issue, as was the need for maintenance of the common gardens.

## 6.4.3 Future needs and aspirations

### Housing mix

There was general support for the redevelopment providing a mix of private, social and affordable housing, but a desire to understand more in relation to how this will be achieved.

In relation to the issue of housing, engagement activities and feedback tended to focus on individual housing needs and preferences, rather than the broader question of housing mix. However, through the workshops, the Community Day and the detailed survey, people were asked about the particular option of social and private housing in the same building. While feedback indicated support for this option, other discussions highlighted that a range of options need to be considered, as well as practical considerations and evidence of how similar models have worked elsewhere.



*Figure 13: Support for locating private and social housing units in the same building*

*The graph above shows responses to the Community Survey (detailed survey) and targeted Aboriginal Survey question, and preference ranking exercise (completed at workshops and the Community Day) about locating private and social housing units in the same building. A total of 357 people responded to this question. Percentages shown reflect the number of responses as a proportion of the total number of respondents.*

The Waterloo Redevelopment Group in particular highlighted the need for access to more information about housing mix options, and evidence of where they have been successful. The group also discussed practical aspects, such as who would pay for common services (i.e. maintenance and security), and how any potential conflict between residents would be managed. There was interest in increasing the proportion of social and affordable housing in the redevelopment, including dedicated affordable housing for Aboriginal people. The importance of engaging with social housing tenants in regard to housing mix options and decisions was also emphasised.

Other suggestions were offered on ways to support the effective implementation of housing mix including:

- Locate people with similar needs or interests (e.g. older people) within close proximity.
- Offer residents choice about whether to live in mixed or separate buildings.
- Provide education and strategies to promote interaction and avoid segregation.
- Consider who will live in mixed housing to achieve the right 'people mix'.
- Reduce physical differences between social and private housing units.
- Ensure facilities and services are accessible to both social and private housing residents.
- Ongoing support and assistance provided to people with complex needs.
- Ensure community services agencies are available to provide support as required.
- Provide case studies to demonstrate how and where difference approaches have worked successfully.
- Establish an informed working group to consider studies and investigate proposed options.
- Use 'shared equity' type schemes to enable social housing tenants to become home owners.
- Run a trial to 'give it a go'.

### Aboriginal community future needs and aspirations

#### Housing mix

The majority of people we talked to are open to a mix of social and private housing, suggesting this is necessary to avoid segregation and social divide. People attending these workshops identified the need to ensure the quality and standards of future housing are the same for both social and private housing in order to make it work.

#### Flexible living arrangements

The need for flexible living arrangements was frequently raised, with extra spaces and rooms to accommodate family and visitors. The aspiration was for the design to be socially and culturally appropriate through a collaborative development process.

#### Bathrooms

There was an interest in bathrooms including bathtubs, along with safety rails and other accessibility aids for elderly and disabled residents. It was also suggested that the laundry design take into consideration the expense of new compact washing machines, and provide sufficient space for standard machines.

#### Gardens, balconies and communal space

Balconies and gardens with greenery and native plants were identified as top priorities for residents, along with as much air and light as possible, which links back to culture and culturally aware design principles. Communal spaces are desired and would be used if well maintained and secure.

#### Wi-Fi

Those we spoke to across all sessions rated accessible Wi-Fi highly, to assist children to complete homework and allow elderly and disabled residents to easily access services.

People raised a number of potential benefits and concerns related to mixing private and social housing.

### Benefits

- Promote mutual respect and understanding between diverse groups; create stepping stones to build respect for others.
- Reduce the stigma associated with social housing.
- Improve relationships between public and private housing residents.
- Promote diversity and support community cohesion.
- Create a place that is better looked after, cleaner and safer.
- Improve local facilities and services.
- Increase the number of young people and families in the area, which will benefit the young people currently living in Waterloo and make the area more lively.

### Concerns

- There is potential for tension and division between residents, as private and social housing residents have different expectations.
- Changing demography – including the impact on Waterloo’s identity (e.g. diluting the community voice); and mixing different groups (e.g. pensioners with families in the same building).
- The ‘transient nature’ of private housing renters and its impact upon housing mix.
- Attitudes towards social housing tenants by some private housing residents.
- Possibility that private residents may ‘push out’ social housing tenants by reducing access to affordable or free services.
- Potential for overcrowding or ‘overbuilding’ leading to poor community amenity.
- Impact of social housing on the value of/demand for private housing stock.

## Housing improvements

Another key focus was the type of housing people would like to see in a future Waterloo. Social housing residents in particular expressed a strong interest in improving their immediate housing environment, and offered numerous suggestions. Many comments emphasised a need for increased space and larger rooms and balconies, more and operable windows, increased storage, and better bathroom design – particularly with regard to increased accessibility for people with mobility issues. Communal building facilities including community rooms with cooking facilities, dryer rooms and private gardens would also be welcomed. People also talked about the importance of more regular and responsive maintenance of social housing properties.

Figure 12: provides a snapshot of housing design features suggested by the community.



Figure 14: Visual snapshot of feedback about the design of housing

### Overall building design

- Higher quality build/aesthetically pleasing architecture
- Spaces that are flexible and can be modified and personalised
- Design that addresses privacy
- Noise insulation/soundproofing
- Better heating and cooling /airflow and ventilation/air-conditioning
- Better lighting
- Sunlight/natural light for all apartments
- No studios or larger studios

- Same size or larger apartments (some three bedroom apartments)
- Larger rooms
- Internal doors that swing out, or sliding doors
- Modern amenities
- No carpet

### Bedrooms

- At least one bedroom per unit
- More bedrooms
- Larger bedrooms
- Wardrobes in the bedrooms
- Built-in wardrobe/mirror (not glass)

### Outdoor space

- Balconies/larger balconies /...no balconies/use balconies ...as a design feature
- Green roofs and gardens
- Car parking
- Views

### Storage space

- Dedicated storage rooms for tenants
- Additional storage space
- Garages (security)

### Accessibility

- Improved access for all including the elderly and those with a disability, in all areas (e.g. entrance, kitchen, bathrooms)
- Wheelchair access including ramps
- Adequate number of lifts/lifts that can accommodate an ambulance trolley or stretcher
- Escalators as well as stairs/no stairs

### Entrance

- Two doors for every apartment entrance (i.e. security door and wooden door)
- Security gate

### Communal areas (including foyer and corridors/hallways)

- Mailbox design
- Better rubbish disposal rooms/larger garbage chute
- An interesting and welcoming ground level
- Solar power for clothes dryers and lighting in communal areas
- Wider hallways
- External corridors for fresh air
- CCTV in hallways

### Laundry

- Internal laundries in each apartment/no common laundry/increased laundry space
- Laundry to be used as an additional communal storage room
- Communal dryers (coin operated)
- Locate public laundries away from apartments to prevent noise

### Bathroom

- Well designed bathrooms ('currently water goes everywhere')
- Larger bathroom
- Separate shower and bath
- Separate and adequate toilet facilities ...in larger apartments
- Accessible showers/larger showers
- Heater in the bathroom
- Windows in toilets

### Windows

- Operable or sliding windows (easier for cleaning)
- Tinted windows
- Fly screens on all windows and doors
- Safety glass
- Double glazed windows /sound proof glass

### Kitchen

- Larger kitchens
- Fans and windows in the kitchen
- Gas for cooking

**“This is going to be a world class development. The world is going to be watching this. People are cynical about is it going to be done...are the units going to be of a good standard? They are going to be of a good standard because the eyes of the world will be watching this. It will be the best quality that you can get.”**

Survey respondent

Image: Social housing residents



## SOME OTHER PRACTICAL AND INNOVATIVE IDEAS THAT WE HEARD FROM PARTICIPANTS

- Run a design excellence competition to ensure diverse, relevant and culturally appropriate architecture and design.
- Build v-shaped seats to encourage conversation and shaded benches facing each other with a table.
- Create glass walls around community rooms in communal spaces to encourage people to join and participate and offer a privacy option for meetings.
- Consider innovative options such as smart design for outdoor furniture, building an interactive playground, and ensuring smart sustainable solutions for buildings to maximise natural climate features and minimise the need for air conditioning.
- Consider wind shelters and design elements that minimise wind impacts.
- Turn foyers into meeting places, e.g. coffee shop.
- Include a dedicated floor for communal facilities to accommodate the needs of older residents.
- Provide transitional housing facilities for older people.
- Consider commonalities when deciding on housing mix arrangement, e.g. elderly on the same level.
- Offer choice in housing mix, e.g. one mixed building, one full social and one private.
- Make sure streets and pathways are wide enough for garbage trucks, emergency services and mobility scooters.
- Build the redevelopment by creating local jobs and using local labour.
- Provide fold down clothes lines.

# 6.5 Community facilities, services and shops



Waterloo will have more and new community facilities, services and shops. This focus area prompted people to think about the community facilities, services and shops that they would like to see included in the future Waterloo. People were asked to think about the facilities, services and shops they use now or would like to use in the future, considering both availability and accessibility.

## 6.5.1 What we heard

We heard that people want the requirements for daily living (such as food, groceries and essential services) to be within easy reach, making Waterloo a place where residents can live, work, shop, rest and play. People are keen to see more local facilities and services that are accessible for all, including the elderly, people with disabilities, and those with complex needs. Feedback revealed the importance of facilities, services and shops that cater to the existing community, including their specific needs and price points, as well as future residents.

## 6.5.2 Current issues and priorities

### Build on existing community services, facilities and shops

While people love many things about the current Waterloo neighbourhood, they are most keen for change around community facilities, services and shops. We heard that people are interested in retaining and building on the things that are currently well utilised such as community facilities, community rooms, the library, sporting facilities, local shops and cafes which are all part of the fabric of Waterloo. For many people it is important that established and valued facilities and services, such as Counterpoint, The Factory, PCYC, Weave, The Settlement, Salvation Army, NCIE, 107 Projects and Fact Tree are supported and maintained. People are keen to see improved community and neighbourhood facilities including multiple venues that are large, adaptable, centrally located and multi-purpose. Ideally, these indoor and outdoor spaces would cater to a broad range of people (youth, older people, families, culturally diverse groups, and people with a disability) and accommodate a diversity of sporting and community activities at different times of the day and night. There is also an interest in outdoor community facilities such as playgrounds, BBQs, public toilets, outdoor seating and a swimming pool.

**“There are so many great small businesses in the area. Like the housing tenants, these should be given the first opportunity to remain. Instead of bringing in the latest ‘trends’ in retail and food, help the local business flourish so that Waterloo’s identity and diversity is not lost.”**

Survey respondent

## Aboriginal community current issues and priorities

### Services

Local residents reported having a good relationship with many of the Aboriginal NGOs in the Redfern and Waterloo area, in particular the Aboriginal Medical Service (AMS), Aboriginal Legal Service, Waterloo Library (home of the Koori Collection) and Wyanga Aged Care. The priority for the current residents is to improve the location and accessibility of the existing services for elderly and disabled residents. Other priorities include developing an AMS visiting area in Waterloo and having a dedicated space for the Legal Service. Residents also see building on the services currently being provided as a priority for the wider community, with the addition of mental health clinics, needle exchange, tenancy support services and community drop-in centres.

### Childcare, schools and youth services

Affordable childcare was a recurring issue raised throughout the consultations. Residents raised concerns about the influx of new residents to the area and how this would affect the number of places available at local childcare facilities and schools. A priority raised by multiple respondents was the development of a full time Aboriginal pre-school, with Aboriginal staff. Another was the retention and upgrade of The Factory Youth Centre as a dedicated space for children to play, learn about culture, access the internet and complete homework.

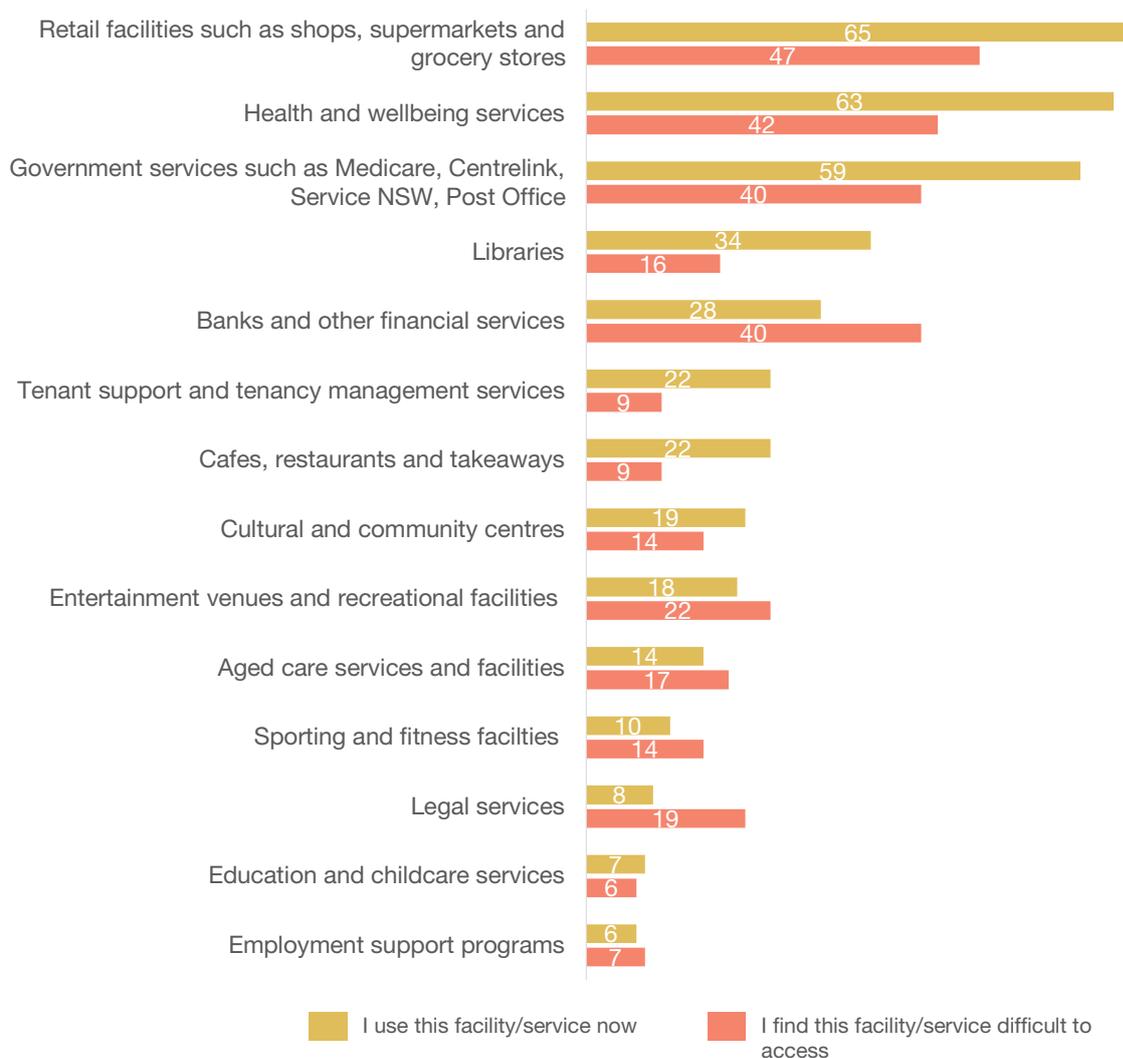
### Employment opportunities

A current priority identified by the community was the need for Aboriginal employment at all stages of the redevelopment process. It was suggested that this could take many forms, including increased services around employment support; rent subsidies for community owned and run businesses; space set aside for community based start-up businesses; and local employment agreements with new retail businesses opening during the redevelopment.

## 6.5.3 Future needs and aspirations

### Facilities, services and shops available in the local area

The people we heard from in face to face engagement activities and surveys want to be able to access the facilities and services they need for their daily lives within the immediate Waterloo area. A variety of affordable supermarket, entertainment and food options; essential government and health services; and outdoor recreation amenities suitable for different age groups would be welcomed. Quantitative data from the preference ranking exercise supports these priorities, highlighting that the services people use the most now are also the ones that are the most difficult to access.



*Figure 15: Facilities and services people use now, and those they currently find difficult to access. The graph above shows responses to the preference ranking exercise (completed at workshops and the Community Day) about the facilities and services people use now, and those they currently find difficult to access. People were allowed to choose up to three responses for each.*

While it was agreed that there is a need for more and affordable local shops and grocery stores, there are mixed views on what this would look like. Some people are keen to see shops located in a central hub, while others favoured the revitalisation of former or existing retail areas such as Elizabeth Street, Danks Street, Botany Road and the Raglan Street/Regent Street shopping precinct. There is support for a large supermarket in the Metro Quarter, or on Cope Street. Food options that reflect the cultural diversity of the area, such as multicultural supermarkets and restaurants, were also suggested.

### Accessibility of essential services

People emphasised the importance of everyone in the community being able to access essential services such as government, medical, mental health, social and aged care services. Feedback revealed that access to essential services refers not only to the proximity of services, but also affordability of these services and the provision of adequate support (e.g. translators, disabled access to transport connections) to enable people to use these services. Locating services in the same place, for example a 'one stop shop' or 'service hub', was suggested. NGO workshop participants and some survey respondents suggested essential services such as Medicare, Centrelink, a supermarket and post office should be provided next to or near the Sydney Metro station to create a central and accessible service hub for the community.

## Aboriginal community future needs and aspirations

### Services

The residents view the redevelopment as an opportunity to relocate some of the existing services, for example ensuring that 'aged care is on the flat, not on the hill'. The ongoing priority is that all current services are retained. The future needs of the community have been identified primarily in relation to ensuring that there are increased services, in particular a Medical Centre and schools to cope with the significant increase in residents. There is also concern that the increase in population could see current services relocated out of the area, or be made into private practices which would likely reduce access for current residents.

### Affordable retail

A future aspiration of the Waterloo community is for affordable retail options to be included in the redevelopment. The current lack of affordable grocery and food retail stores was seen as an ongoing issue for residents. Those we heard from are optimistic that the future Waterloo could include grocery options, such as Aldi, Coles, Woolworths, and fresh fruit and vegetable stores, as well as affordable retail stores and services such as chemists, banks, post office, op shops and cafes.

### Creating space

The inclusion of an appropriate community space within a redeveloped Waterloo was seen as a future need. The development of recreation facilities (including exercise equipment, sporting facilities, playgrounds and waterparks), cultural centres/hubs, community halls, and indoor and outdoor spaces for community events along with the associated facilities (public toilets, outdoor seating and BBQs) was seen as a priority. There was a feeling that the inclusion of these spaces would help to ensure that the area remains a gathering place for families, rather than a place that is 'too trendy'.



Image: Community workshop

Figure 16 shows the services and facilities that people are most interested in seeing located close to the Metro train station are government services, retail facilities and food options.

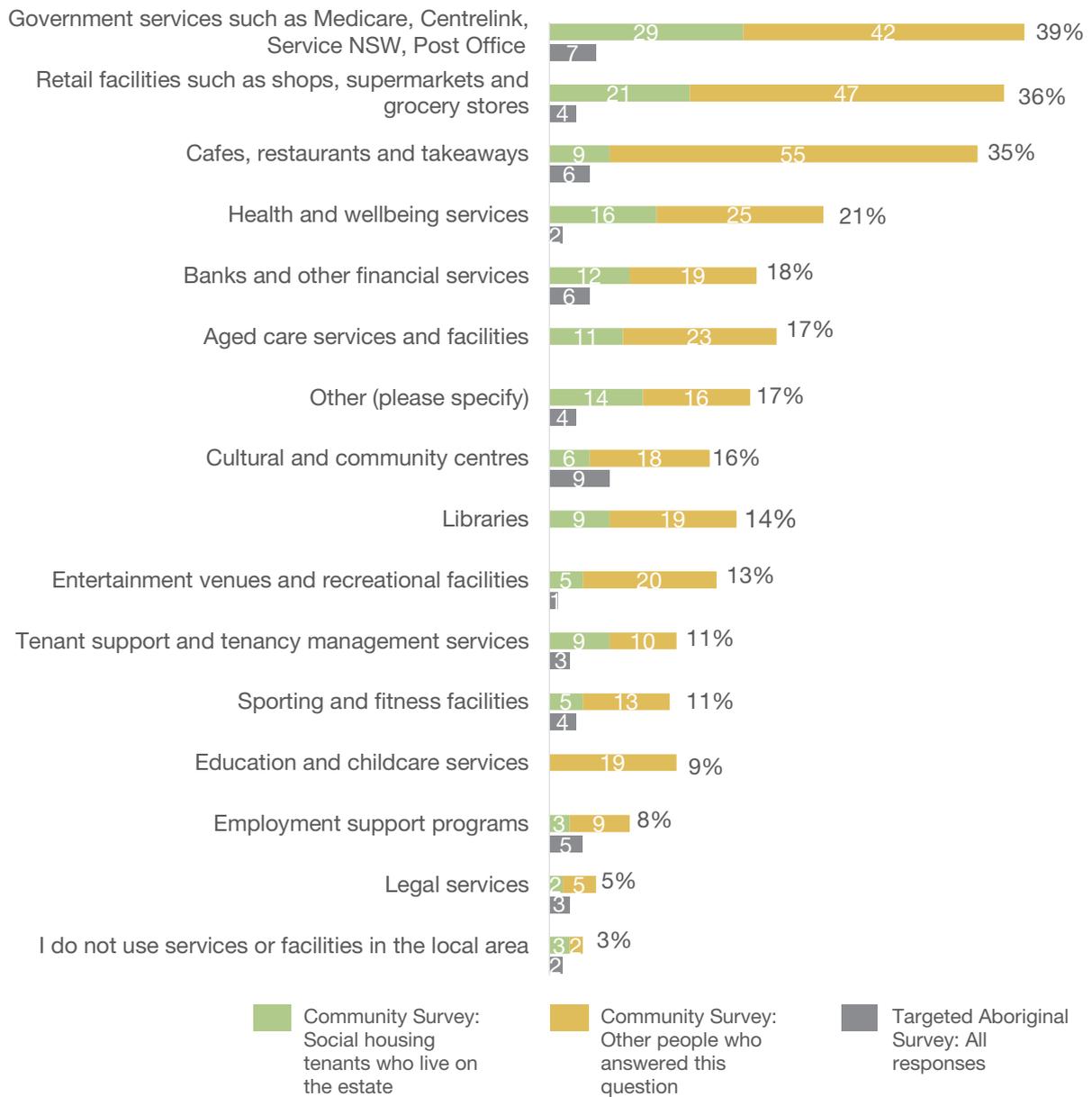


Figure 16: Services and facilities people would like to see located at or near the new Waterloo Metro train station. The graph above shows responses to the Community Survey (short and detailed) and targeted Aboriginal Survey, 'What services and facilities would you like to see located at or near the new Waterloo Metro train station?' A total of 201 people responded to this question, returning 552 responses (people were allowed to select up to three responses). Percentages shown reflect the number of responses as a proportion of the total number of respondents.

A preference ranking exercise asked people to select their top priorities for the future in regard to community facilities, services and shops. The top responses, and the number of people who selected these, were:



65

Most of the facilities, services and shops I need will be located in the local area



55

Outdoor recreation areas with facilities (e.g. BBQs, toilets) will be located within walking distance



51

There will be different food options (cafes, restaurants, takeaways, grocery stores) in the local area



51

There will be local sporting and fitness facilities (e.g. sports fields and courts)

“Ensure facilities and design reinforce the existing shopping districts such as Botany Road and do not detract from these areas.”

Survey respondent



Image: Community Day

## SOME OTHER PRACTICAL AND INNOVATIVE IDEAS THAT WE HEARD FROM PARTICIPANTS

- Provide wrap-around on-site social and health support services for people with complex needs, offer earlier intervention and management before drug and social issues escalate to emergency situations.
- Create a facility modelled on Victoria's Community Justice Centre model (conflict resolution, mediation).
- Offer Aboriginal employment opportunities throughout the redevelopment such as local employment agreements with new retail businesses and spaces set aside for community based start-ups.
- Provide an Aboriginal Cultural Centre.
- Offer language interpreting services (e.g. daily service for medical, community centre, Centrelink translation).
- Offer workshops for people about keeping healthy.
- Include a Salvation Army Shop.
- Invest in 'start-up' hubs above the Sydney Metro station to support young people to create jobs and businesses.
- Deliver community workshops (like bicycle workshops) where people can work on projects and borrow tools.
- Provide a music room as a place to jam and take music lessons, and an amphitheatre for performances.
- Provide a public pool that is subsidised or free entry – with diving boards and opportunities for training to be a lifeguard or teach swimming lessons.
- Provide dedicated wet areas or similar approaches.

**“Try to keep as many services that are already running going.”**

Survey respondent



“More of everything and space for it.”

Waterloo community participant

# 6.6 Environment and open space



Access to open space and the environment is important, particularly in inner city suburbs. This focus area prompted people to think about outdoor spaces, green spaces (e.g. parks and community gardens) and the natural environment. People were asked to think about what they liked about Waterloo's environment and open space now, and what could be improved in the future.

## 6.6.1 What we heard

The physical environment is highly valued in the Waterloo area, with people emphasising the importance of green open spaces, sunny and shaded places, and plenty of trees to attract birds. Across all forms of engagement, we heard that a sense of 'green' and nature, trees and space are of importance to people and their enjoyment of the Waterloo environment. Access to open spaces, the natural landscape and sunlight are seen as positive for the health and happiness of individuals and the community. People are keen for the future Waterloo to be open and green with shaded sitting areas, local parks and natural parklands with native plants. Community gardens emerged as a space valued by people in Waterloo, and were raised in discussions across multiple themes, when talking about culture and community life, housing and neighbourhood design, and community facilities. Importantly, it was noted that the enjoyment of these open and green spaces is dependent upon the environment being safe, well-maintained and clean.

## 6.6.2 Current issues and priorities

### Green space, open space and community gardens

We heard across all activities and engagement groups that people are interested in retaining Waterloo's green space and open spaces. Specific places, such as Waterloo Green, Redfern Park, TJ Hickey Park and Alexandria Park, were highlighted as open spaces that are valued and frequently used. Community gardens and Waterloo Green were highlighted as important elements of the community fabric, and people would like to increase the number and size of community gardens. Among social housing residents particularly, community gardens, local parks and shaded sitting areas are key priorities for Waterloo, now and in the future.

**“Community gardens are good because they bring people together and keep them active.”**

Survey respondent

“I want to keep the trees – they are beautiful, they produce oxygen, they reduce the level of noise.”

Waterloo estate resident who lives in the James Cook building

### Trees

Trees were discussed consistently across engagement activities. People want to ensure that established, native and mature trees that are significant to the area are retained during the redevelopment and for the future. Trees are seen as important for shade, landscaping, beauty/colour, attracting native wildlife and for connecting with nature in high density environments. People are keen to see more trees in the area, including native, fruit bearing and flowering trees. The importance of considering safety issues when selecting and maintaining trees was raised, with some people noting that certain tree roots can crack pipes and footpaths, and dropping leaves, flowers and plants can create trip hazards for pedestrians.

### Safety and maintenance

People wanted open space, green space and public space in the future to be safe, well maintained and rubbish free. It was highlighted that rubbish, poor upkeep and concerns for safety after dark can detract from the amenity and useability of the open space.

While most people, including social housing tenants living on the estate, indicated that they mostly or always felt safe in Waterloo, safety (particularly at night) emerged as a topic of importance in both quantitative and qualitative data.

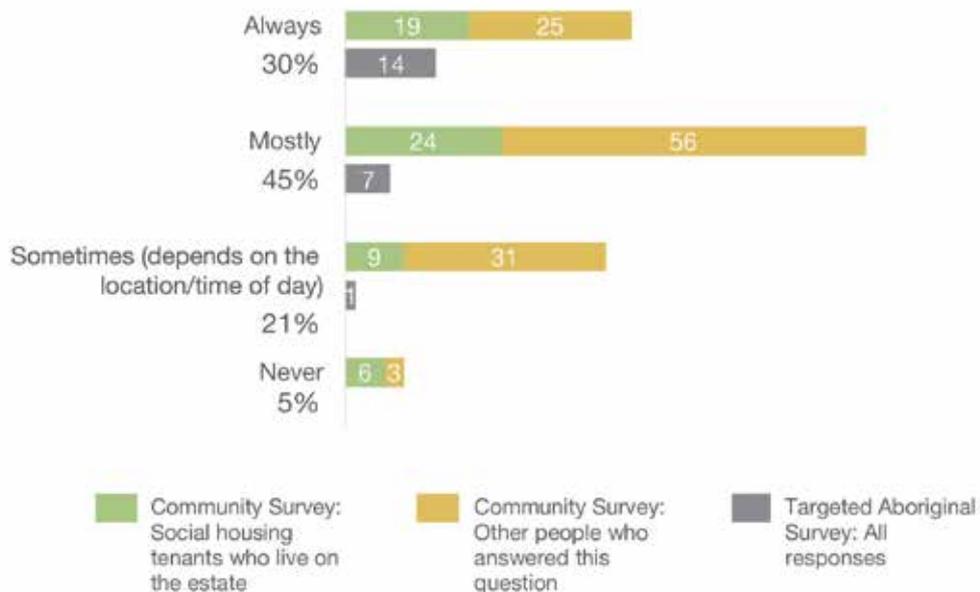


Figure 17: Safety in Waterloo

The graph above shows responses to the detailed survey question, ‘Do you feel safe in Waterloo?’ A total of 195 people responded to this question.

When asked about their top priorities for the design of open space, the most frequently selected response in the preference ranking exercise was 'safety measures like lighting and help points'. This response was also selected most frequently (54%, 31) in the detailed survey by social housing tenants living on the estate. People suggested a number of ways to improve safety in open spaces such as more lighting, designated areas for dogs, help points, parks with safety gates, and the design of spaces that are visible from the ground and surrounding buildings.

“People to feel safe to use outdoor spaces for recreation and the police not to be a constant presence of fear...but one of safety.”

Survey respondent

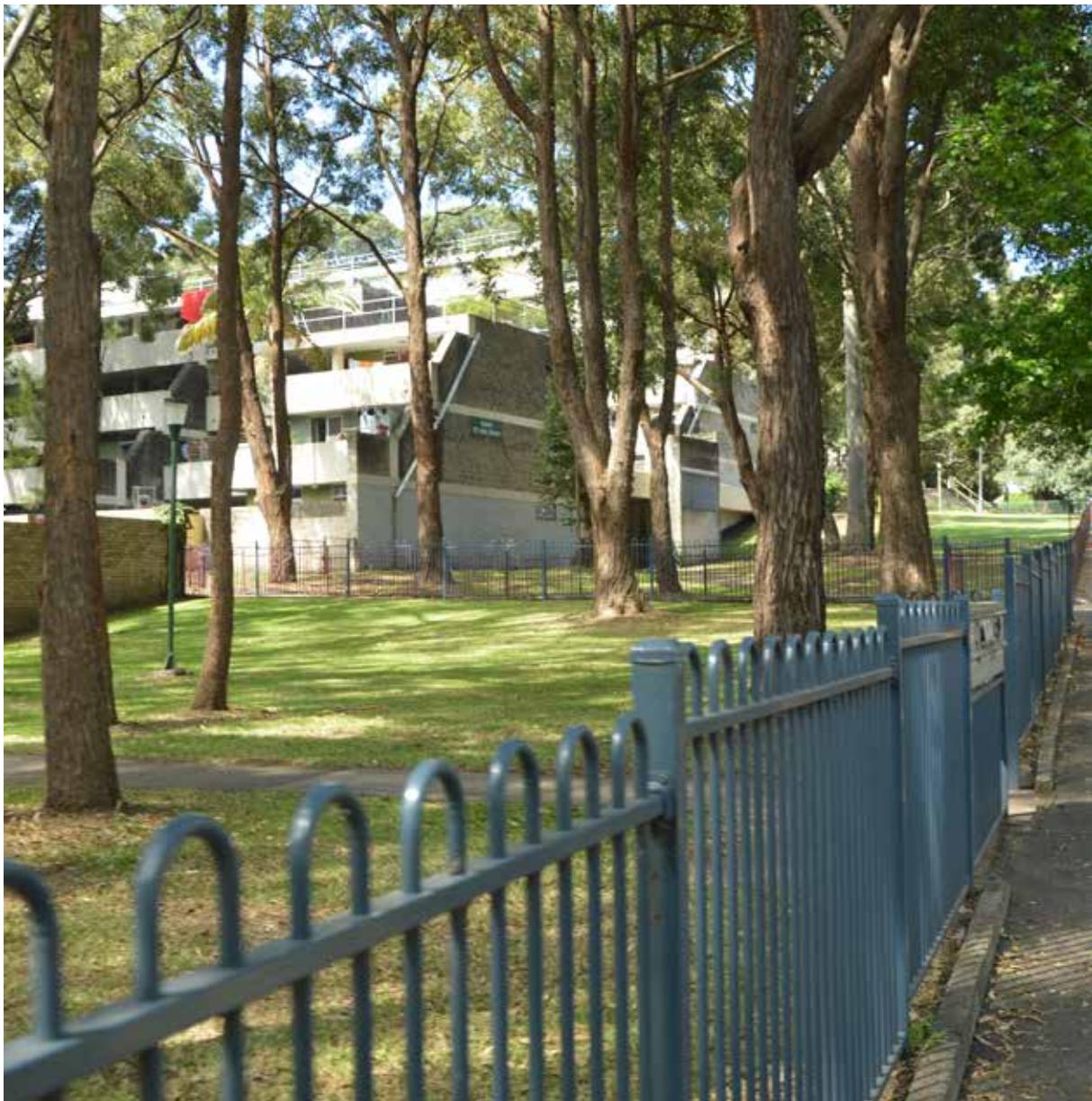
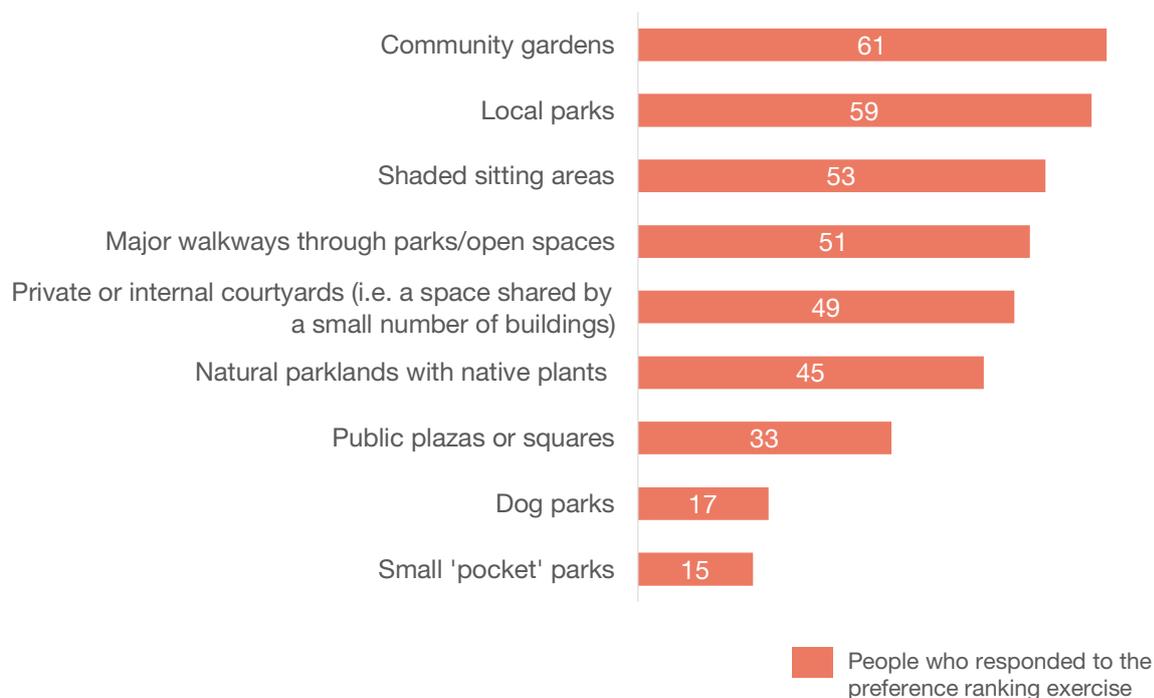


Image: Housing in Waterloo

## 6.6.3 Future needs and aspirations

### Natural environment and open space

Feedback revealed the importance of a future Waterloo that provides access to nature and open space. People are keen to see a diversity of open space types, ranging from local parks to rooftop gardens to private courtyards, as well as better connected green and open spaces in the future Waterloo. This was reiterated by the responses to the preference ranking exercise about open space types.

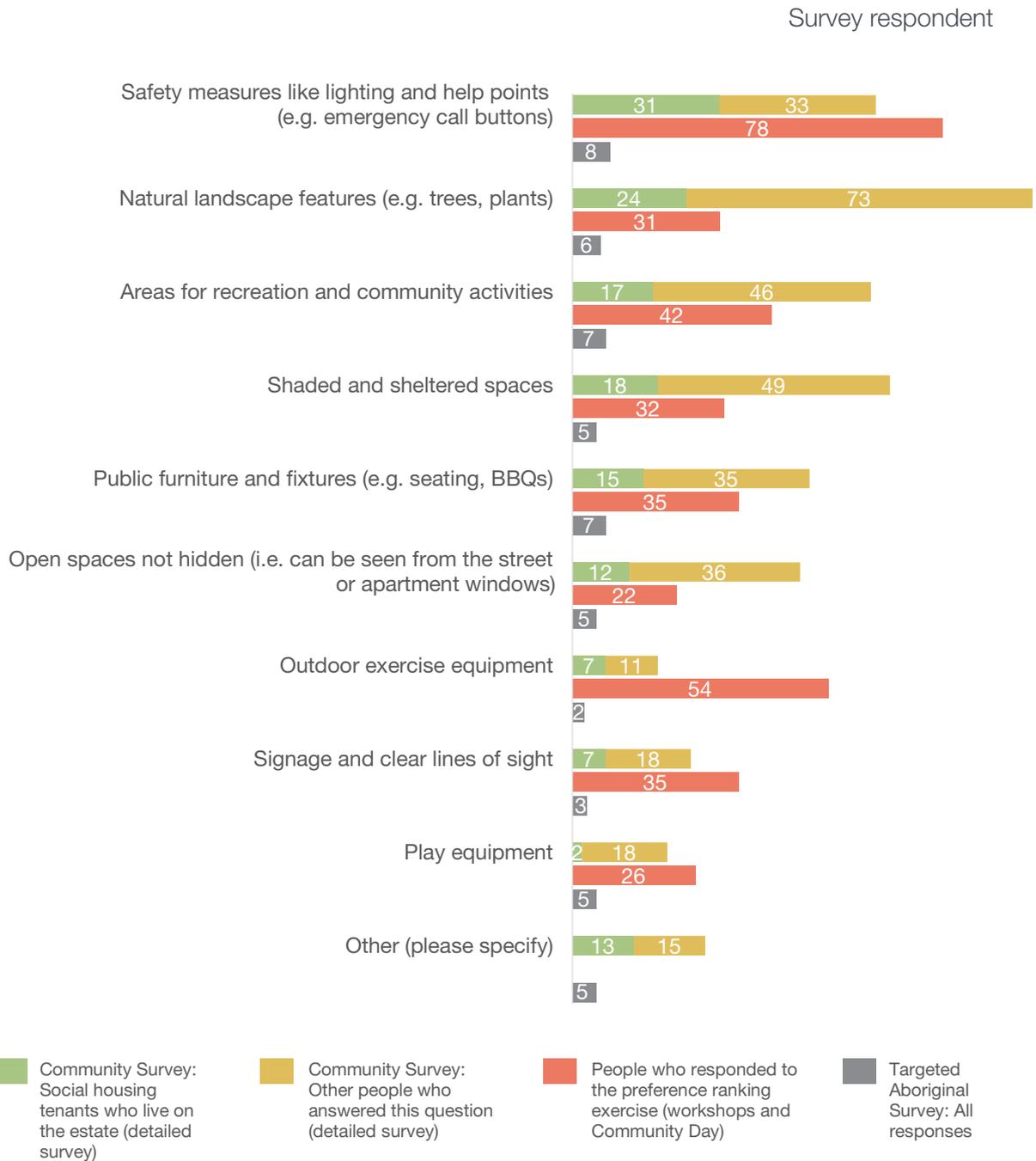


*Figure 18: Open space types that people would like to see in the future*  
The graph above shows responses to the preference ranking exercise (completed at workshops and the Community Day) about open space types that people would like to see in the future. People were allowed to choose up to three responses.

There is an interest in high quality, well-designed, accessible, inviting and interactive open spaces that provide opportunities for active and passive recreation. People want the design of open spaces to cater to the diverse needs of the local community, including people of different ages, interests and abilities, as well as service providers. While some discussed the need for spaces that are child or youth friendly, others are keen to see features that accommodate the needs of older residents, such as seating and 'dementia friendly' spaces.

Natural landscape features, including trees, plants and flowers, were highlighted as important elements of future open spaces. People are keen to see these open spaces supported with major walkways, more covered spaces (including walkways), public furniture and fixtures (e.g. seating, BBQs, and exercise equipment), utilities (e.g. water and power), and safety measures. Some people suggested ways to better utilise open and green spaces, including programmed community events, live music and open air concerts. Usable rooftop areas were raised as an option to maximise open space, with some people suggesting that these spaces could be used as gardens or community gardens, or as communal areas to support community interactions.

“The green space in between the buildings is very important to us. It is a meeting point for friends. We like that we can see this green space from our balconies.”



*Figure 19: Open space features that people would like to see in the future*  
 The graph above shows responses the Community Survey (detailed survey) and targeted Aboriginal Survey question, and preference ranking exercise (completed at workshops and the Community Day) about the open space features that people would like to see in the future. People were allowed to choose up to three responses. A total of 200 people responded to the Community Survey and targeted Aboriginal Survey question, returning 533 responses (people were allowed to select up to three responses). In response to the preference ranking exercise, a total of 355 responses were received.

### Environment and open space for the Aboriginal community

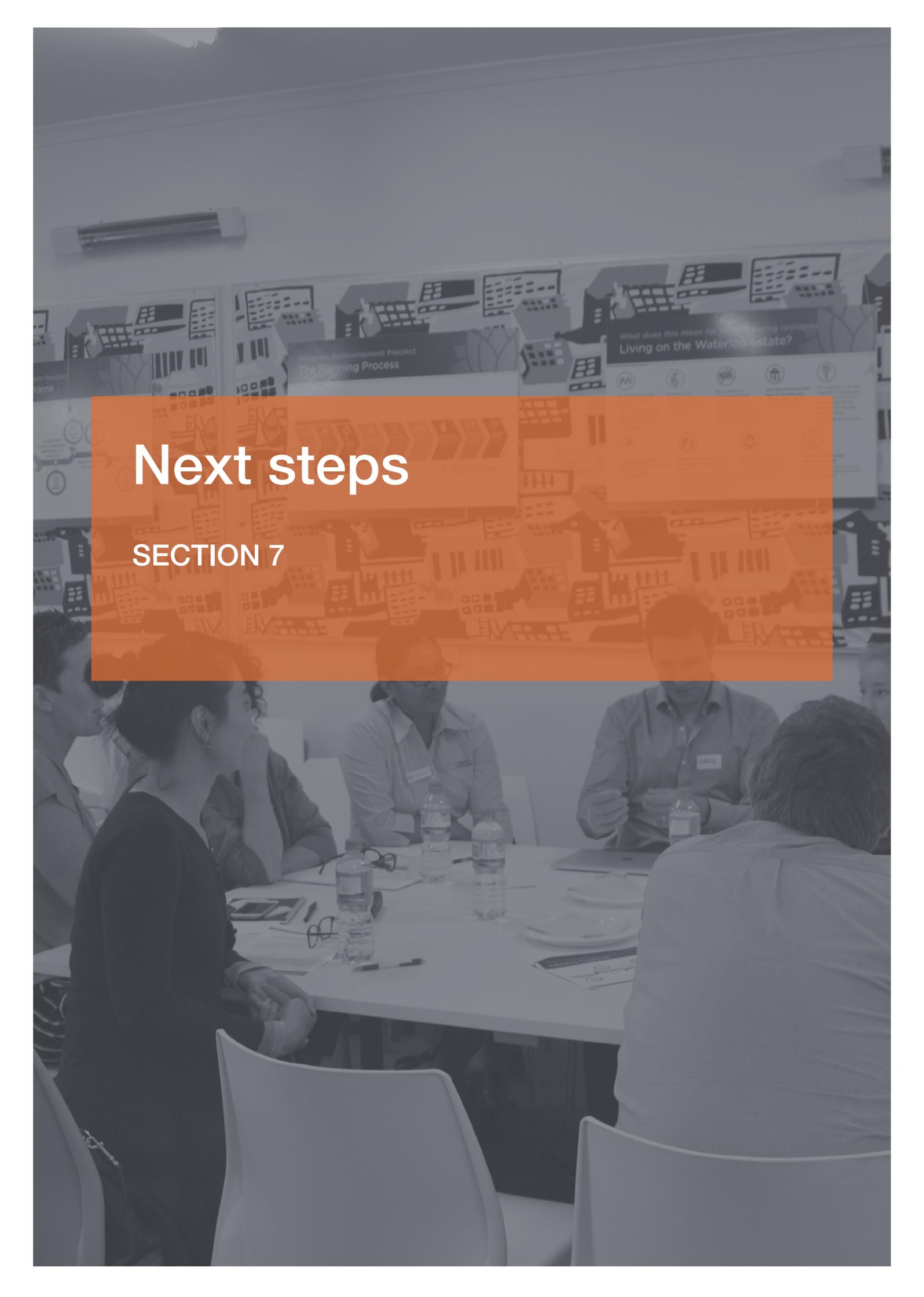
Engagement with the local Aboriginal community highlighted that the environment and open space plays a central role in day-to-day life, supporting community connections and the celebration of culture. Feedback in relation to 'Environment and Open Space' was interlinked with the other four thematic focus areas and has been summarised in Sections 6.2.4, 6.3.4, 6.4.4 and 6.5.4.

#### SOME OTHER PRACTICAL AND INNOVATIVE IDEAS THAT WE HEARD FROM PARTICIPANTS

- Offer an urban farm or market garden as a focal point for the redevelopment and an opportunity for education, social enterprise and local employment.
- Plant native edible vegetation and create firewood gathering places.
- Create a central, welcoming open space that encourages the community to come together.
- Achieve world class sustainability in design, e.g. water-sensitive urban design and environmentally responsible open space.
- Provide more signage in the local community languages.
- Provide gardens, including community gardens, as people need a place to get out of their units.
- Include vertical gardens in the design of the buildings.
- Include sensor lights in alleyways.

“The trees and green spaces...are so important in this area so close to the city and vulnerable to ‘over’ development.”

Survey respondent



# Next steps

## SECTION 7

## 7. Next steps

Following the visioning engagement, FACS distributed a newsletter to update the community, which provided a high level summary of the main themes arising during the visioning engagement activities.

The findings from this phase of the community engagement program have informed the vision principles set out in Section 2 of this report, to guide the development of the master plan.

The next phase will see further community engagement on the master plan options and following this, a preferred master plan will be prepared. The community will have an opportunity to view the preferred option and see how their feedback has been incorporated.

The master plan will then be lodged with DPE and put on public exhibition, with further assessment completed before the plan is submitted to the Minister for Planning for approval. Once approved, the master plan and associated rezoning will guide all future development.

Throughout the master plan process, ongoing engagement will provide the opportunity to seek feedback and update the community on progress. Activities will be designed to promote an open and transparent process, access to information and timely and considered engagement.



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