

Waterloo: What services and residents are doing to improve the lives of people in Waterloo



Laura Kelly - Housing Communities Program
Photography by Garry Bonner

Presentation Summary

- The Waterloo Estate
- The Waterloo Neighbourhood Advisory Board who are we and what do we do?
- Being Action and Subject Focused
- Challenges we face
- Monitoring our successes





The Buildings

The Waterloo estate has 2,630 properties:

- → 6 High Rises approx 1300 units (Banks, Cook, Marton, Matavai, Solander and Turanga)
- → Mid-Rise, Walk up apartments and Houses make up the rest of the estate



The People

Waterloo in a snapshot:

- → Ageing Community: 39% over 60 years, 11% of those over 80 years
- → 10%identify as Indigenous
- → 31% are from Non-English Speaking Backgrounds mainly Chinese and Russian
- → 41% tenants receive an Age Pension; 30% Disability Support; and 15% New Start Allowance
- → Approx. 69% are living alone

The Waterloo Neighbourhood Advisory Board (NAB)

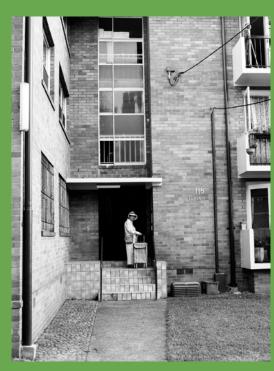
What is the Waterloo NAB?

- A group of people who meet monthly to address local issues and concerns to improve the quality of life and development of the social housing estate.
- The model is strongly precinct based with elected precincts representatives and broad based participation by Government and Non-Government agencies.
- The NAB's were established by Family & Community Services in partnership with tenants and local agencies

_

Who is the Waterloo NAB?

- Tenants: Precinct representatives are tenants living on the estate elected by those living in the precinct. There are 11 precincts in Waterloo.
- Government: FACS Housing, NSW Land & Housing Corp, Sydney Local Health District, Redfern Police, City of Sydney Council.
- Non-Government: Counterpoint, Inner Sydney Voice, Counterpoint Multicultural Services, and other partners



What do we do?

- Work in partnership and collaboration
- Respond to community issues and concerns
- Monitor trends and social issues
- Integrate planning and coordination of government and community services
- Address service gaps and develop joint problem solving
- Lobby for resources
- Highlight policy or system issues
- Provide information to tenants
- Feed issues into other forums
- Make people accountable

The Sub-Groups:

- Waterloo Housing Standards lead by FACS Housing
- The Redfern & Waterloo Events
 Group lead by Counterpoint
 Multicultural
- The Waterloo Wellbeing and Safety Action Group - lead by City of Sydney, Safe City
- The Waterloo Redevelopment Group - lead by Counterpoint Community Services



The Challenges:

- High turnover of govt. staff
- Reshuffle of FACS Districts
- Uncertainty for future funding for positions (HCP & TPRS)
- Facing major redevelopment
- People politics and power struggles
- Ageing tenant representatives
- Complex and high needs community
- Apathetic community

_

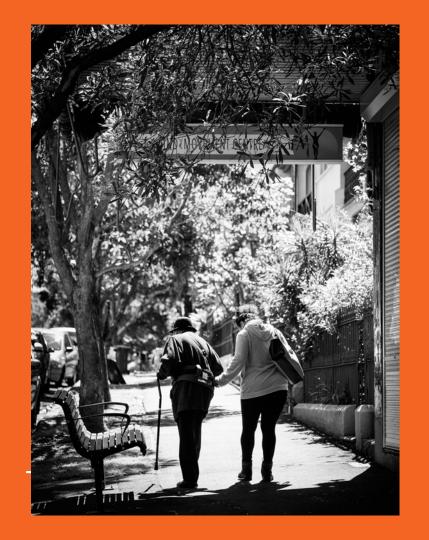
"Nothing ever happens!!"

In 2017 the NAB **Events Group** delivered 26 events reaching 4,522



Monitoring Our Successes

- Community Safety Audits conducted in 2012 & 2015
- Successfully lobbied for Alcohol Prohibited Areas on estate
- 123,115 Sharps collected across 6 bins in last financial year
- Mental Health Month in 2015: 26
 activities involving 15 partner
 agencies attracted over 1,100
 tenant contacts
- Lobbied for Concierge Project in 6
 Waterloo High Rises
- 2 Social Enterprise Groups:
 Waterloo Recycling Workshop &
 Cycle Re-cycle Club



What people are saying

96% of Waterloo tenants said they were more willing to use services if they needed them as a result of the activity they participated in

30% of Waterloo tenants reported engaging in volunteering activities

57% people wanted to know more about volunteering opportunities in the area

98% of Waterloo tenants said they feel better connected to their neighbours and community as a result of the NAB events they attended



Thank you!

We hope this has given you an overview of the Waterloo Neighbourhood Advisory Board, who we are and what we do!

For more information please contact:

 $\underline{\text{lkelly}\,@\text{counterpointcs.org.au}}\,\text{or visit:}$

www.counterpointcs.org.au

Making Waterloo a better place to live, work, play and sleep!

