



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

COUNTERPOINT
community services

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*
-



*“Increased
community
anxiety and
frustration”*

The Challenges:

- High turnover of govt. staff
- Reshuffle of FACSDistricts
- 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**
contacts



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

Taken from 200 HCP surveys conducted in 2017 - 2018



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:

kelly@counterpointcs.org.au or visit:

www.counterpointcs.org.au

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

