

Social Housing in Waterloo: Tenant Perceptions of Safety, Health and Wellbeing, and the Community

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Waterloo Community Profile

Public Housing Residences: 2,425

Age and Gender

- 58% of residents are aged over 55 years
- 53% are Male

Household Composition

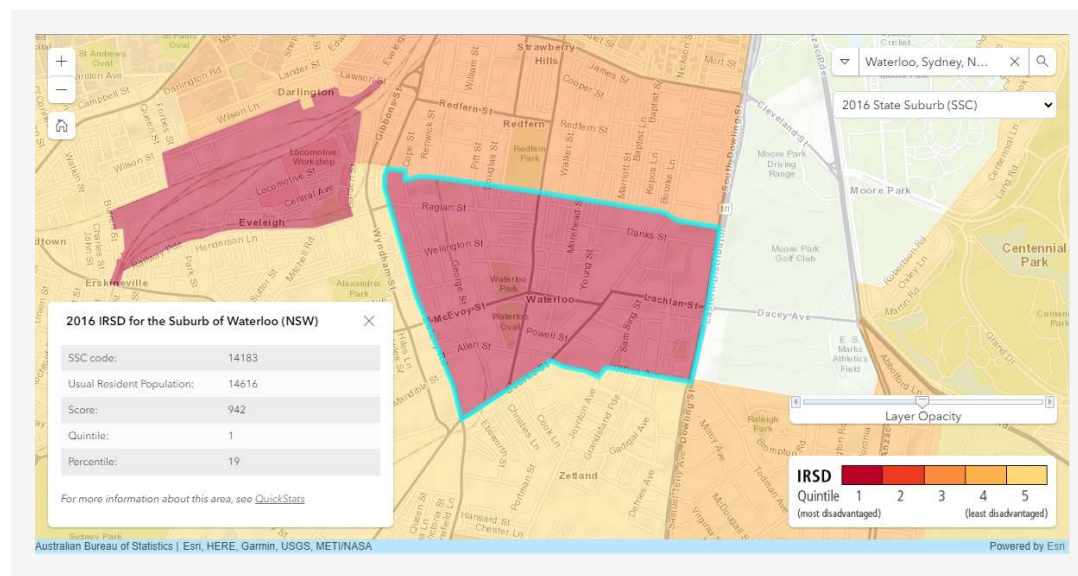
- 77% are single occupant households

Income Sources

- Primary sources of income include Age Pension, Disability Support Payment, and Job Seeker Payment.

Cultural Diversity

- 12% identify as Aboriginal and/or Torres Strait Islander
- 39% of residents are Culturally and Linguistically Diverse (CALD)
- Main languages spoken: English, Cantonese, Mandarin, Russian, Vietnamese



Data Source:
HOMES/EDW as at 31 May 2021

The Collaborative Group Members

NSW State Government

- NSW Department of Communities and Justice SSESNS District (DCJ)
- NSW Health – Sydney Local Health District (SLHD)
- Department of Planning, Infrastructure and Environment – NSW Land and Housing Corporation (LAHC)
- NSW Police – South Sydney Police Area Command
- NSW Department of Education
- Department of Customer Service (DCS) Customer Experience Unit
- Aboriginal Affairs NSW (AANSW)

Local Government

- City of Sydney

Local Aboriginal Land Council

- Metropolitan Local Aboriginal Land Council (MLALC)

Federal Government

- Central and Eastern Sydney Primary Health Network (CESPHN)
- National Disability Insurance Agency (NDIA)
- Services Australia (Centrelink)

Community

- Redfern Waterloo Affordable Housing Aboriginal Community Controlled Organisations and Allies
- REDWatch Incorporated
- Waterloo Neighbourhood Advisory Board (NAB) – Waterloo Redevelopment Subgroup

Non Government Organisations

- Counterpoint Community Services (CCS)
- Inner Sydney Voice (ISV)
- Mission Australia (MA)
- Mudgin-Gal
- Redfern Legal Centre (RLC)

NGO Peak bodies

- Local Community Services Association (LCSA)
- NSW Council of Social Service (NCOSS)
- Wirringa Baiya Aboriginal Women's Legal Service
- Tenants Union NSW (TU)
- Multicultural NSW

Other Agencies

- UNSW – CPHCE – HERDU
- Australia and New Zealand School of Government (ANZSOG)
- Fact Tree Youth Service
- Tribal Warrior Aboriginal Corporation



The Action Plan

The Action Plan has six priority areas:

1. Improved Safety



2. Improved Health and Wellbeing



3. Improved Communication, Consultation, and Community Participation



4. Improved Customer Service



5. Improved Service Integration and Service Accessibility for all service users

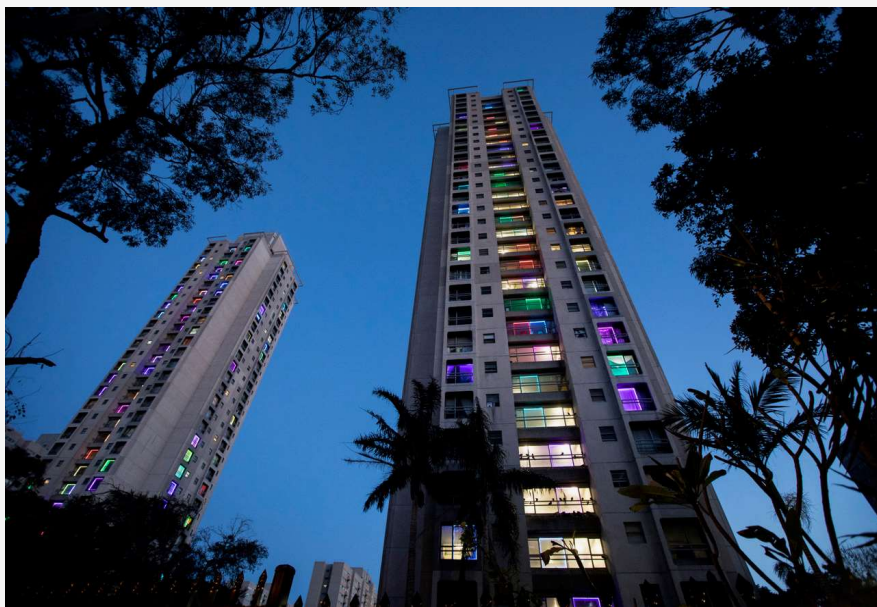


6. Improved Responses to Systemic Issues (and Accountability) on an ongoing basis



The Waterloo Tenants Survey

Residents aged 18 years and over who had lived on the estate for at least 6 months were invited to participate in the online survey.



The Matavai and Turanga public housing towers at the Waterloo Estate
(Photo by Jessica Hromas)

The survey included questions about:



Perceptions of safety and experience of crime



Health and Wellbeing



Perceptions of and engagement with the Waterloo community



Access and experience with government and community agencies

Survey Methodology

The survey materials were translated into Chinese, Russian, and Vietnamese by Multicultural NSW.



Promotional poster with Russian translation

The survey was promoted through multiple channels, including:

- SMS invitations to the lead tenant from DCJ
- Posters
- QR-coded flyers
- Local events such as 'Summer on the Green'



Images from Summer on the Green

Survey Results: Demographics

Demographic Characteristic	Number	%
Gender (n = 301)		
Woman/Female	116	38.5
Man/Male	167	55.5
Non-binary/Use a different term	7	2.3
Prefer not to answer	11	3.7
Age Group (n = 286)		
18 – 34 years	16	5.3
35 – 44 years	21	7.0
45 – 54 years	46	15.3
55 – 64 years	84	27.9
65 – 74 years	72	23.9
75 years and older	47	15.6
Prefer not to answer	15	5.0

1 in 5 respondents **spoke a language other than English at home**. Of these, most spoke **Mandarin (9%) or Russian (8%)**.

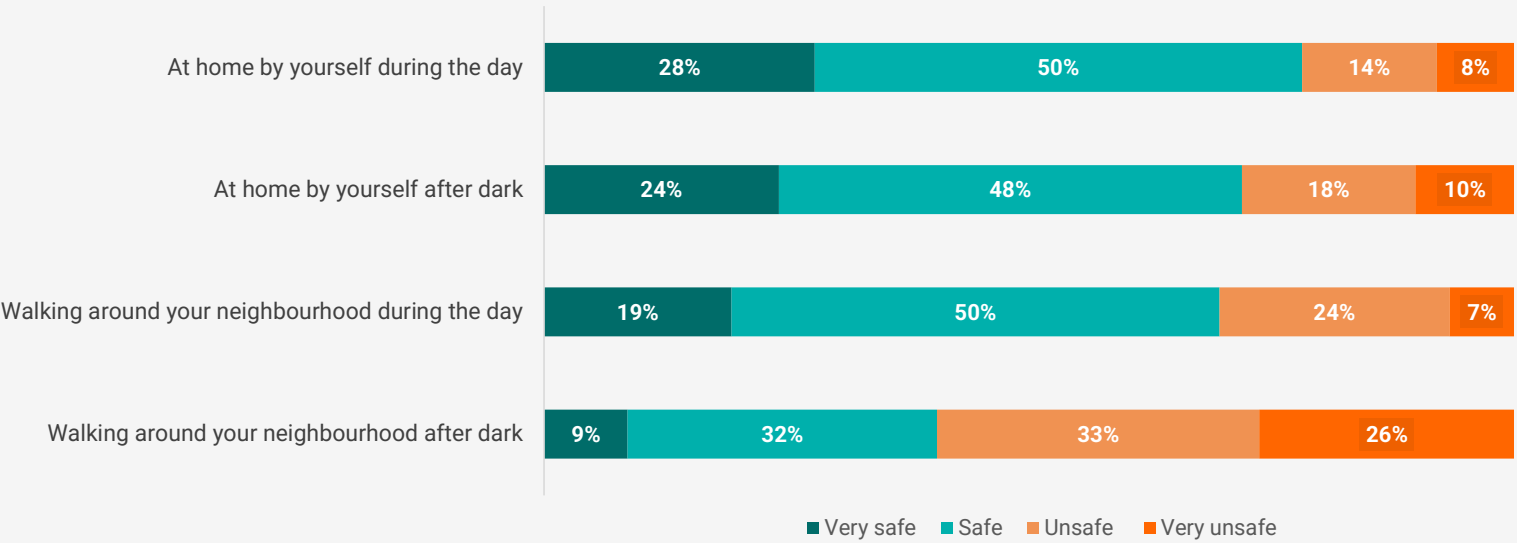
17% of respondents identified as **Aboriginal and/or Torres Strait Islander**.

30% of respondents reported **Year 10 or below** as their **highest level of Education**.

Survey Results: Safety and Crime

Perceptions of Safety

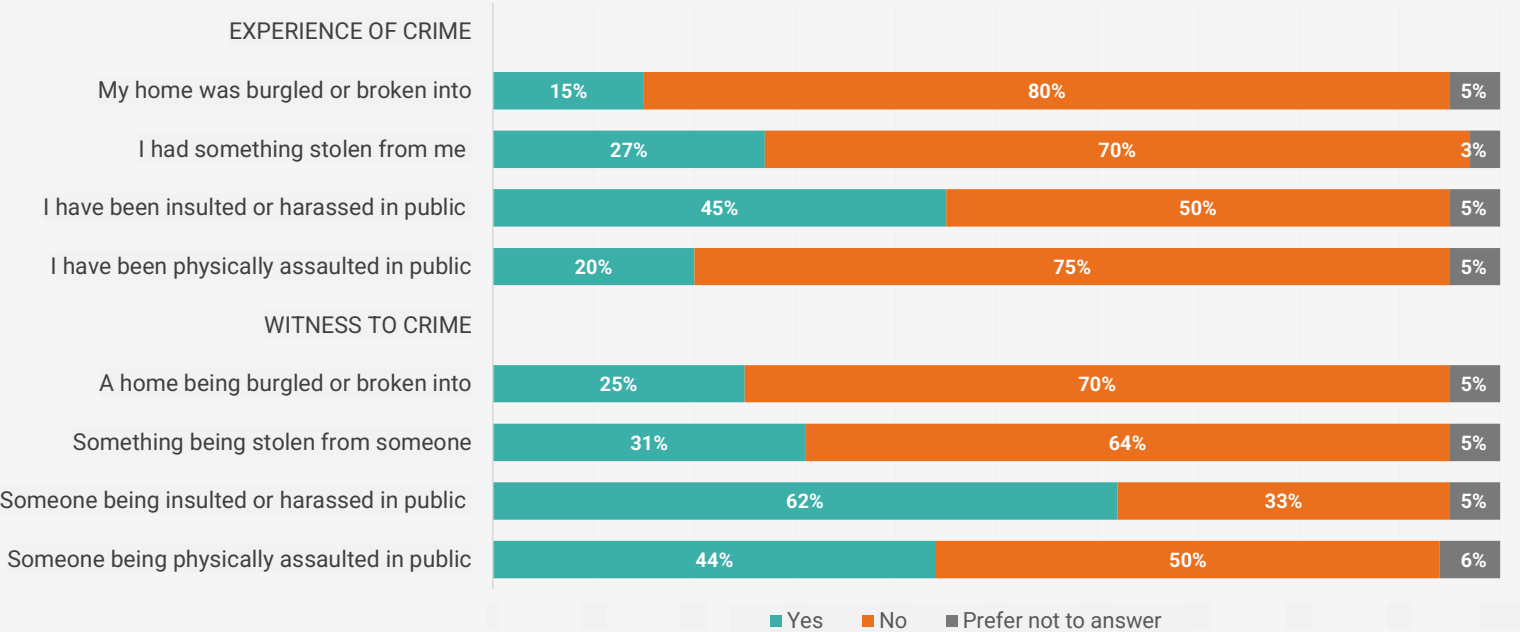
Question: Thinking about your personal safety, how safe or unsafe do you feel in the following situations?



Survey Results: Safety and Crime

Experience of Crime

Question: In the last 6 months, have you experienced any of the following crimes at or near the Waterloo Housing Estate?



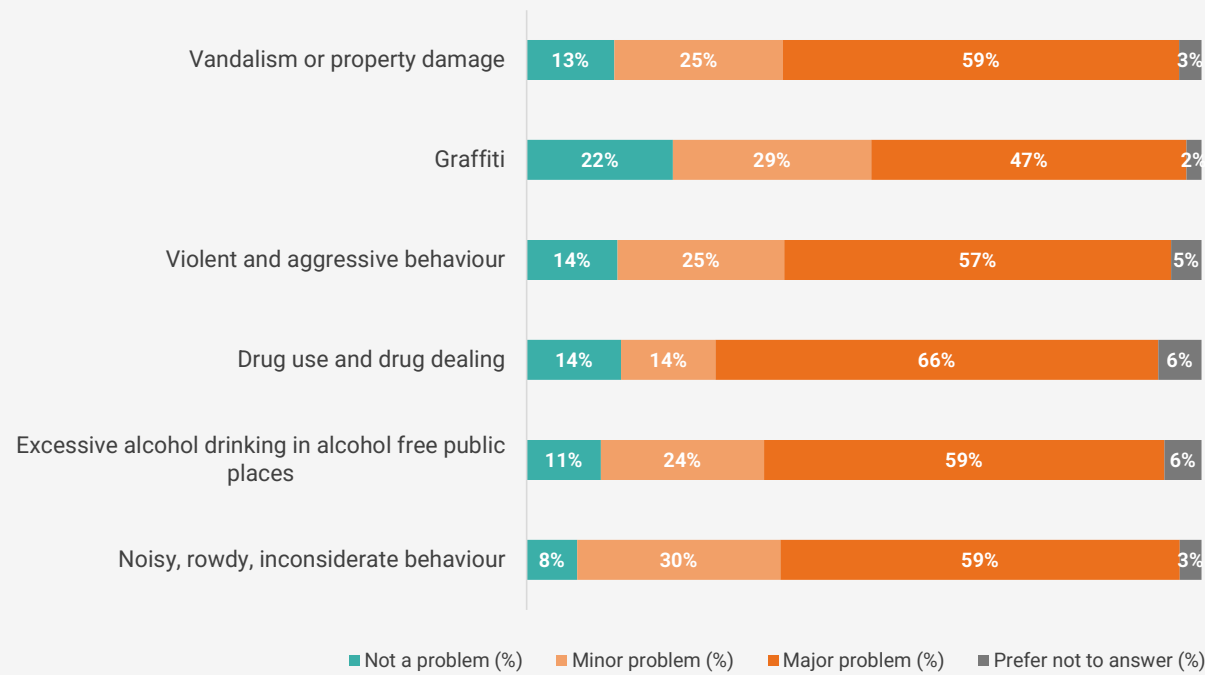
Survey Results: Safety and Crime

Antisocial Behaviour

65% of respondents agree that security on the estate is a major issue.

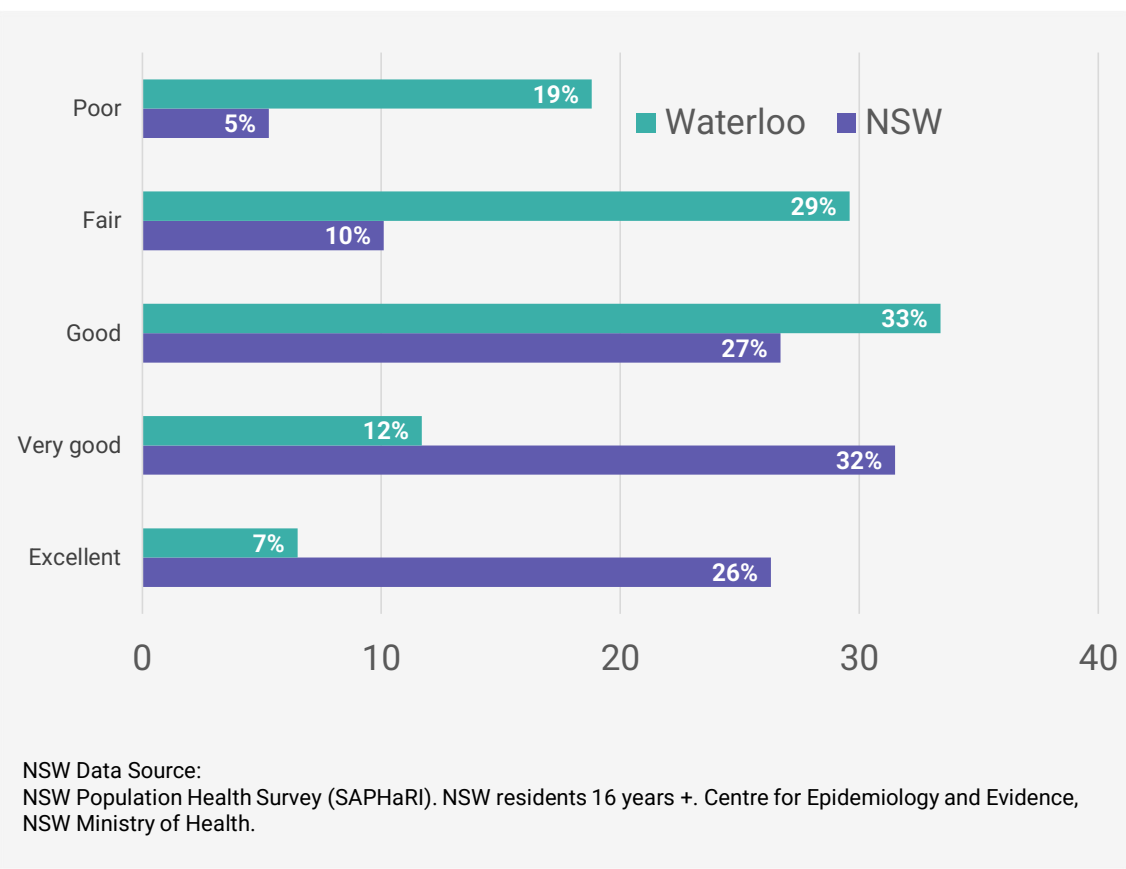
Only 43% feel that police and agencies are working effectively together to tackle crime and antisocial behaviour.

Question: In the last six months, were any of the following a major problem, a minor problem or not a problem on Waterloo Housing Estate?



Survey Results: Health and Wellbeing

Self-reported Health, Health Conditions, and Disability



48% of all respondents rated their health as **fair or poor** compared to **15% in NSW**.

56% of respondents reported having **one or more physical health conditions**.

36% of respondents stated they had a **mental health condition**.

1 in 4 respondents reported having a **disability**.

Survey Results: Health and Wellbeing

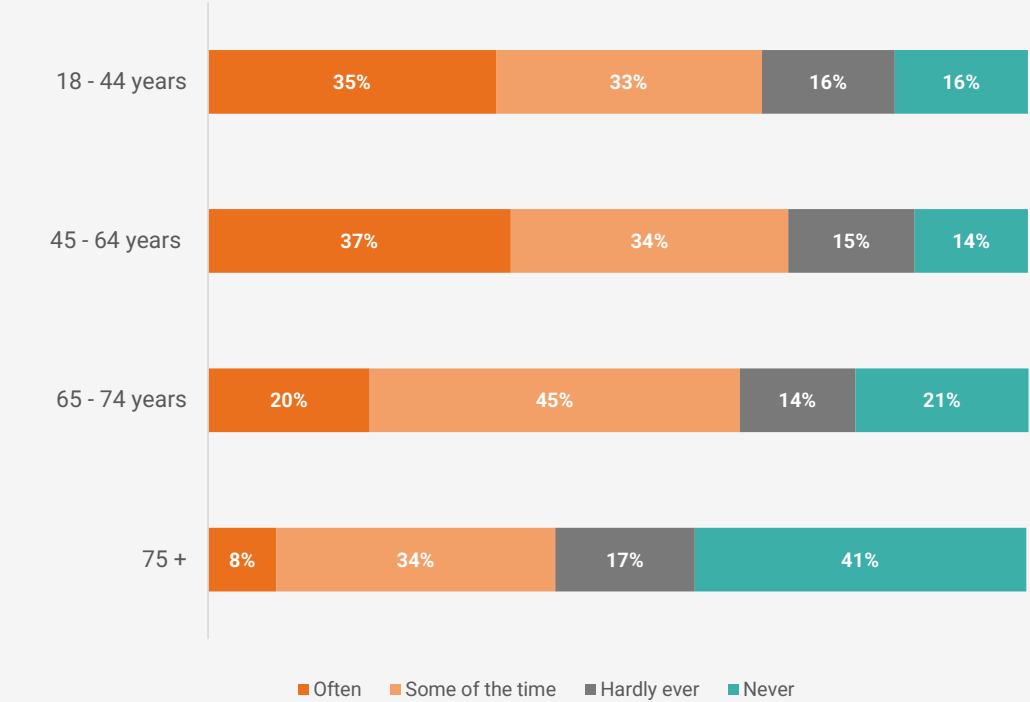
Loneliness

28% of respondents reported feeling **lonely often**, and 36% reported that they felt **lonely some of the time**.

Only 21% of respondents reported that they had **never felt lonely** in the last four weeks.

41% of respondents aged **75 and older** never felt lonely.

Question: During the past 4 weeks, about how often did you feel lonely (by Age group)?



Survey Results: Access to and Experience with Services

Interactions and Experience with Health, Aged Care, and Disability Services:

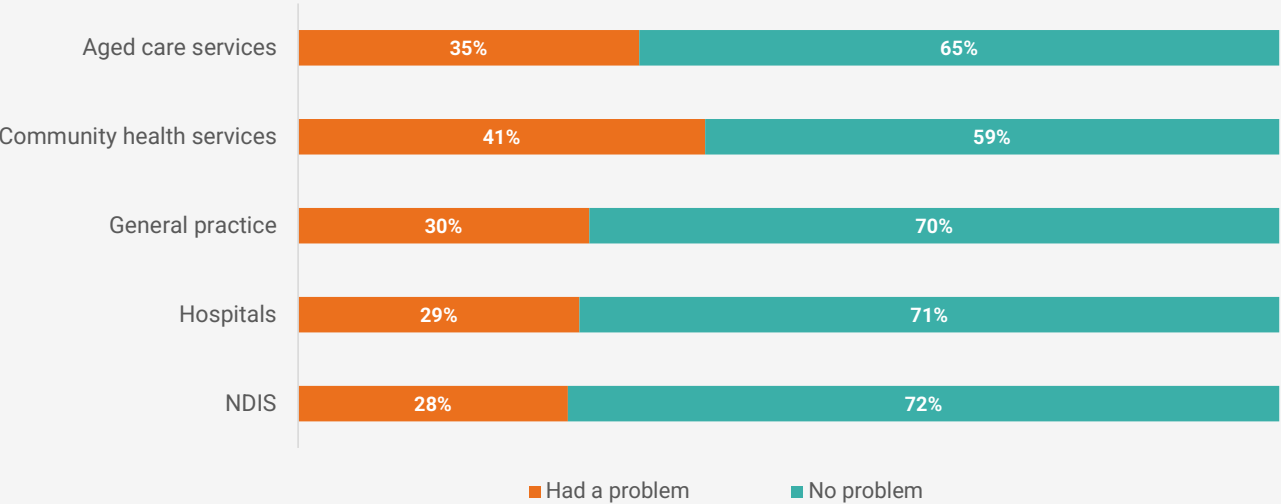
90% of respondents had interacted with **general practice** in the previous six months.

75% had interacted with **hospitals**.

48% with **community health services**.

one in three people had interacted with **aged care services** and the **NDIS**.

Question: Thinking about the services you have contacted in the last six months, have you experienced any problems accessing them?

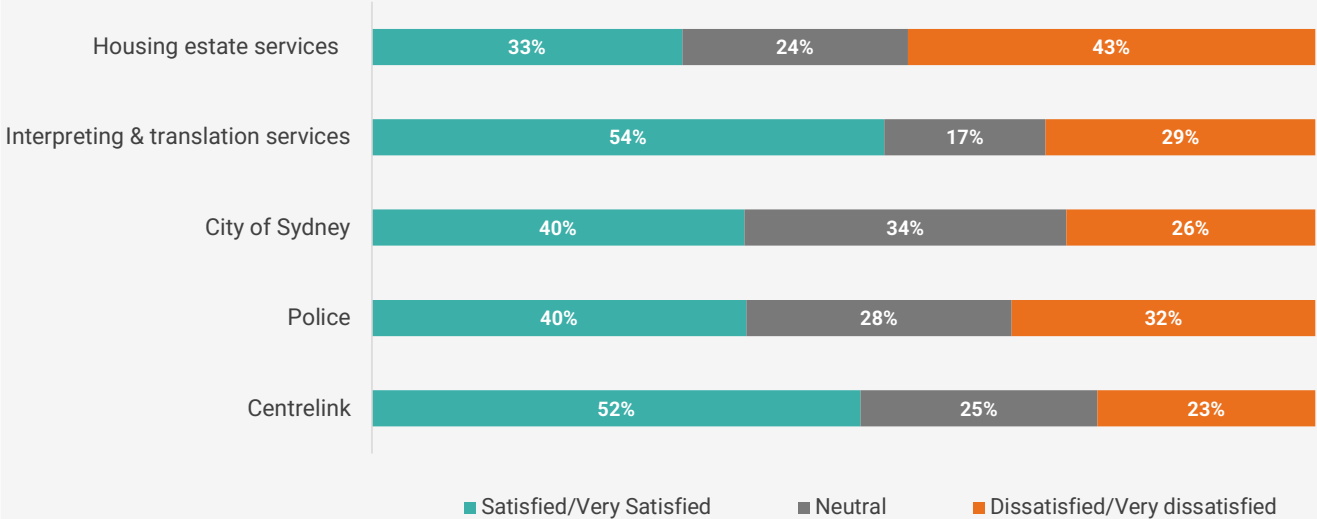


Survey Results: Access to and Experience with Services

Interactions and Experience with Other Government Agencies

Of those who interacted with the services, **45%** reported having **problems accessing Centrelink**, and **40%** had **problems accessing Housing Estate services**.

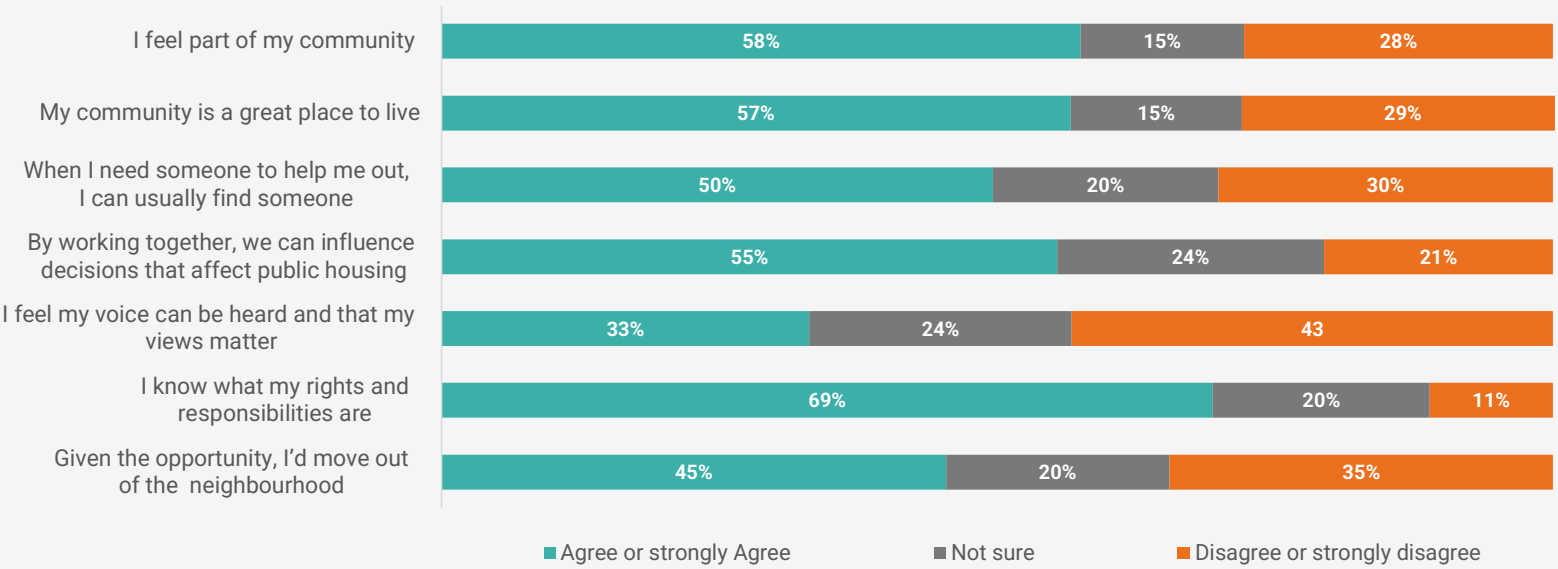
Question: Thinking about your experience with [the agency], how satisfied would you say you are with the service provided?



Survey Results: Community Engagement

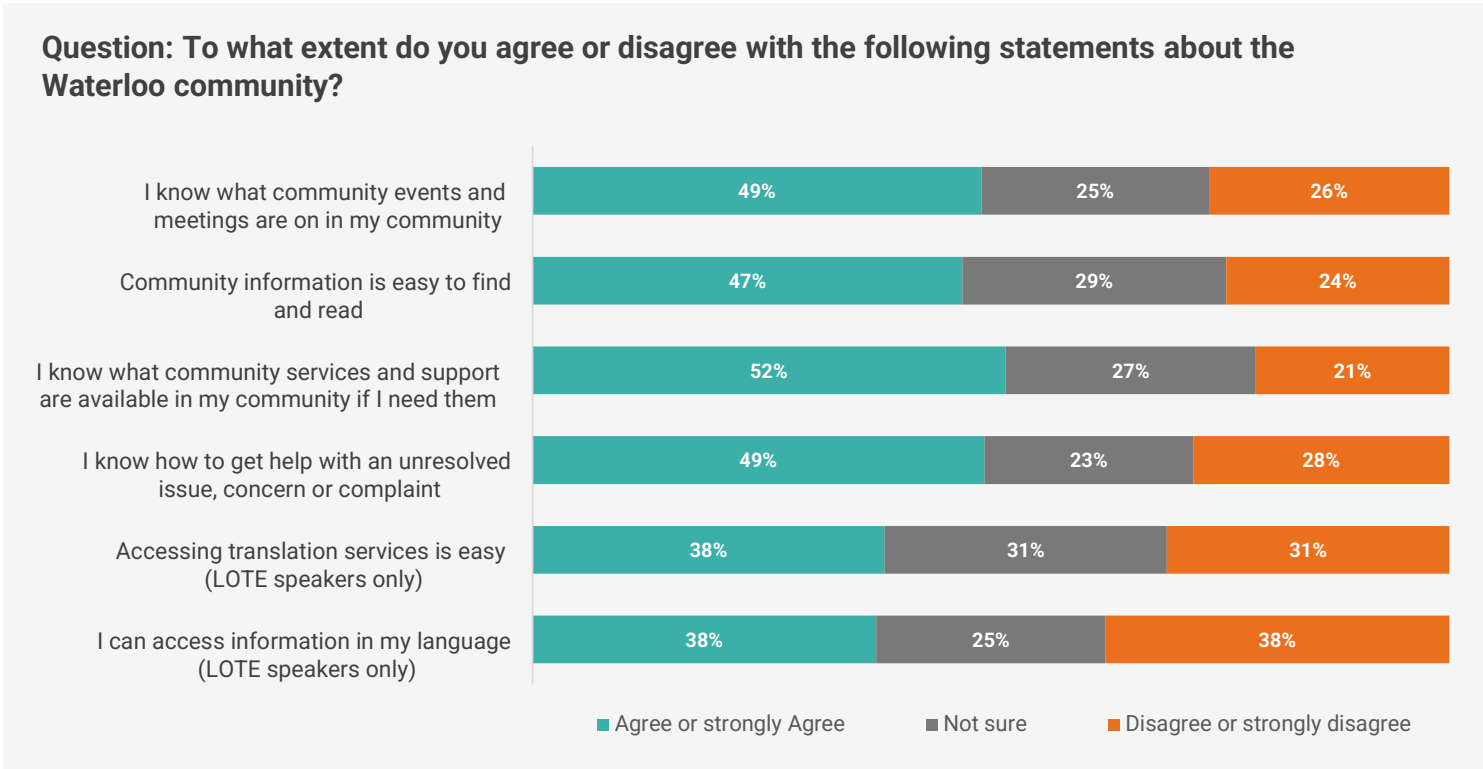
Feelings about the Waterloo Community

Question: To what extent do you agree or disagree with the following statements about the Waterloo community?



Survey Results: Community Engagement

Access to Community information and Involvement in Community Activities



71 % attended a community meeting or event

37% participated in an organised group (such as a social group, sport team, church group, community group)

24% took an active role in providing or supporting a community service or program

41% reported volunteering for an organisation or group

Survey Results: Comments from Respondents

127 respondents answered the open text question, offering comments and suggestions.

Safety

“You can't have a healthy community if you haven't got a safe community, and Waterloo is far from safe, especially at night”

Health and Wellbeing

“Government could help out the community by implementing a free district nurse”

Community Participation

“The events are wonderful for the community and build community support”

Customer Service

“A good training system for staff would probably be advantageous”

Service Integration

“Continue to keep working with non gov and government agencies”

Systemic Issues and Accountability

“Combat anti-social behaviours, such as smoking in public places and elevators, throwing garbage and spitting everywhere, injecting drugs and urinating in fire escapes”

Other Comments

“When there is a problem there are a lot of police, then none the following days”.

Want to Learn More?

Please visit <https://waterloo2017.com/> for more information about the Tenants Survey, the Collaborative Group, and the Action Plan.



We wish to thank the people who participated in the survey and those who provided support to participants during the survey.

We would also like to thank members of the Waterloo Human Services Review Group who provided advice about the questionnaire and the report.

