



UrbanGrowth NSW Development Corporation

Final Social Baseline Report - Waterloo
UrbanGrowth NSW Development Corporation

September 2018

Executive summary

Waterloo Social Baseline Report

The Waterloo Social Baseline Report is the first stage of the Waterloo Social Sustainability Study, which will be prepared by UGDC and LAHC. The Social Sustainability Study will inform the development of the Waterloo State Significant Precinct Masterplan. The purpose of the Social Sustainability Study will be to inform the preparation of a planning framework for the renewal of the Waterloo Estate. It will be prepared in accordance with the *Waterloo Estate SSP – Study Requirements*, particularly those outlined in Section 23.

The objective of this report is to build on existing studies to understand the current social context, including the communities and social infrastructure in and around the Waterloo Precinct. The baseline report identifies the social challenges, opportunities and issues that may result from the renewal process based on the existing social context.

The following sections provide a summary on the current situation within the Waterloo Precinct, constraints, opportunities and needs to support the Precinct's renewal process. It also includes recommendations and next steps to inform the preparation of the Social Sustainability Study.

Current situation

- Communities within the Waterloo Precinct are diverse. The Waterloo Estate is social housing while private dwellings outside the Estate feature younger and higher income households.
- The Waterloo Estate has a large elderly population, with almost half of all residents having lived there for over ten years. Other key characteristics include a high proportion of people who live alone, low income earners, people whose first language is not English, and people with a disability.
- The area surrounding the Waterloo Precinct has undergone significant redevelopment in recent years, including many higher density developments along Bourke, Lachlan and Danks Streets. These new developments have not only significantly changed the character and population density of the area, they have also changed local demographics, with more tertiary students, people from culturally and linguistically diverse backgrounds, professionals, young families, couples without children as well as some older people looking to age in place. This trend will continue with the redevelopment of other surrounding areas, including Green Square and Australian Technology Park.
- There is a range of community facilities and services located within one kilometre of the Waterloo Precinct, with many services targeted towards the needs of social housing tenants.

Constraints affecting the precinct

- **Rehousing existing social housing residents** – Many of the social housing residents in Waterloo are from vulnerable groups and have high needs (i.e. older tenants, Aboriginal and Torres Strait Islander people, Culturally and Linguistically Diverse people, people with mental health issues). Many also are long term residents of the area and have strong connections and attachments to Waterloo. Support will be required to ensure the rehousing process is a smooth transition particularly for vulnerable groups.
- **Temporary rehousing outside the Waterloo Estate** – although it is intended that the majority of tenants would be able to relocate from their current home to a new home on

the site, some tenants may be required to be temporarily rehoused outside of the Precinct.

- **Ensuring social cohesion between current and future residents** – it is anticipated that future residents, particularly those in private housing, will have a different demographic to those of the current residents (according to e.g. income, education, employment levels). There is the risk that this will impact on social cohesion in the community. Strategies will be required to maintain and build strong community networks to enable community members to deal collaboratively with emerging issues and challenges.
- **Economic implications of the development** – the development of private dwellings may impact on other economic activities within the Waterloo Estate. This includes decreased housing affordability and increased rent for existing businesses. Access to affordable goods and services is important to meet the needs of people on low and moderate incomes.
- **Enabling older tenants to age in place** –there is a significant number of existing older tenants in the renewal area. Facilities and services will need to be planned for which support people to continue living at home (e.g. in-home care) and age in place locally (e.g. nursing home).
- **Increased need for social infrastructure for new residents** - incoming private residents will also require access to social infrastructure. The needs generated by this greater diversity of households may differ to those of existing residents and facilities will need to reflect the change in demand. Consideration will need to be given to ensure that the facilities contribute to an integrated community.
- **Change in local character** - Areas in close proximity to the Waterloo Precinct have recently or are currently undergoing significant development (e.g. Danks Street, Zetland, Green Square, Australian Technology Park), and together with Waterloo, the broader area will result in higher density living. Although there are currently six high rise buildings in the Waterloo Estate, the redevelopment is likely to increase the number of high rise buildings and density in the local area. The design will need to ensure lower scale buildings are integrated to help mitigate the visual impacts and perceived scale of taller buildings. With additional residents, there will also be increased demand on public spaces, which will require new and well designed public spaces.
- **Long term construction impacts** – with a 15 to 20 year timeframe, residents in the local area may be exposed to construction impacts (e.g. noise, vibration, dust, visual) over many years. A construction management plan will be required to mitigate potential impacts on the community (e.g. sleep disturbance, annoyance).
- **Maintaining connections within the Culturally and Linguistically Diverse Community** - Waterloo has a significant population of CALD social housing residents (particularly Mandarin, Cantonese and Russian speakers) with many forming specific language clusters within buildings/areas. The rehousing process will need to consider how to maintain and reinforce these strong bonds, for example relocating language and cultural groups together, or providing specialised support services and facilities.
- **Respecting the area's rich Indigenous Heritage** – Ensuring this is reflected in a high density area may be a challenge, as will maintaining the cultural and community connections of existing Aboriginal and Torres Strait Islander social and non-social housing residents through the renewal process. Aboriginal and Torres Strait Islander residents will need to be involved throughout the master planning process to ensure their specific social needs are addressed and cultural heritage is respectfully recognised in the design process.

Opportunities and needs to support the precinct

- **Provision of new, improved and more appropriate social housing dwellings to meet existing and future tenant's housing needs** - Social housing dwellings will be significantly improved, enabling social housing tenants to live in appropriate and fit for purpose housing in a location with good access to public transport, support services and community facilities.
- **Creating a socially cohesive and integrated community** – The development will reduce concentrations of disadvantage and facilitate a more diverse community in the Waterloo Precinct through changing the dwelling mix. This may be an opportunity to create a more cohesive and integrated community.
- **Increased housing diversity** - through provision of private dwellings for purchase and affordable rental dwellings managed by community housing providers. Together with a range of dwelling sizes (e.g. one, two and three bedroom apartments) there will be increased opportunity to meet the housing needs of different income groups and different household types. This includes essential and key workers who will be supported to live in an inner city location, and older people who will be supported to age in place.
- **Maintenance of social connections by ensuring that all current tenants have the right to return to new housing in the estate** - The intention is for the majority of residents to move from their current home into their new home as the site is redeveloped. In addition, all residents who are required to move out of the Estate during the redevelopment will have the right to return. These measures will reduce the risk of severed support structures including community networks and access to familiar services and facilities.
- **New or increased capacity of existing social infrastructure to meet community needs.** These new/upgraded facilities and services would enhance community connections, particularly between people from different income groups and diverse target groups in the community. These facilities would also enhance the amenity of the area, while ensuring people with high needs have good access to support services.
- **Ensuring that benefits are delivered early** – with a timeframe of 15 to 20 years, a staging process should be undertaken to ensure that social infrastructure and other social benefits are delivered early and throughout each stage of development.
- **Enhanced access to public transport services due to the new Sydney Metro station.** This will lead to improved access to employment opportunities, and enhanced connectivity to other parts of Sydney. In particular, people on low incomes, young people, older people, and people with a disability are expected to benefit from improved public transport access.
- **Early delivery of community and indoor recreation facilities within the new Metro Quarter to support community participation throughout in the renewal process.** Based on the findings of the Social Infrastructure Needs Assessment, the early delivery of community and indoor recreation facilities (no less than 2,000 m²) within the new Metro Quarter would provide a proportionate supply of the overall social infrastructure requirements of the Waterloo Precinct.

These facilities would ensure that early opportunities for community participation are available to support tenants and new residents throughout the Waterloo SSP renewal. This would also provide community and indoor recreation facilities within an accessible location and more opportunities for people from diverse backgrounds in the community to interact socially.

- **Improved public domain safety and connectivity** - through redesign of public infrastructure including streets and pathways. This may lead to improved health outcomes through facilitating walking and cycling, while improving community wellbeing through enhanced feelings of safety.
- **New employment opportunities** – the development will provide opportunities for increased businesses within the Waterloo area, creating employment opportunities that will be available for local residents, including affordable and social housing tenants.
- **Recognition of strong community networks and cultural identity** –consultations indicate there is a strong sense of pride and identity amongst many community members. There are also strong connections for Aboriginal and Torres Strait Islander residents to Waterloo. The master planning process presents opportunities to not only recognise Aboriginal and non-Aboriginal cultural heritage in the design, but to also involve community members in the planning and design process.

Recommendations and next steps

Based on the potential social issues and risks, the following recommendations have been identified for the current planning and design work:

- **Accessible design and walkability** should be a key design consideration to ensure older residents can age in place and live independently. This is with regards to apartment and building design, as well as the public domain.
- **Maintaining local culture and identity in the design** of various elements and features should be a key focus e.g. buildings, urban form and fabric, community facilities and spaces. There may be opportunities to involve community members and stakeholders in design and planning so that local character and identity is reflected and interpreted. This is particularly important for the local Aboriginal community to maintain cultural and community connections.
- **Planning for new and upgraded social infrastructure to consider the diverse needs of existing communities, and the changing characteristics of the community over time** as the renewal progresses. Facilities will need to be flexible, and should be planned in partnership with local service providers who understand the needs of the local communities. This includes considering the locations of facilities within the Master Plan, ensuring they are well-located in terms of public transport and co-located with other facilities.
- **Social housing dwellings should be designed to look similar to private dwellings** to facilitate social cohesiveness and create an integrated community.
- **Ongoing consultation with service providers is required** to confirm the capacity of existing services and facilities to meet the needs of existing and future residents, including private, affordable and social housing residents. Consultation will also confirm the status of planned facilities, and provide information that is not available from a desktop study.

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GHD has prepared this report predominantly as a desktop review. Section 3.6 of this report identifies the limitations to this report.

1. Introduction

The Minister for Planning has determined that parts of Waterloo (the Precinct) are of State planning significance, which should be investigated for rezoning through the State Significant Precinct (SSP) process. Study Requirements for such investigations were issued by the Minister on 19 May 2017.

Investigation of the Precinct is being undertaken by UrbanGrowth NSW Development Corporation (UrbanGrowth NSW), in partnership with NSW Land and Housing Corporation (LAHC) and Sydney Metro. The outcome of the SSP process will be new planning controls that will enable development applications for renewal of the Precinct.

The Precinct includes two separate, but adjoining and inter-related parts:

- The Waterloo Metro Quarter (the Metro Quarter)
- The Waterloo Estate (the Estate)

While the study requirements for the Precinct were provided as separate requirements for the Metro Quarter and for the Estate, comprehensive baseline investigations have been prepared for the entire Precinct. However, lodgement of a separate SSP study for the Metro Quarter in advance of the SSP Study for the Estate is proposed to allow construction of Over Station Development (OSD) within the Metro Quarter to be delivered concurrently with the Metro Station, as an Integrated Station Development (ISD).

While this report provides comprehensive baseline investigations for the entire Precinct, it only assesses the proposed Planning Framework amendments and Indicative Concept Proposal for the Metro Quarter.

1.1 Overall Precinct objectives

The following are the objectives for renewal of the Precinct:

Housing: A fully integrated urban village of social, private and affordable housing

A place that meets the housing needs of people with different background, ages, incomes, abilities and lifestyles – a place where everyone belongs. New homes for social, affordable and private residents that are not distinguishable and are modern, comfortable, efficient, sustainable and adaptable.

Services and Amenities: New and improved services, facilities and amenities to support a diverse community

A place that provides suitable and essential services and facilities so that all residents have easy access to health, wellbeing, community support, retail and government services.

Culture & Design: A safe and welcoming place to live and visit

A place where there is activity day and night, where people feel safe, at ease and part of a cohesive and proud community. A place that respects the land and Aboriginal people by showcasing and celebrating Waterloo's culture, history and heritage.

Open Space & Environment: High quality public spaces and a sustainable urban environment

A place that promotes a walkable, comfortable and healthy lifestyle with high quality, well designed and sustainable buildings, natural features and safe open spaces for everyone to enjoy, regardless of age, culture or ability.

Transport and Connectivity: A well connected inner city location

Integrate the new metro station and other modes of transport in such a way that anyone who lives, works or visits Waterloo can get around easily, safely and efficiently.

1.2 Waterloo State Significant Precinct

The Precinct is located approximately 3.3 km south-south-west of the Sydney CBD in the suburb of Waterloo (refer Figure 1). It is located entirely within the City of Sydney local government area (LGA).

It is bordered by Phillip Street to the north, Pitt Street to the east, McEvoy Street to the south and Botany Road to the west. It also includes one block east of Pitt Street bordered by Wellington, Gibson and Kellick Streets. The Precinct has an approximate gross site area of 20.03 hectares (ha) (including road reserves) and comprises two separate but adjoining parts:

- The Waterloo Estate (the Estate); and
- The Waterloo Metro Quarter (the Metro Quarter).

A map of the Precinct and relevant boundaries is at Figure 2.

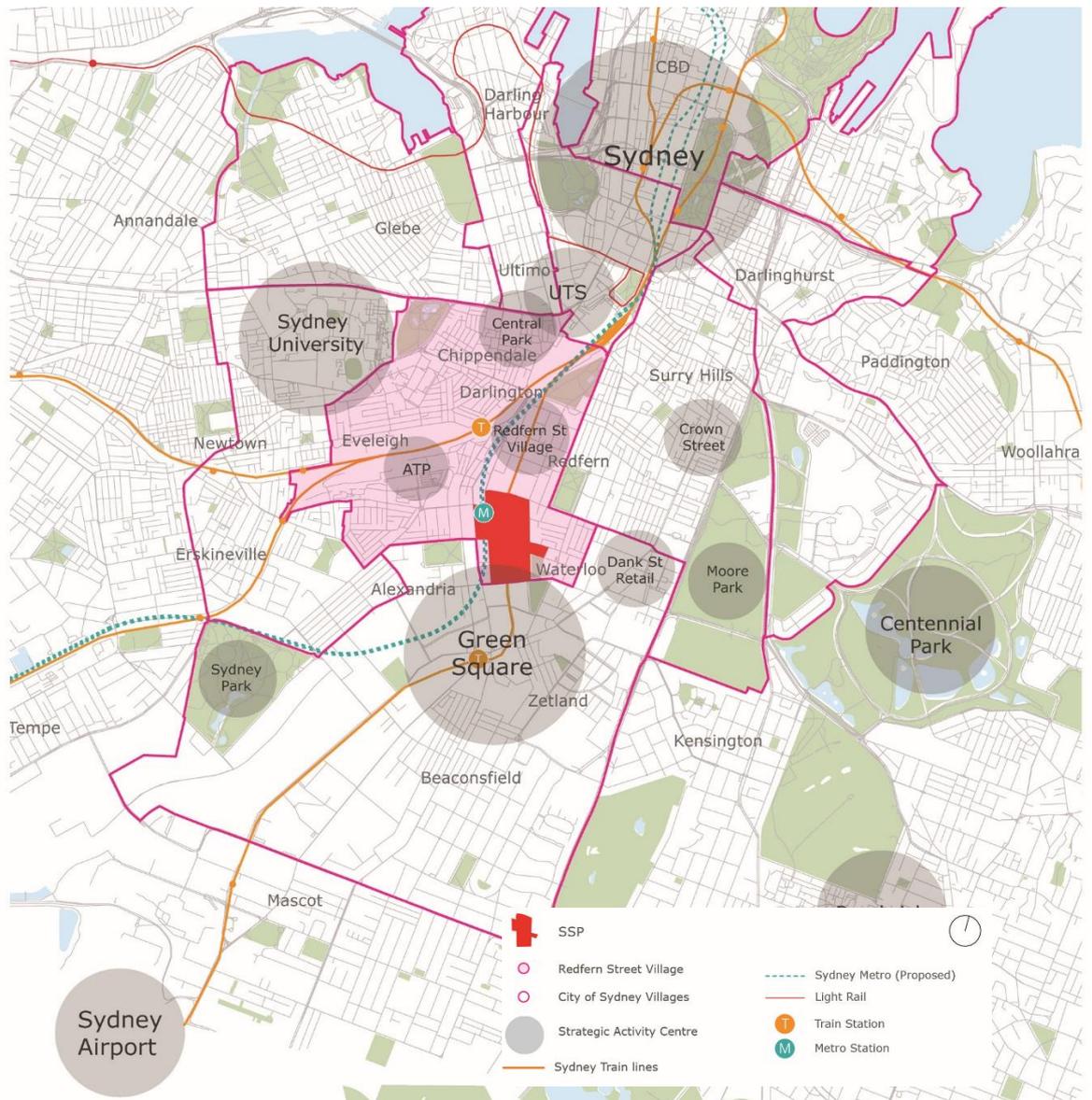


Figure 1 Location and site plan of the Precinct

Source: Turners Studio



Figure 2 Aerial photograph

Source: Ethos Urban & Nearmap

1.3 The Metro Quarter

The Metro Quarter comprises land to the west of Cope Street, east of Botany Road, south of Raglan Street and north of Wellington Street. It has an approximate gross site area of 1.91 ha and a developable area of 1.28 ha. The heritage listed Waterloo Congregational Church located at 103–105 Botany Road is located within the Precinct. However, there are no proposals for physical works or changes to the planning framework applicable to the church.

Formerly privately owned, all land in the Metro Quarter was purchased by the NSW Government to facilitate construction of the Waterloo Metro Station and associated over station development.

1.3.1 Approved Metro Rail Infrastructure

The Waterloo Metro station will be constructed within the eastern side of the Metro Quarter as part of the Sydney Metro City & Southwest - Chatswood to Sydenham. This section of the Sydney Metro project received planning approval in January 2017 (SSI 15_7400), with construction led by Sydney Metro. While most of the Metro Station will be located beneath finished ground level, two substantial entry/plant structures, with heights equivalent to a 5 storey residential building (up to 20 metres), will protrude above finished ground level; one along the northern end of Cope Street, the other along the southern end of Cope Street.

Demolition of existing buildings has been completed and excavation of the Waterloo Metro Station is underway.

1.3.2 Indicative Concept Proposal

The Indicative Concept Proposal for the Metro Quarter ISD comprises:

- Approximately 69,000 m² of gross floor area (GFA), comprising:
 - approximately 56,500 m² GFA of residential accommodation, providing for approximately 700 dwellings, including 5 to 10% affordable housing and 70 social housing dwellings;
 - Approximately 4,000 m² of GFA for retail premises and entertainment facilities.
 - Approximately 8,500 m² of GFA for business and commercial premises and community, health and recreation facilities (indoor).
- Publicly accessible plazas fronting Cope Street (approximately 1,400 m²) and Raglan Street (580 m²).
- A three storey mixed-use, non-residential podium, including a free standing building within the Cope Street Plaza.
- Three taller residential buildings of 23, 25 and 29 storeys, and four mid-rise buildings of four to ten storeys above the podium and/or the approved metro station infrastructure.
- Parking for approximately 65 cars, 700 residential bicycles and 520 public bicycles.
- Two east-west, through-block pedestrian connections.

Approval has already been separately granted for a Sydney Metro station on the site, which will comprise approximately 8,415 m² of GFA. The total GFA for the ISD, including the metro station GFA is approximately 77,500 m². Transport interchange facilities including bus stops on Botany Road and kiss and ride facilities on Cope Street will be provided under the existing CSSI Approval.

The above figures are deliberately approximate to accommodate detailed design resolution.

While the existing heritage listed Waterloo Congregational Church is within the SSP Study Area, there are no proposals for physical works or changes to the planning framework applicable to the church.

Three dimensional drawings of the Concept Proposal are included at Figure 3 and Figure 4.

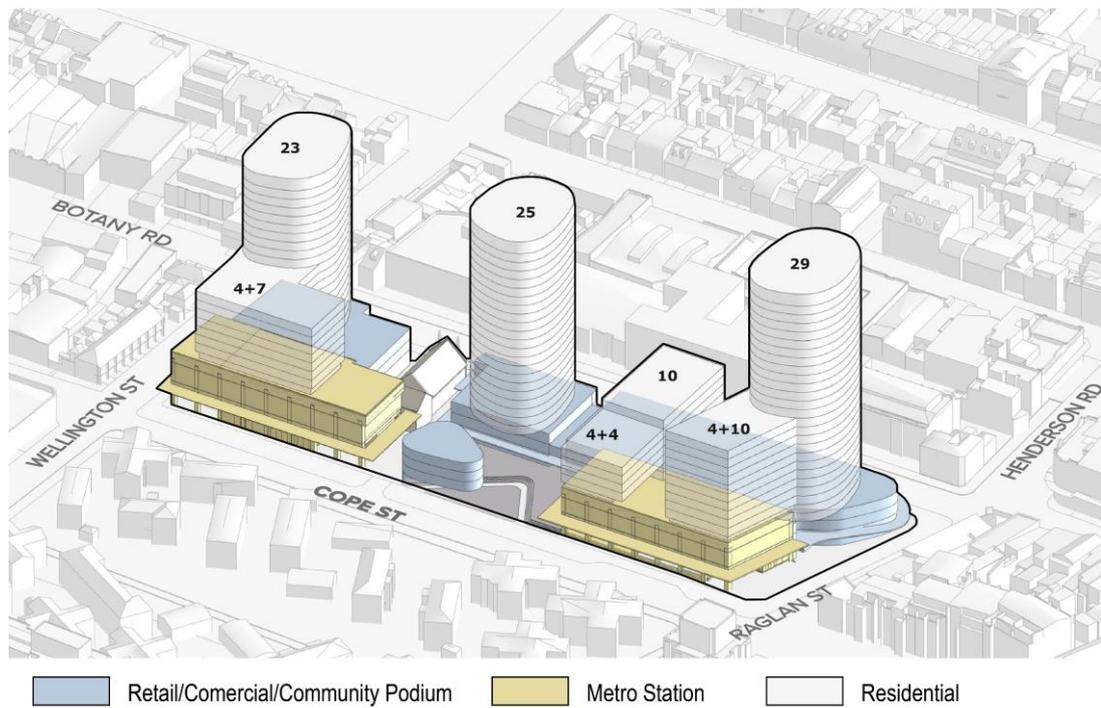


Figure 3 Three-dimensional drawing of the Indicative Concept Proposal, viewed from the East

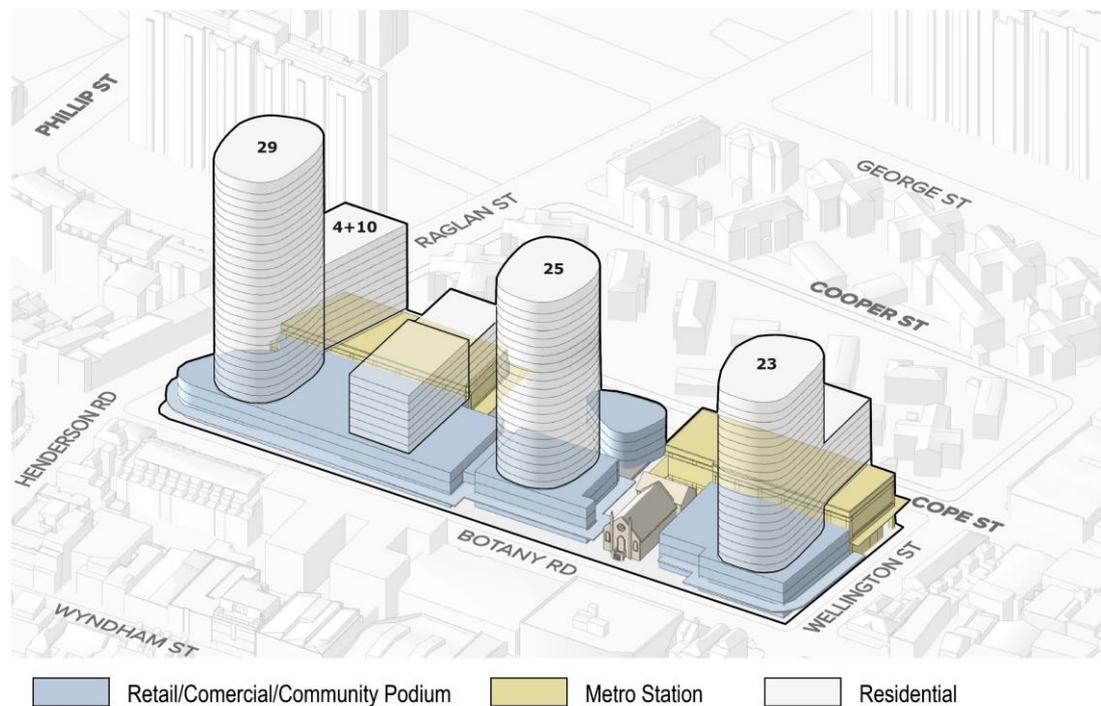


Figure 4 Three-dimensional drawing of the Indicative Concept Proposal, viewed from the West

1.4 Purpose

The purpose of this report is to address the relevant Study Requirements detailed below.

1.4.1 Study Requirements

On 19 May 2017 The Minister issued Study Requirements for the nominated Precinct. Of relevance to this study are the following requirements:

Table 1 SSP Study Requirements addressed within the Social Baseline Report

Reference	Requirement
23.2	The Social Baseline Report should address: a) Existing social characteristics, issues and trends for the estate and adjoining neighbourhoods. d) the Waterloo Precinct Plan, including the social aspects of project staging and delivery, urban design, provision of open space and community facilities, state infrastructure and services, the availability of local social and community services, and other key issues.
23.4	Prepare a comprehensive profile of the existing community, neighbouring communities and the likely future community.
23.6	Prepare a Social Sustainability Report that: <ul style="list-style-type: none">Identifies, where possible, examples of similar scenarios and social sustainability measures for comparison.

The Social Sustainability Study is only required for the Waterloo Estate under the *Waterloo Estate SSP – Study Requirements*. However given the integrated planning approach, the Social Sustainability Study will cover the whole SSP.

The objective of this report is to build on existing studies to understand the current social context, including the communities and social infrastructure in and around the Waterloo SSP. The baseline report identifies the social challenges, opportunities and issues that may result from the renewal process based on the current social context. The above Study Requirements are addressed in:

- Section 4 Existing community
- Section 5 Existing social infrastructure
- Section 6 Potential future community
- Section 7 Potential social opportunities and constraints for the Waterloo Precinct
- Appendix G Examples of similar scenarios
- Appendix H Social infrastructure needs assessment.

This Social Baseline Report is the first stage of the Waterloo Social Sustainability Study, which will be prepared by UGDC and LAHC. The purpose of the Social Sustainability Study will be to inform the preparation of a planning framework for the renewal of the Waterloo Estate. It will be prepared in accordance with the *Waterloo Estate SSP – Study Requirements*, particularly those outlined in Section 23.

2. Drivers for renewal of the Waterloo Precinct

Development of the Waterloo SSP is influenced by a number of project drivers. The most significant of these is the *Future Directions for Social Housing in NSW*, which provides policy objectives that will guide the transformation of the Waterloo Estate into a diverse community.

In addition, the Sydney Metro station and opportunity to build on investment in the station is a key driver for renewal in the area. The following section discusses in more detail these project drivers as well as the surrounding context that will influence the development of the Waterloo SSP.

2.1 Future Directions for Social Housing in NSW (NSW Government, 2016)

Future Directions for Social Housing in NSW sets out the NSW Government's vision for social housing over the next 10 years. The central premise of the policy is for social housing to be the vehicle for breaking disadvantage. It establishes the NSW Government's strategic priorities to deliver more social housing; more opportunities, support and enable incentives to avoid and/or leave social housing; and a better social housing experience. To be successful the NSW Government will collaborate with the private sector, the not-for-profit sector and all levels of government to create a social housing system which is sustainable and responsive.

A key objective is to de-concentrate social housing within large redevelopment sites by targeting a ratio of 70:30 private and affordable dwellings to social housing.

Actions to achieve this objective that are relevant to the Waterloo SSP Masterplan include:

- **Increase redevelopment of LAHC properties to renew and grow supply** - in partnership with the private sector LAHC will redevelop its social housing portfolio. The new social housing developments will be modern, look the same as neighbouring private dwellings and be close to transport, employment and other community services.
- **Increase the capacity of community housing providers and other non-government organisations to manage properties** – the NSW Government will transfer management of government owned dwellings to community housing providers and other non-government organisations through a competitive process. Within 10 years, the community housing sector will manage up to 35% of all social housing in NSW.
- **Education and employment** - The NSW Government will focus on improving educational outcomes for children, and employment opportunities for young adults and jobseekers, so they can successfully transition out of social housing.
- **Affordable rental housing as a stepping stone** - Affordable rental housing improves the effectiveness of the social housing system. It will be a feature of the Social and Affordable Housing Fund and Land and Housing Corporation redevelopments.
- **Collaboration and accountability** – Agencies will collaborate and focus on the social wellbeing of social housing clients.

2.2 Communities Plus Program

The Communities Plus Program was established by the NSW Government to deliver the objectives of *Future Directions for Social Housing in NSW*. It reflects one of the Government's key initiatives to grow the social housing portfolio.

The program 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. It will leverage the value of the existing portfolio to accelerate supply.

Communities Plus will redevelop LAHC land by engaging private sector developers and community housing providers (CHPs) to design, fund and build social, affordable and private housing.

Family and Community Services (FACS) has been engaging with tenants, the broader community, government agencies and local services since early 2016 about the redevelopment of Waterloo through the Communities Plus Program. This has involved conversations with residents at the Waterloo Connect office, during client service visits, information sessions and at other events on the estate. FACS is preparing a community engagement strategy which will assist in determining how the community will be included in the master planning.

In 2018, FACS held a Human Services Plan Workshops with government and non-government stakeholders, and meetings with government agencies. These activities have also informed the preparation of this Social Baseline Report, detailed in Section 3.1.

2.3 A City for All: Towards a socially just and resilient Sydney, Social Sustainability Policy Discussion Paper (City of Sydney, 2016)

The City of Sydney's Social Sustainability Policy sets out the City's aspirations for a socially sustainable Sydney. The policy was prepared in response to the challenges and opportunities facing the community as Sydney undergoes a period of significant urban transformation. This policy has been considered for the development of this Social Baseline Report as some of the challenges, opportunities and social sustainability principles are relevant to the Waterloo SSP.

The policy is guided by ten principles to deliver on the City's vision for a socially just and resilient city. The principles are:

- Sydney is on Gadigal Country: recognise First Nations people first.
- Sydney is a just city that respects human rights and dignity.
- Sydney's community's strengths are valued and supported.
- Sydney is a welcoming, socially connected city that embraces diversity.
- Sydney is a vibrant city where creative and cultural expression is valued and celebrated.
- Sydney is a safe and accessible city for people of all ages and disabilities.
- Sydney's environment supports health and wellbeing.
- Sydney is a democratic city where people can participate and influence local decisions.
- Sydney's governance is effective, balanced and accountable.
- Sydney is a collaborative city where responsibility for community wellbeing is shared.

2.4 Sydney Metro

Sydney Metro is the new rapid transit line planned to extend from the North West Rail Link at Chatswood, under the harbour, through the City and on to Bankstown. When complete, Sydney Metro will deliver fast, automated rapid transit between Rouse Hill and Bankstown.

The new Sydney Metro station will be the catalyst for renewal of the Waterloo SSP, while enhancing travel to and from the area. The Metro is expected to be open by 2024, by which time it will take around two minutes to travel via the Metro to Central Station and six minutes to Martin Place. There will also be connections to bus services along Botany Road, additional connectivity to Redfern Station and Australian Technology Park, and improved pedestrian and cyclist facilities.

2.5 Central to Eveleigh Corridor

The NSW Government has identified the Central to Eveleigh Corridor for urban renewal. The Central to Eveleigh Corridor has been divided into five precincts, which includes the Waterloo Precinct.

The urban renewal of the Central to Eveleigh Corridor will be guided by UGDC's (2016) *Central to Eveleigh Urban Transformation Strategy*. The Strategy was informed by various technical studies, including the *Central to Eveleigh Urban Transformation and Transport Program Community Infrastructure and Social Issues Review*, prepared by GHD in 2015. GHD's study identified key social trends and issues of population growth and change in the city; housing affordability; ageing of the population; healthy cities; sustainable living and design; and technology and communication. The research and outcomes of the study relevant to the Waterloo Estate have been used to inform this Social Baseline Report. A review of the Central to Eveleigh Corridor is provided in Appendix C.

2.6 Surrounding developments

Sydney is undergoing significant growth, with several major projects currently under construction or proposed within close proximity to the Waterloo SSP. These projects will lead to significant change for communities living, working and visiting these areas over the coming years, and several of these projects are already under construction. These projects may influence the development of the Waterloo SSP, in terms of the potential future community profile and social infrastructure required.

Table 2 Surrounding developments that may influence the Waterloo SSP

Surrounding developments	Relevance to the Waterloo SSP
Green Square	Located to the south of the Waterloo SSP, the Green Square project will transform an area of 278 hectares of primarily industrial land into a new town centre, and residential, retail and cultural hub. Over 30,500 new residential dwellings will house around 61,000 people by 2030. Green Square will also deliver new community infrastructure to serve the future population, including a new integrated health facility and Green Square Library and Plaza, with an early education centre and community centre, which may serve the future Waterloo community. These facilities are described in Section 5.
Ashmore Precinct	The Ashmore precinct is located in Erskineville within the City of Sydney LGA. It is a 17 ha site on the border of Alexandria. The precinct is proposed to be redeveloped into a new residential neighbourhood with

Surrounding developments	Relevance to the Waterloo SSP
	local shops, cafés and a small supermarket. It will include a large central park and new streets, some with separated bicycle lanes. Housing will include terraces, apartments and live-work accommodation,
Dank Street South Precinct	The Danks Street South precinct is located to the east of the Waterloo SSP. The proposal will allow for around 1,275 new dwellings, housing around 2,500 new residents. This will include affordable housing for key workers. It will also include two public parks, with a total of 5,460 m ² and a new 1,500 m ² public plaza area surrounding heritage-listed buildings.
Australian Technology Park	The Australian Technology Park is located to the north-west of the Waterloo SSP. The site is being regenerated with additional commercial buildings, community facilities, a supermarket, and various other shops and services.

3. Methodology

3.1 Definition of social sustainability

A socially sustainable community can be defined as cohesive, proud, safe and healthy. Social sustainability can be achieved through high quality outcomes in the three dimensions as seen in Figure 5 and described below:

- **Amenities and infrastructure** - places for people to meet and participate in community life, and services and facilities will be provided that meet diverse community needs.
- **Voice and influence** – a welcoming community with inclusion, equity and participation at its core.
- **Social and cultural life** - diverse communities of Waterloo will be integrated and cohesive, people will feel safe, and be able to improve their health and wellbeing.

High quality outcomes across these three dimensions can support community members to better adapt to change in their neighbourhood over time. Social sustainability also recognises and builds on the existing strengths of each place to deliver improved outcomes over the long term.

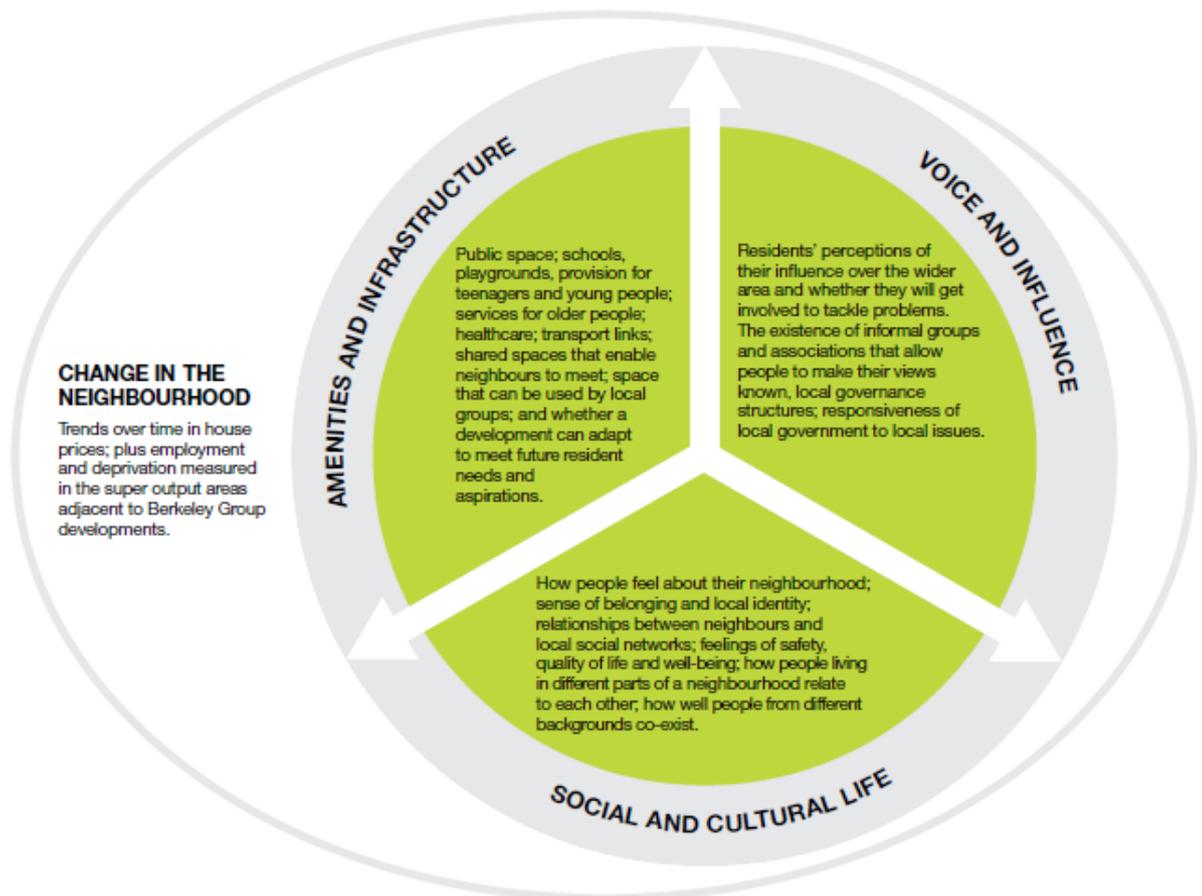


Figure 5 Four dimensions of social sustainability

Source: Berkeley Group, 2012

3.2 Development of the Social Baseline Report

This Social Baseline Report will provide an understanding of the existing social context in terms of the three dimensions as seen in Figure 5, including available community infrastructure. In addition it will begin to identify the social challenges, opportunities and issues. The tasks outlined in Table 3 have been undertaken to prepare this report as part of the study requirements issued by DPE.

Table 3 Development of the Social Baseline Report

Task	Description	Section of this report
Review of previous studies and consultation	<ul style="list-style-type: none"> Review of previous studies and consultation for the Waterloo SSP and surrounding area including the Central to Eveleigh Urban Transformation Strategy studies to scope social sustainability issues and opportunities 	2.5 Appendix C
Review of policy context	<ul style="list-style-type: none"> Review of policy context including NSW Government and City of Sydney strategies, particularly those related to urban and social housing renewal, and major transport initiatives 	3.5 Appendix E Appendix F
Develop the existing community profile	<ul style="list-style-type: none"> Development of a community profile for existing communities within the Waterloo Estate and surrounding area, based on 2016 Census data Review of health data and outcomes of the <i>Building a Healthy Resilient Community in Waterloo</i> Forum provided by the Sydney Local Health District in September 2017 Review of Bureau of Crime Statistics and Research (BOCSAR) data 	4
Audit of existing community infrastructure	<ul style="list-style-type: none"> Audit of existing community infrastructure. This was based on a desktop review of sources, including the project information provided by UGDC, City of Sydney website and community services directory, Government websites such as MySchools and MyChild, Google Maps, and websites of local service providers Site visit of the Waterloo Estate and surrounding area undertaken on 2 June 2017. A representative from Waterloo Connect accompanied the GHD team within the Waterloo Estate. The audit has been updated based on the outcomes of consultation with government and non-government stakeholders for the Social Baseline Report 	5
Develop the indicative future community profile	<ul style="list-style-type: none"> Preparation of an indicative future profile for the SSP based on a review of 2016 Census data and the <i>Waterloo – Population and Employment Profile 2017</i>, prepared by .id 	6

Task	Description	Section of this report
<p>Consultation to inform the social baseline</p>	<ul style="list-style-type: none"> • Consultation with relevant government and non-government stakeholders to inform the social baseline, in particular, gain information about existing community infrastructure and future plans in the area. Consultation commenced in September 2017 and has included the following meetings: <ul style="list-style-type: none"> – FACS (15 September 2017 and 16 February 2018) – NSW Department of Education (15 September 2017 and 15 February 2018) – NSW Health Sydney Local Health District (15 September 2017 and 16 February 2018) – City of Sydney Council (21 September 2017 and 16 February 2018) – TAFE NSW (7 March 2018) – Technical and Innovation Workshop with government service providers on 6 July 2017 – A Human Services Plan workshop with government and non-government service providers on 20 February 2018 – Social Sustainability Study Session with Waterloo residents and non-government service providers on 29 August 2018 • Review of outcomes of community and stakeholder consultations undertaken by LAHC through the Communities Plus program with local stakeholders about the Waterloo renewal; review of previous stakeholder and community consultations by GHD and UGDC in previous studies • Inputs from the ongoing SSP Technical Cluster Working Groups with State and local government stakeholders and other technical consultants 	<p>4 5</p>
<p>Identification of challenges, opportunities and issues</p>	<ul style="list-style-type: none"> • Identification of challenges, opportunities and issues to be addressed in the Social Sustainability Study that will be prepared by UDGC and LAHC. These have been developed in consideration of the principles of social sustainability outlined in frameworks provided in Appendix D and directions of relevant government policies in Appendix E and Appendix F 	<p>7</p>
<p>Develop recommendations and next steps</p>	<ul style="list-style-type: none"> • Recommendations and next steps have been developed in response to the challenges, opportunities and issues identified through the previous tasks. 	<p>8</p>

3.3 Principles guiding our approach

The following social sustainability principles have been used to guide the preparation of this Social Baseline Report. The principles should also be considered as part of the development of the Waterloo Social Sustainability Study.

- **Ensuring an evidence based approach to the social sustainability study** - our approach will be in accordance with established frameworks as discussed in more detail below.
- **A robust social sustainability study that will withstand the test of time** - we will consider the needs of the existing community with a view of looking at how this will feed into the needs of the future community.
- **Ensuring that social sustainability does not exist in a vacuum** - the Social Sustainability Study will need to be developed in close collaboration with the other consultants engaged by UGDC, including planning, economics, arts and culture, and heritage.
- **Social sustainability is more than just planning the bricks and mortar** – an in-depth understanding of the fabric of the community is required. Our role is to understand the strengths of Waterloo’s communities and determine how they can be preserved as the Waterloo SSP is developed, noting that there are characteristics that can be improved.
- **Building on from work completed to date** - to focus on the requirements of the future community.
- **Ongoing consultation with government agencies, community service providers and community housing providers** - Ongoing consultation will encourage investment and buy-in to the Study so that there is a greater level of commitment to its implementation.

3.4 Ensuring an evidence based approach

One of the key principles guiding our methodology is ensuring an evidence-based approach in accordance with leading best practice frameworks. The frameworks outlined in Appendix D have informed our methodology for this Social Baseline Report. The frameworks relate to healthy planning, certifications and frameworks for urban developments. These include:

Healthy planning frameworks

- Social Determinants of Health (World Health Organisation, 2003)
- Sydney Local Health District Strategic Plan 2012-2017 (NSW Health, 2014)
- Building Better Health: considerations for urban development and renewal in the Sydney Local Health District (SLHD) (NSW Health, 2016)
- The Healthy Urban Development Checklist (NSW Health, 2017)
- A framework for improving health equity in Sydney Local Health District (NSW Health, 2017)

Certification and frameworks for urban developments

- Green Star Communities National Framework (Green Building Council of Australia, 2015)
- EcoDistricts Protocol (EcoDistricts, 2016)
- Creating Stronger Communities (Berkeley Group, 2012)

Green Star Communities has been selected by the Waterloo project team as the guiding framework for the Sustainability Strategy, and will therefore be a key influence in the Social Sustainability Strategy that will be developed by UGDC and LAHC.

3.5 Government policies that have been considered

In addition to the strategic documents discussed in Section 2, there is a range of NSW Government and City of Sydney policies which are relevant to the renewal of the Waterloo SSP. These relate to urban and social housing renewal, and major transport initiatives. Relevant government policies that have informed this Social Baseline Report include:

Strategic plans

- NSW 2021 A Plan to Make NSW Number One (NSW Department of Premier and Cabinet, 2011)
- A Plan for Growing Sydney (NSW Department of Planning and Environment, 2014)
- Draft Central District Plan (Greater Sydney Commission, 2016)

Relevant guidelines from UrbanGrowth NSW Development Corporation (formerly Landcom)

- Landcom Open Space Design Guidelines (Landcom, 2008)
- Landcom Community Centre Guidelines (Landcom, 2007)

Key strategic documents from City of Sydney Council

- Sustainable Sydney 2030 Community Strategic Plan (2014)
- Housing Issues Paper (2015)
- City of Sydney Affordable Rental Housing Strategy 2009-2014 (2009)
- Creative City - Cultural Policy and Action Plan 2014 - 2024 (2014)
- City of Sydney Development Contributions Plan 2015 (2016)
- Eora Journey. Economic Development Plan (2016)
- Open Space, Sports and Recreational Needs Study (2016)

A detailed summary of these policies is provided in Appendix E and Appendix F.

3.6 Limitations

This Social Baseline Report has been prepared predominantly as a desktop review, building on previous studies prepared or commissioned by UGDC and LAHC, to understand the existing social situation, and potential challenges, opportunities and issues associated with the renewal of the Waterloo SSP. The Social Sustainability Study will provide a more comprehensive assessment of the social aspects of the project in line with the Department of Planning's Study Requirements.

Below are the limitations to the methodology:

- As a desktop review, there is information related to existing community values that should be confirmed through engagement with the community and key stakeholders. Obtaining an understanding of existing community values in terms of amenity, lifestyle, access and heritage is important in identifying the potential social opportunities, issues and risks of the Waterloo project.
- The demographic analysis is based on 2016 Census data. It is anticipated that the socio-economic disadvantage data will be available in 2018. Profile Id have not yet updated data for the City of Sydney Villages, this means that some data is not yet available for specific employment indicators.

4. Existing community

This section presents the demographic profile of the existing community within and surrounding the Waterloo Estate who are likely to be affected by the renewal of the Waterloo SSP. This section provides a profile for the Waterloo estate, compared with the Waterloo suburb and City of Sydney LGA. Understanding the existing population can help identify current community needs and social issues, as well as predicting the characteristics of future residents.

This section discusses the following demographic indicators:

- Age
- Cultural diversity
- Household and family composition
- Need for assistance
- Employment, income and education
- Tenure and length of residence
- Journey to work and vehicle ownership
- Socio-economic disadvantage
- Health status
- Crime statistics.

The demographic analysis is based on 2016 Census data, it is anticipated that the socio-economic disadvantage data will be available in 2018. 2016 data is not yet available for specific employment indicators for some areas (i.e. City of Sydney villages, Statistical Area Level 1 Districts). Where other data sources have been used, these are referenced in the relevant sections.

4.1 Demographic summary of the Waterloo Social Housing Estate

Based on demographic data for the Waterloo Estate provided by LAHC, approximately 3585 residents lived at the estate in 2016. The Waterloo Estate's population was characterised by:

- A large elderly population, with 67% of residents aged 50 years and over.
- Many long term residents, with almost half of the residents (45%) having lived at the same residence for over ten years.
- A very high proportion of people living alone (69%) who are most likely elderly residents.
- An average household income of \$474 per week. The main sources of individual income were the age pension (38%), disability pension (30%), Newstart Allowance (14%) and wages (6%). This reinforces that there are significant proportions of elderly people and people with a disability living at the estate.
- Based on the 2016 Census, 11% of residents required assistance with self-care, communication or mobility activities, due to a disability.
- A culturally diverse community, with around 10% of people identifying as Indigenous and almost half of residents (48%) born in non-main English speaking countries. 31% of residents spoke a language other than English at home.

- The top spoken languages other than English were Mandarin (7%), Russian (5%), Cantonese (5%), Vietnamese (2%), Korean (1%) and Spanish (1%).
- Based on the 2011 Index of Relative Socio-economic Disadvantage, the Waterloo Estate ranged from 548 to 791, representing a high level of disadvantage compared to the LGA at 1051.

Sections 4.1.1 to 4.2.9 compare the demographic characteristics of the Waterloo Estate with other areas.

4.1.1 The suburb of Waterloo

Within the Waterloo suburb there are diverse communities, mainly characterised by a high number of social housing tenants in the Waterloo Estate, and younger and higher income households living outside the Waterloo Estate in mostly private housing.

For the purpose of comparison, these areas are referred to as the Waterloo Estate (outlined in orange) and Waterloo East (outlined in black) in Figure 6 below.



Figure 6 Map of Waterloo Social Housing Estate and Waterloo East

Note: Waterloo suburb indicated by shaded area. The Waterloo SSP is outlined in yellow and orange.

Source: Australian Bureau of Statistics, 2011

In recent years, Waterloo East has undergone significant redevelopment, including many higher density developments along Bourke, Lachlan and Danks Streets. These new developments have resulted in significant change to the existing character and density of the area as well as changes to the resident population, including attracting more tertiary students, people from culturally and linguistically diverse backgrounds, migrant workers, professionals, young families, young couples without children as well as some older people looking to age in place. The resident population of Waterloo East differs to the Waterloo Estate as:

- Only 8% of the population of Waterloo East are aged over 60 years.
- A large proportion were couple households without children (64%), who are likely to be mostly young couples. 20% were couples with children, who are likely to be young families.
- 18% of households were group households, common among renters, students, migrant workers and young people.
- A large portion of Waterloo East's SA1 districts have low levels of disadvantage (above 1000), which could be attributed to the renewed areas of the suburb.

The renewal of the Waterloo Estate with the introduction of private dwellings and affordable housing to the site is highly likely to attract a similar demographic of Waterloo East.

It is important to recognise the existing demographic mix within the Waterloo suburb to identify any specific needs of the Waterloo Estate residents and surrounding residents, and develop strategies to promote the integration of new and existing communities within the Waterloo redevelopment, as well as overall integration between the estate and Waterloo East.

4.2 Demographic profile of Waterloo

This section compares the demographic profile of the Waterloo Estate with the areas of Waterloo suburb and City of Sydney LGA for 2016. The Waterloo suburb includes the Waterloo Estate.

4.2.1 Age profile

The Waterloo Estate has a significantly older population, with 67% of residents aged 50 years and over, compared to 24% in Waterloo suburb and 21% in the LGA, as illustrated in Figure 7 . Seniors aged 70 years and over make up 30% of the estate's population, compared to only 8% in Waterloo suburb and 5% in the LGA. The Waterloo Estate had significantly fewer young people aged between 18 to 34 years (9% compared to 49% in Waterloo suburb and 50% in the LGA).

The proportion of children under 18 years was similar across all areas (9% in Waterloo Estate, compared to 8% in both Waterloo suburb and the LGA).

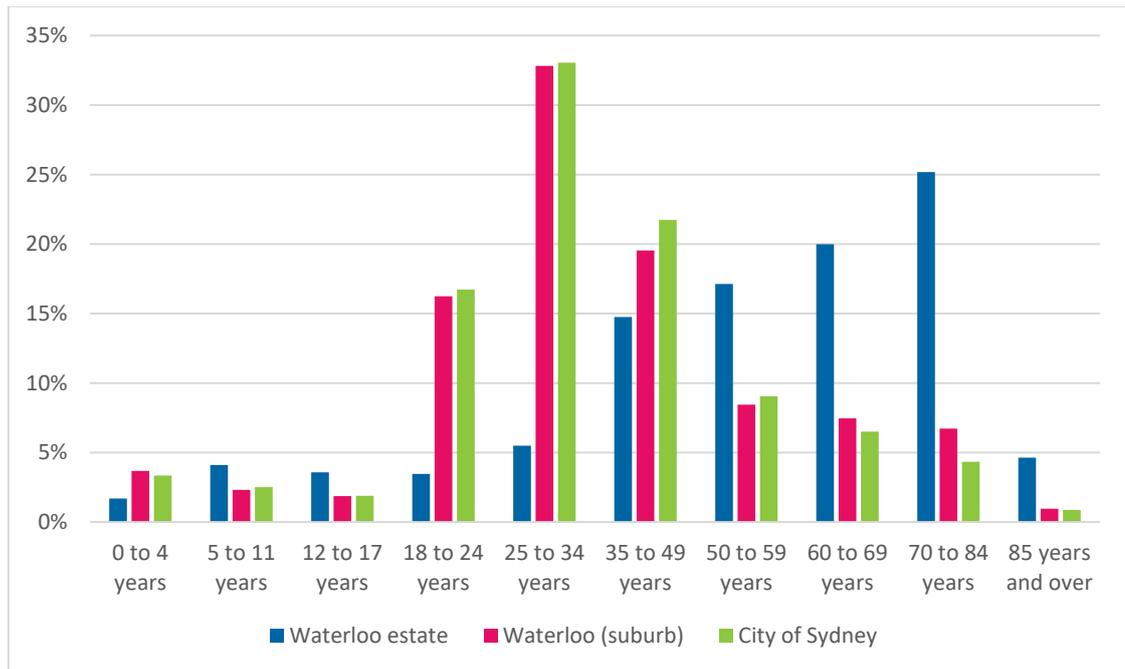


Figure 7 Age profile for Waterloo Estate, Waterloo suburb and City of Sydney LGA

4.2.2 Cultural diversity

Figure 8 shows the cultural diversity across the geographic areas based on country of birth and language spoken at home. The Waterloo Estate has a significantly higher proportion of Indigenous people (10%), compared to Waterloo suburb (3%) and the LGA (1%). There is also a higher proportion of people born in non-main English speaking countries (48%), compared to Waterloo suburb (41%) and the LGA (37%).

Within the Waterloo Estate, 31% of residents spoke a language other than English at home. This was lower than the Waterloo suburb (41%) and LGA (36%).



Figure 8 Cultural diversity

4.2.3 Household and family composition

Figure 9 show the household and family compositions across the areas. The Waterloo Estate has a high concentration of lone person households at 69%, these are most likely to be elderly residents. The Estate compares to 38% of lone households in Waterloo suburb and 37% in the LGA.

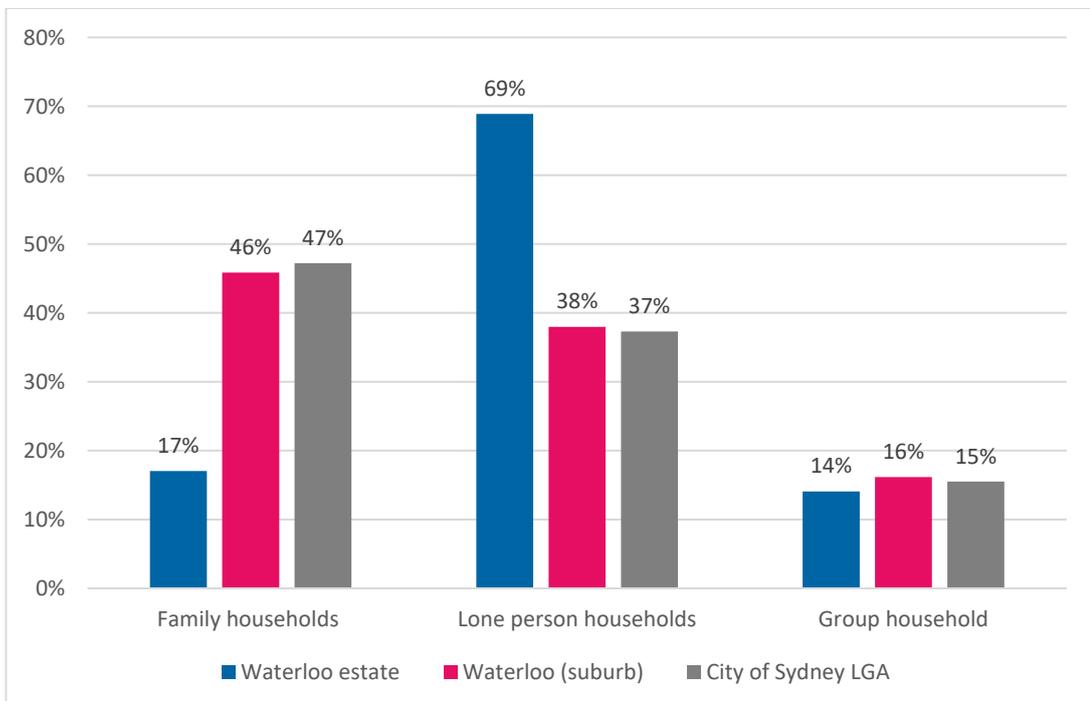


Figure 9 Household composition

Family households in the Waterloo Estate only make up 17% of all households, significantly lower than the other areas. Lone person households were the most common household type in the Waterloo Estate. There is a greater diversity in family types in Waterloo suburb and LGA than the Waterloo Estate as seen in Figure 10 below, with mostly couples without children, followed by couples with children.

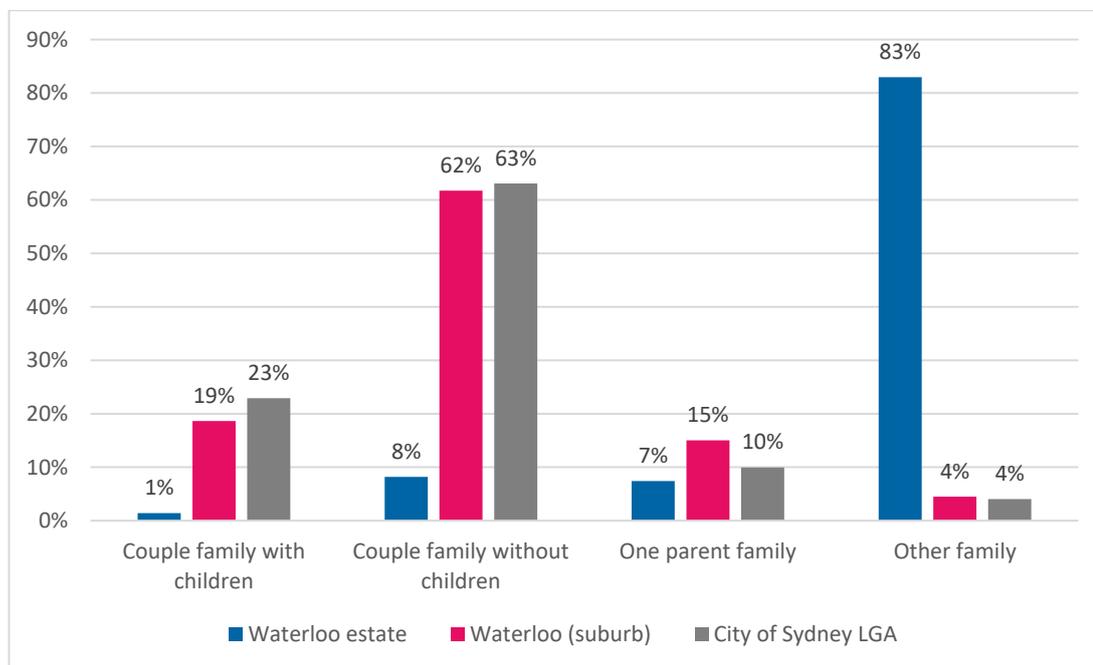


Figure 10 Family composition

4.2.4 Need for assistance

In the Waterloo estate, residents had a significantly higher level of need for assistance with self-care, communication or mobility activities, due to disability (11%). This was compared to 5% in the Waterloo suburb and 2% in the LGA. Waterloo Estate residents who require assistance are likely to include people with a disability and the elderly population.

Table 4 Need for assistance

Indicator	Waterloo Estate	Waterloo (suburb)	City of Sydney LGA
Need for assistance	11%	5%	2%

4.2.5 Employment, income and education

The average income of Waterloo Estate households was \$474 per week. This is significantly lower than the median weekly household incomes of the Waterloo suburb and LGA of \$1,503 and \$1,926 respectively. Other employment data was not available for the Waterloo Estate residents. Based on Table 5, in Waterloo suburb, there was a lower level of labour force participation (51%), compared to 69% in the LGA. There was also a higher unemployment rate (9%), compared to 6% in the LGA.

Table 5 Employment and income

Indicator	Waterloo Estate	Waterloo (suburb)	City of Sydney LGA
Median household income (\$/weekly)	\$474	\$1,503	\$1,926
Median individual income (\$/weekly)	-	\$786	\$953
Labour force participation	-	51%	65%
Unemployed persons	-	9%	6%

4.2.6 Educational attainment

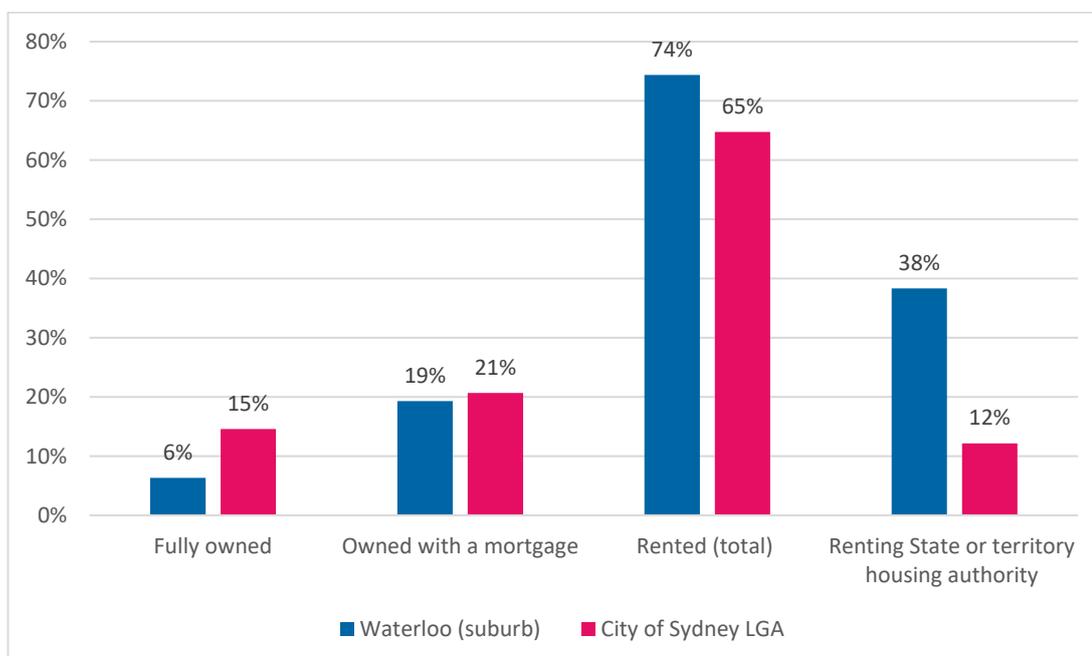
Residents in the Waterloo Estate had a significantly lower proportion of people who completed Year 12, compared to 68% in the Waterloo suburb and 78% in the LGA. The Waterloo suburb had higher proportions of people without post-school qualifications (34%), compared to 26% in the LGA. This data was not available for the Waterloo Estate.

Table 6 Educational attainment

Indicator	Waterloo Estate	Waterloo (suburb)	City of Sydney LGA
Completion of year 12 (or equivalent)	42%	68%	78%

4.2.7 Tenure and length of residence

Figure 11 shows the tenure type of the Waterloo suburb and LGA. Tenure for the Waterloo Estate has not been included in this figure, as all residents are social housing tenants. Overall, the suburb of Waterloo had a high level of renting (74%), which was higher than the LGA (65%). Of the residents who rented in the Waterloo suburb, 38% were social housing tenants, considerably higher than the LGA at 12%. Overall, home ownership in the Waterloo suburb is low at 26%, significantly lower than the LGA (35%).

**Figure 11 Tenure type**

As seen in Table 7 below, a very high proportion of Waterloo Estate residents have lived at their residence for more than one and five years, compared to Waterloo suburb and the LGA. Further, 45% of residents have lived at their residence for more than ten years.

Table 7 Length of residence

Indicator	Waterloo Estate	Waterloo (suburb)	City of Sydney LGA
Lived at same address 1 year ago	91%	61%	61%
Lived at same address 5 years ago	63%	31%	29%

4.2.8 Journey to work and vehicle ownership

Journey to work and vehicle ownership data was not available for the Waterloo Estate. As seen in Figure 12 below, in the Waterloo suburb, there were lower levels of train usage (19%) compared to the LGA (24%). Bus usage however was higher (26%) than the LGA (14%). The proportion of people who walked to work only (12%) was lower than the LGA (26%).

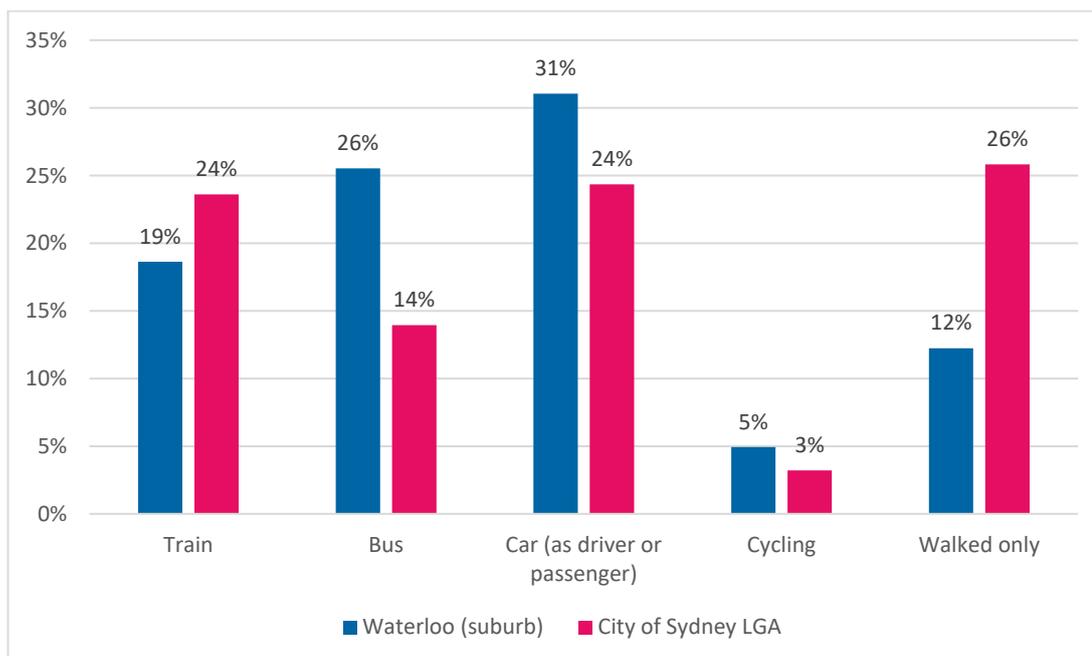


Figure 12 Journey to work (by one method only)

Based on Table 8, the proportion of Waterloo suburb households that did not own a motor vehicle was similar to the LGA (43% compared to 40%). However, driving to work was higher in Waterloo suburb (31%), compared to the LGA (24%).

Table 8 Vehicle ownership

Indicator	Waterloo (suburb)	City of Sydney LGA
Households without a motor vehicle	43%	40%

4.2.9 Socio-economic disadvantage

Higher social disadvantage is strongly correlated with poorer health outcomes (SLHD, 2017). Based on Table 9 below, the Waterloo Estate had a higher level of socio-economic disadvantage than Waterloo suburb and the LGA (score of 548 to 791). Appendix B provides the scores for each Statistical Area Level 1 (SA1) District which make up the Waterloo Estate.

Based on the indicators discussed in the previous sections, disadvantaged community members in the Waterloo Estate are likely to be elderly people, people who live alone including older people, low income households, people without English skills, unemployed persons, and people

with a disability. The health implications of higher social disadvantage are discussed in the next Section 4.3.

Table 9 Socio Economic Indicator for Areas (SEIFA)

Indicator	Waterloo Estate	Waterloo (suburb)	City of Sydney LGA
SEIFA ¹	548 to 791	941	1051

Table note:

1. The average SEIFA score is 1000. Scores of less than 1000 are suggestive of relative socio-economic disadvantage while those above 1000 indicate relative socio-economic advantage (i.e. the higher the score, the more advantaged and vice versa).

4.3 Health status

The concept of health is widely recognised as not just the absence of disease or illness, but a state of physical, mental and social wellbeing. The socio-economic factors discussed above can all impact on a person’s health status.

This section provides an overview of the health status of Waterloo Estate residents based on *The Waterloo Community in Numbers: Health and Activity Data Report* (SLHD, 2017) to understand the health implications of people experiencing social disadvantage.

The renewal of the Waterloo SSP has the potential to contribute to better social, economic and environmental outcomes that can improve the overall health of current and future residents. Understanding the current health status of residents can assist in the planning of health services as well as urban design to encourage healthy lifestyles for future Waterloo Precinct residents.

4.3.1 The Waterloo Community in Numbers: Health and Activity Data Report (SLHD, 2017)

The draft *Waterloo Community in Numbers: Health and Activity Data Report* (2017) was prepared by SLHD to provide a summary on the health-related socioeconomic characteristics of residents of the Waterloo Estate, and health outcomes and selected health services used by residents of the Waterloo suburb, based on the 2016 Census. The report states that Waterloo Estate residents are more socially disadvantaged compared to the NSW average. Residents are significantly older, earn lower incomes, live in smaller households, are more likely to live alone and need assistance with core activities. Social disadvantage is strongly associated with worse health outcomes.

The report provides health rates between 2011 and 2015 for the Waterloo suburb. Key findings include:

- The rates of smoking in pregnancy (65 per 1,000 births) and coronary heart disease (428 per 100,000 people) were higher than the SLHD (35 per 1,000 births and 310 per 100,000 people) however are similar to the Greater Sydney average.
- Rates of self-harm were higher (146 per 100,000 people) than both SLHD and Greater Sydney (101 per 100,000 people).
- Rates of Emergency Department representations were higher (362 per 100,000 people) than both SLHD and Greater Sydney (247 and 254 per 100,000 people respectively).

Overall health service usage rates have increased in the Waterloo suburb:

- Usage rates of community drug health services for people aged 26 to 64 years were considerably higher in Waterloo suburb than the SLHD. A higher proportion of people aged 13 to 25 years also used drug health services compared to the SLHD. Both rates have increased from 2015/2016 financial year.
- Within the Waterloo suburb, residents aged over 65 years had an overall higher usage of community aged care services compared to the SLHD.
- Since the 2015/2016 financial year, the number of consultations at various community health services have increased (increasing from 4,679 to 6,994 occasions). These include usage of the community health centre, home care, outreach and school services. The number of consultations by patients has also increased, particularly patients aged over 26 years, as seen in Figure 13 below.

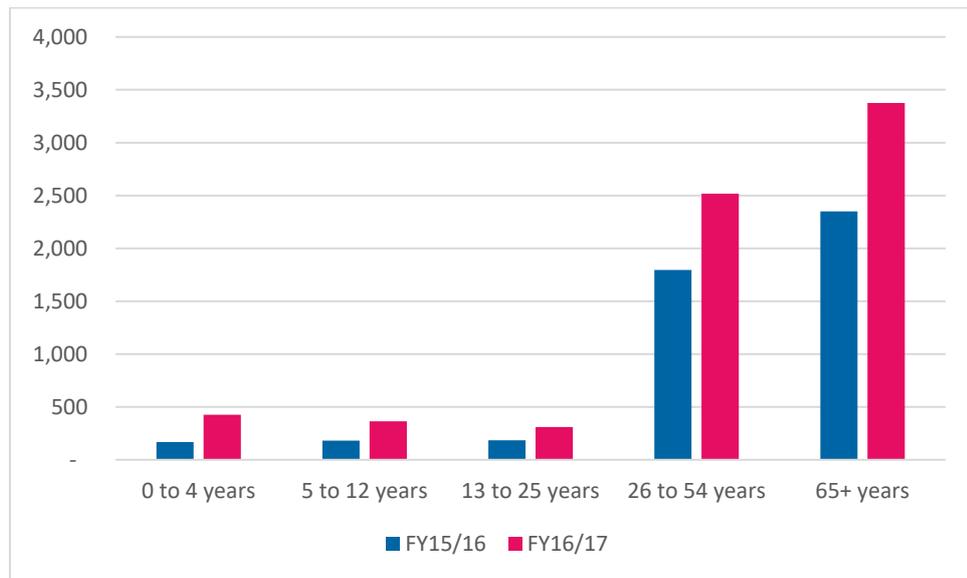


Figure 13 Number of health service consultations by age group

- Since the 2015/2016 financial year, the number of oral health consultations has increased from 6,828 to 8,195. Most patients used diagnostic services, preventative and prophylactic services, prosthodontics and restorative services.
- In 2016/2017 financial year, there were 3,233 recorded occasions when patients accessed a community mental health service.

4.4 Crime statistics

The incidence of crime can affect the real or perceived safety of an area. Identifying crime issues can assist in the planning of emergency services as well as inform Crime Prevention Through Environmental Design (CPTED) outcomes to improve safety.

This section analyses selected crime data from the Bureau of Crime Statistics and Research (BOCSAR) for Waterloo (suburb), with comparisons to Redfern (suburb neighbouring the Waterloo SSP), City of Sydney LGA and NSW. Crime mapping for the LGA provided by the City of Sydney has also been analysed.

4.4.1 Crime rates

Based on Table 10, the most common crimes that occurred in Waterloo between April 2016 and March 2017 were:

1. Theft
2. Drug offences
3. Assault
4. Malicious damage to property.

When compared to the City of Sydney, Waterloo had lower rates of crime in nearly all categories, except domestic assault and malicious damage to property. Compared to Redfern, Waterloo had lower rates of crime in all categories. Overall, Waterloo had significantly lower rates of non-domestic assault, sexual offences, theft, drug offences and liquor offences than both Redfern and City of Sydney.

Compared to NSW averages, Waterloo had higher rates of domestic and non-domestic assault, robbery, theft, malicious damage to property and drug offences. Waterloo had lower rates of sexual offences and liquor offences compared to NSW.

Table 10 Crime rates per 100,000 people

Rate per 100,000 population	Waterloo (suburb)	Redfern (suburb)	City of Sydney LGA	NSW
Assault	1574.4	2529.3	2184.7	824.7
• Domestic	697.5	860.8	480.2	379.7
• Non-domestic	810.5	1516.3	1567.2	415.2
Homicide	0.0	0.0	2.4	1.2
Robbery	126.2	178.8	130.0	31.1
Sexual offences	126.2	185.4	259.1	159.9
Theft	4484.2	6786.7	9032.9	3023.6
Malicious damage to property	1315.4	1794.3	1297.9	816.4
Drug offences	1833.5	5111.6	4387.4	777.9
Liquor offences	53.1	105.9	1428.9	145.7

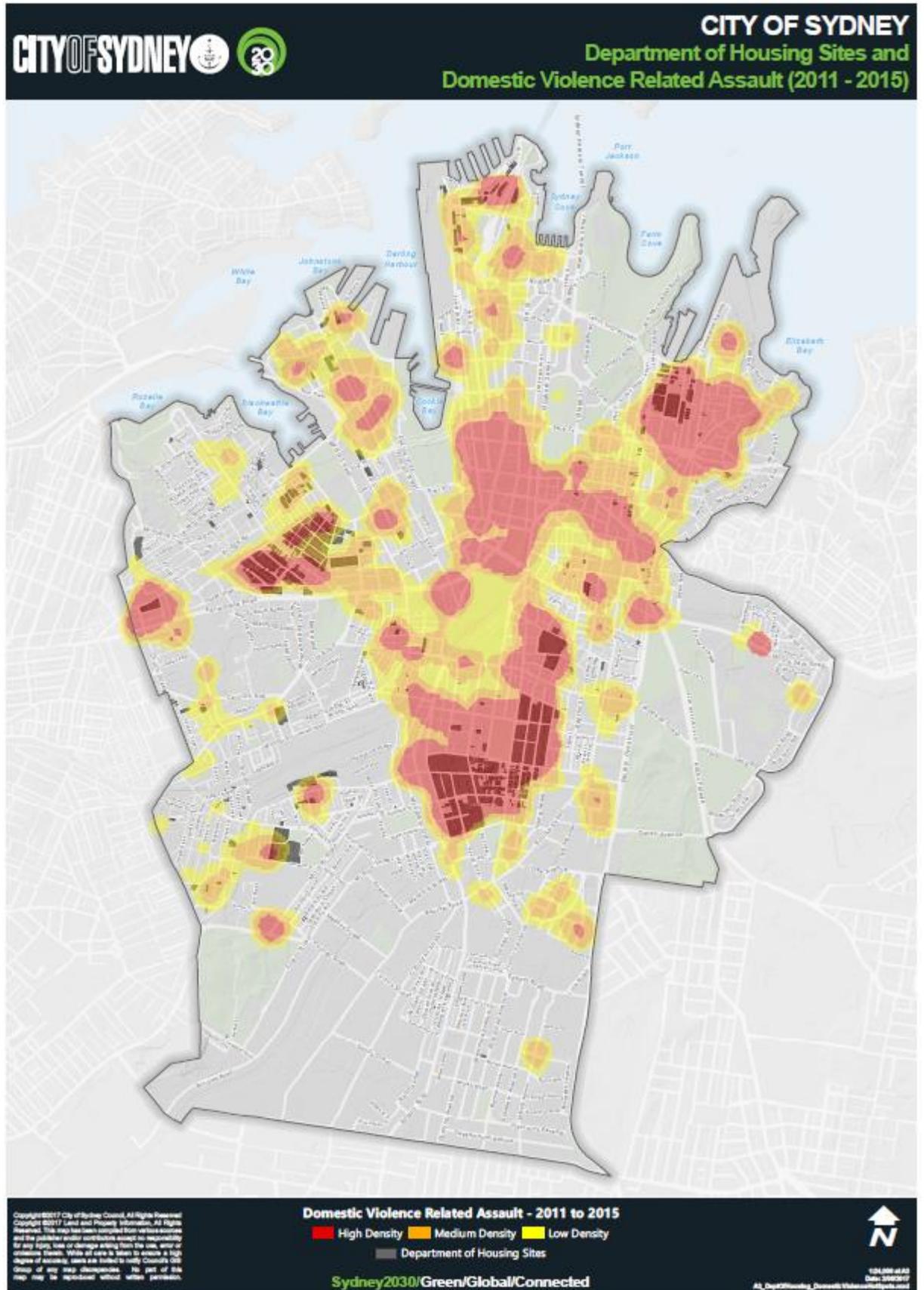
Table notes:

1. The crime rate per 100,000 population was between April 2016 and March 2017.

4.4.2 City of Sydney crime mapping

Based on Figure 14, there is a high density of domestic violence related assaults within the Waterloo SSP and broader Redfern-Waterloo area. It also shows a higher density of assaults occurring within and surrounding Department of Housing sites in the LGA. Based on Table 10 above, Waterloo had a higher rate of domestic assault compared to both the LGA and NSW but lower than Redfern.

Figure 14 Map of domestic violence related assault



5. Existing social infrastructure

Social infrastructure incorporates the facilities and services that are used for the physical, social, cultural or intellectual development or welfare of the community. It includes physical infrastructure such as libraries, community centres and cultural facilities that facilitate the delivery of social services and activities, as well as open spaces, parks, recreation areas and sport fields that support sport, recreational and leisure uses. Importantly, social infrastructure also incorporates the services, activities and programs that operate within these built facilities.

This section provides an overview of the existing social infrastructure likely to serve the Waterloo SSP. This was based on a desktop review of sources mentioned in Section 3.1, a site visit conducted on 2 June 2017 and consultation with government and non-government stakeholders on the social baseline. Proposed community facilities are also identified, where information was available or through consultation with stakeholders.

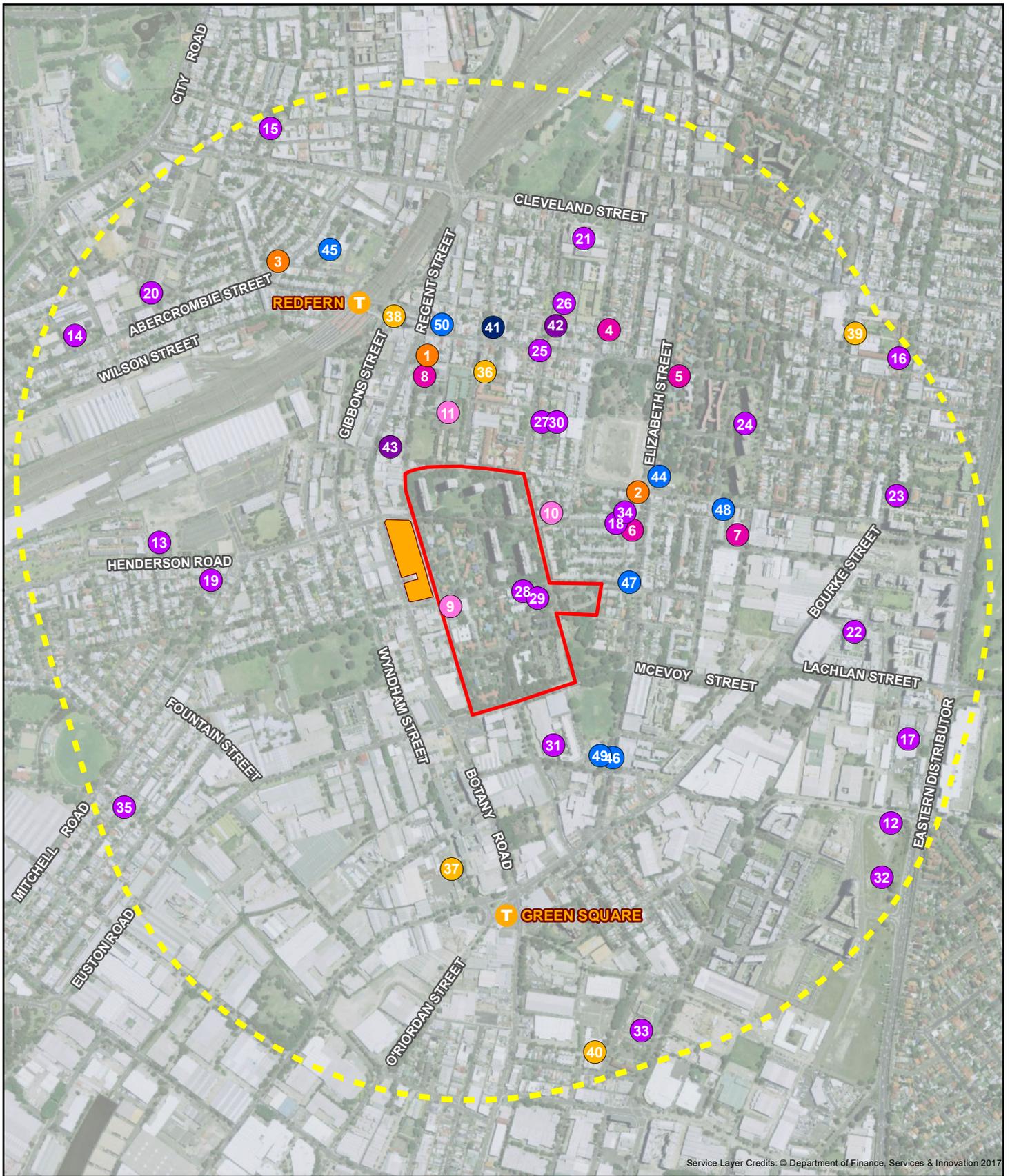
Social infrastructure types discussed in this section are:

- Community services and facilities:
 - Services for Aboriginal and Torres Strait Islander people.
 - Services for older people.
 - Child care.
 - Services for Culturally and Linguistically Diverse people.
 - Emergency and justice services.
 - Government and legal services.
 - Youth services.
 - Community centres and spaces.
 - Library and cultural facilities.
- Health.
- Education.
- Open space and recreation.

Social infrastructure within an approximate 1 km aerial radius around the Waterloo SSP has been identified for this assessment. In some cases, district-level social infrastructure adjacent to the local study area was also included. It is noted that the City of Sydney plans for community infrastructure based on village centres¹. The Waterloo SSP is located within the Redfern Street village bordering the Green Square and City South village. Residents of the Waterloo SSP are likely to use facilities in both villages particularly those located within walking distance, so these have been considered within the section.

It is noted that walking distance to the aerial radius boundary is likely to be greater than 1 km, due to street layouts and various walking routes available. Generally, 1 km walking distance is considered the maximum distance most people will walk to reach a local destination, provided that pathways, shade and benches for resting are available along the route.

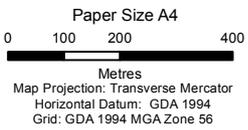
¹ City of Sydney Council, 2013, <http://www.cityofsydney.nsw.gov.au/learn/About-sydney/our-villages> , accessed 21 January 2014.



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LEGEND

- | | | | |
|--------------------|------------------------------|--------------------|---------------------|
| Train stations | Social Infrastructure | CALD Services | Government Services |
| Project boundary | Aboriginal Services | Childcare | Legal Services |
| 1km Catchment | Aged Care | Emergency Services | Youth Services |
| Metro Station Site | | | |



UrbanGrowth NSW
Social Sustainability Study - Waterloo

Job Number | 21-26378
Revision | A
Date | 17 Sep 2018

**Social Infrastructure -
Community Services and Facilities** **Figure 1**

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5.1 Services for Aboriginal and Torres Strait Islander people

There are several services close to the Waterloo SSP that support Aboriginal and Torres Strait Islander people. Table 11 describes some of the key services that cater to Aboriginal and Torres Strait Islander people. It should be noted that a number of services identified within other social infrastructure categories also cater to this group (described in the subsequent sections). These include Wyanga Aboriginal Aged Care Program, Aboriginal Legal Service Redfern, Aboriginal Medical Service, TAFE NSW Eora, Koori Job Ready training program, and National Centre of Indigenous Excellence (NCIE).

Table 11 Services for Aboriginal and Torres Strait Islander people

No	Name	Suburb	Description
1	Aboriginal Employment Strategy	Redfern	The Aboriginal Employment Strategy (AES) is a 100% Indigenous managed, national, not-for-profit Recruitment Company.
2	Kinchela Boys Home	Waterloo	Led by the KBH survivors and their families, KBHAC encourages and supports sustainable healing programs that address the legacy of physical, sexual, psychological and cultural abuse experienced by the KBH survivors as well as the intergenerational trauma experienced by their descendants.
3	Mudgin-Gal	Darlington	A safe haven, a place to sit in the dry or the shade, and a place to shower or launder or cook for those who have nowhere else to go. These services span Mudgin-Gal's day-to-day operations and welcoming presence as a drop-in centre and source of positive cultural and social networking. They offer dedicated programs in areas such as family support; expert referral for accommodation, legal and medical support, court support and post-release services.

5.2 Services for older people

Services for older people located close to the Waterloo SSP range from aged care services to social and leisure programs. Much of the health-related care delivered to older people is delivered directly by the SLHD Aged Care and Rehabilitation (AC&R) service. Other aged care services are listed in Table 12.

Table 12 Aged care services

No	Name	Suburb	Description
4	Aged Care Support Services	Redfern	N/A
5	Annie Green Court	Redfern	Nursing home managed by Mission Australia which hosts 72 beds and provides residential aged care in addition to palliative care.
6	Catholic Community Services	Waterloo	Wellness centre managed by Catholic Healthcare that supports the elderly by assisting them to live independently and improve their social outcomes.
7	Frederic House	Waterloo	Male-only nursing home managed by the NSW St Vincent de Paul Society. The facility hosts 61 beds and provides residential aged care in addition to non-dedicated respite care and palliative care.

No	Name	Suburb	Description
8	Wyanga Aboriginal Aged Care Program	Redfern	Program run by Wyanga Aboriginal Aged Care which provides in-home care for Aboriginal and Torres Strait Islander peoples who are financially and/or socially disadvantaged.

5.1 Services for Culturally and Linguistically Diverse people

There are a number of services close to the Waterloo SSP that cater to CALD people. Table 13 provides a description of the key services. It should be noted that a number of services identified within other social infrastructure categories also provide programs and activities that cater to this group (described in the subsequent sections). These include Counterpoint Community Services at The Factory, Cleveland Street Intensive English High School, and The Green Square Centre.

Table 13 Services for Culturally and Linguistically Diverse people

No	Name	Suburb	Description
9	Multicultural Disability Advocacy Association - Individual Advocacy	Waterloo	Assists CALD people with housing, immigration, school, work and disability services. The service also offers community information days, training and information sessions for people from CALD with disability and their families and carers.
10	Centacare	Waterloo	Counselling service for CALD people.
11	South Sydney Community Aid Co-op	Redfern	Multicultural neighbourhood service. Provides information, referral, advocacy and multicultural community centre.

5.2 Child care

Child care includes long day care, preschools, occasional care, outside of school hours (OOSH) care and home based care. There is 20 existing child care services located close to the Waterloo SSP, providing approximately 914 places².

Table 14 Child care places

Child care type	Number of providers	Number of places
Community-based long day care	2	56
Community-based long day care and early learning centre/preschool	5	277
Preschool	5	74
Home based care	0	0
Occasional care	1	36
Private long day care	3	212

² Based on an online search of child care providers. It should be noted that information on the number of places could not be sourced for four services, therefore the actual number of places is likely to be higher.

Child care type	Number of providers	Number of places
Private long day care and early learning centre/preschool	4	259
Total	20	914

A list of existing child care services is provided in Table 15.

Table 15 Child care services

No	Name	No	Name
12	Active Kids Moore Park	24	Poets Corner Preschool
13	Alexandria Child Care Centre	25	Redfern Early Childhood Centre
14	Boundary Lane Children's Centre	26	Redfern Occasional Child Care
15	Chippendale Child Care Centre	27	SDN Brighter Futures Central Sydney
16	Forever Green Montessori Child Care	28	SDN Lois Barker Waterloo Children's Education and Care Centre
17	Greenwood Waterloo	29	Sdn - Lois Barker Child & Family Learning
18	Ku - James Cahill Preschool	30	Sdn – Redfern Child And Family Learning
19	Ku - Sunbeam Preschool	31	The Green Elephant
20	Ku - Union Child Care Centre	32	Victoria Park Montessori Academy
21	Little Learning School	33	Waranara Early Education Centre
22	Moore Park Children's Early Learning Centre	34	Waterloo Kindergarten
23	Moore Park Gardens Preschool & Long Day Care Centre	35	Wunanbiri Pre-School

Future child care facilities include:

- **Waranara Early Education Centre** – as confirmed through GHD consultation with the City of Sydney (2017, 2018), a new 74-place child care centre for children aged six weeks to six years five years will be located on the former South Sydney Hospital site in Zetland. It is expected to be open in mid-2018. It will be part of a new community space at Green Square.
- **Australian Technology Park** – two new child care services will be provided within the redevelopment. The child care service within the community building will be for workers of the precinct only.

5.3 Emergency and justice services

There are several emergency and justice services located within the study area, which are summarised in Table 16 below. In addition, emergency service providers located outside the study area are likely to respond to emergencies around the Waterloo SSP. These include:

- NSW Fire and Rescue – stations located at Redfern, the City (Castlereagh St), Darlinghurst and Alexandria.
- NSW Ambulance – stations located at Eveleigh, Paddington and Camperdown.
- NSW Police – including the Central Local Area Command, Surry Hills Local Area Command and Redfern Local Area Command.

Table 16 Emergency and justice services

No	Name	Suburb	Description
36	Redfern Fire Station	Redfern	Fire station managed by Fire & Rescue NSW.
37	Alexandria Fire Station	Alexandria	Fire station managed by Fire & Rescue NSW.
38	Redfern Police Station	Redfern	Police station located within the Redfern Local Area Command.
39	Sydney Mounted Police Stables	Redfern	Facility managed by the NSW Police Force where their Mounted Police Units are trained and stationed.
40	Waverley-Woollahra SES	Zetland	Local headquarters for the State Emergency Service within the Waverley and Woollahra LGAs.

5.1 Government and legal services

There are a number of services close to the Waterloo SSP in neighbouring Redfern that provide government and legal assistance. Table 17 provides a description of the key services.

Table 17 Government and legal services

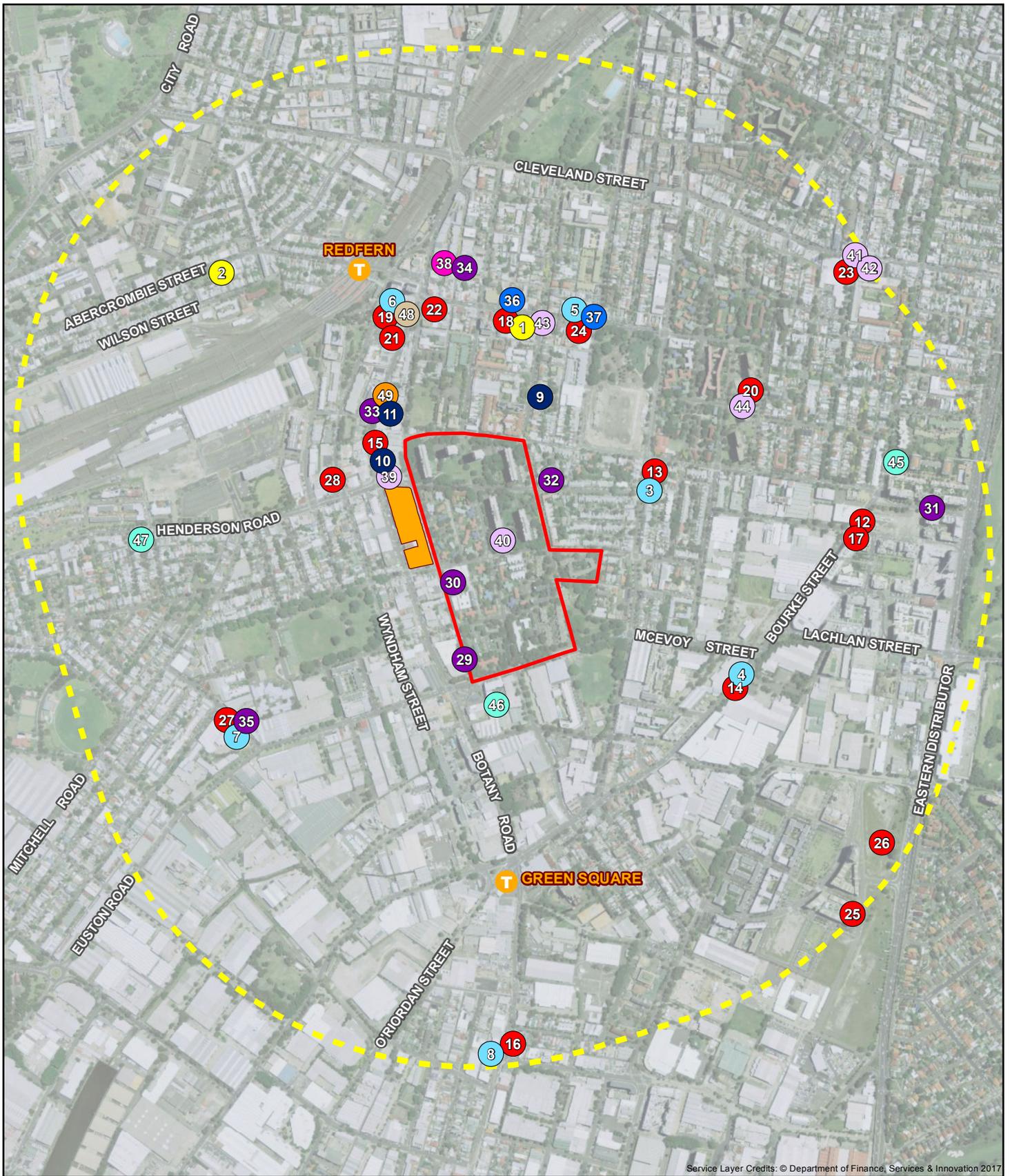
No	Name	Suburb	Description
41	Centrelink	Redfern	Centrelink is the Federal governments' community facing front for the Department of Human Services. Centrelink manages the provision of government funded financial support to individuals and families in Australia.
42	Redfern Legal Centre	Redfern	Redfern Legal Centre provides free, confidential legal advice on tenancy and housing, employment, consumer law, human rights, discrimination, domestic violence, and complaints against police or government. They also provide community legal education and engage in legal advocacy.
43	Aboriginal Legal Service Redfern	Redfern	The Aboriginal Legal Service provides legal work in Criminal law, children's Care and Protection law and Family law. We assist Aboriginal and Torres Strait Islander men, women and children through representation in court, advice and information, and referral to further support services.

5.2 Youth services

Youth services provide important places for children and young people to access support services, or participate in recreation and leisure program. They are particularly important for disadvantaged youth. The youth-targeted facilities and services close to the Waterloo SSP are summarised in Table 18.

Table 18 Youth services

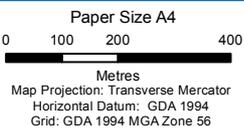
No	Name	Suburb	Description
44	PCYC South Sydney	Redfern	Provides a range of services targeted at youth including after-school activities and programs.
45	Redfern Youth Program At Redfern Community	Redfern	Runs programs aimed at youth aged 12 – 24 including vocational courses, sports programs and more.
46	South Sydney Youth Services	N/A	Provides a range of services including employment and accommodation assistance, educational programs, mental health and drug and alcohol counselling in addition to other services.
47	The Fact Tree Youth Service	Waterloo	Multi-functional youth service that provides youth aged between 11 – 25 with a range of services including, but not limited to counselling, vocational training and accommodation assistance.
48	Weave Women & Children Centre	Waterloo	Provides a range of support services for women with children aged 0 – 12 years, in addition to women experiencing domestic violence.
49	Weave Youth & Community Services	Waterloo	Works with disadvantaged and venerable youth, women and children.
50	Sydney Story Factory	Redfern	A not-for-profit that runs creative writing and storytelling workshops for marginalised young people aged 7 to 17.



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LEGEND

- | | | | | |
|--------------------|------------------------------|---------------------------|------------|------------------|
| Train stations | Social Infrastructure | Drug and Alcohol Services | Optical | Physiotherapy |
| Project boundary | Community health service | Medical service | Osteopathy | Podiatry |
| 1km Catchment | Dental | Mental health services | Pharmacy | Speech pathology |
| Metro Station Site | | | | |



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Date 17 Sep 2018

**Social Infrastructure -
Health Facilities**

Figure 4

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5.3 Health

The Waterloo SSP is located in the NSW Health Sydney Local Health District (SLHD), which extends from the City of Sydney in the east, to Canada Bay, Strathfield and Canterbury in the west. The closest public hospitals to the Waterloo SSP are located outside of the local study area including St Vincent's Hospital and Royal Prince Alfred Hospital discussed below.

Based on GHD consultation with NSW Health (2017), Youth Block at the University of Sydney is a key health service to the Waterloo community, which provides health services to 12 to 24 year olds. Other key local health facilities are discussed below and listed in Table 19. These include medical centres, allied health, mental health, and drug and alcohol services. It is noted that several health facilities provide a range of services, for example, mental health, drug and alcohol services may be offered at some medical centres and community health centres in addition to primary health services. Some of these are discussed below.

St Vincent's Hospital

St Vincent's Hospital is provided by a Catholic not-for-profit provider and is located in Darlinghurst, to the north-east of the Waterloo SSP. It is a tertiary teaching hospital which provides acute care services to inpatients and outpatients from the local community, throughout NSW and nationally. Specialty areas include but are not limited to: heart and lung transplantation; bone marrow transplantation; cardiology; cancer; HIV/AIDs care; respiratory medicine; mental health; and alcohol and drug services.

Royal Prince Alfred (RPA) Hospital

The Royal Prince Alfred (RPA) Hospital located in Camperdown to the north-west. It is a tertiary referral hospital and the principal teaching hospital for the University of Sydney, which is located adjacent to the hospital. It is a 920 bed principal referral A1 hospital and is the most clinically complex hospital in NSW with a budget of well over half a billion dollars. It provides a major centre of employment for the surrounding area and is an integral part of the local economy.

RPA has a comprehensive range of tertiary and quaternary services including liver and kidney transplantation, cardiovascular, neurosciences, gastroenterology and liver services, critical care, including trauma services, maternity and neonatal intensive care and aged care services. It also provides drug and/or alcohol health care and information/referral services. Also on site at RPA are 523 SLHD staff, the staff of the Professor Marie Bashir Centre for Mental Health, the staff of 11 Medical Research Institutes and the staff of the Chris O'Brien Lifecare, one of two nationally funded integrated cancer care centres.

Redfern Community Health Centre

The SLHD owns and operates the Redfern Community Health Centre (CHC) on Redfern St, Redfern to the north of the Waterloo SSP. It is located next door to the Aboriginal Medical Centre and provides prevention, early intervention, assessment, treatment, health maintenance and continuing care services. Community based health services include: Sydney District nursing, child and family health, health promotion, mental health services, community mental health GP clinic, aged care, community HIV services, chronic care and rehabilitation services, oral health services and drug health services. The SLHD also has an early childhood centre at Redfern.

Aboriginal Medical Service

The Aboriginal Medical Service is a multidisciplinary health care facility that provides acute and primary health to the local Indigenous Australian communities, but is not restricted to the local community. Services include general medical, dental, drug and alcohol services, mental health,

and public health including: aged care, sexual health, youth programs and counselling/support services.

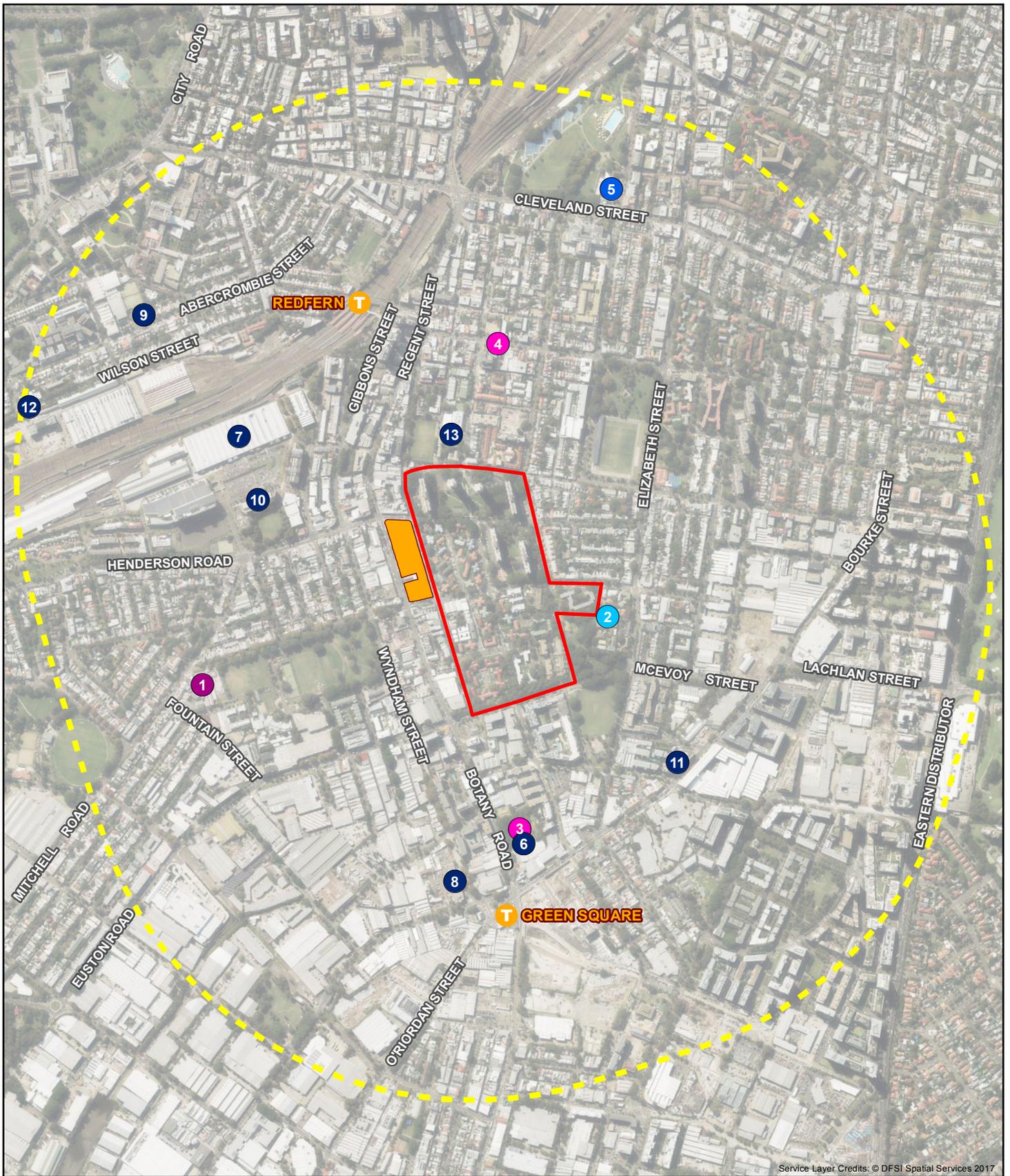
Table 19 Health facilities

No	Name	No	Name
Community health service			
1	Redfern Community Health Centre	2	Youthblock Youth Health Service
Dental			
3	Mpw Dentistry	6	Redfern Dentist
4	Smiles At Waterloo	7	151 Degree Dental
5	100 Redfern Smiles	8	Green Square Dental
Drug and alcohol services			
9	Sydney South West Area Health Service	11	Odyssey House
10	Regent House		
Medical centres			
12	Bourke Street Medical Centre	21	Redfern Medical Centre
13	Dr Tan Surgery	22	Redfern Station Medical Centre
14	Green Square Health	23	Surry Hills Village Medical Centre
15	Healthcare Family Medical Centre	24	The Byrne Surgery
16	Immex Green Square	25	Green Square Medical Practice
17	Life Medical Clinic Waterloo	26	Myhealth Zetland
18	Aboriginal Medical Service Redfern	27	Fountain Street General Practice
19	Citydoc Medical Centre	28	Waterloo Medical Centre
20	Poets Corner Medical Centre		
Mental health services			
29	Hurst Stephanie Psychologist Solo	33	Dsa Specialist Intervention Services
30	International Inst. For Creativity Psych And Consultant Psych	34	Uplift Psychological Services Redfern
31	Neil Ballardie (ahp)	35	Mylife Psychologists
32	Rebecca Rose Psychology Waterloo		
Optical			
36	George Vallis Allied Health	37	Viewpoint Optical
Osteopathy			
38	Osteopathy Central - Redfern		
Pharmacy			
39	Kirby's Pharmacy	42	Chemist Warehouse Surry Hills
40	Stern's Pharmacy	43	Goldcross Pharmacy
41	Blooms The Chemist Surry Hills	44	Poets Corner Pharmacy
Physiotherapy			
45	Moore Health	47	Alexandria Physio And Pilates

No	Name	No	Name
46	Erko Physiotherapy		
Podiatry			
48	Great Feets Podiatry		
Speech pathology			
49	Dsa Specialist Intervention Services		

Future health facilities include:

- **HealthOne Green Square** – will integrate primary care, community health and out-of-hospital care services. It will be located in the Green Square Town Centre. The centre will be almost 4,000 m² in size and will be co-located with complementary services including medical specialists, pharmacy, a radiology practice, pathology, dentist, podiatry, optometry and allied health, facilitating better integration of care across these services.
- **Royal Prince Alfred Hospital** – Based on GHD consultation with NSW Health (2017), the RPA Hospital is planned to undergo major redevelopment to support the growing regional population.



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LEGEND

- Train stations
- Project boundary
- 1km Catchment
- Metro Station Site
- Social Infrastructure**
- Education - School for specific purpose
- Education - Combined
- Education - Secondary
- Education - Primary
- Education - Tertiary

Paper Size A4
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 Metres
 Map Projection: Transverse Mercator
 Horizontal Datum: GDA 1994
 Grid: GDA 1994 MGA Zone 56



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Job Number 21-26378
 Revision A
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**Social Infrastructure -
 Education**

Figure 2

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5.4 Education

The existing education facilities located within the study area are summarised in Table 20.

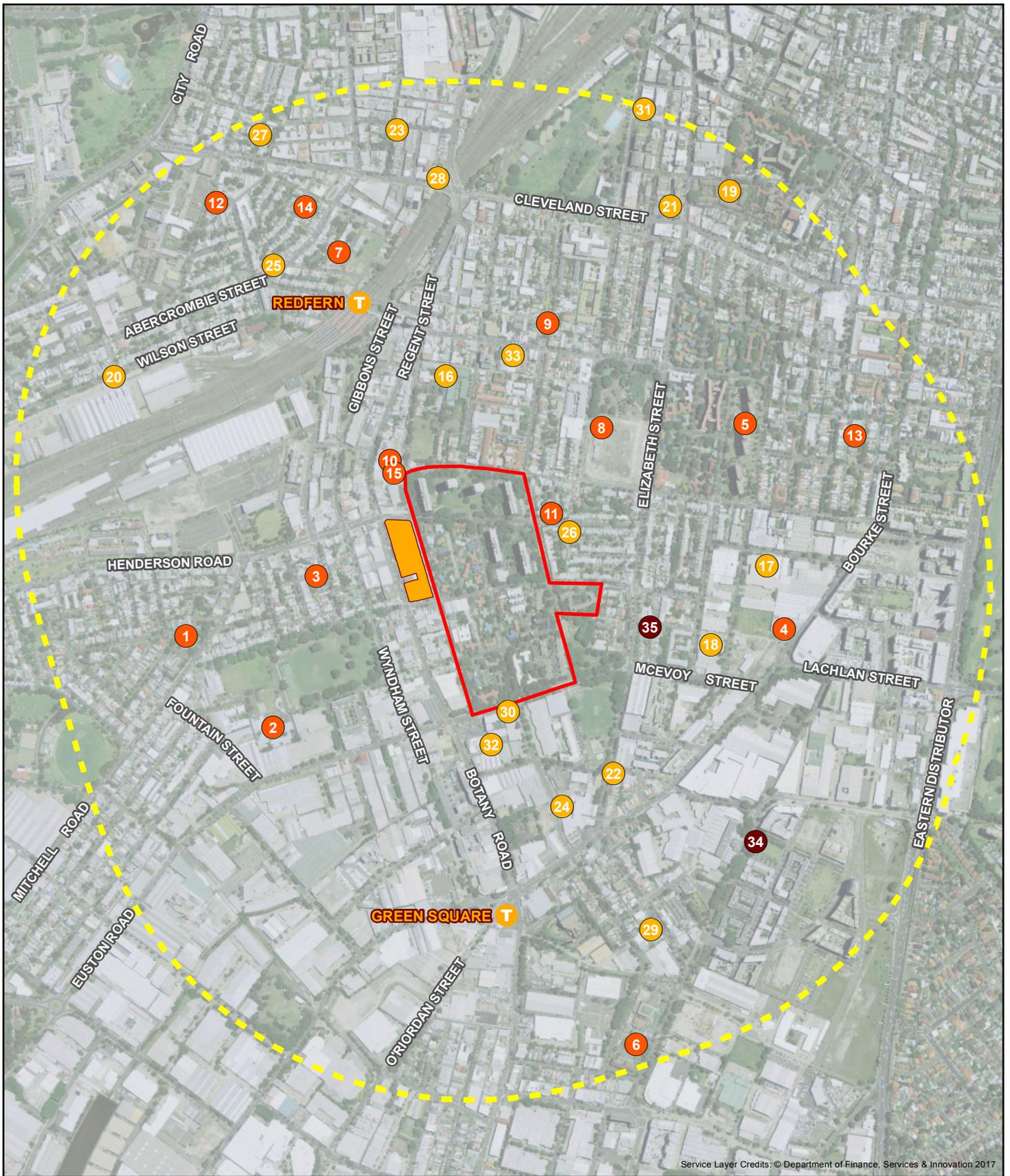
Table 20 Education facilities

No	Name	Suburb	Description	Enrolment
1	Alexandria Park Community School	Alexandria	Combined primary & high school (K-12) run by the NSW Department of Education.	716 (2017)
2	Our Lady Of Mount Carmel Catholic Primary School	Waterloo	Private catholic primary school run by the Catholic Education Commission NSW.	98 (2017)
3	Green Square School	Waterloo	Public primary school primarily for students experiencing challenges when it comes to behaviour.	18 (2017)
4	Redfern Jarjum College	Redfern	Non-government special school for Years K-6 students	19 (2017)
5	Cleveland Street Intensive English High School	Surry Hills	Public secondary school which provides intensive English studies and other services to newly-arrived, temporary and permanent residents and international students.	195 (2017)
6	Czech and Slovak School of Sydney	Waterloo	Independent Saturday school located on the Green Square School campus.	N/A
7	ETEA	Eveleigh	Private training provider.	N/A
8	Fire & Rescue NSW State Training College	Alexandria	Government training facility for Fire & Rescue NSW personnel.	N/A
9	TAFE NSW Eora	Chippendale	Small tertiary college providing training and career skills primarily to Indigenous Australians, but also to the broader community.	N/A
10	TOP Education Institute	Eveleigh	Private training provider offering courses in business, accounting and law.	N/A
11	Taylors College	Waterloo	Independent college that provides programs for university preparation and secondary school education (Years 10-12) run by the Association of Independent Schools NSW.	111 (2016)
12	TAFE NSW CEAD Centre	Darlington	Temporary, shared facility which provides programs including construction, upholstery and food growing. The facility is shared with social enterprises. Based on GHD consultation (2018), CEAD will operate until the end of 2018.	N/A

No	Name	Suburb	Description	Enrolment
13	Koori Job Ready training program	Redfern	Provides more employment and training opportunities for Indigenous youth	N/A

Future education facilities include:

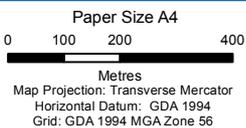
- Alexandria Park Community School** – Based on GHD consultation with NSW Department of Education (2017, 2018), planning for a major upgrade of Alexandria Park Community School has commenced. Alexandria Park Community School will be redeveloped to cater 1,000 primary and 1,200 secondary students. The school will be reopened in 2022.
- Cleveland Street Intensive English High School** - Based on GHD consultation with NSW Department of Education (2017, 2018), Cleveland Street Intensive English High School will be relocated into new and refurbished accommodation on the Department of Education's Alexandria Park Community School Mitchell Road site at Alexandria.



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LEGEND

- Train stations
- Project boundary
- 1km Catchment
- Metro Station Site
- Social Infrastructure**
- Community Centres and Spaces
- Cultural Facility
- Libraries



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Job Number | 21-26378
Revision | A
Date | 14 Sep 2018

**Social Infrastructure -
Community Services and Facilities Figure 1**

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5.5 Community centres and spaces

Multipurpose spaces and community centres range from Council-run community centres with a range of programs and services, to community halls and spaces for hire, as well as community centres managed and owned by non-government organisations.

Within the Waterloo Estate, there are six community rooms, four of which are located on the ground floor of residential buildings with security. During a site visit to the Waterloo Estate in June 2017, Waterloo Connect provided the following information about the community rooms:

- **Waterloo Neighbourhood Centre** – the neighbourhood centre is located in the Wellington St mall. It has a kitchen and capacity for 40 people. Toilets are provided in the mall and shared with the adjacent shops. This room is used for all the Waterloo Neighbourhood Advisory Board (NAB) meetings. There is bench seating outside in the mall adjacent to open car park. The room has weekly bookings on Tuesday, Wednesday and Thursday. Overall, the room is considered underutilised.
- **Matavai and Turanga community rooms (Phillip St)** – these community rooms are on the ground floor of the Matavai and Turanga residential buildings. There is no external access. Each room has a capacity of 30 people, with a separate kitchen and toilet. There are regular activities held for tenants in these rooms.
- **Marton (Cope St) and Solander (Pitt St) community rooms** – these community rooms have internal (stair) and external access (wheelchair access) adjacent to a car park. Each room has a built in kitchenette and capacity for 20 people. There are weekly activities and meetings held for tenants. Overall, the room is considered underutilised.
- **Dobell community room (Pitt St)** – this community room is located in the medium rise Dobell building. It has internal and external access with kitchen. Toilets are provided within the building in the hallway. It has a capacity for 50 people with an overflow area in the courtyard. This room is on the edge of the estate and is considerably underutilised due to vandalism.

All community rooms have tables and chairs with wheelchair access.

Table 21 lists other community centres and spaces within proximity to the Waterloo SSP.

Table 21 Community centres and spaces

No	Name	Suburb	Description
1	Alexandria Activity Centre	Alexandria	N/A
2	Alexandria Park Community Centre	Alexandria	N/A
3	Alexandria Town Hall	Alexandria	Town hall facility consisting of two halls managed by City of Sydney.
4	COMMUNE Waterloo	Waterloo	Privately-owned co-working space for those within creative industries.
5	Cliff Noble Community Centre	Alexandria	Community centre suitable for meetings and small functions.
6	Green Square Community Hall	Zetland	Community hall suitable for meetings and small functions.

No	Name	Suburb	Description
7	Redfern Community Centre	Redfern	Community centre that is host to a range of community events and facilities such as an Elders' lounge, meeting & conference rooms in addition other multipurpose rooms.
8	Redfern Oval Community Room	Redfern	Community facility which provides space for exercise groups & classes in addition to other events and meetings.
9	Redfern Town Hall	Redfern	Town hall facility with a maximum capacity of 150 persons suitable for community meetings, performances and various other functions.
10	Sydney Film School	Waterloo	Acting and filmmaking hub.
11	The Factory	Waterloo	Managed by Counterpoint Community Services, the facility provides community support and development services. The facility is also home to the Yurungai Learning Centre managed by Barnardo's.
12	Harry Burland Activity Centre	Darlington	Community centre which hosts various community classes.
13	Ron Williams Centre	Redfern	Community centre with a range of activities, including health and fitness classes, English conversation classes, and meeting and event space.
14	The Settlement	Darlington	Hall where social housing and programs are run aimed at youth and designed to support and help strengthen young families.
15	Streetlevel Waterloo (Salvation Army)	Waterloo	Streetlevel Waterloo is a place where anyone and everyone is welcome to come and connect with others in the community, sit with us and have a bite to eat or join in with one of the many structured programs.

Future community centres and spaces include:

- A new community hub provided by the City of Sydney in the Redfern Village (based on information gathered for the Central to Eveleigh CISIR, 2015)
- Based on GHD consultation with the City of Sydney (2017, 2018), the proposed Green Square Library and Cultural Precinct will include community spaces. There is also potential for a community facility in Erskineville in the long term.

5.6 Library and cultural facilities

Public libraries are an important cultural facility for communities, providing affordable access to information and learning, while modern libraries also often combine exhibition spaces, and spaces for community/public programs. Other cultural facilities include performing arts spaces, and workshops for creative activities.

Table 22 provides a list of other library and cultural facilities.

Table 22 Library and cultural facilities

No	Name	Suburb	Description
16	Aboriginal Dance Theatre Redfern	Redfern	Performing arts centre which offers accredited courses in Aboriginal dance and theatre. It also serves as an outreach centre for children and youth around the country.
17	Agathon Galleries	Waterloo	N/A
18	Artbank Sydney	Waterloo	Art gallery which also publishes Sturgeon Magazine.
19	Belvoir Street Theatre	Surry Hills	Performing arts centre containing two stages managed by Belvoir.
20	Carriageworks	Eveleigh	Multi-arts centre which is host to a wide range of events and functions.
21	Dance Central Sydney	Surry Hills	Dance school which hosts various dancing classes.
22	Darren Knight Gallery	Waterloo	Art gallery established in 1997.
23	Harrington Street Gallery	Chippendale	Art gallery that has exhibited art pieces since 1973.
24	May Space	Zetland	Art gallery that aims to support and create opportunities for emerging artists.
25	Mop	Chippendale	Art gallery which is host to solo, curated & satellite exhibitions, in addition to educational programs.
26	Orchard Gallery	N/A	N/A
27	Pine Street Creative Arts Centre	Chippendale	Community arts centre
28	Space 3	Redfern	N/A
29	Sullivan Strumpf Fine Art	Waterloo	N/A
30	The Green Square Centre	Zetland	Cultural centre for Australians and immigrants with a variety of activities that are educational and recreational.
31	Tom Mann Theatre	Surry Hills	Theatre centre managed by the Australian Institute of Music.
32	aMBUSH Gallery	Waterloo	Art gallery which provides a space for contemporary artists. ³¹
33	107 Projects	Redfern	Creative and cultural space
34	Green Square Library	Waterloo	This local library provides a neighbourhood service centre, free wireless internet, public access computers, rhyme and storytime including bilingual stories.

No	Name	Suburb	Description
35	Waterloo Library	Waterloo	This local library offers a Koori collection, free wireless internet, public access computer, weekly rhyme and storytimes, and local history collection.

Future cultural facilities will include:

- **Green Square Library and Plaza** - the library will be a City of Sydney branch library with a floor area of 2,500 m² and will include a Neighbourhood Service Centre, community rooms, reading rooms, a technology suite, and music rehearsal space. An outdoor plaza will provide space for community events and activities.
- **Green Square Community and Cultural Precinct** – construction has started on the precinct which features:
 - Joynton Avenue Creative Centre which will include spaces for artists and community use, classrooms, space for hire, and an outdoor function space.
 - Banga Community Shed providing space for group activities and workshops
 - Performing Arts Hub which will be provided in the future with rehearsal and performance spaces
 - Public art

Based on GHD consultation with the City of Sydney (2017, 2018), the proposed Green Square Library and Cultural Precinct is expected to be completed in 2019.

- **Clothing Store** – this heritage building located at North Eveleigh is being reused by artists, and will have other community uses in the future.
- The City of Sydney is also exploring provision of a new library in the Redfern Village (based on information gathered for the Central to Eveleigh CISIR, 2015)

5.7 Open space and recreation

The Waterloo SSP contains the Marton, Cook and Solander Community Gardens. These community gardens offer residents the opportunity to grow and harvest their own produce, while creating green spaces and supporting social interaction among community members. This gardens are run by local volunteers. Entry to the gardens is free.

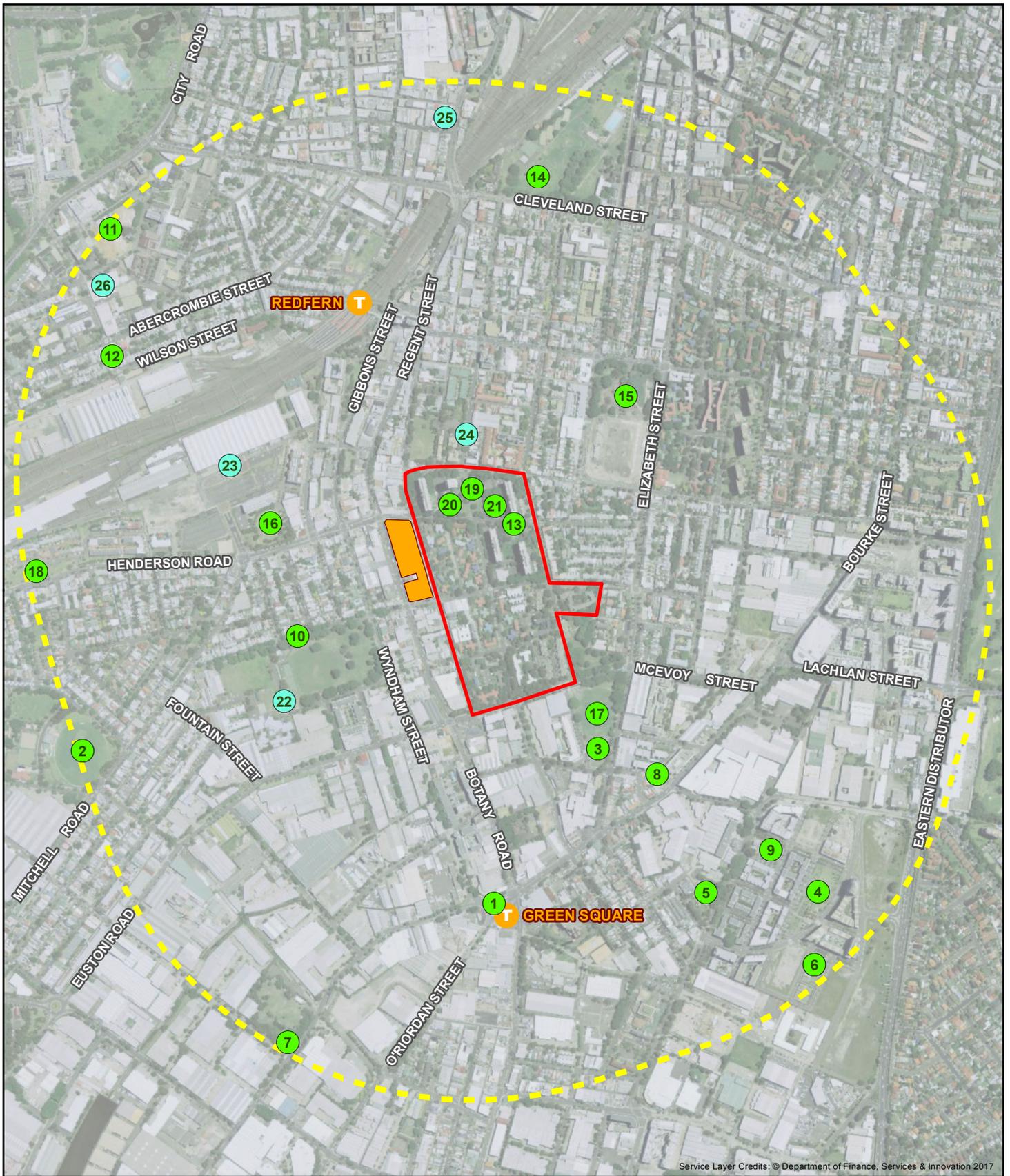
Waterloo Green is located in the northern part of the Waterloo SSP and contains a basketball court, children’s playground, footpaths and seating. The Marton and Solander Community Gardens are located within Waterloo Green.

The National Centre of Indigenous Excellence is located just north of the Waterloo SSP. It is a multi-purpose facility and includes a sports field, gym, outdoor 25m swimming pool, camp accommodation and conference room hire.

There are several open space and recreation facilities close to the Waterloo SSP include Waterloo Park, Alexandria Park and Redfern Park. Waterloo Park contains the Fernside Skate Park adjacent to WEAVE Youth & Community Services. Alexandria Park provides tennis courts, netball and basketball courts. Redfern Park is an iconic park, which includes Redfern Oval, skate park and outdoor basketball courts. Redfern Oval is the home of the South Sydney Rabbitos NRL football club.

Other large facilities include Prince Alfred Park, Australian Technology Park, and Sydney University Sports & Aquatic Centre, which are located close to the edge of the local study area.

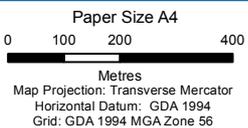
Prince Alfred Park contains the Prince Alfred Park Pool and Jensen's Tennis Centre. Australian Technology Park has basketball and netball courts. The Sydney University Sports & Aquatic Centre includes a multi-purpose indoor swimming pool, gym, netball courts and indoor squash courts. Other open space and recreation facilities are identified in Figure 19 and Table 23.



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LEGEND

- Train stations
- Project boundary
- 1km Catchment
- Metro Station Site
- Social Infrastructure**
- Open Space
- Recreation Facility



UrbanGrowth NSW
Social Sustainability Study - Waterloo

Job Number | 21-26378
Revision | A
Date | 17 Sep 2018

Social Infrastructure -
Open Space

Figure 3

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© 2018. Whilst every care has been taken to prepare this map, GHD (and Sixmaps, NSW Land and Property Information) make no representations or warranties about its accuracy, reliability, completeness or suitability for any particular purpose and cannot accept liability and responsibility of any kind (whether in contract, tort or otherwise) for any expenses, losses, damages and/or costs (including indirect or consequential damage) which are or may be incurred by any party as a result of the map being inaccurate, incomplete or unsuitable in any way and for any reason.

Table 23 Open space and recreation facilities

No	Name	Suburb	Description
1	Crown Park	Waterloo	Provides seating areas together with the adjoining Crystal Park.
2	Erskineville Oval	Erskineville	Sporting field/complex used for cricket & football.
3	Fernside Skate Park	Waterloo	Provides skating areas adjacent to WEAVE Youth & Community Services.
4	Joynton Park	Zetland	Major park which provides seating areas, barbeque and picnic areas and a public toilet.
5	Mary O'Brien Reserve	Zetland	Contains a water feature, barbeque and picnic areas and playground equipment for children aged 8 and below.
6	Nuffield Park	Zetland	Provides a multi-purpose court suitable for netball and basketball.
7	Perry Park Recreation Centre	Alexandria	Expected to be completed in 2018. When completed the site will host a multi-purpose sports centre with 2 indoor & 2 outdoor multipurpose courts.
8	Short Street Reserve	Waterloo	Grassland reserve.
9	Tote Park	Zetland	Contains a public toilet and children's playground equipment.
10	Alexandria Park	Alexandria	Features a multi-purpose sporting field, tennis courts and a basketball court.
11	Cadigal Green	Darlington	Located on the University of Sydney campus, the park serves as a seating area.
12	Charles Kernan Reserve	Darlington	Community park that provides seating areas, barbeque and picnic areas, playground equipment and a cycle path.
13	Waterloo Estate Community Garden	Waterloo	Provides the community a space to grow fruits and vegetables.
14	Prince Alfred Park	Surry Hills	Provides a wide range of amenities including an outdoor swimming pool, cycling and pedestrian pathways, seating areas, barbeque and picnic areas, fitness stations, and basketball and tennis courts.
15	Redfern Park/Redfern Oval	Redfern	The complex provides a children's playground, seating areas and an oval with grandstands.
16	Vice Chancellors Oval	Eveleigh	Features barbeque and picnic areas and space for sporting activities.
17	Waterloo Park and Oval	Waterloo	The park contains a fenced playground, basketball court and public toilet. Waterloo Oval provides a sports field suitable for rugby and cricket. A small skate park is also located at the southern section skate park.
18	South Sydney Rotary Park	Eveleigh	Features outdoor fitness equipment.

No	Name	Suburb	Description
19	Waterloo Green	Waterloo	Contains a basketball court, children's playground, footpaths and seating. The Marton and Solander Community Gardens are located within Waterloo Green.
20	Marton Community Garden	Waterloo	Provides the community a space to grow fruits and vegetables.
21	Solander Community Garden	Waterloo	Provides the community a space to grow fruits and vegetables.
22	Alexandria Park Tennis Court	Alexandria	Provides two tennis hardcourts and amenities such as seating and toilets.
23	Australian Technology Park tennis and basketball courts	Redfern	Courts available for hire.
24	National Centre Of Indigenous Excellence	Redfern	Features indoor basketball courts, indoor heated pool, gym, outdoor courts, fitness area and a sporting field.
25	Salsa Republic	Surry Hills	Provides dancing classes and workshops and space for various parties and events.
26	Sydney University Sports & Aquatic Centre	Darlington	Provides an indoor swimming pool, tennis and squash courts, multi-function sports hall and stadium, in addition to fitness areas and a gym.

Future public open space and recreation facilities will include:

- **Perry Park Recreation Centre** – as confirmed through GHD consultation with City of Sydney (2017, 2018) a new multi-purpose sports centre will be provided in Alexandria. It will consist of two indoor and two outdoor multipurpose courts for sports such as netball, basketball and futsal.
- **Gunyama Park Aquatic and Recreation Centre** - with a 50m outdoor pool, 25m indoor pool and gym, and a multipurpose sports field including an outdoor synthetic playing field of approximately 6,500m², public amenities, playground and park of 20,000m². The aquatic centre will be delivered by mid 2019.
- **Green Square public open space** – including:
 - The Drying Green – a public park of approximately 5,500m² which will include passive spaces with barbeques and shade structures, and an informal sports area.
 - Matron Ruby Grant Park including a playground, located next to the Joynton Avenue Creative Centre.
 - Mulga Park.
 - Dyuralya Park.
 - Ropewalk Park.
 - Wulaba Park.

6. Potential future community

One of the key objectives of the *Future Directions for Social Housing in NSW* (NSW Government, 2016) is to achieve de-concentration of social housing within large redevelopment sites. As discussed in Section 4, the potential redevelopment of the Waterloo SSP would likely lead to significant change in the existing resident population, character and density of the area. Long-term social housing tenants of the Waterloo Estate would be more susceptible to the impact of changes to their local area due to the renewal and introduction of private and affordable housing to the Precinct, and as social housing becomes less concentrated.

This section provides an overview of the potential future community based on the *Waterloo – Population and Employment Profile 2017*, prepared by .id based on the ABS 2011 Census. It is important to understand the potential future community of the Waterloo SSP to understand the impacts on social infrastructure and identify future community needs. It can also inform the development of strategies to promote the integration of new and existing communities within the Waterloo redevelopment, as well as overall integration between the renewed Precinct and the surrounding area.

6.1 Future population

Based on the forecast, the Waterloo SSP is predicted to have a total population of 12,932 people in 2036, an increase of 9,691 people from 2011. The total number of households is projected to be 7,337, an increase of 5,313 households from 2011.

6.1.1 Future age profile

Based on *Waterloo – Population and Employment Profile 2017*, the social housing component of the Waterloo SSP would attract a different demographic to the private dwelling stock. The future community would continue to have a high proportion of older residents aged 60 years and over, who are likely to live in the affordable and social housing component, particularly from 2011 to 2021. From 2021 onwards when private dwellings begin to outnumber social housing dwellings, a large proportion of younger people aged between 20 and 39 years is expected to move into mostly private dwellings. Figure 20 below shows the age structure under the major scenario.

The proportion of primary school aged children is also expected to increase from 2011 to 2021. From 2021 onwards, children under 5 years are expected to increase, indicating that more young families are likely to move to the Waterloo SSP.

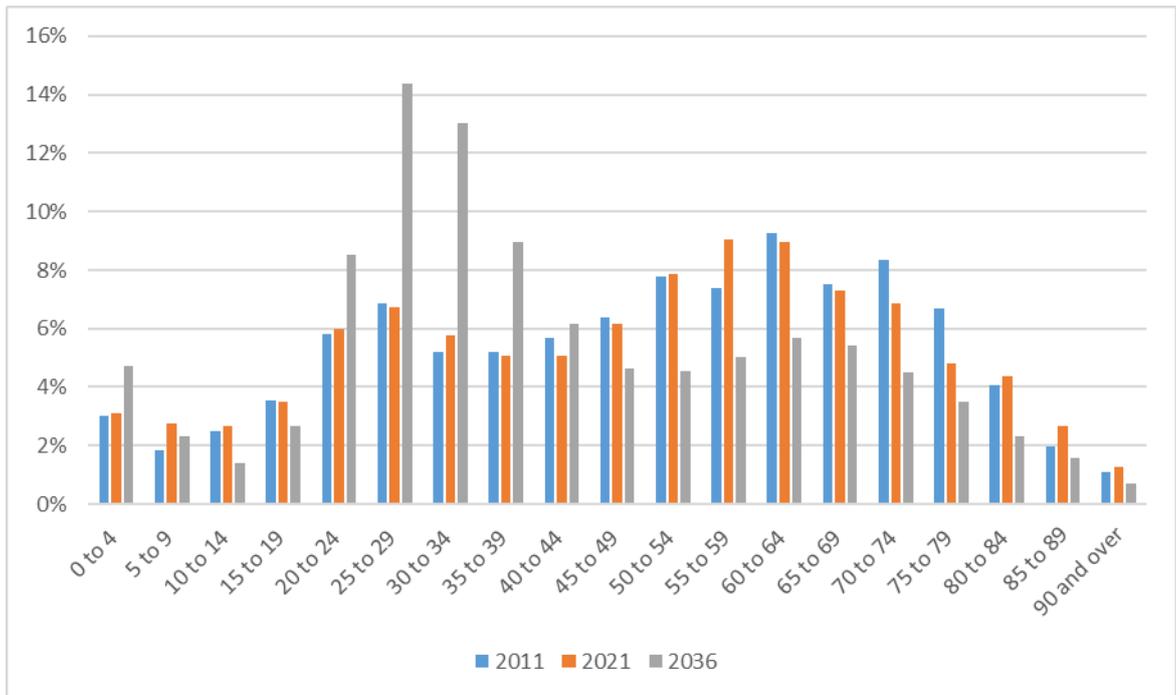


Figure 20 Age structure for the Waterloo SSP, 2011-2036 (major scenario)

Table note:

1. Based on the *Waterloo – Population and Employment Profile 2017*, the age structure under the base scenario is similar to the major scenario and is expected to attract younger adults between 20 and 44 years, primarily to the private dwellings, as well as a broader range of older ages to the affordable and social housing component. The largest forecast increases by age are in the 20-44 age bracket.

Similar to the major scenario, all household types are expected to increase to 2036, with the largest numerical increase in loneperson households. Percentage wise however, couples without children are expected to increase from 13 to 23% of households over the forecast period.

Data source: *Waterloo – Population and Employment Profile 2017* (.id, 2017)

Based on the existing demographic characteristics of the local study area (Section 4), future residents are likely to include:

- A high proportion of people from culturally and linguistically diverse backgrounds, including migrants.
- People with higher incomes and education attainment including professionals.
- Tertiary students.
- A high proportion of people renting.

Based on existing demographics of social housing tenants living in the Waterloo SSP, future social housing tenants would be socio-economically disadvantaged and would likely have low levels of education and income. They are also likely to include people from the following groups:

- Older tenants, particularly single persons.
- People with a disability, including older persons.
- People from culturally and linguistically diverse backgrounds.
- Aboriginal and Torres Strait Islander people.

6.1.2 Future household types

The average household size is forecasted to increase from 1.60 persons per household in 2011 to 1.76 persons in 2036 under the major scenario, as a significant increase of private dwellings with two or more bedrooms is expected to attract larger households. Similar to the major scenario, the average household size under the base scenario is expected to increase from 1.60 in 2011 to 1.75 in 2036.

Figure 21 presents the future household types it shows that, couples with or without children and group households are expected to increase from 2011 to 2036, while one parent families and lone person households would decrease. Lone person households are expected to remain significant within the Waterloo SSP based on the social housing component and large proportion of older residents aged 60 years and over.

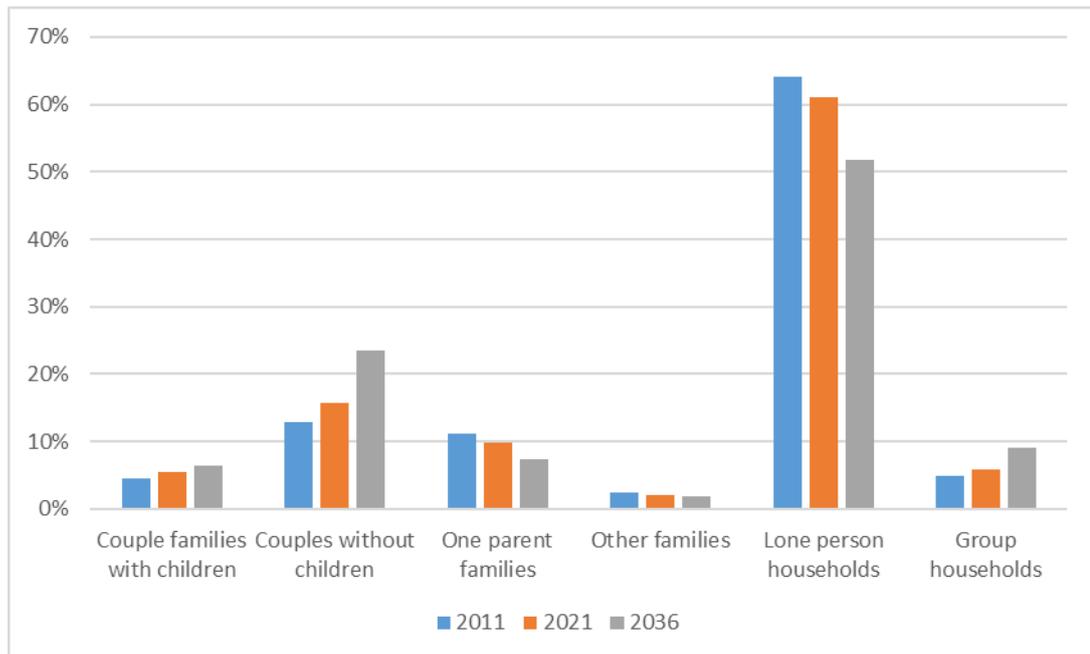


Figure 21 Household types for the Waterloo SSP, 2011-2036 (major scenario)

Data source: Waterloo – Population and Employment Profile 2017 (.id, 2017)

6.2 Future employment

According to *Waterloo – Population and Employment Profile 2017*, the renewal of the Waterloo SSP would create up to 1,850 extra jobs between 2011 and 2036, resulting in a total of 2,515 jobs. Table 24 below shows the employment estimates based on three methods: adjusted Bureau of Transport Statistics (BTS) forecasts, high density comparisons, and floor space demand analysis. According to the *Waterloo – Population and Employment Profile 2017*, the benchmark method projection based on high density comparisons is arguably the most likely outcome, due to the proposed scale of development. .id (2017) also notes that the Waterloo SSP’s predominant use would be residential and existing and planned employment areas nearby are likely to support greater job creation than the Waterloo SSP.

Under the relevant benchmark method, the Precinct is expected to create an extra 1,260 jobs, resulting in 1,925 jobs. Jobs are likely to be focused on population servicing industries, such as health and aged care services, community services, personal services, child care, small retail, hospitality, and serviced apartments/short term accommodation.

Table 24 Employment estimates for the Waterloo SSP, 2011-2036

Employment estimates	2011	2016	2021	2026	2031	2036	Net additional 2011 - 2036
1. Adjusted BTS forecasts	665	667	674	830	1,058	1,357	+692
2. High density comparisons	665	668	681	965	1,379	1,925	+1,260
3. Floor space demand analysis	665	669	689	1,105	1,714	2,515	+1,850

Source: Waterloo – Population and Employment Profile 2017 (.id, 2017)

7. Potential social opportunities and constraints for the Waterloo Precinct

Based on the outcomes of the social research detailed in the previous sections of this report, the potential social opportunities and constraints for the Waterloo redevelopment have been identified.

7.1 Opportunities and needs to support the precinct

Opportunities for the Waterloo SSP relate to the delivery of quality social housing, affordable housing and private dwellings as well as community infrastructure to meet the needs of Waterloo's diverse households and community. There are also opportunities for social cohesion within the future community while recognising the strong community networks and cultural identity of the Waterloo area.

The opportunities should be used to guide the development of the Waterloo SSP Masterplan to help support the social sustainability of the future community. The Masterplan should also consider the needs of the existing population as well as the projected future population to enhance social sustainability.

The potential social opportunities and needs to support the renewal of the Waterloo SSP are:

- **Provision of new, improved and more appropriate social housing dwellings to meet existing and future tenant's housing needs** - Social housing dwellings will be significantly improved, enabling social housing tenants to live in appropriate and fit for purpose housing in a location with good access to public transport, support services and community facilities.
- **Creating a socially cohesive and integrated community** – The development will reduce concentrations of disadvantage and facilitate a more diverse community in the Waterloo Precinct through changing the dwelling mix. This may be an opportunity to create a more cohesive and integrated community.
- **Increased housing diversity** - through provision of private dwellings for purchase and affordable rental dwellings managed by community housing providers. Together with a range of dwelling sizes (e.g. one, two and three bedroom apartments) there will be increased opportunity to meet the housing needs of different income groups and different household types. This includes essential and key workers who will be supported to live in an inner city location, and older people who will be supported to age in place.
- **Maintenance of social connections by ensuring that all current tenants have the right to return to new housing in the estate** - The intention is for the majority of residents to move from their current home into their new home as the site is redeveloped. In addition, all residents who are required to move out of the Estate during the redevelopment will have the right to return. These measures will reduce the risk of severed support structures including community networks and access to familiar services and facilities.
- **New or increased capacity of existing social infrastructure to meet community needs.** These new/upgraded facilities and services would enhance community connections, particularly between people from different income groups and diverse target groups in the community. These facilities would also enhance the amenity of the area, while ensuring people with high needs have good access to support services.

- **Ensuring that benefits are delivered early** – with a timeframe of 15 to 20 years, a staging process should be undertaken to ensure that social infrastructure and other social benefits are delivered early and throughout each stage of development.
- **Enhanced access to public transport services due to the new Sydney Metro station.** This will lead to improved access to employment opportunities, and enhanced connectivity to other parts of Sydney. In particular, people on low incomes, young people, older people, and people with a disability are expected to benefit from improved public transport access.
- **Early delivery of community and indoor recreation facilities within the new Metro Quarter to support community participation throughout in the renewal process** – Based on the findings of the Social Infrastructure Needs Assessment, the early delivery of community and indoor recreation facilities (no less than 2,000 sqm) within the new Metro Quarter would provide a proportionate supply of the overall social infrastructure requirements of the Waterloo Precinct.

These facilities would ensure that early opportunities for community participation are available to support tenants and new residents throughout the Waterloo SSP renewal. This would also provide community and indoor recreation facilities within an accessible location and more opportunities for people from diverse backgrounds in the community to interact socially.

- **Improved public domain safety and connectivity** - through redesign of public infrastructure including streets and pathways. This may lead to improved health outcomes through facilitating walking and cycling, while improving community wellbeing through enhanced feelings of safety.
- **New employment opportunities** – the development will provide opportunities for increased businesses within the Waterloo area, creating employment opportunities that will be available for local residents, including affordable and social housing tenants.
- **Recognition of strong community networks and cultural identity** –consultations indicate there is a strong sense of pride and identity amongst many community members. There are also strong connections for Aboriginal and Torres Strait Islander residents to Waterloo. The master planning process presents opportunities to not only recognise Aboriginal and non-Aboriginal cultural heritage in the design, but to also involve community members in the planning and design process.

7.2 Constraints affecting the precinct

Constraints which may affect the precinct relate to risks to social cohesion and character of the local area. These risks may arise from the rehousing of social housing residents, change to the population and demographics, and long term construction impacts. These constraints may impact on the social sustainability of the development in the long term, if they are not appropriately considered as part of the development of the Waterloo SSP Masterplan.

The potential social constraints affecting the renewal of the Waterloo SSP are:

- **Rehousing existing social housing residents** – Many of the social housing residents in Waterloo are from vulnerable groups and have high needs (i.e. older tenants, Aboriginal and Torres Strait Islander people, Culturally and Linguistically Diverse people, people with mental health issues). Many also are long term residents of the area and have strong connections and attachments to Waterloo. Support will be required to ensure the rehousing process is a smooth transition particularly for vulnerable groups.
- **Temporary rehousing outside the Waterloo Estate** – although it is intended that the majority of tenants would be able to relocate from their current home to a new home on the site, some tenants may be required to be temporarily rehoused outside of the Precinct.
- **Ensuring social cohesion between current and future residents** – it is anticipated that future residents, particularly those in private housing, will have a different demographic to those of the current residents (according to e.g. income, education, employment levels). There is the risk that this will impact on social cohesion in the community. Strategies will be required to maintain and build strong community networks to enable community members to deal collaboratively with emerging issues and challenges.
- **Economic implications of the development** – the development of private dwellings may impact on other economic activities within the Waterloo Estate. This includes decreased housing affordability and increased rent for existing businesses. Access to affordable goods and services is important to meet the needs of people on low and moderate incomes.
- **Enabling older tenants to age in place** –there is a significant number of existing older tenants in the renewal area. Facilities and services will need to be planned for which support people to continue living at home (e.g. in-home care) and age in place locally (e.g. nursing home).
- **Increased need for social infrastructure for new residents** - incoming private residents will also require access to social infrastructure. The needs generated by this greater diversity of households may differ to those of existing residents and facilities will need to reflect the change in demand. Consideration will need to be given to ensure that the facilities contribute to an integrated community.
- **Change in local character** - Areas in close proximity to the Waterloo Precinct have recently or are currently undergoing significant development (e.g. Danks Street, Zetland, Green Square, Australian Technology Park), and together with Waterloo, the broader area will result in higher density living. Although there are currently six high rise buildings in the Waterloo Estate, the redevelopment is likely to increase the number of high rise buildings and density in the local area. The design will need to ensure lower scale buildings are integrated to help mitigate the visual impacts and perceived scale of taller buildings. With additional residents, there will also be increased demand on public spaces, which will require new and well designed public spaces.

- **Long term construction impacts** – with a 15 to 20 year timeframe, residents in the local area may be exposed to construction impacts (e.g. noise, vibration, dust, visual) over many years. A construction management plan will be required to mitigate potential impacts on the community (e.g. sleep disturbance, annoyance).
- **Maintaining connections within the Culturally and Linguistically Diverse Community** - Waterloo has a significant population of CALD social housing residents (particularly Mandarin, Cantonese and Russian speakers) with many forming specific language clusters within buildings/areas. The rehousing process will need to consider how to maintain and reinforce these strong bonds, for example relocating language and cultural groups together, or providing specialised support services and facilities.
- **Respecting the area's rich Indigenous Heritage** – Ensuring this is reflected in a high density area may be a challenge, as will maintaining the cultural and community connections of existing Aboriginal and Torres Strait Islander social and non-social housing residents through the renewal process. Aboriginal and Torres Strait Islander residents will need to be involved throughout the master planning process to ensure their specific social needs are addressed and cultural heritage is respectfully recognised in the design process.

8. Recommendations and next steps

This Social Baseline Report has provided an understanding of the current social context of the Waterloo SSP, including the communities and social infrastructure in and around the Waterloo SSP. The findings from this report provides the current social context as a basis for the Social Sustainability Study that will be prepared by UGDC and LAHC. The Social Sustainability Study will need to fully assess the social aspects of the project and identify social sustainability measures to promote positive social outcomes based on the current social context, as per the Department of Planning's Study Requirements.

This Social Baseline Report has also identified the social challenges, opportunities and issues that may result from the renewal process based on the current social context. Opportunities for the Waterloo SSP relate to the delivery of quality social housing, affordable housing and private dwellings as well as community infrastructure to meet the needs of Waterloo's diverse households and community. Constraints which may affect the precinct relate to risks to social cohesion and character of the local area, due to the rehousing of social housing residents, change to the population and demographics, and long term construction impacts.

The opportunities and constraints for the Waterloo SSP should be reviewed and updated as the development progresses through the planning, construction, post-construction and occupation phases, particularly to capture demographic change over time. This will ensure that different opportunities are considered and benefits are maximised, particularly if there are significant changes to the future design.

Based on the potential social issues and risks, the following recommendations have been identified for the current planning and design work that should be considered as part of the Waterloo SSP Masterplanning process:

- **Accessible design and walkability** should be a key design consideration to ensure older residents can age in place and live independently. This is with regards to apartment and building design, as well as the public domain.
- **Maintaining local culture and identity in the design** of various elements and features should be a key focus e.g. buildings, urban form and fabric, community facilities and spaces. There may be opportunities to involve community members and stakeholders in design and planning so that local character and identity is reflected and interpreted. This is particularly important for the local Aboriginal community to maintain cultural and community connections.
- **Planning for new and upgraded social infrastructure to consider the diverse needs of existing communities, and the changing characteristics of the community over time** as the renewal progresses. Facilities will need to be flexible, and should be planned in partnership with local service providers who understand the needs of the local communities. This includes considering the locations of facilities within the Master Plan, ensuring they are well-located in terms of public transport and co-located with other facilities.
- **Social housing dwellings should be designed to look similar to private dwellings** to facilitate social cohesiveness and create an integrated community.
- **Ongoing consultation with service providers is required** to confirm the capacity of existing services and facilities to meet the needs of existing and future residents, including private, affordable and social housing residents. Consultation will also confirm the status of planned facilities, and provide information that is not available from a desktop study.

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Appendices

Appendix A – Demographic profile areas

Figure 22 shows the demographic profile areas:

- Waterloo Social Housing Estate (outlined in orange), which is adjacent to the Waterloo Metro Quarter (outlined in yellow). Together these two areas form the Waterloo SSP. The Statistical Area Level 1 Districts which correspond to this area are: 1133801, 1133802, 1133804, 1133841.
- Waterloo East (outlined by the dotted line), comprising Statistical Area Level 1 Districts: 1133803, 1133805, 1133806, 1133822, 1133823, 1133828, 1133829, 1133830, 1133831, 1133832, 1133833, 1133834, 1133835, 1133836, 1133837 and 1133840.
- Waterloo suburb (shaded area).

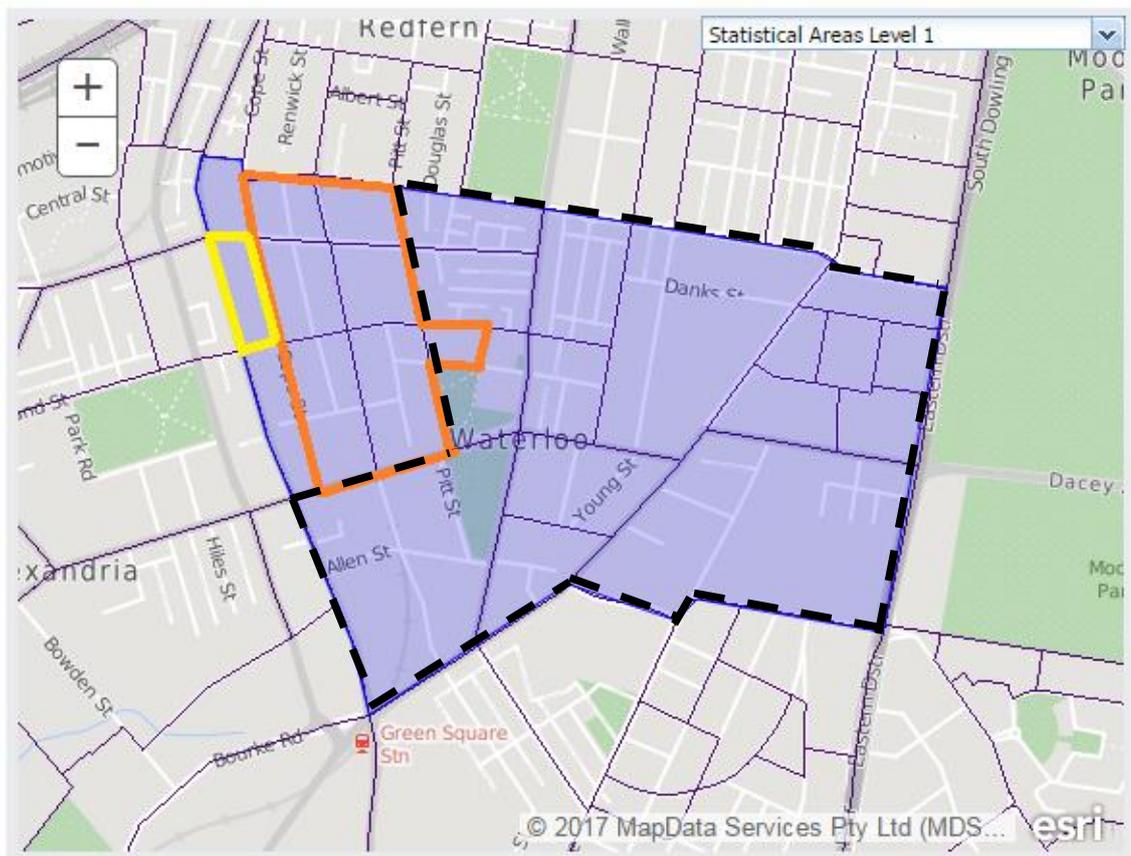


Figure 22 Map of Waterloo Social Housing Estate, Waterloo East and Waterloo suburb

Source: Australian Bureau of Statistics, 2011

Appendix B – Index of Relative Socio-economic Disadvantage

Figure 23 Statistical Area Level 1 (SA1) Index of Relative Socio-economic Disadvantage for the Waterloo Estate, 2011

Waterloo Estate	Score
1133801	571
1133802	548
1133804	791
1133841	703
Range	548 to 791

Figure 24 Statistical Area Level 1 (SA1) Index of Relative Socio-economic Disadvantage for Waterloo East, 2011

Waterloo East	Score
1133803	1108
1133805	689
1133806	622
1133822	1088
1133823	1053
1133828	1046
1133829	1048
1133830	972
1133831	1091
1133832	1041
1133833	1095
1133834	1136
1133835	1046
1133836	1018
1133837	720
1133840	679
Range	622 to 1136

*Yellow highlighted rows indicate areas with a lower level of disadvantage

Appendix C – Central to Eveleigh Corridor

Central to Eveleigh Urban Transformation Strategy (UrbanGrowth NSW, 2016)

This strategy will guide development of the government land in and around the rail corridor from Central to Erskineville train stations. It contains an ambition, vision and the ten key moves that set the framework for the future delivery of more homes alongside better public transport, new parks and community facilities. One of the key moves is to deliver a new Metro station at Waterloo.

The Central to Eveleigh Corridor has been divided into five precincts, which includes the Waterloo Precinct as shown in Figure 25. In accordance with the Strategy it is anticipated that the Waterloo Precinct would build on the investment in the new Sydney Metro station. FACS will lead the renewal of the Waterloo social housing estate into a more diverse community with a mix of new public, affordable and private housing along with neighbourhood businesses, community facilities and parks.

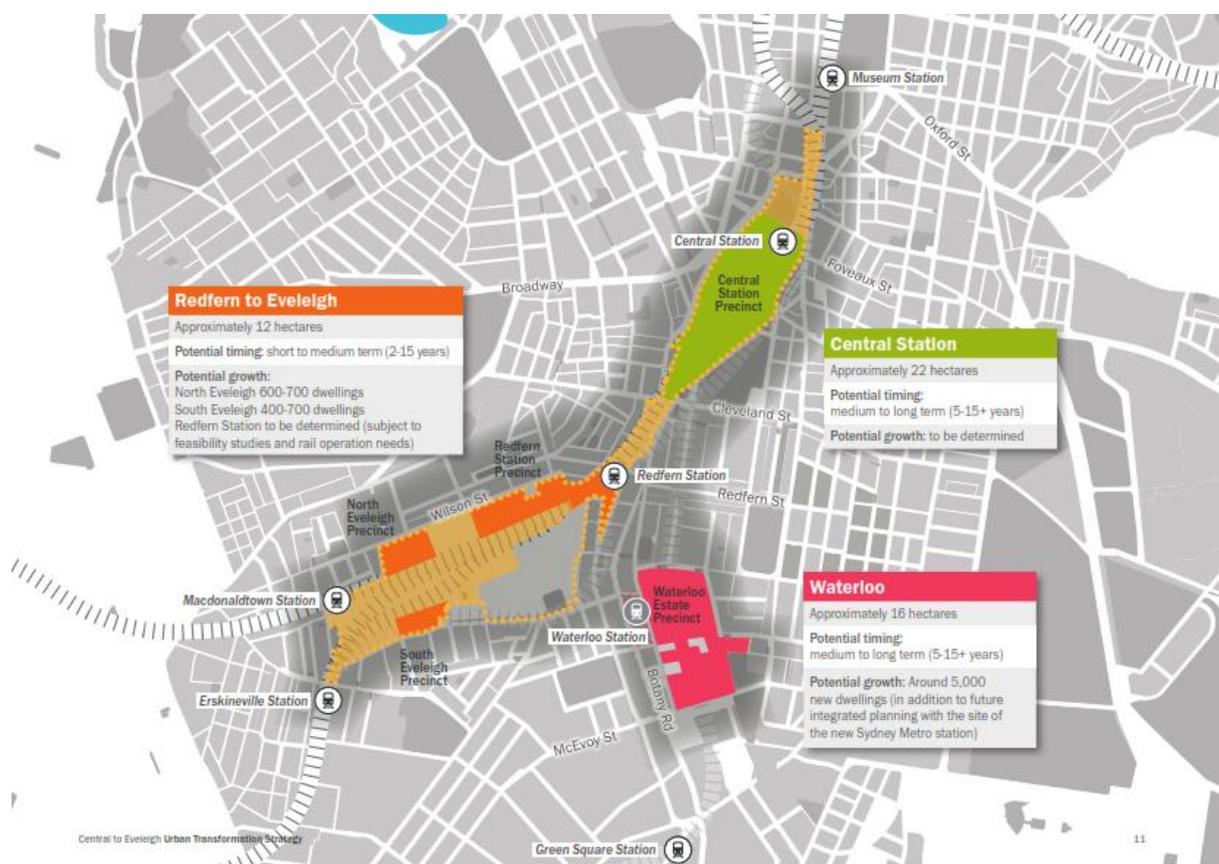


Figure 25 Central to Eveleigh Precincts

Source: Central to Eveleigh Urban Transformation Strategy, 2016, p 11. Source: <http://www.centraltoeveleigh.com.au/>

Other key moves that are relevant to social sustainability include:

Key moves

- Create walking and cycling connections across the railway corridor.
- Connect the city with surrounding places.
- Create centres of activity around stations.

- Strengthen arts, culture and heritage.
- Integrate new high-density mixed use buildings with existing neighbourhoods and places.
- Deliver a diversity of housing choice, tenure and price points.

These key moves will help achieve the visions for:

- **Community** - This will be a place that builds community by celebrating our rich diversity and heritage and gives everyone easy access to community and cultural facilities.
- **Housing** - This will be a place with a broader supply and choice of homes and active, safe and attractive public places to support social diversity and community connections.
- **Working** - This will be a dynamic and popular place to work – a place that connects many types of businesses and offers the right balance and diversity of service, trade, digital, education, innovation and creative industries.

Central to Eveleigh Urban Transformation and Transport Program Community Infrastructure and Social Issues Review (GHD, 2015)

This study was prepared to inform the *Central to Eveleigh Urban Transformation Strategy*. The study recognised that the renewal of the Central to Eveleigh Study Area would result in steady growth of new residents, workers and visitors over a 20-year period. While bringing a range of opportunities, the renewal process would also have significant social risks on existing communities within and surrounding the project area.

The study presented a profile of existing and potential communities, including social characteristics, community infrastructure needs, and potential social risks and opportunities associated with the renewal. This was informed by stakeholder and community consultation conducted by UrbanGrowth NSW.

GHD also conducted interviews with local service providers and informed the study with past consultation outcomes from the proposed renewal of Redfern, Waterloo and South Eveleigh social housing sites. These consultations provide important insights into the communities living within and around the Central to Eveleigh area (discussed in the next section).

The study provided a big picture assessment of the factors that may influence the urban renewal of the Central to Eveleigh area to allow a more holistic assessment of the potential social risks and opportunities. The key social trends and issues that were identified included: population growth and change in the city; housing affordability; ageing of the population; healthy cities; sustainable living and design; and technology and communication.

In response to the social issues identified from research, the following social sustainability objectives were developed for the Central to Eveleigh area. These were also supported by priorities for further investigation and refinement during the precinct planning phase of the project.

- **Housing** - Deliver a range of appropriate, affordable and quality housing tenures to meet the needs of diverse households, community members and city workers.
- **Economy and employment** – Support economic growth and diversity for the city whilst providing access to new employment opportunities for community members that are close to home
- **Community cohesion and identity** – Create vibrant and unique places that encourage connections between all community members and improve access to appropriate and high quality community infrastructure.

- **Health and wellbeing** – Encourage active and healthy lifestyles through provision of walkable neighbourhoods that are green, connected and safe.

Previous consultation in relation to the Central to Eveleigh Corridor

LAHC and UGDC have been consulting with stakeholders and communities over several years on the proposed redevelopment of Waterloo, and surrounding areas such as the Central to Eveleigh Corridor to inform the Central to Eveleigh Urban Transformation Strategy. The consultation activities during 2013 to 2015 included initial stakeholder and community workshops, focus groups for the Draft Concept Plan, telephone surveys, visioning workshops, and meetings with stakeholders to inform the *Community Infrastructure and Social Issues Review* (2015).

Table 25 below presents a high level summary of the discussions that relate to social sustainability.

Table 25 Outcomes of Central to Eveleigh community and stakeholder engagement activities

Theme	Key outcomes
Diverse housing	<ul style="list-style-type: none"> • Existing diversity of housing is a strength of the area and promotes mixed community. • Ensure diversity of housing throughout the redevelopment both in housing types (e.g. apartments, terraces) as well as suitable for different incomes and groups (e.g. affordable, social, aged, students). • Opportunity to increase affordable housing supply and diversity, including affordable rental housing for key workers.
Social housing tenants	<ul style="list-style-type: none"> • Ensure needs of social housing tenants are considered in the redevelopment including those with complex needs (e.g. mental health issues, frail aged, drug and alcohol dependency). This includes supporting them through the transition to temporary housing, and in rehousing (e.g. appropriate housing types for seniors to allow ageing in place). • Consider community service needs of tenants.
Community infrastructure needs	<ul style="list-style-type: none"> • High demand for many services and facilities. Services currently at capacity include schools and preschools, community health and mental health services. • There is an existing need for: a new community centre; affordable office and community spaces for community service providers; cultural spaces particularly for Aboriginal cultural activities; arts centre. • There will be increased demand for public open space and sport and recreation facilities. • The area is well serviced by youth services. • Consider management models and affordability for service providers.
Employment	<ul style="list-style-type: none"> • Training and employment is important for low income tenants. • There is an opportunity to provide long term employment and training opportunities for tenants, beyond the construction phase. Local services will need to provide support with this.
Overall challenges and opportunities	<ul style="list-style-type: none"> • Improve walkability, safety and connections within and between neighbourhoods. • Concerns about increased population and strain on existing infrastructure e.g. community facilities, transport, parking availability. • Traffic and parking a significant existing concern in the area. • Future business mix needs to include affordable options for people on low incomes e.g. social housing tenants need access to large supermarkets (e.g. Aldi, Coles and Woolworths). • Recognition of Indigenous culture and identity is important. • Retain the heritage, character and identity through the renewal process.

Theme	Key outcomes
Transparent processes	<ul style="list-style-type: none"><li data-bbox="539 210 1362 237">• Build trust and work with the community through the development process.<li data-bbox="539 241 1082 268">• Ensure transparent and meaningful consultation.

Appendix D - Social Sustainability Frameworks

Social sustainability frameworks

Healthy planning frameworks

Social Determinants of Health (World Health Organisation, 2003)

The World Health Organisation's Social Determinants of Health provide evidence-based research on the socio-economic conditions which are important for people to grow, live, work and age, including the health system. These circumstances are shaped by the distribution of money, power and resources.

The evidence shows that people who are less well off have substantially shorter life expectancies and more illnesses than the rich. People's health is sensitive to their social environment, or what has become known as the Social Determinants of Health. They are:

- The social gradient
- Stress
- Early life
- Social exclusion
- Work
- Unemployment
- Social support
- Addiction
- Food
- Transport

The research into the social determinants of health confirms that community wellbeing and health is dependent on a range of factors, all of which are linked to how communities are planned and the built environment.

Sydney Local Health District Strategic Plan 2012-2017 (NSW Health, 2014)

The vision of the SLHD Strategic Plan is to achieve excellence in health care for all, helping people to stay healthy and provide access to world class, timely, integrated patient and family centred health care. The aim is that all people living in SLHD can have good health through access to the best quality healthcare and health information.

Based on the plan, one of the most socio-economically disadvantaged suburbs in SLHD is Waterloo. Waterloo is also home to a very significant Aboriginal population who are widely recognised as having poorer health and poorer access to appropriate health services. Waterloo also has a high proportion of vulnerable children.

Increased urban density in SLHD is also creating demand for community health services. Other significant factors include an ageing population, increasing rates of chronic disease, significant cultural diversity including refugees and pockets of areas of low socio-economic status.

A key underpinning of the plan is the principle of equity. It includes a targeted approach to providing services to subpopulations that have especially poor health status or marginalised status. Issues that are targeted through this approach include:

- Aboriginal Health.
- Diversity.
- Homelessness.
- Chronic care and disability.

The key priorities for the community in terms of equity include:

- Extending targeted services to ensure that services are reaching those vulnerable/at risk families and communities, for example, sustained home visiting, outreach services for young people, services for children and young people in Out of Home Care, services for refugees.
- Maintaining a focus on marginalised and disadvantaged populations requiring access to specialist services.
- Maintaining a focus on priority population groups who have difficulty accessing routine/mainstream services. One strategy will be to extend the SLHD's relationship with partners such as NGOs, other government agencies and the Inner West Sydney Medicare Local.

Building Better Health: considerations for urban development and renewal in the Sydney Local Health District (SLHD) (NSW Health, 2016)

The built environment has a significant influence on health, including mental health and social wellbeing. The area covered by the SLHD will undergo significant urban development over the decades, which have implications on the health of those living in the area. This guide provides a reference for health issues that should be considered as part of planning and development in the SLHD.

The SLHD has a high population density. It is diverse in terms of socio-economic status and cultural diversity. According to this guide, there is a clear relationship between the quality of the built environment and prevalence of chronic diseases, such as overweightness and obesity, type 2 diabetes and heart disease. It provides that healthy built environments have a role in promoting population health. The guide aims to provide guidance to encourage physical activity and reduce health inequalities through the design of urban environments. It refers to the *Healthy Urban Development Checklist* (below) to support healthy environments and lifestyles.

Considerations related to health and development that are relevant to this report include:

- Protecting the health of local populations from environmental risks with consideration to the local population characteristics, including socio-economic status, Aboriginal populations, culturally and linguistically diverse populations, and other potentially marginalised groups.
- Research has highlighted environmental conditions as being an important contributor to the higher rates of infection, injuries and chronic disease in Aboriginal people. The Housing For Health Program provides information on how to improve essential health hardware (e.g. sufficient hot water, washing facilities) that can improve health status and reduce the risk of disease and injury among Aboriginal communities.
- Building health equity into development planning with consideration to the needs of vulnerable and disadvantaged populations, children, and representatives of different groups, including community members, non-government organisations and community groups.
- Affordable housing and broad-based employment opportunities in promoting equity.

The Healthy Urban Development Checklist (NSW Health, 2017)

The checklist was developed to assist health professionals to provide consistent and comprehensive advice on development plans. However it is also intended that it will also be helpful for providing input and advice from the earliest possible phases of the urban planning and development process.

The checklist focuses on:

- Healthy food
- Physical activity
- Housing
- Transport and physical connectivity
- Quality employment
- Community safety and security
- Public open space
- Social infrastructure
- Social cohesion and social connectivity
- Environment and health.

Key priorities and considerations that are relevant to social sustainability include:

- Green space and natural areas to be accessible by walking.
- Public open spaces are safe, healthy, accessible, attractive and easy to maintain.
- Promote streetscapes that encourage activity.
- Consideration into the provision of facilities for both structured and unstructured sporting activities.
- A sense of cultural identity and sense of place.
- A range of facilities to attract and support a diverse population.
- Responsiveness to community needs and current gaps in facilities and/or services.
- Early delivery of social infrastructure.
- An integrated approach to social infrastructure planning.
- Maximisation of efficiencies in social infrastructure planning and provision.

A framework for improving health equity in Sydney Local Health District (NSW Health, 2017)

This framework acknowledges that within the SLHD, the socio-economic status is slightly higher than NSW however there are areas of significant disadvantage linked to health inequities. Health inequities arise largely because groups do not have equal access to the social determinants of health (discussed above). Health inequities in the SLHD include:

- Some groups have shorter lives and poorer health than others, including Aboriginal and Torres Strait Islander people.
- Some groups have limited access to health care, including those with low health literacy.
- Some services are not used by all those that need them, including non-English speakers and people from low socio-economic groups.
- Some communities have very high concentrations of disadvantage, such as high unemployment, low household incomes and high proportions of people who do not speak English well.
- People with mental illness in Australia have a life expectancy 10-15 years less than others, and often poorer access to physical health care.

Disadvantage is often cumulative. Different factors that contribute to health inequities include poor access to health care, vulnerability, poor housing, low income, poor education, social exclusion and low social power. When these factors are compounded, there are even fewer life opportunities available to promote personal health and wellbeing. People experiencing disadvantage may have shorter and less productive lives, with more ill health and poorer quality of life.

To improve health equity, the framework provides the following strategies that are relevant to this report:

- Involving disadvantaged and marginalised communities in decisions about their health and health care; and committing to long term partnerships with communities and other organisations to address problems in health equity and the social determinants of health.
- Allocating and targeting resources to provide access to health care to all groups in the population, in proportion to need, and address the causes of unequal health.
- Using data and evidence to inform decision making, and undertaking research and evaluation on how best to reduce inequities within the District.
- Services can help individuals and communities become less vulnerable to the effects of disadvantage—for example through greater health literacy or stronger communities, or reducing the link to behaviours such as smoking or conditions such as loneliness which magnify risk.
- Services can also assist in reducing individuals' and communities' exposure to social determinants of poorer health – for example living in poverty, low educational achievements, dangerous work places, or racism.
- Services can work towards a fairer and more inclusive system, especially in health and social care.

Certifications and frameworks for urban developments

Green Star Communities National Framework (Green Building Council of Australia, 2015)

The Green Star Communities National Framework and rating tool have been developed by industry and government to encourage leading practice sustainable outcomes in the development of communities. The framework outlines five principles to achieve sustainable communities, with key considerations relevant to the Waterloo Social Sustainability Study including:

Enhance liveability

- Providing diverse and affordable living, with a diversity of dwellings, buildings and facilities that reflect the broad socio-economic needs of the community as well as access to local services such as transport, food, health and conveniences.
- Creating healthy, safe and secure communities that support physical activity, social engagement, and opportunities for and raising the awareness of healthy activities within the community.
- Fostering inclusiveness and cohesiveness for all ages, abilities, cultures and socio-economic backgrounds of the community. Community cohesion can be facilitated by developing a shared vision, engaging stakeholders in the evolution of their communities, embracing diversity and

Social sustainability frameworks

tolerance, respecting each others' rights and responsibilities and reflecting these values in the built environment.

- Building community adaptability, including creating opportunities for a diversity of uses and activities that enable communities to meet future challenges.

Create opportunities for economic prosperity

- Promoting education and learning by providing opportunities for the community to access a variety of education and learning systems.
- Enhancing employment opportunities that meet the needs of local and regional communities and facilitating access to them.
- Attracting investment, including providing key infrastructure that enables community and business connectivity.

Foster environmental responsibility

- Enhancing our natural environment including protecting, valuing, restoring and enhancing our natural and cultural heritage assets, both water and land-based.

Embrace design excellence

- Encouraging integrated design, including effective connectivity between transport, communication, social and physical infrastructure systems.
- Creating desirable places, including reinforcing a sense of place, community identity and local character within design.
- Encouraging a high quality, integrated and safe public realm that meets the needs of the local community.
- Creating functional, vibrant, stimulating and memorable places that evolve for people to live, work and play.
- Promoting accessibility, including locating higher densities close to public transport and services to encourage active transport, promote public health and enhance public transport use.

Demonstrate visionary leadership and strong governance

- Establish coordinated and transparent approaches.
- Build a commitment to implementation.
- Engaging with stakeholders and building a shared vision with stakeholders across community, industry and government.
- Fostering sustainable cultures and behaviours.

EcoDistricts Protocol (EcoDistricts, 2016)

The EcoDistricts Protocol is a sustainability performance framework that supports and rewards neighbourhood-scale projects. It was launched in April 2016 after being piloted across 11 districts in eight North American cities.

The Protocol fosters neighbourhood-scale sustainability by:

- Providing a flexible yet rigorous performance framework
- Forming inclusive governance to spur effective planning and project delivery
- Supporting robust public-private-civic partnerships
- Aligning leadership to improve cross-sector collaboration
- Setting meaningful performance targets based on a comprehensive district assessment
- Integrating equity, resilience and climate protection into all facets of district planning.

Creating Stronger Communities (Berkeley Group, 2012)

Creating Stronger Communities provides a framework to measure the social sustainability of new housing and mixed use developments, which was developed in partnership with the Berkeley Group, a significant developer in the UK.

The framework was designed to build on what is already known about creating and supporting thriving communities. It considers three dimensions:

- Infrastructure and social amenities
- Voice and influence
- Social and cultural life

Social sustainability frameworks

The framework was tested on four of Berkeley's housing developments, with the outcomes contributing to how social sustainability is understood in housing development projects. These outcomes can inform the development of the Social Sustainability Study for Waterloo, particularly as physical and social components of a development are strongly linked to quality of life as well as individual and collective wellbeing.

Appendix E – NSW Government Policies

NSW Government

Strategic plans

NSW 2021 A Plan to Make NSW Number One (NSW Department of Premier and Cabinet, 2011)

This is the NSW Government's 10 year plan which sets 32 goals, with priorities for action, guiding the NSW Government resource allocation in conjunction with the NSW Budget. Government agencies are required to identify cost-effective initiatives to achieve the goals and targets within the plan.

Goals relevant to this social sustainability study include:

- Making it easier for people to be involved in their communities.
- Fostering opportunity and partnership with Aboriginal people.
- Enhancing cultural, creative sporting and recreation opportunities.

A Plan for Growing Sydney (NSW Department of Planning and Environment, 2014)

The Metropolitan Strategy is the NSW Government's plan to manage the growth of Sydney. The plan sets ambitious housing and employment targets for Sydney to 2031, including:

- Sydney will have 1.6 million more people.
- There is a need for 664,000 additional homes.
- Employment capacity will increase to 689,000 new jobs across metropolitan Sydney.

Relevant goals of the plan include:

Goal 1: A competitive economy with world-class services and transport:

- Direction 1.1. Grow a more internationally competitive Sydney CBD
- Direction 1.6. Expand the Global Economic Corridor
- Direction 1.7. Grow strategic centres
- Direction 1.10. Plan for education and health services to meet Sydney's growing needs
- Direction 1.11. Deliver infrastructure

Goal 2: A city of housing choice, with homes that meet our needs and lifestyle.

- Direction 2.1. Accelerate housing supply across Sydney
- Direction 2.2. Accelerate urban renewal across Sydney – providing homes closer to jobs
- Direction 2.3. Improve housing choice to suit different needs and lifestyles

Goal 3: A great place to live with communities that are strong, healthy and well connected.

- Direction 3.1. Revitalise existing suburbs
- Direction 3.2. Create a network of interlinked, multipurpose open and green spaces across Sydney
- Direction 3.3. Create healthy built environments
- Direction 3.4 Promote Sydney's heritage, arts and culture

Goal 4: A sustainable and resilient city that protects the natural environment and has a balanced approach to the use of land and resources

Draft Central District Plan (Greater Sydney Commission, 2016)

The Draft Central District Plan sets the NSW Government's priorities and actions for Greater Sydney's Central District, which includes the City of Sydney. The strategy aims to strengthen global competitiveness, increase productivity and continue to provide a high quality of life for residents.

The strategy identifies liveability priorities and actions based on the District's dynamic urban network for unique places, safe neighbourhoods and vibrant communities. The overarching priorities are:

- Improving housing choice.
- Improving housing diversity and affordability.
- Coordinating and monitoring housing outcomes and demographic trends.
- Creating great places.

NSW Government

- Fostering cohesive communities.
- Responding to people's need for services.

The Draft District Plan proposes an Affordable Rental Housing Target that builds on Action 2.3.3 of *A Plan for Growing Sydney*. It requires State and local governments to create affordable housing within government-led urban renewal projects. When preparing planning proposals for new urban renewal, the relevant planning authority will include an Affordable Rental Housing Target of 5% to 10% of new floor space as a form of inclusionary zoning. This approach has been designed to:

- Provide additional rental opportunities in both urban renewal and greenfield areas to address declining rental affordability across Greater Sydney
- Support residents transitioning out of social housing
- Provide housing opportunities closer to employment centres that will help reduce pressure on transport infrastructure.

The Waterloo Metro station is identified in the strategy as a major transport infrastructure project in Sydney. With the renewal of the Central to Eveleigh corridor which is identified as a major urban renewal project, the Waterloo SSP is recognised as an important area for the provision of housing and improved public transport in the Central District.

The Draft Plans were on exhibition in from late 2016, and are currently being finalised according to feedback received from submissions.

UrbanGrowth NSW Development Corporation (formerly Landcom)

Landcom Open Space Design Guidelines (Landcom, 2008)

In developing their Open Space Design Guidelines Landcom (now UrbanGrowth NSW Development Corporation) recognised the important role that public open space plays in developing and nurturing communities. The Guidelines were developed to assist Landcom and their partners to develop places that are valued by the community, well used, and greatly enjoyed. The Guidelines include principles for designing, delivering and managing open space including:

- Be meaningful to place and community.
- Be multi-functional and adaptable, including locating recreation facilities close to other compatible facilities (e.g. community facilities such as indoor sports venues, schools, community halls etc.).
- Provide diversity, including ensuring that sports focused facilities also provide for passive recreation opportunities that cater for spectators.
- Encourage social interaction.
- Promote health and wellbeing.

Provide equity and accessibility.

Landcom Community Centre Guidelines (Landcom, 2007)

Landcom (UrbanGrowth NSW Development Corporation) acknowledges the important role that community centres play in contributing to the fabric of a community. These Guidelines were developed to increase understanding about what makes a successful community centre and provide guidance about the different issues to consider when planning new community centres. The principles for community centre planning include:

- Address community needs and promote social outcomes.
- Provide a range of community services, activities and programs.
- Contribute to the public domain and sense of place.
- Adopt sustainable funding, management and maintenance arrangements.
- Ensure equitable access.
- Support community cohesion.
- Develop a strong local profile.
- Involve the community.
- Work collaboratively.
- Promote physical integration.
- Ensure flexibility and adaptability.
- Ensure integrated planning

In addition to these principles, the Guidelines outline some of the key tasks that need to occur at the planning, design, delivery and operation phases of development. These include:

- Planning to local social needs and desired social outcomes; funding, ownership and partnership arrangements; size, scale and location of the facility.
- Design and delivery which considers functional and design features; co-location with other facilities where appropriate; and timing of delivery.

Operation including providing a diversity of programs, services and activities; staffing of centres; and sustainable management, maintenance and policy arrangements.

Relevant State Environmental Planning Policies

State Environmental Planning Policy (Affordable Rental Housing) 2009

The Affordable Housing State Environmental Planning Policy (SEPP) seeks to increase the supply of new forms of affordable housing, protect existing supply, and facilitate the expansion of the role of not-for-profit providers.

The SEPP sets out development standards and planning controls associated with the modification of existing and the creation of new low cost rental accommodation. It also seeks the provision of affordable housing closer to major employment areas. The SEPP encourages development of higher density housing by private developers, subject to a proportion of dwellings being provided for affordable housing.

State Environmental Planning Policy (Urban Renewal) 2010

The Urban Renewal SEPP outlines the necessary criteria and steps for identifying an existing urban precinct as a potential candidate for renewal and revitalisation. Redfern Waterloo was identified as one of three precincts within the SEPP. The key principle of the SEPP is to integrate land use planning with existing or planned infrastructure to create revitalised local communities, greater access to public transport and a broader range of housing and employment options.

State Environmental Planning Policy (SSPs) 2005

SSPs are areas that the Minister for Planning considers to be matters of state or regional planning significance, because of their social, economic or environmental characteristics. These areas can play a particularly important role in achieving government policy objectives, including those relating to

NSW Government

increasing the supply of housing and employment in key locations, and improving housing choice and affordability.

To facilitate the redevelopment of potential SSPs, investigations are carried out to inform a revised planning framework.

Amendments to the zones and planning controls for SSPs can be made through a State Environmental Planning Policy. This can be approved by the Minister for Planning for any matter that the Minister considers to be of state or regional planning significance.

Other relevant NSW Government strategies

With the delivery of a new metro station at Waterloo, many of the NSW Government's long-term transport planning strategies are relevant to the renewal of the Waterloo SSP. These include:

- **NSW Long-Term Transport Master Plan (Transport for NSW, 2012)** – sets the direction for transport planning for the next 20 years and identifies a number of key strategies for the Study Area, including building light rail and a second Sydney Harbour tunnel rail link.
- **Sydney's Bus Future (Transport of NSW, 2013)** – sets out initiatives that will impact planning for the Waterloo project including changes to current bus services.
- **Sydney's Rail Future (Transport for NSW, 2012)** – with key moves including the Sydney Metro. The Waterloo metro station was identified as a potential project which would drive jobs, housing and infrastructure development for central Sydney.

NSW Department of Education

Planning New Schools, School Safety and Urban Planning Advisory Guidelines (NSW Department of Education, 2015)

The Asset Management Directorate of the NSW Department of Education and Communities has developed this document as non-statutory general advice to facilitate the planning of new schools.

The document acknowledges that predicting where and when a new school is required is complicated by a range of social, economic and land use variables. The development of a new school has the ability to impact on an area by affecting the rate of housing development and therefore enrolment demands. The most accurate method of predicting school enrolments is using a five year horizon from Australian Bureau of Statistics Census data.

According to the document a school will only be funded, built and operated where there is demonstrated need for a new school. Consideration is therefore given to:

- Compliance with the Education Act 1990.
- Budget availability and competing priorities for funding of other infrastructure projects.
- Enrolment forecasting and demographic profiling.
- The effect on surrounding, existing schools.
- The capacity of existing schools to take new enrolments or be expanded to take them.
- The property tenure options that are available.
- The education model proposed.
- Dwelling occupation and take-up rates.
- Housing development staging.
- Housing market characteristics.

The Guidelines also provide a checklist for considering the range of issues that should be addressed when identifying a site for a new school. In regards to site area it is recommended that a primary school/special purpose school be up to 3 ha and a secondary school up to 6 ha. It is recommended that schools be located central to residential areas with the majority of students within a 1.6 km catchment area.

Appendix F – City of Sydney Policies

City of Sydney Council

Key strategic documents for this study

Sustainable Sydney 2030 Community Strategic Plan (2014)

Sustainable Sydney 2030 is the City of Sydney's community strategic plan. Developed through extensive community consultation, the plan outlines a vision for the City including: a number of targets for the future to create a Green, Global and Connected city.

The targets for 2030 that are particularly relevant to this social sustainability study include:

- TARGET 3: There will be at least 138,000 dwellings, 48,000 additional dwellings in the City for increased diversity of household types, including a greater share of families.
- TARGET 4: 7.5 per cent of all City housing will be social housing, and 7.5 per cent will be affordable housing, delivered by not-for-profit or other providers.
- TARGET 5: The City will contain at least 465,000 jobs including 97,000 additional jobs, with an increased share in finance, advanced business services, education, creative industries and tourism sectors.
- TARGET 7: At least 10 per cent of city trips will be made by bicycle and 50 per cent by pedestrian movement.
- TARGET 8: Every resident will be within reasonable walking distance to most local services including fresh food, child care, health services and leisure, social, learning and cultural infrastructure.
- TARGET 10: The level of community cohesion and social interaction will have increased based on at least 65 per cent of people believing most people can be trusted.

Housing Issues Paper (2015)

The Housing Issues Paper is a supporting document to *Sustainability Sydney 2030 Community Strategic Plan*. It identifies key issues associated with housing supply diversity and affordability in Sydney. The purpose is to inform the development of a housing policy. The paper sets out the City's position to urge action from all levels of government, and the community and private sectors to address Sydney's housing affordability crisis.

The paper identifies five key issues:

- Policy reforms are needed to address declining housing affordability and rental security.
- Affordable rental housing supply needs to grow significantly to ensure Sydney's social and economic sustainability.
- A sustainable model needs to be developed for social housing supply as a vital form of social infrastructure.
- Investment to expand innovative housing models is critical to ending homelessness.
- Housing and infrastructure delivery need to be integrated through Sydney metropolitan planning for sustainable growth.

The paper states that the following number of additional dwellings are needed by 2030:

- 40,000 dwellings.
- 500 social housing.
- 9,700 affordable rental housing.

Options for action that can help achieve these targets, particularly social and affordable housing targets, include:

- Increase funding for social housing through a combination of mechanisms of direct government funding, levies on development, and cross-sector partnerships and mixed-tenure development models that can attract private finance and deliver cross-subsidies for social housing through private housing sales.
- Improve social housing quality through the renewal of rundown social housing stock, timely investment in repairs and maintenance, and delivering new adaptable and accessible social housing to meet tenants' changing needs over their lifetime.
- Review international best practice models for the design, development and financing of social housing to inform future development.
- Support the community housing sector to provide social housing supply, including through divestment of public housing assets to the sector to leverage for growth.
- Better coordination between state and local governments in the planning and development of housing, employment and essential infrastructure.
- Prioritise building medium to high-density housing and affordable rental housing close to transport and services through metropolitan planning policies.

City of Sydney Affordable Rental Housing Strategy 2009-2014 (2009)

The aim of the City's Affordable Rental Housing Strategy is to protect existing affordable housing and facilitate new affordable housing in the City, particularly for households on very low to moderate incomes.

The strategy adopts a target of 7.5% of all housing in the City to be affordable housing. This will require a substantial increase in the amount of affordable housing currently provided in the City. This would be achieved through the six objectives of the strategy:

- Increase the amount of affordable housing.
- Protect the existing stock of low cost accommodation.
- Encourage a diverse housing stock.
- Collaborate with other councils.
- Advocate for improved housing outcomes.

- Implement, evaluate and monitor the affordable housing strategy.

Creative City - Cultural Policy and Action Plan 2014 - 2024 (2014)

This policy sets out the principles and priority initiatives and investment to build the city's cultural capability. These include proposals to support artists and cultural workers to live and work in Sydney; ideas that better connect the public to the city's cultural life; and ideas that will assist everyone in the community to explore their own creativity.

The vision of the policy includes creating cultural opportunities that are valued and accessible; taking pride in Aboriginal history, culture and contemporary expression; as well as promoting Sydney's diversity and rich immigrant history and heritage.

Relevant to this study, activities and strategies to support cultural opportunities include:

- Strengthen and encourage creativity in the public domain and in non-traditional venues and spaces.
- Support initiatives that reduce cost and logistical barriers to participation.
- Support cultural education and access programs for children and young people.
- Support appropriate infrastructure and spaces for community-based creative activity.
- Ensure new developments anticipate cultural uses and impacts.
- Support affordable housing for creative workers in Sydney.

City of Sydney Development Contributions Plan 2015 (2016)

Under the development contributions plan, the Waterloo SSP falls within the South Precinct, which is one of three precincts. The South precinct's population is forecast to increase the most, followed by the West precinct then the East precinct. Green Square and Ashmore development precincts will be key contributors to growth within the South Precinct.

Based on the plan, social infrastructure provision and expected demand in the South Precinct is as follows:

- The current amount of local open space available to each equivalent resident is 5.4m² in the South precinct. The plan states that the existing population's demand on existing open space is high and existing open space cannot absorb all of the new population's demand.
- There is one high-quality multipurpose community facility in the Redfern Street Village that meets the City's benchmark size (at least 2,000m² serving 20,000 to 30,000 residents). The Green Square Village does not contain a multipurpose facility and is underprovided for. The future population of the South Precinct will generate demand for two new facilities: one in Green Square and one in King Street Village.
- Three Council-owned libraries and nine non-Council libraries. Each village contains one Council library, but these do not meet the recommended benchmark size (at least 1,400m² serving 20,000 to 30,000 residents). The future population of the South Precinct will generate demand for a new library in Green Square and contribute demand for a new library in the King Street Village.
- 34 local community facilities comprising 17 Council-owned facilities and 17 non-Council facilities. Of the 17 Council facilities, seven are located in the Redfern Street Village and five are located in the Green Square Village. Many of the facilities in the Green Square Village are smaller than the recommended 500m². Existing local community facilities meet the City's benchmarks and existing population's needs in the Redfern Street and King Street Villages but not the Green Square Village. Significant growth that is forecasted in the Green Square Village will generate demand for at least one new facility.
- Three moderately sized indoor recreation facilities: one each in the Redfern, Green Square and King Street Villages. Overall, the number and type of facilities do not meet the City's benchmarks and the existing population's needs. A new large multipurpose facility of at least 3,000m² is needed in Green Square to meet the existing population's needs in the precinct. Substantial growth is forecast in the South precinct and this will contribute significantly to demand for the multipurpose facility.
- 65 child care centres as of 2015, including 23 Council-owned centres, with an average of 46 places in each. To maintain Council's 2015 provision rates, it would need to provide 430 new places (equivalent of 5-6 centres) until 2030.

Council proposed to provide the following for the South Precinct:

- Three new child care centres.

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- One new integrated multipurpose facility in Green Square Village.
- One new aquatic centre in Green Square Village.

Eora Journey. Economic Development Plan (2016)

The Eora Journey economic development plan sets an agenda for the City to work with Aboriginal and Torres Strait Islander communities and businesses over the next 10 years to achieve economic prosperity.

It was prepared through extensive research, engagement and collaboration with Aboriginal and Torres Strait Islander communities, organisations and businesses. Based on the challenges identified through the City's engagement and research work, the plan focuses on four main themes.

- **Create an economic hub** – Ensure support and capacity building for Aboriginal and Torres Strait Islander business owners and prospective entrepreneurs.
- **Maximise employment outcomes** – Ensure Aboriginal and Torres Strait Islander people can access opportunities, progress and thrive in the local economy.
- **Enhance tertiary opportunities** – Support Aboriginal and Torres Strait Islander people in accessing, completing and maximising the benefits of tertiary education.
- **Grow key sectors of the economy** – Support business ownership and employment opportunities in areas such as finance and professional services, tourism, retail, creative and digital businesses.

Under each of the themes the City has identified a range of actions to work in partnership to support Aboriginal and Torres Strait Islander economic development in Sydney.

Open Space, Sports and Recreational Needs Study (2016)

This study provides a series of directions and recommendations for the future planning, provision, development and management of public open space and recreation facilities located within the City of Sydney.

The City of Sydney has undergone rapid change in recent years. The study assesses these changes to inform decision making about future open space, sport and recreation facility provision and development.

It includes a strategy, open space delivery plan, research and analysis, and sports facilities demand study. The strategic directions in the study include:

- More open space for a growing population
- Better parks, sport and recreation facilities
- Improve the provision and diversity of sport and recreation facilities
- Access to recreation in the City will be inclusive and accessible for all
- Linking the network
- Involving the community
- Recreation will be environmentally sustainable
- Looking after our parks, sport and recreation facilities
- Beyond the Boundary.

Other relevant Council strategic documents

The City of Sydney has developed a range of strategic documents that align with the City of Sydney's community strategic plan and are relevant to this assessment, including:

- **Cultural Diversity Strategy 2008-2011 (2008)** – sets the framework for how the City celebrates and supports cultural diversity.
- **City of Sydney Economic Development Strategy (2013)** - a 10 year strategy to strengthen the City's economy and support business, including supporting productivity through the provision of key community infrastructure including affordable housing and child care.

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- **City Art – Public Art Strategy (2013)** – guides the provision of public art across the city. It provides a program for the development of public art projects and for the broader engagement by Council in committing to partnerships to support a vibrant public art culture.
- **Connecting Our City – Transport Strategy and Action Plan (2012)** –sets out a framework for coordinating action with the State Government to improve transport and access in the City. Relevant action areas, including: encouraging active transport; managing streets, parking and vehicle fleets; and enhancing public transport.
- **Cycle Strategy and Action Plan 2007 – 2017 (2007)** - reflects the City's commitment to making cycling an equal first choice transport mode, along with walking and using public transport. The strategy focuses on ensuring a safer and more comfortable cycling environment, as well as social initiatives to encourage more people to cycle.
- **Walking Strategy and Action Plan 2015-2030 (2015)** – brings together the City's actions and measurable targets to deliver a more walkable and liveable city and a more effective transport network. The actions focus on making walking quicker, easier and more comfortable.

Appendix G – Examples of similar scenarios

There is a significant body of national and international case studies that explores the outcomes and merits of social housing renewal projects. This section provides a review of case studies that have involved redevelopment of a social housing estate into a mix of social, affordable or private housing, similar to the Waterloo State Significant Precinct.

The review of the case studies focuses on social sustainability principles and measures that have been used or recommended for the redevelopment proposals. This section also identifies specific principles and measures related to vulnerable and key population groups (e.g. Aboriginal and Torres Strait Islander, culturally and linguistically diverse, youth, older people).

The social sustainability principles and measures demonstrated in the case studies can inform and guide the renewal of the Waterloo Precinct to deliver socially sustainable outcomes.

International case studies

Acton Gardens, UK

The South Acton Estate in the London Borough of Ealing was built in the 1850's, and was completely redeveloped in the late 1960's and early 1970's. In 1999, the Ealing Council announced a major regeneration program for the estate. From this time until 2008, Council sought input from the community and developers on the regeneration program. In 2012 Acton Gardens was announced as the final title for the new urban area.

The final plan for Acton Gardens proposes the development of 2,500 new homes, which will be built in 21 phases over 13 years. Half of these homes will be public and social housing, and existing tenants of the South Acton Estate will be able to transfer their leases to the new units. The plan will increase the total number of homes in the estate however the units will be spread over a wider area and will be lower rise than the existing South Acton Estate. As of April 2017 over 1,000 new homes have been developed, with over 500 of these new units available for social housing tenants (Ealing Council, 2017).

The newly developed Acton Gardens will include:

- A new community hub with youth and community facilities
- A 20% increase in open space and parklands
- New internal streets to improve access to the high street nearby.

Community uses and good urban design are considered essential to the delivery of social housing renewal projects.

Research conducted in 2015 by social enterprise, Social Life, examined the social impact of regeneration in South Acton. The research focused on the community attitudes towards Acton Gardens compared to the original South Acton Estate. The study showed that residents supported the regeneration process, particularly the improvements to public areas and housing design. Acton Gardens residents also reported a higher level of wellbeing on average than residents of South Acton Estate (Social Life, 2015).

Council has stated that ongoing community consultation will be a key aspect of the project's delivery, and the research on the social impact of the project will be used to inform the project (Social Life, 2015).

Elephant and Castle, UK

In 2012 Southwark Council and LendLease announced a social housing renewal project for the London suburb of Elephant and Castle. The project included the redevelopment of the Heygate housing estate, as well as other park and retail developments. Delivery will be staged over a 15-year period. Upon completion it will have 5,000 new and replaced homes, including at least 1,693 affordable homes, community facilities, including a restored Walworth Town Hall and library, and new spaces for arts, culture and leisure. Contributions from all new major developments will also fund the renovation of several local parks and public squares.

A major component of the project is Elephant Park, which will include 2,500 new homes along with community markets, a 1.5-hectare park, cinemas and retail spaces (Elephant and Castle Partnership, 2017).

Overall, the project aims to:

- Achieve a minimum of 35% affordable homes across the whole regeneration area. Most of the new developments will have mixed housing, with privately owned and rented apartments alongside homes for social rent or shared ownership.
- Regenerate the public spaces
- Integrate the area with existing transport networks
- Contribute to long lasting community benefits for the region (SGS Economics and Planning, 2014).

Although this project is still in early stages of redevelopment, there has been an emphasis on the timely construction of the new public housing dwellings to accommodate the residents of the former Heygate Estate. 90% of this stage of the project has been completed, providing the opportunity for existing Heygate Estate residents to transfer their tenancy to the new units in the near future (Elephant and Castle Partnership, 2017).

As part of the redevelopment, community engagement has included consultation on the redevelopment of the Elephant and Castle Leisure Centre, one of the main features of the community since the 1960's. The redevelopment of the arts and leisure facility is one of Council's key objectives to encourage community participation and inclusion of the whole Elephant and Castle community. The leisure centre will include a six lane, 25 metre swimming pool, a sports hall and a fully equipped gym and indoor cycle studio.

Temporary, vacant spaces that have become available on the site as a result of the redevelopment have been used for short-term small business and community uses to maintain social activity within the area as it develops. These include:

- **The Artworks Elephant**, which accommodates creative and small businesses, an event space for live music and poetry, a weekend market, bars and restaurants. It also includes a temporary library (replacing a library lost in a fire), with 10,000 books, free wi-fi, computers and a public study space. The library runs events and activities for children and adults.
- **The Lost Rivers Elephant**, a temporary arts and entertainment venue next to Artworks Elephant.
- **Hotel Elephant**, a not-for-profit company established in 2009 to support the borough's artists and makers. It provides affordable workspace and education programs, exhibitions, events and film screenings.
- **Mercato Metropolitan**, an Italian market, supermarket and food and drink venue that supports small producers, farmers and artisans. The site also contains a cooking school, vegetable garden and in-house cinema.

- **The Grow Elephant Community Garden**, a large gardening and gathering space on the Elephant Park site. The garden is run by a not-for-profit enterprise called Mobile Gardeners that was first established by local residents in 2011. Grow Elephant's priority is maximising the opportunity of temporary spaces available before or during the redevelopment while Mobile Gardeners seeks to work on spaces with long term potential in the Elephant and Castle, typically housing estate land and public spaces not earmarked for substantial change (Mobile Gardeners, 2016).
- **Community events** are also run in the area. These have included Sustainable Food Weekend and Black History Month, which explores the heritage of Southwark's African, Caribbean and Jewish communities.

As part of the redevelopment, a construction skills centre opened at Elephant Park in 2016 and will run for five years providing training to Southwark residents and supporting local residents into employment. The redevelopment has created more than 6,000 jobs, including more than 400 locally employed residents. Local training schemes, such as the not-for-profit company called Be Onsite (established by LendLease), has provided long time, unemployed residents opportunities for training, work experience and ultimately jobs in construction and related fields.

Investment in local community projects is also underway through the Elephant and Castle Community Fund. Local residents have also crowdfunded a new scheme called the Castle Place Project to adapt two neglected sites (near Lamlash) back into use as a new neighbourhood hub. The hub will include a community centre, work studios and landscaping.

Stonebridge, UK

The Stonebridge Estate in north London was built during the 1960's and 70's. It comprises six high rise blocks, seven medium rise blocks and 171 townhouses housing over 4,000 public housing tenants.

The Stonebridge Housing Action Trust (HAT) was established in 1994 to provide solutions in response to the disadvantage experienced by residents and undertake renewal of the estate. The Stonebridge HAT was established as a short term organisation, winding down its responsibilities in 2007 and passing management of the estate over to the Hillside Housing Trust. The Hillside Housing Trust is a community-based organisation and continues to manage key services for Stonebridge (Stonebridge Housing Action Trust, 2006).

After extensive community consultation and workshops, the overall design resulted in a combination of residential, health care, community and commercial facilities. The design involved overlapping different functions to encourage social interaction between people of different backgrounds and interests.

The renewal has involved replacing older tower blocks with high quality homes in more open street patterns. This has been implemented in stages over a number of years, with the last of the old blocks demolished in 2007. The Stonebridge Estate now includes 1,900 new homes, 59% of which are affordable rent, 8% shared ownership, and 33% are privately owned.

The Stonebridge Hillside Hub is identified as a vital aspect of the regeneration. It includes a strip of commercial spaces to accommodate local business, health care facilities, cafés and a supermarket. Community initiatives, managed through both members of the Trust and of the tenant's association, include employment programs, public IT facilities including computer and wireless internet access, a children's after school engagement program, and event spaces that can be used by community members, local groups and schools in the area. The use of these facilities and community areas has reportedly exceeded the expectations of the Hillside Housing Trust. Integral to the design and functionality of the Hub is its proximity to neighbouring facilities, such as a pharmacy, sports centre, transport options and footpaths. This contributes

to the strengthening of the relationship between neighbouring communities and the residents of Stonebridge Estate.

The Stonebridge Hillside Housing Trust has also implemented various initiatives to improve education and economic opportunities for residents and decrease disadvantage. These are facilitated and managed by an economic and social regeneration team that have an office on site in the Stonebridge Hillside Hub. Initiatives have included:

- **The Stonebridge Training and Employment Project (STEP)** which provided skills development and employment opportunities to residents, and included a specific engagement program for residents to become involved in the construction industry. This has resulted in increased local employment rates.
- **Youth engagement approaches** to encourage youth participation in sports, education and arts programs. This includes the facilitation of group activities after school, using the community facilities available in the Hub.
- **Home ownership programs**, facilitated by the Hillside Housing Trust, encourage increasing levels of ownership for residents. This includes a facilitated mutual exchange program, which allows residents to swap homes with housing associations or council, and gives residents the opportunity to purchase properties on the estate once they are able through the Government led 'Voluntary Right to Buy scheme.'
- **Various partnerships with key local agencies** to deliver services for older people, address crime and organise community events.

Regent Park, Canada

Regent Park is Canada's oldest and largest social housing project. The estate is currently undergoing a revitalisation process through a partnership between Toronto Community Housing (TCH) and private developer, Daniels Corporation. The redevelopment will include a mixed-income community. At completion, it will comprise around 30% social housing units and 70% private and affordable units. In 2013, the project commenced construction phase 3 of 5.

Alongside the redevelopment, TCH, the City of Toronto, local residents and social service providers have developed a Social Development Plan, which includes facilitating the integration of new and old residents to promote social cohesion. The goal of the plan is to achieve greater levels of equity, access, participation, social cohesion and community capacity. While the neighbourhood has concentrated and high rates of crime, poor social conditions and physically isolating infrastructure, tenants were reported to have deep attachments to Regent Park and a strong sense of community, access to networks of friendship and support, local amenities and convenience, and access to services/agencies that cater to their needs (Toronto Community Housing, 2014).

Investment into social infrastructure is also seen as a key part of Regent Park's successful redevelopment. A Community Facilities Strategy will support to Social Development Plan in providing public space and facilities for programs that serve the new community.

In their report, TCH proposes a Sustainable Neighbourhood Integration Framework to effectively implement the Social Development Plan into neighbourhood redevelopment. The framework was informed by an extensive literature review, in-depth interviews with long time residents, a representative of Daniels Corporation, and social service providers (Toronto Community Housing, 2014). The framework will be the foundation and long-term strategy for the social development of the community.

The framework identifies themes to effectively deliver the Social Development Plan:

- Guaranteeing equity through recognition of difference, and seeks to provide fair treatment by ensuring access, opportunity, and advancement opportunities for community members.
- Empowering the community through its commitment to support and encourage capacity building.
- Supporting participation through enhancing local democracy, and ensuring opportunity for community members to engage in local decision-making and collaboration.
- Considering factors that enhance inclusion and ensure community members feel welcomed, respected, supported, and valued.
- Proactively engaging a diversity of community members by considering different needs, and interests.

The recommendations of the framework include:

- **Establish a community working group**, including social housing and private residents, and community partners (e.g. police, businesses and social services). The working group would focus on addressing actual and perceived safety of the area.
- **Understand who is and is not using facilities and why**, including identifying community groups least likely to engage and confirm through surveys or alternative means, the factors limiting their engagement.
- **Modify programs**, based on identified barriers to access and considering factors such as hours of availability, cost and availability of childcare.
- **Identify community interests and utilise existing community skillsets** that might be used as resources in the development of community events and programs. Additional focus should be given to the development of youth-focussed programs that use existing community spaces.
- **Demographic profiling** of the community over time to inform governance and social service provision.
- **Public consultation** with the community to create a baseline vision of the past, present and future of the neighbourhood. This should be ongoing as the community changes and adjusts its priorities.
- **Let community leadership drive the process.** Community leaders are well-established and getting leaders on board early will ensure broader public acceptance and participation in governance.

The framework also recommends a neighbourhood-wide communication strategy and the development of a monitoring and evaluation strategy.

The social inclusion development plan was delivered with the awareness of the potential barriers that would be faced through redevelopment, and has devised strategies to address barriers as they arise. A challenge that was identified is meeting all the differing needs of the community with the available services, which may lead to people feeling socially excluded. Ways to overcome this include building a large network of service providers, both internally and externally, so that all community members feel included in the community support programs (Toronto Community Housing, 2007). Service providers are encouraged to be proactive in the search for funding, and to broaden their scope and network to include as many members of the community as possible.

Australian case studies

Kensington, Victoria

Located around 4km from Melbourne CBD, the Kensington redevelopment project was launched in 2002 through a partnership between the Victorian Department of Human Services and Becton property developers. The project has involved the renewal of three high rise towers and 15 blocks of walk-up public homes into a mixed community of public, social and private housing. The project has been delivered over ten stages, with the final stage completed in 2012. The new mix of housing includes over 200 new public homes, 220 renovated public homes, 490 new private homes and 15 social housing properties.

The approach to the development has focused on the physical and social integration of the estate into the broader Kensington neighbourhood and community. Homes have been designed to both blend with homes in the surrounding neighbourhood while being indistinguishable between private and public housing.

The Department and Becton established the not-for-profit organisation Kensington Management Company (now known as Urban Communities Limited) at the beginning of the redevelopment to work on site, managing both the public and private housing and implementing initiatives to tackle the disadvantage experienced by public housing tenants during the relocation and redevelopment process. The role of Urban Communities Limited through the relocation process was threefold: to manage facilities, be a corporate manager for all private buildings and leases, and organise community building activities.

The relocation process for this project was extensive. Over 1,000 residents were relocated to other accommodation options over several years. Although residents reported a great sense of loss when their neighbours and community began to relocate, there were initiatives put in place to alleviate some of the pressures of the relocation. Initiatives included:

- A relocation project team that provided continuous communication with tenants through letters, interviews, public meetings and community support groups. There is a large proportion of culturally and linguistically diverse residents who live in Kensington, so these communication methods were all provided with language and translation support.
- The tenants were able to provide feedback on their desired accommodation type prior to being relocated.
- A redevelopment project worker was assigned to individuals and groups to aid in effective communication between the project team and the community.
- A Council-funded culture and arts community initiative visually documented the emotional, physical and social aspects of redevelopment. The information was presented through performances, art exhibitions and a published book. The media was designed to celebrate the contribution that community members and tenants made to the Kensington area.

One year after relocation, most residents reported feeling more settled and adapted to their new accommodation and area (Hulse, Herbert and Down, 2004). However, similar to what occurred in Regent Park, there have been challenges in providing adequate services for all people through the redevelopment process. Specifically, child care and community health services were amalgamated before development began, which meant there were fewer resources for young people and families during the development and relocation process. Local education and health services reportedly struggled to stay in operation throughout the development, due to the increase in the movement of residents. Community building has also been a challenge, with the displacement caused by relocation affecting the community network dramatically. However to

address these, Urban Communities Limited has been proactive with a number of strategies to help with the rebuilding of community relationships (Hulse, Herbert and Down, 2004).

Urban Communities Limited takes an integrated place management approach and focuses on building community wellbeing and sustainability. The organisation has secured over \$2 million in grants for training and employment programs, creating opportunities for over 80 public housing residents (Victorian Government Department of Human Services, 2014).

According to the CEO of Urban Communities Limited, the organisation takes a problem solving approach to manage the estate, with staff rewarded for applying innovative responses. Urban Communities Limited also has management rights over all three tenure types, so that issues are dealt with quickly and efficiently when they arise. High need clients are offered support through various social programs, while a number of systems are in place to ensure potential problems are minimised. These programs align with the three ongoing roles and responsibilities of Urban Communities Limited:

- **Economic innovation:** facilitation of ongoing relationships between tenants and labour market programs, local traders and community enterprises. This includes appropriate education, training, and job seeker programs that are supported by external service providers.
- **Promoting health and wellbeing:** community facilitated programs on site, based on safety, positive health pathways and health education workshops targeted at younger and older people.
- **Community strengthening:** Collaborative programs and processes, including art workshops, tenant participation forums, active and purposeful use of shared open spaces, community events, and ongoing community consultation. (Victorian Government Department of Human Services, 2014)

As a result, private investors are attracted to the development as they are assured that high need clients are supported by Urban Communities Limited staff (Housakos, 2010).

Minto, NSW

The Minto Renewal Project in Campbelltown saw the staged redevelopment of approximately 1,000 social homes to a mixed public and private estate. Upon completion in 2016, the estate now has 350 social homes and over 900 private homes, deconcentrating public housing in the area from 100% to 30% (UrbanGrowth NSW, 2016).

LAHC commissioned research in 2008 to evaluate the redevelopment process and the impact on residents. The study reported on the success of the specialist rehousing team. This team was created to undertake a number of functions including client liaison, housing management, maintenance, rent arrears, allocations as well as managing the rehousing of residents. The team had a client service focus developing a thorough understanding of the individual needs of each client through meetings and interviews throughout the redevelopment process. The team also took on community development and support roles ensuring that clients who were being relocated felt a high degree of support throughout the process (Coates, 2008). This included the offering of formal counselling services for all tenants who were being relocated, and individualised relocation management for each tenant or family. Aspects of the redevelopment itself to maintain and encourage continuing community development, in the hope to alleviate some of the pressures experienced from relocation. Examples of these programs include:

- The use of parks and open public spaces to maintain view corridors, encourage community interaction and ownership, and planting and landscape initiatives that encourage community involvement and belonging.

- Community facilities, including a central gathering space, with dedicated rooms for youth services, day care and family centre clinics.
- Adjoining development with surrounding neighbourhood structures that encourages lasting community relationships (Woods Bagot, 2006).

Despite the implementation of these programs, a Social Impact Assessment of the project revealed key areas of concern for the existing residents. Firstly, community members felt there was a lack of information during early stages of the project, which led to the spread of misinformation within the community. Lack of information led to difficulty faced by community members during the relocation and resettlement process. In response, NSW Department of Housing commenced community workshops to rebuild community relationships with positive results. Lastly, relocated residents experienced unease during resettlement into new communities, however the programs (discussed above) that were implemented were aimed to reduce these issues (BBC Consulting Planners, 2005).

Carlton Housing, Victoria

The Carlton Housing Redevelopment is the largest public and private housing redevelopment in Victoria, spread over three different but closely located sites around 2km north of Melbourne CBD. The project will be completed over an eight-year period, with the first stage finished in June 2011. The redevelopment will involve 192 social homes being replaced with 246 new public and social housing apartments and approximately 800 new privately owned apartments. All three sites will include a mix of public and private apartments.

The redevelopment will include the redesign of the entire study area with new community services and parks. One service will be the state funded, work and learning centre, which aims to assist tenants with employment preparation, training and education and support in job-seeking. In addition, the Victorian Government is implementing a Public Tenant Employment program through partnerships with other key agencies including Australian Unity, St Hilliers and Box Hill TAFE (Victorian Government Department of Human Services, 2017). This has already seen the employment of six people from the local community.

In addition, there will also be partnerships with local health organisations, as well as on site health facilities. Australian Unity is planning to develop a new retirement and aged care centre as the area is a desirable location for older people with good public transport connections and a range of health and community services already located there. The village will provide 180 units for independent older residents and 186 beds in the aged care centre providing for high and low needs. Australian Unity is also planning to develop a wellbeing centre with a seniors gym, hydrotherapy pools and medical suites. (Victorian Government Department of Human Services, 2017).

The redevelopment will be supported by new streets and pedestrian and bicycle paths to ensure connectivity between the estate and the surrounding Carlton neighbourhood.

Kelvin Grove Urban Village, Queensland

The Kelvin Grove Urban Village is a mixed-tenure medium density community located around 2 km from the Brisbane CBD on a site shared by the Queensland University of Technology (QUT). The development includes approximately 2,000 apartments made up of student accommodation, disability support, aged housing, and government assisted housing for people on low incomes. The Brisbane Housing Company is responsible for managing the low income housing which is spread over a number of buildings on the site.

A study undertaken by QUT in 2007 with low income residents through interviews and focus groups identified that participants reported improved personal wellbeing due to living in higher quality homes in close proximity to shops and open space, within an improved/nicer area

compared to previous neighbourhoods. However when discussing everyday lived experiences, participants reported continued problems associated with anti-social behaviour such as drug and alcohol abuse, which has had a negative impact on the overall community wellbeing and connections within the apartment buildings (Carroll et.al., 2007).

A research report conducted by QUT in 2016, followed up on key issues and concerns of stakeholders of Kelvin Grove Urban Village that were identified by studies like Carroll et.al in 2007. This study revealed that of all key stakeholders surveyed, 59% reported that they feel safe on the streets of the village at night. It was also noted that two safety audits of the village are conducted each year. The results of the safety audits, namely specific recommendations and areas of concern, are reported to the local police and Council.

While community concerns about safety have been monitored through safety audits since the Carroll et al (2007) study, other aspects of the community have reportedly not improved. Overall, the opportunities for community development have reportedly declined since the initial development of the village, with the conclusions of the report citing the need for more ongoing community activities and resources. It is recommended that these initiatives be managed by a coordinator to ensure ongoing implementation. Recommended initiatives include:

- A social media strategy for communicating with residents, particularly to engage younger tenants and communities.
- The use of physical installations, such as community artwork or dynamic presentations. These should be temporary and continually rotating so that multiple community members can be involve and there is ongoing interaction.
- Open house lectures at the local university on a range of subject areas to promote the involvement and education of tenants.
- Local events that engage both residents and surrounding schools or neighbourhood centres to promote community development.(Aitkson et.al 2016).

Bonnyrigg Living Communities Project, NSW

The Bonnyrigg Project will see 833 existing social homes replaced with 2,330 new homes, with a mix of social and private housing. Of the social homes, 134 will be built or purchased off site to ensure the stock is maintained. The construction of the housing, as well as parks and community facilities, is expected to take 15 years. Newleaf Communities (previously Bonnyrigg Partnership) is the body responsible for the finance, design and construction of all new homes and tenancy and facilities management services for social housing on the estate.

Prior to the handover to Newleaf Communities, Housing NSW carried out extensive community engagement and community renewal programs in partnership with Fairfield City Council under the 'Living Communities' brand. The approach had three objectives:

- Provide better services and opportunities for residents.
- Build a stronger community.
- Renew the houses and public areas.

Living Communities has a strong focus on meaningful community engagement as a way of increasing community support for the project and ensuring community involvement in shaping the implementation of the project. The engagement program is regarded as being broadly successful, with over 4,000 people attending over 400 events in the first three years and high participation of people from non-English speaking backgrounds. Despite this, a number of gaps have been identified, including a lack of targeted engagement with the Indigenous community and young people, and a reported disconnect between the overall community renewal project and engagement.

At the time of handover of Bonnyrigg to Newleaf Communities, the engagement project team believed that the community had developed a good understanding of the community renewal project and had opportunity to shape the project direction. The Living Communities program built the capacity of the community to contribute and influence the project through urban design and social development workshops, adding to the overall social development of the community.

Overall the project has received general positive feedback for its community consultation and open transparency regarding the planning and delivery of the project (Dang, 2008). It is noted that barriers that were faced during the redevelopment process, included:

- Concerns about the safety of tenants living near construction sites during relocation and development.
- The reduction of public housing in the new estate which led to negative community feedback.
- Concern that the proposed housing typology of the new estate would not meet the needs of existing residents.
- Concern that due to the long duration of the staged relocation process, many of the vacant lots were subject to vandalism and break-ins, causing other residents to feel unsafe.

Social sustainability principles and measures for target population groups

The Waterloo social housing estate has a diverse population, including a number of target population groups that each have specific needs and aspirations for the Waterloo Precinct proposal. It is important to consider the specific needs and experiences of target population groups in the renewal process, who will be most affected by the renewal. The review of case studies has identified specific social sustainability principles and measures

It is important to consider the needs of key population groups who are affected by renewal projects. Within the context of Waterloo, the following groups may require particular attention.

Aboriginal and Torres Strait Islander Residents

The AHURI research report “*Urban social housing for Aboriginal people and Torres Strait Islanders: respecting culture and adapting services*” (2011) examines how social housing is provided to urban Australian Aboriginal and Torres Strait Islander households. In order to meet the needs of these households, there is a need for:

- A well-resourced Aboriginal and Torres Strait Islander social housing service strategy for urban areas that is framed at the level of state government and is flexible enough to be adapted locally for housing providers, as needed.
- Aboriginal and Torres Strait Islander agencies and networks to be systematically engaged in both policy and planning.
- Strong relationships with other support service systems to assist tenants to maintain tenancies and find alternative housing solutions.
- Recruiting, retaining and developing Aboriginal and Torres Strait Islander staff in the housing system.
- Developing the cultural sensitivity and understanding of non-Aboriginal and Torres Strait Islander staff within housing systems.
- Breaking down barriers for Aboriginal and Torres Strait Islander people in accessing services that are flexible enough to meet their diverse needs.

In order to improve service delivery and outcomes for Aboriginal and Torres Strait Islander households, the following principles should be applied to social housing renewal projects:

- Increasing housing choices.
- Inclusion of Aboriginal and Torres Strait Islander housing organisations.
- Aboriginal and Torres Strait Islander employment across the system.
- Aboriginal and Torres Strait Islander participation.
- Institutional capacity building (AHURI, 2011).

A report into the wellbeing of Aboriginal and Torres Strait Islander social housing residents following a renewal program in Western Australia also argues the need to understand how renewal impacts on Aboriginal and Torres Strait Islander wellbeing and that the impacts need to be managed on a site by site basis (AHURI, 2007).

Older residents

An ageing population will result in increased demand for independent living options and security of tenure. The aspirations of older people have important implications for social housing providers. These include a need for a variety of housing options to be supplied, appropriate support services that meet individual needs and support for financially disadvantaged older people who are non-homeowners. In order to sustain independent living, older people require support services such as relocation to dwellings with better access to services, and assistance with daily living activities such as cleaning, shopping and transportation (AHURI, 2005).

Many social housing renewal projects result in the temporary or permanent relocation of social housing residents, and this can be particularly stressful for older people. Older public housing residents have often lived in an estate for a long time, often raising their children and grandchildren there. They may have very strong connections to their local area and social and support networks. Older people may also experience mobility issues, making relocation difficult and contributing to the stress of moving to a new place, especially if their new home is not easily accessible to essential services and facilities (Smith and Ferryman, 2006).

It is important to consider that older people may require homes that are easily accessible, provide disability access, as well as room for children, grandchildren, and/or carers. "Continued efforts to creatively house today's diverse senior population are required to successfully house this vulnerable group in a way that acknowledges and satisfies their needs." (Smith and Ferryman, 2006: 6)

Culturally and Linguistically Diverse (CALD) residents

With a high proportion of CALD residents living both within the Waterloo Precinct and in the surrounding area, engaging with these groups to ensure they have opportunities to be involved in the planning process, while ensuring they are informed about and understand the proposed renewal, will be critical. A study conducted by the Office of Environment and Heritage (2014) identified the specific factors that are key to ongoing and positive engagement with CALD communities. These are:

- Individual capacity building.
- Fostering existing networks between stakeholders of a similar cultural or linguistic background.
- Use of systems that accommodate for differences in language and cultural requirements.

Considering these requirements in terms of a social housing renewal project, this may include designing social and community areas that support tenant and community inclusion, and the

provision of recreational facilities that might appeal to people of different backgrounds (City of Sydney, 2016).

The process of relocation, either temporary or permanent, can be a complicated process for people with different language or cultural backgrounds. Housing NSW (2008), now LAHC, has recognised the individual needs of those from diverse backgrounds. They ensure that their service delivery includes the option of interpreters for their clients, the employment of bilingual client service providers, and the regular engagement of tenants through community led activities.

LAHC is also a key agency of the NSW Government Multicultural Policies and Services Program, and since 2008 have engaged in a number of initiatives in partnership with the program to address the specific needs for the CALD community in social and public housing. A key initiative is LAHC's Multicultural Framework, which includes the following targets to improve service delivery for the CALD community:

- Access to culturally appropriate housing information and assistance.
- Housing assistance that is fair and responsive to the needs of culturally diverse clients and communities, especially towards those most in need.
- Culturally diverse clients are socially and culturally included in housing initiatives and able to participate in community life.
- Culturally diverse clients with complex needs are assisted through partnership with other providers (LAHC, 2010).

Children and young people

Research has shown that a major issue faced by children and young people living in public and social housing is the perpetuation of high unemployment rates and lower education rates (Family and Community Services, 2014). This has been shown to be common in situations where public housing and tenants are not well integrated with private housing and residents (Jama and Shaw, 2017). Many social housing renewal projects therefore aim to provide mixed-tenure developments to ensure that precincts are well integrated into the existing community and area.

For children attending school, relocating either temporarily or permanently can be disruptive for their education (Taylor and Edwards, 2012). It is therefore important to ensure that during the course of renewal, social housing residents are not displaced and are able to continue daily activities as uninterrupted as possible.

Appropriate and accessible public spaces that include park and playground facilities have a positive influence on the individual and community development of young people (Wood, Martin and Carter, 2011). Social housing renewal projects should therefore consider including spaces that are suitable for children and young people living in social housing.

The social housing renewal process may change the social and support network of children and young people. High density living can encourage neighbour support and community trust (Social Life, 2015). It is therefore important that new public areas support opportunity for these relationships to develop and be maintained where possible. If families and children are relocated into lower density housing or new homes, it will be important to create spaces that encourage the development of social relationships with one another (City of Sydney, 2016).

People with mental health issues

People who live in social housing may face mental health issues, either personally, or within their family network. There is evidence to suggest that by improving the quality of housing and

local area, individuals living in that space also experience improvements to their mental health. It is therefore important to keep the specific needs of people with mental health issues in mind during social housing renewal projects (Huxley and Rogers, 2004).

There are a number of factors that need to be considered during the design phase of the renewal process, which may improve the quality of life for those in social housing with mental health issues:

- Ensure community and wellbeing support services are readily accessible and available.
- Include supported accommodation models for people with mental health issues who require more care.
- Ensure that mechanisms are available during the renewal process that allow eligible people with mental health issues to access private housing options.
- Develop and implement therapeutic models for public and community housing.
- Provide housing options that allow for shared accommodation for tenants who do not want to live alone (Mental Health Commission of New South Wales, 2015).
- The Housing and Accommodation Support Initiative (HASI) is well supported within the urban system (Housing NSW, 2016).

During the delivery phase of the project, the following may help ease the stress associated with relocation and change experienced by people with mental health issues:

- Ensure that those who are involved in the service delivery of the project are educated and trained in the specific needs of people with mental health issues
- Increase the wellbeing and community service offerings during the relocation process.

People with a disability

There is a significant proportion of people with a disability living in the Waterloo estate. The lack of accessible housing has been a problem in Sydney in the past (People with Disability Australia, 2013). Through this redevelopment program, the specific needs of people with disability will need to be considered, including:

- All staff of the project and assistants of the relocation process to be trained in the social model of disability. The social model of disability understands that disability is not what someone has, but is something a person experiences. Disability is the interaction between a person with an impairment, and the system and society they live in. This means that when communicating with people with disability, having this understanding leads to less discrimination felt by the individual, and can lead to an increase in accessible and appropriate services.
- Accessible transport options close to relocation sites, and in the new development plan.
- Adequate accessible facilities.
- Access to disability support services, with facilitated links to external disability advocacy programs.
- Community engagement programs that encourage relationships between people of all abilities.
- Offering inclusive sports and leisure facilities.

Key implications for the Waterloo Precinct

Based on the above, principles and mechanisms have been identified to guide the renewal of the Waterloo Precinct and contribute to positive social outcomes for social housing residents in the long term.

Implementation of both people-based and place-based mechanisms

Sustainable, positive outcomes are more likely to result from strategies that consider both people and place. For example, the physical renovation or renewal of ageing social housing can be implemented in tandem with social programs such as capacity building activities. However, both types of approaches must also be well resourced and supported by integrated funding models.

A recent evaluation of renewal programs in the UK found that place-based outcomes that focused on a specific geographic area had a greater positive change for people, compared to people-based outcomes which focused on the population that will use the space (Sheffield Hallam University, 2010). Reasons for this included:

- Place-based initiatives are more likely to have an impact on more people than people-focused interventions. For example, improvements to the built form and design of a neighbourhood are more likely to be recognised and reported on (i.e. through surveys) by residents.
- People-related interventions may only impact a small number of people and outcomes may take much longer to become apparent. However these are likely to be effective at targeting specific population groups such as older people, young people, Aboriginal and Torres Strait Islanders and CALD groups.
- Place-based outcomes tend to relate to the neighbourhood while people-related outcomes can potentially change if residents leave the area.
- How a community is designed and planned is an essential element of creating connected, healthy and sustainable places where people feel safe and included in community life. This is explored by a number of studies on mixed tenure developments (Bailey et al. 2006). The reports identify that the quality of master plans are a major influence on the level of social interaction in a given neighbourhood or community.

Examples of initiatives and mechanisms

Important characteristics and considerations for a master plan to support social interaction and community cohesion include:

- Development where it is not possible to distinguish between private housing and social housing.
- Appropriate provision of community facilities and infrastructure as well as well-resourced community development programs which meet local needs and encourage interaction between diverse residents.
- Clearly identifiable streets and public spaces.
- Streets designed to encourage walking, including connected streets with short, direct routes.
- Continuous frontages with few blank walls.
- Front of buildings facing street and back of buildings facing private areas.
- Buildings that provide a sense of enclosure.

- Well-defined entrances onto streets at frequent intervals.
- Streets that encourage safe vehicle use.
- Clear differentiation of fronts and backs of buildings.
- A community which has been engaged in the process of the master plan's development.

Genuine community involvement

In order to build the capacity of both social and private residents, it is important for decision-makers to be genuinely committed to listening to the needs and aspirations of the people affected, and be flexible in their approach to change things when needed. This also requires being clear about what can be influenced by consultation outcomes, and what is not negotiable. Specific attention should be given to appropriate ways to engage with hard to reach or vulnerable groups, such as older people and young people at risk.

Example of initiatives and mechanisms:

Based on the literature review, a comprehensive stakeholder engagement should be implemented prior to master planning, then throughout and following the redevelopment. The following initiatives and mechanisms have been identified as key to facilitating genuine community involvement:

- Regular social impact assessments to facilitate community consultation and action feedback
- Targeted engagement e.g. youth program, CALD, Indigenous.
- Identifying community groups least likely to engage and confirm through surveys or alternative means, the factors limiting their engagement.
- Identify community interests and utilise existing community skillsets that might be used as resources in the development of community events and programs.
- Public consultation with the community to create a baseline vision of the past, present and future of the neighbourhood. This should be ongoing as the community changes and adjusts its priorities.
- Getting community leaders on board early to ensure broader public acceptance and participation in governance.
- Conducting interviews with individuals or groups throughout the redevelopment process
- The employment of staff to specifically manage community development and support throughout any relocation or development process
- Conducting research reports to investigate any consistent negative feedback that community members give through the stakeholder engagement process
- The use of urban design and social development workshops to enhance the engagement with the community
- Indigenous representation in staff to facilitate culturally competent and inclusive feedback mechanisms
- Feedback mechanisms are offered in multiple languages, or with translation services readily available

Partnerships between the public, private and community sectors

The most successful interventions to address disadvantage result from these three sectors working together. For example, the not-for-profit management company, Urban Communities

Limited, established by the Victorian Government and developer Becton early in the Kensington redevelopment project, which managed both the public and private housing and implemented initiatives to tackle disadvantage. This model is also being currently implemented for the Elephant and Castle redevelopment by LendLease and Southwark Council.

Example of initiatives and mechanisms:

- Temporary, vacant spaces as a result of the redevelopment could be used for short-term small business and community uses to maintain social activity within the area as it develops.
- Use of developer contributions to fund new community facilities and spaces.
- Investment in local community projects through grants.
- Partnerships with key agencies to deliver services for older people, address crime and organise community events.

Long-term, well-resourced programs

Sustainable outcomes are achieved through interventions that are implemented over the long term rather than 'quick fix' solutions (Ware et al, 2010). It is critical to have a clear plan around support services, community facility provision and community building initiatives. Monitoring and evaluation mechanisms should be built into the plan. This will ensure the effectiveness of strategies are understood, and ongoing funding for these can be secured, or new strategies can be identified and implemented. This will help to ensure the ongoing sustainability of outcomes beyond the life of the project.

Example of initiatives and mechanisms:

- Monitoring and evaluation strategy
- Rehousing strategy
- Implementation of a human services plan
- Employment and skills development programs for tenants
- Youth engagement programs to encourage young people's participation in sports, education and arts programs
- Home ownership programs
- Establish a community working group, including social housing and private residents, and community partners to address local concerns.
- The use of continuous feedback mechanisms and research reports for monitoring and evaluation purposes
- Capacity building initiatives for both CALD and Indigenous residents
- Easily accessible community services hubs or facilities, that are linked to external service providers where appropriate

Increase access to opportunities, services and facilities for residents

This includes both physical access such as pedestrian connections between the estate and the surrounding neighbourhoods, and non-physical such as offering training programs to increase access to work opportunities.

Temporarily available spaces that are created during redevelopment could be used for short-term small business or community uses. These could provide access to opportunities, services

and facilities for residents, while maintaining social activity and enhancing areas undergoing redevelopment.

Example of initiatives and mechanisms:

Provision of community facilities, such as:

- Community leisure and fitness centres
- Employment and training facilities
- Parks and public spaces
- Cycle-ways and pedestrian walking routes
- Picnic or outdoor entertaining areas
- Youth sport programs
- Community gardens
- Art and event spaces, including affordable workspaces
- Library space
- Community market spaces
- Child care facilities
- Community support and wellbeing centres
- Aged care facilities and rehabilitation centres
- Health and medical services
- Family support services
- Retail services
- Entertainment centres such as cinemas and restaurants
- Green and energy efficient spaces
- Community activities and programs that utilise public spaces e.g. community sports tournaments, barbeques and events.

Macro and micro level interventions

It is important to address both local issues, such as under provision of social services and youth underemployment, as well as larger scale issues such as physical connections of social housing estate to surrounding neighbourhoods.

Example of initiatives and mechanisms:

- Inclusion of the above community facilities that promote community development and the use of social services
- Demographic profiling of the community over time to inform governance and social service provision.
- Local training schemes to provide opportunities to locally unemployed residents
- Youth outreach programs and early intervention programs
- Facilitated employment support programs
- Easy access to public transport options

- Inclusion of retail and entertainment areas on the fringe of development site to encourage connections with neighbours
- Market spaces to promote larger community development and participation

Ensure adequate timeframes, maximising tenant choice and transparent communication

Integrating these approaches into a renewal program will minimise the negative impacts of temporary relocation for social housing tenants.

Example of initiatives and mechanisms:

- Wellbeing and community engagement officers to aid in the relocation process
- Enabling all people who may be eligible for private tenure to access these facilities
- Offering counselling and ongoing mental health support for those who are relocating
- Honesty and transparency in the length of the project
- Attempting to retain the proximity of neighbours and community support networks through the relocation

The needs of specific population groups should be considered throughout the planning and design through to the delivery phase

To ensure equity in delivering positive outcomes brought by the renewal process, the needs of specific population groups should be considered throughout the planning and design through to the delivery phase. Different population groups may have specific needs which may be met through different interventions and initiatives, both design-based (e.g. design of housing and the public realm) and people-based (e.g. support services). It is also critical that the needs of population groups are considered in the rehousing strategy and tailored initiatives are implemented for specific groups e.g. Aboriginal and Torres Strait Islander households, seniors, CALD.

Example of initiatives and mechanisms:

- Aboriginal and Torres Strait Islander residents
 - Ensure Aboriginal and Torres Strait Islander participation in the development and delivery of a social housing strategy
 - Aboriginal and Torres Strait Islander staff representation
 - All housing and project staff have strong cultural sensitivity and understanding
 - Breaking down potential barriers for Aboriginal and Torres Strait Islander people that may impact their access to services, including presenting information in ways that is culturally sensitive and appropriate, and designing relocation programs that allow for different family models or kinship structures to be maintained.
- Older residents
 - Offering additional emotional, social and physical support during relocation process. This might include the provision of counselling services during relocation, attempting to keep community groups together as much as possible, and providing as much physical support as possible.
 - Recognising the potential for additional mobility requirements and assistance
 - Community services that include assistance with daily needs such as shopping, or transportation
 - Accessible health care facilities
- Culturally and Linguistically Diverse Residents

- Staff that are multilingual or systems that include translation services
- Information is presented in a culturally appropriate and inclusive way
- Facilitation of community networking opportunities
- Promotion of sports or activities that are culturally significant or promote cross-cultural relationships
- Facilitation of support services through partnerships with external CALD advocacy organisations
- Children and Young People
 - Youth engagement opportunities
 - Age appropriate public spaces
 - Family support services
 - Child care facilities
 - Community spaces that facilitate youth networking and relationship building
- People with mental health issues
 - Additional wellbeing and social support services, especially during times of change or relocation
 - Allowing shared housing opportunities
 - Ensure that staff are trained in strategies to support people with mental health issues
 - Facilitate the transition from public to private tenure for those eligible
- People with disability
 - Accessible facilities, and community spaces, including sports and leisure centres
 - Disability services that are linked with external service providers such as disability advocacy
 - Programs that promote disability inclusion in the community
 - All staff are trained in appropriate communication with people with disability, and are knowledgeable on the social model of disability. The social model of disability understands that disability is not what someone has, but is something a person experiences. Disability is the interaction between a person with an impairment, and the system and society they live in. This means that when communicating with people with disability, having this understanding leads to less discrimination felt by the individual, and can lead to an increase in accessible and appropriate services.

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Appendix H – Social infrastructure needs assessment

The purpose of this document is to provide a social infrastructure assessment for the Waterloo Precinct. This assessment identifies the indicative social infrastructure requirements that could support the social sustainability and wellbeing of the future population of the Waterloo Precinct.

The social infrastructure needs assessment has been undertaken based on analysis of the indicators of need below.

- **Demographic need** - consideration of the socio-demographic profile of existing communities, the additional population and their resultant need for community infrastructure
- **Comparative need** – based on existing service provision within the study area, undertaken through an audit
- **Stakeholder identified need** – through a review of previous consultations with stakeholders and service providers undertaken as part of the Central to Eveleigh Community Infrastructure and Social Issues Review (GHD, 2015) and consultation with government and non-government stakeholders for the Social Baseline Report
- **Rate of provision need** – GHD has developed rates of provision for social infrastructure based on research undertaken for Department of Planning and Environment (DPE), which included a comprehensive literature review and interviews with 20 Councils across NSW. Although the research has not been adopted as formal policy by DPE, it provides an evidence-based approach for planning social infrastructure. The City of Sydney's community facilities planning benchmarks within the Development Contributions Plan 2015 were also considered in this assessment.



GHD Social infrastructure needs assessment for the Waterloo State Significant Precinct

Social infrastructure	Existing demographics (2016)	Demographic need (2036)	Comparative need	Stakeholder identified need	Rate of provision need	Assessed need / Recommended provision
Child care	<ul style="list-style-type: none"> 1.7% children under 5 4.1% children aged 5 to 11 years Children from vulnerable families Aboriginal families Non English speaking families 	<ul style="list-style-type: none"> 547 additional children aged 0 to 5 years 242 additional children aged 5 to 11 years Continue to be children from vulnerable families, specific target groups Need to provide affordable and accessible child care services 	<p>20 existing child care services providing around 914 places, including:</p> <ul style="list-style-type: none"> Two community based long day care centres Five community-based long day care with preschool services 	<p>Meetings with CoS (2017, 2018):</p> <ul style="list-style-type: none"> Number of places provided in child care centres can vary, depending on the design and size. Centres may be large if designed well Based on places required, 2 or 3 centres may be required CoS encourages private sector to provide child care, with requirements to provide a number of places subsidised through State funding to ensure mix of children from different backgrounds CoS has built six new child care centres in the catchment of the Precinct. There is also a child care that caters to Aboriginal and Torres Strait Islander children in Redfern. CoS is looking to update its child care needs analysis (Cred Community Planning, 2013). 	<p>City of Sydney benchmarks: Residents: 1 child care place per 2 children aged 0–5 years</p> <p>Workers outside CBD: 1 child care place per 75 workers.</p>	<p>298 child care places 2 - 3 child care centres</p> <p>48 OOSH New/expanded OOSH services - at existing / recommended community and school facilities</p> <p>The provision of community-based child care services would be required to ensure affordable or free access for vulnerable residents.</p>
Primary and high schools	<ul style="list-style-type: none"> 4.1% children aged 5 to 11 years 3.6% children aged 12 to 17 years Children from vulnerable families Aboriginal families Non English speaking families 	<ul style="list-style-type: none"> School aged children will increase 242 additional children aged 5 to 11 years 187 additional children aged 12 to 17 years Continue to be children from vulnerable families, specific target groups 	<ul style="list-style-type: none"> 1 public K-12 school (671 enrolments in 2016) 1 public school for specific purpose (26 enrolments in 2016) 1 non-government school for specific purpose (19 enrolments in 2017) 1 non-government primary school (114 enrolments in 2016) 1 public high school targeting non English speaking backgrounds (223 enrolments in 2016) 1 non-government high school for Years 10 to 12 (111 enrolments in 2016) 	<p>Meetings with Department of Education (2017, 2018):</p> <ul style="list-style-type: none"> Alexandria Park Community School (public K-12 school) will be redeveloped to cater 1,000 primary and 1,200 secondary students and reopened in 2022. The school has strong links to the local community including Aboriginal community and sporting groups. Alexandria Park Community School has a shared use agreement with the City of Sydney. Some buildings are open for community use. The proposed upgrade would improve/replace these buildings. The Alexandria Park open space is used during school hours and open for community use outside of school hours. Schools as Community Centres (Connect Redfern) is located in the Community Centre at the school. The Aboriginal Education Council, the Smith Family, the Mobile Playbus and the Early Childhood Health Nurses operate from the Community Centre. The school works in partnership with local organisations such as The Carriageworks, Tribal Warrior, The Sydney Story Factory, NASCA, NCIE, the Babana Men's group, and Souths Cares. Aboriginal and Torres Strait Islander students in the high school are members of the NASCA program (National Aboriginal Sporting Chance Academy) This program provides opportunities for students to participate in sport and culture activities and provides pathways for greater success in education, employment and career development. The Cleveland Street Intensive English High School will be relocated. The site will be redeveloped to cater a new Inner Sydney High School for up to 1,200 students and reopened in 2020. Precinct is located close to the new Green Square Public School. The new school will cater 600 primary school students. It will be completed between 2021-2022. The Waterloo Precinct is close to the Erskineville Public School. However this school is at capacity and cannot be expanded due to heritage constraints. There may be potential for schools in proximity to the Waterloo Precinct to lease space for adult learning in the future. This is dependent upon the space required for students on a year by year 	<p>New government schools will only be funded, built and operated where there is a demonstrated need for a new school in accordance with the considerations outlined in Planning New Schools, School Safety and Urban Planning Advisory Guidelines (September 2015).</p> <p>Department of Education benchmarks (2018):</p> <ul style="list-style-type: none"> 23 primary school children per class 20 high school children per class 	<p>11 primary school classrooms 9 high school classrooms</p> <p>The proposed new and upgraded Alexandria Park School expected to accommodate forecast growth.</p> <p>There is a surplus of high school teaching spaces that would serve the forecast growth of the Waterloo Precinct.</p> <p>There is opportunity to explore the expansion of the Green Square School for specific purpose.</p> <p>Ongoing consultation with the Department of Education on schools planning is recommended as the population increases in the broader catchment and to monitor demographic change (i.e. proportion of children living in inner city apartments).</p>

Social infrastructure	Existing demographics (2016)	Demographic need (2036)	Comparative need	Stakeholder identified need	Rate of provision need	Assessed need / Recommended provision
				<p>basis and is determined by the Principal of the school in conversation with DoE Schools Directors.</p> <p>“Let’s Talk Waterloo” community engagement (2017): Community members are aware of the proposed Alexandria Park Community School redevelopment. However they do not consider the school is part of the Waterloo community. They feel that a local primary school and high school in Waterloo is needed for the incoming population.</p>		
Multipurpose community centre	<p>3,259 residents</p> <p>High proportions of:</p> <ul style="list-style-type: none"> • People living alone • Low income earners • Non English speaking background • People with a disability requiring assistance <p>Disadvantaged groups require specific programs and services, and access to free facilities and programs</p>	<p>Additional residents - 9,567</p> <p>Total residents - 12,932</p>	<ul style="list-style-type: none"> • 13 community centres and spaces • Six community rooms located throughout estate. Some are underutilised, in poor condition, too small or have poor accessibility. • Community rooms in the north of the estate are larger and more utilised 	<p>Meeting with CoS (2017, 2018):</p> <ul style="list-style-type: none"> • Recommended a multipurpose community centre (2,000-2,500m²) with a library, health, lifelong learning and art, science, technology and enterprise spaces and resources. • Potential community facility in Erskineville in the long term (2,500m²). • Proposed Green Square Library and Cultural Precinct expected in 2019 and will include community spaces. • The redeveloped Alexandria Park Community School will provide for outside of school hours’ activities, opening in 2022. <p>Workshop with service providers (2018):</p> <ul style="list-style-type: none"> • Service providers considered that a community centre could be co-located with: <ul style="list-style-type: none"> • Creative hub • Health facility • Library • Open space and gardens • Government services e.g. RMS, FACS, Centrelink, Medicare) • Support services e.g. literacy • The community centre should be a focal point for the community. It could be located in the middle of the Estate. • Design considerations include good lighting, security, night time use and flexible spaces. • A community centre will need to be affordable, accessible, walkable, and usable at different times of day and night. • There is potential to create opportunities to promote community ownership of the community centre and other spaces. <p>“Let’s Talk Waterloo” community engagement (2017): Community feedback included:</p> <ul style="list-style-type: none"> • Community members considered that a multipurpose community hub is needed in Waterloo. This could be a centrally located, focal point in Waterloo and incorporate other services (e.g. medical and aged care services, wellness centre). • A large, fit for purpose community centre or communal space catering up to 500 people could be provided. It could be used for entertainment and cultural events. • Facilities and services will need to suit a diverse range of people, including young people, older people and other vulnerable people who may require free and specialised services. Facilities and services will also need to be close to homes. 	<p>City of Sydney benchmarks:</p> <ul style="list-style-type: none"> • Minimum 1 Integrated Multipurpose Facility per Village Group of approx. 20,000-30,000 residents • Minimum floor space of 2,000 m2, aiming for at least 2,500 m2 where possible, increasing with the size of the catchment’s population. <p>CoS note: Benchmarks are based on planning objectives for supply, current good practice in the LGA and verified by external specialists. A large multipurpose community facility (minimum 2,000m²) is defined by CoS as:</p> <ul style="list-style-type: none"> • A focal point for the community in a Village Group or broader area • Is delivered through a single building/ site or cluster of proximate buildings/ sites • Is typically integrated or co-located with other facilities types within the network, such as libraries, children’s services and indoor recreation facilities; frequently has a branch library at its heart • Provides a series of adaptable programming spaces for use by diverse sectors of the community, such as youth, children and families, and seniors • May include a range of other spaces and uses as appropriate to meet 	<p>One new multipurpose community centre of 2,000-2,500m² potentially including:</p> <ul style="list-style-type: none"> • 550m² of library floor space • Activity rooms (60 – 100m²) • Floor space for health services and lifelong learning <p>The ongoing management and operation of a community centre will need to be considered.</p>

Social infrastructure	Existing demographics (2016)	Demographic need (2036)	Comparative need	Stakeholder identified need	Rate of provision need	Assessed need / Recommended provision
				<ul style="list-style-type: none"> Existing community facilities and services should be retained. 	<p>community needs; this may include a Neighbourhood Service Centre, community hall/meeting (accommodating up to 200 people); indoor recreation space, such as indoor (or rooftop) courts</p> <ul style="list-style-type: none"> Is accessible on a walk-in basis, providing opportunities for spontaneous interaction amongst diverse members or sectors of the community. 	
Multipurpose spaces	<p>3,259 residents</p> <p>High proportions of:</p> <ul style="list-style-type: none"> People living alone Low income earners Non English speaking background People with a disability requiring assistance <p>Disadvantaged groups require specific programs and services, and access to free facilities and programs</p>	<p>Additional residents - 9,567</p> <p>Total residents - 12,932</p>	<ul style="list-style-type: none"> Several community rooms located throughout estate. Some are underutilised, in poor condition, too small or have poor accessibility. Community rooms in the north of the estate are larger and more utilised 	<p>Meetings with FACS (2017, 2018):</p> <ul style="list-style-type: none"> Recommended that community rooms be distributed throughout the Waterloo Precinct. These should be on the street level of buildings to promote accessibility and social interaction. The FACS client service team should be based within the estate. A Housing Communities Program worker is based at The Factory. The Factory space is too small. FACS advised that the space needs to be at least 1,400m². Community rooms should have good access, kitchenette and accessible toilets. There should be a space for food preparation for gatherings. Community rooms should be secure and tenant-only. There should be no access to apartments from the community rooms. There should be green space/community gardens around community rooms. These would be self-managed by tenants. There is demand for rehearsal space e.g. playing musical instruments. Space requirements for particular uses need to be considered. <p>“Let’s Talk Waterloo” community engagement (2017):</p> <p>Community feedback included:</p> <ul style="list-style-type: none"> Community spaces and rooms are a way to support a strong sense of community. Larger community rooms could be provided within residential buildings. Community spaces (indoor/outdoor) could include an outdoor amphitheatre, farmers market space, and spaces for affordable hire. People would like spaces that are available for ongoing education and projects e.g. men’s and women’s sheds, community workshops, English conversation classes. These could also support employment opportunities, such as start-up businesses. 	<ul style="list-style-type: none"> Consider increasing capacity of existing spaces or replace existing facilities if not appropriate. Or develop partnerships to utilise facilities in other ownership. New spaces should be an appropriate size to cater for the population and a range of activities. 1 activity room - minimum size 60m² – 100m² 	<p>Early provision of new/upgraded community rooms throughout the Waterloo Precinct (minimum size of 60m²) however specifications for particular uses need to be considered</p>

Social infrastructure	Existing demographics (2016)	Demographic need (2036)	Comparative need	Stakeholder identified need	Rate of provision need	Assessed need / Recommended provision
Library	3,259 residents High proportions of: <ul style="list-style-type: none"> • People living alone • Low income earners • Non English speaking background • People with a disability requiring assistance 	Additional residents - 9,567 Total residents - 12,932	Two existing local libraries – both small and aged - Waterloo and Green Square A new Green Square Library (2,500m ²) will be delivered in 2019. It will include a Neighbourhood Service Centre, community rooms, reading rooms, a technology suite, and music rehearsal space. An outdoor plaza will provide space for community events and activities.	Meeting with CoS (2017): Recommended multipurpose community centre (discussed above) could integrate a new library space. Could be a tech hub space. “Let’s Talk Waterloo” community engagement (2017): Community members value the Waterloo Library. The library has a welcoming atmosphere and provides good resources for children and CALD residents. The local library will be an important facility for the incoming population.	State Library of NSW¹ benchmarks (2012): <ul style="list-style-type: none"> • Less than 20,000 residents requires 57.5m² per 1,000 people City of Sydney benchmarks: <ul style="list-style-type: none"> • A minimum of one (1) substantial branch library in each village of 20,000–30,000 residents, based on NSW State Library standards applied to this population size; and a minimum of 1,400m² per branch library (can be part of an integrated multipurpose facility) aiming for at least 1,500m² where possible, increasing with the catchment’s population. • A minimum of one integrated multipurpose facility per village of 20,000–30,000 residents; and a minimum floor space of 2,000m² per facility, aiming for at least 2,500m² where possible, increasing with the size of the catchment’s population. 	550m ² of library floor space is required (based on 12,932 residents) ² . This could be provided: <ul style="list-style-type: none"> • Within the recommended community centre • The capacity of Waterloo Library could also be increased if appropriate.
Community arts / creative centres <i>Arts and cultural facilities are considered as part of the cultural planning study</i>	3,259 residents Culturally diverse: <ul style="list-style-type: none"> • 10% of households are Indigenous • 48% of the heads of households are born in a non-main English speaking country • 31% of heads of households spoke a language other 	Additional residents - 9,567 Total residents - 12,932 The future community will be culturally diverse Significant proportions of Indigenous people and people from CALD backgrounds Cultural facilities should be designed to cater different cultural groups and activities.	17 cultural facilities Local facilities include: <ul style="list-style-type: none"> • Pine St Creative Arts Centre – 464.4m² • North Eveleigh Clothing Store • Joynton Avenue Creative Centre – 1,181m² • 107 Projects 1700m² 	Consultation with CoS (2018): <ul style="list-style-type: none"> • There is a need for creative spaces. A community arts / creative centre could be co-located with another community use. It can provide potential employment outcomes for Waterloo residents. Consultation with TAFE (2018): <ul style="list-style-type: none"> • There is a need for a creative/makers centre and exhibition space. • There is a need for a cultural facility within the Waterloo Precinct where shows and education about Indigenous culture and history can be run. 	Consider increasing capacity of existing cultural spaces by installing additional features within existing facilities or developing partnerships to utilise facilities in other ownership 1 district cultural space/centre for 20,001 to 50,000	Creative / cultural hub – 1,000m ² (TBC)

¹ The State Library of NSW provides a population-based benchmark spreadsheet to calculate the required library floor area, described in *People Places: a guide for public library buildings in New South Wales* (State Library NSW, 2012). Available at http://www.sl.nsw.gov.au/sites/default/files/population_benchmark.xls

Social infrastructure	Existing demographics (2016)	Demographic need (2036)	Comparative need	Stakeholder identified need	Rate of provision need	Assessed need / Recommended provision
	than English at home.			<ul style="list-style-type: none"> There is a need for an Aboriginal learning circle and smoking ceremony space. <p>Consultation with service providers (2015):</p> <ul style="list-style-type: none"> Indicated need for additional community arts facilities in the Central to Eveleigh Corridor, including Waterloo, particularly art workshop/makers space and community exhibition space. Pine St Creative Arts Centre in Chippendale was the only community arts facility in the local study area, offering a range of arts programs for adults, children, youth and marginalised groups. The City of Sydney indicated that the existing building is too small, limiting the amount of programs that can be offered. The heritage Clothing Store building in North Eveleigh is being reused by artists and will have other community uses in the future. Discussions with cultural planners for Waterloo indicate that a new cultural / creative hub would be desirable for Waterloo <p>Workshop with service providers (2018):</p> <ul style="list-style-type: none"> Service providers considered that a creative arts centre would need to be open late and on weekends, flexible for different ages and needs, technology-enabled, energy efficient and allow for different spaces. <p>“Let’s Talk Waterloo” community engagement (2017): Community feedback included:</p> <ul style="list-style-type: none"> Community members want cultural venues that offer live music. Need to retain local cultural values and cultural diversity, with a risk of these being lost as a result of the redevelopment. There is opportunity for more cultural community facilities that reflect the local Aboriginal and migrant communities. 	The facility can either be a standalone facility or integrated with another Council facility	
Creative / maker spaces <i>Arts and cultural facilities are considered as part of the cultural planning study</i>					Creative work spaces for individual artists range from 5m ² to 10m ² each depending on the artform e.g. writers need minimal space whilst sculptors/ ceramic artists/printmakers/ painters may need space to produce large scale works.	TBC - 5 – 10m ² per space
Aged care	<ul style="list-style-type: none"> 21% or 681 residents aged 70 years and over Almost half of the older residents have lived there for over ten years. High proportions of: 	<ul style="list-style-type: none"> 950 additional residents aged 70 years and over A high number of older residents are expected to live within the Precinct Overall ageing population in LGA 	Five services for older people, including Frederic House (male-only nursing home in Waterloo) and Wyanga Aboriginal Aged Care Program (Redfern)	<p>Consultation with CoS (2018):</p> <ul style="list-style-type: none"> Affordability of aged care services and ageing in place are key issues. <p>Consultation with service providers (2015):</p> <ul style="list-style-type: none"> Demand for aged care services and programs is likely to increase within the LGA LGA already has a significant existing population of older people, particularly disadvantaged older social housing tenants, and an existing lack of residential aged care services. 	Aged care provision ratio: 125 aged care places: 1,000 people aged 70+ years (78 residential care places, 45 home care places, two short term restorative care places) ³	119 aged care places provided in one aged care facility: <ul style="list-style-type: none"> 74 residential care places 43 home care places 2 short term restorative care places

³ Department of Social Services, “How does the Commonwealth Plan its Allocation of Places?”. Available at: <<http://guides.dss.gov.au/guide-aged-care-law/3/3/2>>

Social infrastructure	Existing demographics (2016)	Demographic need (2036)	Comparative need	Stakeholder identified need	Rate of provision need	Assessed need / Recommended provision
	<ul style="list-style-type: none"> • People living alone • Low income earners • Non English speaking background • People with a disability requiring assistance 	<ul style="list-style-type: none"> • Demand for aged care services would increase e.g. Home and Community Care particularly for lone persons. 		<ul style="list-style-type: none"> • Key issues are ageing in place, social isolation and health risks due to lack of appropriate housing and aged care services. <p>“Let’s Talk Waterloo” community engagement (2017): Community members considered that aged care services could be incorporated into a community centre in Waterloo.</p>		Provide space for older people’s programs and activities in new community centre and spaces – 60m ² – 100m ²
Youth services	359 young people aged 12 to 24 years	1,178 additional young people aged 12 to 24 years	<p>Seven youth services</p> <p>Some of these services are targeted towards disadvantaged and at risk young people living in the social housing estates.</p>	<p>Meetings with CoS (2017, 2018):</p> <ul style="list-style-type: none"> • Advised that indoor recreation facilities are oversubscribed. • The recommended community centre could provide multipurpose sports courts. <p>Workshop with service providers (2018):</p> <ul style="list-style-type: none"> • Service providers considered that a youth service could be co-located with: <ul style="list-style-type: none"> • Health (early intervention, drug & alcohol service, and mental health) • Legal services • Sport, recreation and open space • Youth services would require good lighting, visibility, staff supervision, accessibility and proximity to public transport. These should also be open late. • Design considerations include removable walls, kitchen and workshop space, sound-proofed rooms, and hot desks for outreach services. • Youth spaces will need to address different cultural needs and be affordable. 	1 youth recreation facility: 20,001 to 50,000 people	<p>Provide space for youth programs and activities in new community centre and spaces – 60m² – 100m²</p> <p>Recreation facilities key for young people –indoor/outdoor sports courts, sports fields, skate parks – to be addressed in open space study</p>
Community health	<ul style="list-style-type: none"> • 3,259 residents • High number of older residents and people with a disability • The Sydney City (South and West) area had higher rates of hospitalisations compared to the Inner West area, which may indirectly reflect problems with the provision of health care such as difficulties in accessing primary 	<ul style="list-style-type: none"> • 9,567 additional residents • Total 12,932 residents • Continued high number of older residents and people with a disability 	<ul style="list-style-type: none"> • 17 medical centres, including the Aboriginal Medical Service which provides acute and primary health to the local Indigenous Australian communities • Three drug and alcohol services • 29 allied health services, including mental health • One community health centre (Redfern) • Two hospitals (Royal Prince Alfred and St Vincent’s) • Youth Block at the University of Sydney 	<p>Meetings with NSW Health (2017, 2018):</p> <ul style="list-style-type: none"> • Advised that an integrated primary care facility is needed in the town centre/metro quarter. This should be co-located with a multipurpose community facility (2.5 - 3,000m²) that supports education, lifelong learning, GPs and NGOs. This would promote better opportunities for relationships. An example is Redlink which has health services and meeting rooms. • The health facility could be supported by a satellite facility (115m²) and clinic rooms (14m² each) provided in the estate. They could also be provided through one or two flexible community rooms within residential buildings. • A satellite facility could include two clinic rooms, a group room, two toilets, 15m² office space and an outdoor space. This could support both health and community uses. • Health services could also be provided within flexible community rooms. GPs are provided separately to public health. • The RPA Hospital is at capacity. It is planned to undergo major redevelopment to support the growing regional population. 	<p>NSW Health plans for facilities based on health needs, usage rates/flows and funding. They do not necessarily plan based on benchmarks.</p> <p>The Waterloo Precinct is considered a medium vulnerable community.</p>	<p>One multipurpose community and health centre – 2.5 - 3,000m²</p> <p>Multipurpose community rooms throughout precinct which can provide for a range of uses, including community health. 115m² required</p>

Social infrastructure	Existing demographics (2016)	Demographic need (2036)	Comparative need	Stakeholder identified need	Rate of provision need	Assessed need / Recommended provision
	health care services (SLHD, 2015).		provides health services to 12 to 24 year olds.	<ul style="list-style-type: none"> An integrated primary care facility will be needed in the future. <p>Workshop with service providers (2018):</p> <ul style="list-style-type: none"> A community health centre should be within the Waterloo Precinct. It should provide extended opening hours, bulk billing, accessibility, mobile/outreach and home visits. <p>“Let’s Talk Waterloo” community engagement (2017): Community feedback included:</p> <ul style="list-style-type: none"> Community members desire friendly, responsive and local medical services in Waterloo that are within walking distance of most homes, especially elderly residents. Local older people travel for health services. They do not necessarily use local services. Safety and security are very important for lone persons especially older people who are less mobile. More support for vulnerable people and those with complex needs (e.g. mental health) is needed. <p>The proposed HealthOne Green Square (around 4,000m²) will integrate primary care, community health and out-of-hospital care services. It will be co-located with complementary allied health services.</p>		
Medical centres	As above	As above	<ul style="list-style-type: none"> 17 medical centres 	<p>Consultation with NSW Health (2018):</p> <ul style="list-style-type: none"> There is a shortage of GPs in the Estate. There are in-reach GP services. Mobile services are necessary. The Primary Health Network (PHN) can provide comments on provision of GPs in the regional area. 	<ul style="list-style-type: none"> One GP is required per 1,300 persons 	<ul style="list-style-type: none"> 10 GPs
Ambulance	3,259 residents	<ul style="list-style-type: none"> 9,567 additional residents Total 12,932 residents The Sydney City (South and West) area had higher rates of hospitalisations compared to the Inner West area High proportion of older residents expected. Access to emergency services will be important. 	One ambulance administration centre (Eveleigh)	<p>Consultation with NSW Ambulance (2017):</p> <ul style="list-style-type: none"> The redevelopment would add in excess of an estimated 807 emergency incidents per year between 2021 and 2036. This was based on a preliminary analysis and should only be used as indicative only. NSW Ambulance is implementing the Sydney Ambulance Metropolitan Infrastructure Strategy (SAMIS), an advanced fluid deployment model across Sydney. The fluid deployment model and the roll out of SAMIS will enable an increased capacity to respond to future projected demand. A hub and spoke model is being planned to meet the demand for the CBD and surrounds including Waterloo. 	<p>Rate of provision is based on the number of calls to 000. One hub could be required to support 250,000 people.</p> <p>NSW Ambulance now uses a hub and station model. Larger hubs are strategically-located, and smaller stand-by stations are located locally. These smaller stations are moveable and require little infrastructure.</p>	The redevelopment would not require additional ambulance infrastructure, as a hub and spoke model is being planned to meet the demand for the CBD and surrounds including Waterloo.
Fire and Rescue	3,259 residents	<ul style="list-style-type: none"> 9,567 additional residents Total 12,932 residents 	<ul style="list-style-type: none"> Three fire and rescue stations (Redfern, Alexandria and Newtown) State Emergency Service (Zetland) 	<p>Consultation with NSW Fire and Rescue (2017):</p> <ul style="list-style-type: none"> The redevelopment is not expected to increase service demands on the surrounding fire stations beyond their capacities. However the considerable development occurring in the wider Redfern–Waterloo area may create issues in the future. This is particularly relevant for Redfern fire station, which is an older station on a very constrained site which cannot accommodate any resource enhancements if required. Given vulnerable social housing tenants will be occupying many of the new dwellings, compliance with building codes and the provision 	<p>Rate of provision is based on ensuring that there is a maximum call out time of ten minutes.</p>	<p>Considerable development of the Redfern-Waterloo area may increase service demands on surrounding fire stations in the future.</p> <p>Ongoing consultation with Fire and Rescue is recommended as the population increases in the broader catchment.</p>

Social infrastructure	Existing demographics (2016)	Demographic need (2036)	Comparative need	Stakeholder identified need	Rate of provision need	Assessed need / Recommended provision
				of active and passive fire protection systems should be strictly adhered to.		
Police	<ul style="list-style-type: none"> 3,259 residents Waterloo had a higher rate of domestic assault compared to both the City of Sydney and NSW but lower than Redfern. High density of domestic violence related assaults within the Waterloo Precinct and broader Redfern-Waterloo area correlating with social housing sites. 	<ul style="list-style-type: none"> 9,567 additional residents Total 12,932 residents Crime can affect the real or perceived safety The provision of police services will need to consider existing crime issues especially domestic violence related assaults. 	One police station (Redfern)	<p>Consultation with service providers (2015):</p> <ul style="list-style-type: none"> Many social housing tenants have complex needs including mental health issues, drug and alcohol dependency which have led to increased crime and safety issues within the social housing estates. Robberies and stealing from cars are biggest community safety issues in the area. They identified a need for crime enforcement as well as harm reduction and integrated human service provision to address these complex needs in the long term. <p>Consultation with Redfern LAC (2015):</p> <ul style="list-style-type: none"> Ongoing consultation would be required with Redfern LAC as the planning for C2E progresses to determine if additional Police facilities and resources will be required to meet the additional demand resulting from development. 	Rate of provision is based on crime rate	<i>To be determined through consultation with NSW Police.</i>
Indoor sports courts <i>Outdoor sport and recreation facilities are considered as part of the open space study</i>	3,259 residents	9,567 additional residents and a total Precinct population of 12,932 residents.	<p>Seven facilities, including the National Centre of Indigenous Excellence (NCIE), Australian Technology Park and Sydney University Sports & Aquatic Centre</p> <p>A new multipurpose sports centre in Alexandria called Perry Park Recreation Centre will consist of two indoor and two outdoor multipurpose courts for sports such as netball, basketball and futsal.</p>	<p>The City of Sydney Open Space, Sports and Recreation Needs Study 2016 states that sports courts are under pressure in the LGA. There is also a continuing trend for sports courts to move indoors. "Show up and play" sports has also seen an increase in small team, half-size field sports like futsal and basketball.</p> <p>In terms of indoor recreation, the City contains 21 full-sized indoor sports courts catering for basketball, netball, volleyball and other sports. Demand for an additional 11 indoor multipurpose courts will be required across the LGA by 2031.</p> <p>The City aims to provide barrier free opportunities for all of the community to use and enjoy their facilities. They also aim to improve the provision and diversity of sport and recreation facilities, including the flexibility to accommodate indoor recreation programs such as yoga, dance and martial arts.</p> <p>Consultation with CoS (2018):</p> <ul style="list-style-type: none"> Perry Park Recreation Centre is oversubscribed. 	<p>1 indoor sports facility: 20,000 – 50,000 persons</p> <p>City of Sydney benchmarks: 1 court per 9,444 residents (includes courts at schools or university)⁴</p> <p>At least one indoor courts facility and one general indoor recreation facility per precinct of 30,000–50,000 people</p>	<p>One multipurpose court (around 782m²) and two tennis courts (total 721m²) may be required.</p> <p>A multipurpose court catering for basketball, netball, volleyball and futsal would require the following floor markings and/or dimensions⁵:</p> <ul style="list-style-type: none"> Basketball – 28m x 15m, minimum run off 2m between courts, 7m internal ceiling space Netball – 30.5m x 15.25m, minimum run off 3.05 or 3.65 between courts Volleyball – 9m x 18m, minimum run off 3.5m between courts (side) and 3.8m (end)

⁴ City of Sydney, "Sports Facilities Demand Study". Available at < http://www.cityofsydney.nsw.gov.au/__data/assets/pdf_file/0004/255109/160509_EC_ITEM04_ATTACHMENTD.PDF>

⁵ Department of Local Government, Sport and Cultural Industries, "Sports Dimensions Guide for Playing Areas: Sport and recreation facilities". Available at: <<https://www.dsr.wa.gov.au/docs/default-source/file-support-and-advice/file-facility-management/sports-dimensions-guide-june-2016.pdf?sfvrsn=15>>

Social infrastructure	Existing demographics (2016)	Demographic need (2036)	Comparative need	Stakeholder identified need	Rate of provision need	Assessed need / Recommended provision
						<ul style="list-style-type: none"> Non-international futsal – 25-42m x 16-25m (excludes run off) <p>A tennis court would require 34.77m x 17.07m total area, minimum distance 3.66m between courts (unfenced), 9.14m internal ceiling space.</p> <p>Consider including courts within residential buildings, the recommended multipurpose community centre or existing school grounds. Co-location allows sharing of reception/office space, car parking, storage facilities and amenities.</p> <p>If co-location is not possible, investigation into the provision of an indoor sports facility may be required in the future to support population growth in the broader area. The size would be dependent on number of courts e.g. a four court facility including ancillary space (e.g. change rooms, storage, café, offices, reception) requires around 4,000m² site area.</p>
Indoor leisure and aquatic centre	3,259 residents	9,567 additional residents and a total Precinct population of 12,932 residents.	<p>Three leisure and aquatic centres, including:</p> <ul style="list-style-type: none"> National Centre of Indigenous Excellence (NCIE) Prince Alfred Park Pool Sydney University Sports & Aquatic Centre <p>The proposed Gunyama Park Aquatic and Recreation Centre at Green Square will have a 50m outdoor pool, 25m indoor pool and gym, and a multipurpose sports field including an outdoor synthetic playing field of approximately</p>	<p>The City of Sydney Open Space, Sports and Recreation Needs Study 2016 states that the City provides seven aquatic facilities. An aim of the study is to provide a network of outdoor and indoor aquatic and related facilities in the LGA.</p> <p>“Let’s Talk Waterloo” community engagement (2017): Community members would like more recreational facilities that are affordable, such as a local swimming pool.</p>	<p>Indoor aquatic/swimming facility with 25 – 50m pools: 20,000 to 50,000 people</p> <p>For larger LGAs the provision of a Leisure Centre should be considered.</p> <p>City of Sydney benchmarks: One indoor swimming pool facility per 50,000–100,000 people.</p>	<p>Existing and proposed future leisure and aquatic centres are expected to accommodate forecast growth.</p>

Social infrastructure	Existing demographics (2016)	Demographic need (2036)	Comparative need	Stakeholder identified need	Rate of provision need	Assessed need / Recommended provision
			6,500m ² , public amenities, playground and park of 20,000m ² . The aquatic centre will be delivered by mid 2019.			
Housing provider / housing office	3,259 residents	Additional residents - 9,567 Total residents - 12,932	Housing office within the Waterloo Estate	<p>Consultation with FACS (2018):</p> <ul style="list-style-type: none"> A housing provider / housing office is needed on site. A housing office may include a wait room, meeting room and interview rooms. <p>Workshop with service providers (2018):</p> <ul style="list-style-type: none"> Service providers considered that a building manager concierge could be co-located with: <ul style="list-style-type: none"> Facilities for shared services e.g. library book returns, parcel deliveries and pharmacy script drop-offs Library Cafe Playground Close to community rooms within the development that could facilitate training of staff Design considerations include good signage, visibility and provision of lockers for deliveries. 	<p>FACS benchmarks:</p> <ul style="list-style-type: none"> 1 client service officer: 300-400 social housing dwellings 1 community housing provider staff: 200 affordable dwellings <p>4,000 social housing dwellings or more would require another layer of staff supervision</p>	<p>2-3 additional client service officers, based on the potential for increased social housing dwellings.</p> <p>180-200m² of office space is required</p>
Lifelong learning	3,259 residents	Additional residents - 9,567 Total residents - 12,932	<ul style="list-style-type: none"> The University of Sydney TAFE NSW CEAD Centre (Darlington) is a temporary, shared facility which provides programs including construction, upholstery and food growing. The facility is shared with social enterprises. CEAD will operate until the end of 2018. TAFE NSW Eora (Chippendale) – includes an arts and media facility and foundation studies facility (language and culture). <p>TAFE NSW programs within the Waterloo area:</p> <ul style="list-style-type: none"> Food growing course and cooking class at the Poet's Corner. Language and brokering courses targeted to CALD groups. 	<p>Consultation with FACS (2018):</p> <ul style="list-style-type: none"> Opportunities for lifelong learning could be incorporated into library /multipurpose community space. Computer rooms, training rooms and commercial kitchens are needed to support economic development. <p>Consultation with TAFE (2018):</p> <ul style="list-style-type: none"> The Waterloo Precinct is predominantly TAFE-engaged. TAFE also links in with university pathways. There is demand for Aboriginal language classes in NSW and computers at libraries in the local area. There is a need for a community college to serve the Waterloo Precinct, particularly as the CEAD Centre is a temporary facility. The facility would need to be physically and financially accessible. In addition, there is also a need for a space within the Precinct for TAFE Eora. There is a need for a cultural facility within the Waterloo Precinct where shows and education about Indigenous culture and history can be run. There is a need for an Aboriginal learning circle and smoking ceremony space. TAFE is very mobile and versatile, and can outreach to the community. Courses can be run from flexible community rooms, community gardens, makers spaces, exhibition space and commercial kitchens. 	<p>TAFE NSW programs can be provided from different sized spaces, including classrooms, flexible community rooms, community centre and creative / cultural centre. These spaces could include facilities such as computers and commercial kitchens.</p>	<p>Investigate provision of a community college. Size requirements should be determined in consultation with TAFE NSW.</p> <p>Floor space for lifelong learning could be incorporated into the multipurpose community centre (2.5 - 3,000m²) or creative / cultural hub – 1,000m²</p> <p>Activity rooms should be 60 – 100m². Additional floor space may be required for commercial kitchen facilities and computer training rooms.</p>

Social infrastructure	Existing demographics (2016)	Demographic need (2036)	Comparative need	Stakeholder identified need	Rate of provision need	Assessed need / Recommended provision
			<ul style="list-style-type: none"> Older people access their English classes. Placed-based initiatives with Counterpoint Services. Economic development programs, pathways and job application assistance. Programs through Alexandria Park Community School. TAFE NSW is developing programs with NSW Health to encourage healthy lifestyles linked to food production. In the past, they have worked with developers for economic development programs and pathways. <p>RedLink provides computer programs for lifelong learning.</p>	<ul style="list-style-type: none"> There is need for computer training, makers centre and exhibition space. TAFE is investigating a centre of excellence for Aboriginal people. <p>Workshop with service providers (2018):</p> <ul style="list-style-type: none"> Service providers considered that a TAFE facility could be co-located with a community garden and growers market. A facility would require workshop spaces, training rooms and hot desk facilities. This could be owned by the community. A training facility could be co-located with a child care centre. It would need to be visible and have a reception or security card access to ensure security of the training facility. It would need to be low cost for users, accessible, have good signage and change rooms. It could incorporate communal spaces and flexible rooms. They also suggested that a recycling centre co-located with a social enterprise and return & earn facility could assist with economic development. 		

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Document Status

Revision	Author	Reviewer		Approved for Issue		
		Name	Signature	Name	Signature	Date
0	C. Lau		M. Lander	M. Lander		17.09.18

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