

14 June 2024

Our Ref: 2024/306693-09

Waterloo Connect  
95 Wellington Street  
Waterloo NSW 2017  
By email: [Waterlooconnect@homes.nsw.gov.au](mailto:Waterlooconnect@homes.nsw.gov.au)

Dear Madam/Sir,

### **People and Place Plan – Waterloo (South) Redevelopment**

Thank you for the opportunity to provide feedback on the Waterloo (South) Redevelopment People and Place Plan.

The City of Sydney (the City) strongly supports planning for the people and places of Waterloo South, in addition to the physical build. Careful and strategic planning is required to ensure that the redeveloped Waterloo South will foster a strong sense of place for residents wishing to remain or return to Waterloo and the residents that the future Waterloo South will welcome.

#### **The People and Place Plan**

The People and Place Plan (the plan) describes how the NSW Government, and the renewal partner will work with other stakeholders and the community to realise positive outcomes for the people and places in Waterloo South. It outlines 76 actions under seven pillars:

1. Working together.
2. Working with social housing residents.
3. Working with the Aboriginal community.
4. Supporting health and wellbeing.
5. Accessing quality education, learning and jobs.
6. Feeling safe and welcome.
7. Being green and clean.

The plan identifies whether each action will be delivered during the delivery (construction stage) or operation stage (after Waterloo South has been redeveloped). A lead and support are identified for each action. The plan applies only to the Waterloo South precinct, omitting the Waterloo Central and North precincts, including high-rises. Homes NSW advises that the Plan incorporates feedback gathered from years of community engagement, including consultation undertaken as part of the rezoning of Waterloo South to support the current planning controls. The Plan also directly builds on three recent pieces of work including the 'Connecting with Country Framework'; the 'Place Framework', the Waterloo Human Services Action Plan, and the 'Relocations and

Support Guide' which Homes NSW will release prior to relocation letters in mid to late 2024.

## **Summary**

The City emphasises the high levels of distress and disruption that the redevelopment of the Waterloo South precinct will create for residents within Waterloo South who will be required to relocate, those in the neighbouring Central and North precincts who will live with years of construction, and the social housing residents who reside in the Waterloo East precinct. Thus, the impacts of the redevelopment will be felt broadly, not just through the physical relocation of residents and the physical construction but also by the social dislocation of friends and supports.

While Homes NSW advises that construction will occur in stages to minimise disruption, the details of which will not be known until after the winning consortium is announced mid-year, the redevelopment will nevertheless have a profound impact. Ensuring density is done well with good community amenity, opportunities for connection and effective community-led place-based management is crucial to ensuring residents returning to and remaining in Waterloo continue to feel a sense of belonging and receive the necessary social supports. Thus, it is critical that Homes NSW get the planning for the 'people' aspect of the Waterloo South redevelopment right in addition to the physical build.

### **Priority Recommendations:**

1. Seek Ministerial endorsement of the plan - adopting the plan as policy will safeguard against actions being wound back after the renewal partners are engaged or if budget or time constraints emerge.
2. Seek commitment that the 'right to return' is included in relocation letters - in May 2024, Homes NSW advised that the 'right to return' will not be included in the letter to residents giving them six months' notice of relocation. Rather, the 'right to return' will be included in a legal document developed and provided to tenants after they meet with the Homes NSW relocation officer.
3. Ensure appropriate resourcing of local community organisations expected to lead and support actions within the plan, as well as clear governance arrangements and mechanisms outlining how the actions will be delivered.

## **Background**

The NSW Government announced the redevelopment of the Waterloo public housing estate in December 2015. Since this time, various changes have been made to planning controls, consent authorities, and there have been different iterations of the plans.

Separate from the 'bricks and mortar' element of the redevelopment is the human component. When the redevelopment was announced, local organisations under the Groundswell umbrella advocated that there needs to be a human services plan that deals with current human service issues, those that will arise during and after the redevelopment. These organisations argued that without human service planning, existing issues would only be diluted with the near tripling of density and the influx of private dwellings, and the problems arising through the construction and relocation would be poorly planned for. Moreover, preparing for a socially mixed, socially cohesive community following construction was critical for community well-being and the liveability of the neighbourhood.

A Human Services Action Plan dealing with existing human services issues is underway and led by the Waterloo Collaborative, a collaboration between state government agencies, the City and local service providers. The People and Place Plan covers the human services issues arising during and after the redevelopment, starting from relocations.

### **City Feedback**

The City's feedback is organised under a general comment section followed by the seven pillars that underpin the plan.

### **General Feedback**

The plan details six objectives:

1. New and better social housing
2. Positive outcomes for residents
3. Outcomes for Aboriginal people
4. An authentic sense of place
5. Environmental sustainability
6. Strong collaboration

The City has heard community concern about the impact the redevelopment may have on affordable access to programs, services, and food. The inclusion of an objective specifically focused on affordability will provide certainty that the redevelopment will consider appropriate actions to address these concerns. While mentions of affordability are incorporated in actions throughout the plan, such as 'ensure affordable early education and care' and 'affordable and culturally appropriate food', the City believes that affordability should be included as a seventh pillar of the plan's objectives. If affordability isn't included as an objective of the plan, lower-income groups and social housing residents may feel excluded from Waterloo South once it is redeveloped, even if they are not physically displaced<sup>1</sup>.

A key focus of the plan is to 'create a place that supports the health and wellbeing of all residents, now and in the future'. With approximately 50% of the residential dwellings within the Waterloo South redevelopment proposed to be private dwellings, there will be a significant number of private renters and home-owners with mortgages. In addition, housing affordability and the cost-of-living crisis continue to place pressure on household finances. The City recommends that the plan consider how it supports private renters and homeowners across all seven pillars. For example, the redevelopment provides an opportunity for the NSW government to encourage innovative homeownership models, such as shared equity schemes.

Homes NSW states that *'the plan may also be updated from time to time, including once the Renewal Partner is on board and more detailed planning has progressed'*. The City is concerned about the lack of specified governance arrangements regarding how and under what circumstances the plan may be changed. Governance arrangements should be made clear to safeguard against there being too much scope to change the plan without consultation with the community and stakeholders.

On page six, under the heading 'About the Waterloo Renewal Project', greater clarity should be provided about what is meant by new and better social housing. If 'better

---

<sup>1</sup> Easthope,H., Troy,L. & Crommelin,L. (2017) It's not just the buildings, high-density neighbourhoods make life worse for the poor (theconversation.com) article in The Conversation published 22 August, 2017 accessed 28/4/22 20

social housing' means improved design, location, functionality, safety, quality, and access, that should be made explicit.

The City recommends the plan:

1. Include 'affordability' as a seventh objective, and detail how affordability will be assured across programs and services.
2. Acknowledge and plan for the health and wellbeing needs of the private residents that will reside in Waterloo South, namely private renters and owner-occupiers with a mortgage.
3. Include specific governance arrangements regarding how and under what circumstances the plan may be changed.
4. Make explicit what is meant by 'better social housing'.
5. Include a clear description of how the plan relates to the existing Human Services Action Plan, and what mechanism will be used to ensure coordination between both plans.
6. Is provided in an Easy English version when it is published.
7. Including a point of contact, including on the website, so that members of the public can advise of any accessibility requirements not met by the final document.

**Pillar One: Working Together**

Clarity on the plan's governance and implementation is crucial, including the roles and responsibilities of lead and support organisations. The City proposes further detailed discussions with Homes NSW and the Renewal Partner to confirm roles, resourcing, and expectations to deliver the actions within the plan. In addition, the City is concerned that existing already over-stretched community organisations will not be able to effectively deliver the various actions outlined in the plan without additional support and funding.

The City is concerned that the plan's intent lacks weight without a clear line of accountability for delivering the actions. The City has been advised that Homes NSW will remain accountable for the plans and actions, regardless of whether they are an action lead. The document should clearly express Homes NSW's overarching accountability for all the actions within the plan and describe Homes NSW's role in ensuring stakeholders deliver on their obligations. Furthermore, there is no mention of risks that may impact the delivery of the plan, and how these risks can be mitigated or addressed, such as if the developer or CHP find themselves in financial hardship and/or goes into receivership/administration.

If there were Ministerial endorsement of the plan, stakeholders and the community would be more confident that Homes NSW is committed to seeing the plan through. The City is aware that over the nearly nine years since the redevelopment was announced, the NSW Government has made commitments to the community that were subsequently scaled back, such as the 2017 FACS Community Engagement Principles.

The City believes that the community housing provider (CHP) that manages the social and affordable housing stock in Waterloo South is equally responsible for placemaking as the City in the operation phase.

While it is acknowledged on page 18 that 'engagement with tenants across the Waterloo Estate and with other community members will also be critical to the success of the project', the City would like to see a clear commitment to ongoing consultation and engagement with Waterloo social housing residents about the plan, including obligations

to co-design activities that will arise from the plan, and the resourcing of tenant-led projects.

***Action 1.3 – Develop and deliver meaningful and well-resourced tenant participation structures and programs.***

The plan needs to consider how the existing Waterloo public housing estate will become fragmented during and after construction and how it will be managed. The mechanism by which Waterloo residents can advocate with a united voice is the Neighbourhood Advisory Board (NAB), which is facilitated by the Homes NSW-funded Tenant Participation and Community Engagement Program provided by Mission Australia. The NAB excludes the participation of CHP tenants because the CHP is expected to deliver these services for their residents, not Mission Australia. The Waterloo estate will increasingly be home to affordable, community, public and private rental tenants throughout the staged construction.

The City recommends the plan:

1. Detail how local community organisations expected to lead and support actions will be appropriately resourced.
2. Articulate Homes NSW's overarching accountability for all the actions within the plan and describe Homes NSW's role in ensuring stakeholders deliver on their obligations.
3. Detail how risks to delivery can be mitigated and addressed.
4. Is endorsed by the Minister.
5. Include the CHP as co-leading placemaking in operations with the City.
6. Include a definition of placemaking, and an understanding of the precinct governance arrangements that will guide the renewal partners as they lead placemaking in the delivery stage, and then the City as it leads placemaking in the operation stage in partnership with the CHP, as recommended.
7. Acknowledge the expected fragmentation and outline how it will support well-resourced inclusive tenant participation structures and programs to facilitate a socially cohesive and connected community and provide opportunities and forums for all residents to come together and address local issues.
8. Include a clear commitment to ongoing consultation and engagement with Waterloo social housing residents about the plan, including obligations to co-design activities that will arise from the plan, and the resourcing of tenant-led projects.

**Pillar Two: Working with social housing residents**

The City has been advised that the 'right of return' to Waterloo will not be included in the letter residents receive that provides six months' notice. Instead, the right will be included in a legal document provided after the meeting with the resident's Homes NSW relocation officer. As mentioned on page 20, 'For many tenants, having the opportunity to stay in – or return to – Waterloo is very important'. The City is concerned that the omission of the 'right to return' from the first letter that residents receive will cause significant stress and anxiety for residents wishing to stay in Waterloo. The City strongly recommends that the 'right of return' be made clear and explicit from the beginning of the relocation process.

Furthermore, the 'right to return' should not be conditioned on the availability of appropriate housing or subject to 'eligibility' as per previous written communications. The City notes that as recently as December 2022, Homes NSW advised in the newsletter to residents that "residents will have the right to return to new homes in Waterloo once they

are built, should suitable housing be available, and they continue to meet social housing eligibility criteria". The 'right to return' should be universal to all Waterloo residents. Homes NSW is responsible for ensuring that appropriate dwellings, such as larger family homes, are available so that all households, particularly larger Aboriginal and Torres Strait family households, can return to Waterloo if they wish.

While the City understand that the Relocations and Support Guide is yet to be released, the plan does not refer to or acknowledge the Compact for Renewal: What tenants want from Renewal<sup>2</sup>. The City understands that consultation with the Waterloo social housing community was undertaken through the Waterloo Redevelopment Group to develop a Waterloo-specific Compact for Renewal called the 'Waterloo Renewal Principles'. The City strongly recommends that the plan include undertakings that Homes NSW and its consortium partners will operate within the Waterloo Renewal Principles and any state-level compact that might be adopted.

A CHP will manage the new social housing. The plan needs to acknowledge the problems and concerns of tenants who wish to remain or return to Waterloo regarding the tenancy transfer from Homes NSW to a CHP, both real and perceived. For example, residents will be required to apply for Commonwealth Rent Assistance to access Community Housing, and the City is aware that many residents are concerned about how their CHP will manage their tenancy compared to Homes NSW, including differing policies about pets and smoking indoors. The plan should acknowledge these concerns and illustrate how they will be addressed.

***Action 2.1 – Co-design communications to support tenants across Waterloo with a wide variety of backgrounds and needs, including Aboriginal and Torres Strait Islander people, CALD communities and people living with disability.***

The City can assist with providing details of suppliers to consider when planning, creating, and procuring inclusive and accessible communication materials.

Homes NSW should consider consulting external co-design resources, including:

- Guide to co-design with people living with disability
- Good Practice Guidelines for Engaging People with Disability
- People with Disability Australia Co-design guide

***Action 2.9: Ensure at least 20% of all housing in Waterloo South is affordable housing.***

The City is pleased to see the increased provision of affordable housing in Waterloo South. It responds to an important group that is often overlooked – financially stressed renters in the insecure, private residential housing market, who otherwise generally don't qualify for social housing. And it also caters for important key workers, including many from the government's own direct and allied workforces who are best placed if they live and work in the same area.

Recent research by Gilbert, Nasreen and Gurran<sup>3</sup> has highlighted the extent to which key workers in Sydney are struggling to find appropriate and affordable housing, finding that 20% of key workers across Sydney experience rental stress. The City understands

<sup>2</sup> Shelter NSW, Tenant's Union of NSW & City Futures Research Centre (2017) – What tenants want from renewal. Accessed from [A-compact-for-renewal-what-tenants-want-from-renewal](#)

<sup>3</sup> Gilbert, C., Nasreen, Z. and Gurran, N. (2021) Housing key workers: scoping challenges, aspirations, and policy responses for Australian cities, AHURI Final Report No. 355, Australian Housing and Urban Research Institute Limited, Melbourne, <https://www.ahuri.edu.au/research/final-reports/355>, doi:10.18408/ahuri7323901.

that the 20% affordable housing has not been committed to being in perpetuity, and Homes NSW is waiting to see how the renewal partners can deliver affordable housing in perpetuity. The City is of the strong position that the affordable housing be provided in perpetuity.

Households on varying income bands are eligible for affordable housing, including those on very low, low and moderate incomes<sup>4</sup>. CHPs allocate housing accordingly. The plan does not discuss how affordable housing will be allocated, including safeguards to ensure the CHP managing the affordable housing doesn't only allocate housing to the highest income band.

***Action 2.10 – Explore innovative housing models that meet a wide range of housing needs.***

The City understands from advice provided by Homes NSW that innovative housing models may include housing specific for Aboriginal and Torres Strait Islander Elders, shared equity models (generally and specifically for Aboriginal people), artist studios, different retirement/seniors housing forms, and youth foyer housing.

The City strongly supports innovative housing models to respond to different housing needs, emphasising affordability, security, and accessibility. The City looks forward to working with Homes NSW and the renewal partner to explore appropriate innovative housing models.

The City recommends the plan:

1. Include undertakings that Homes NSW and its consortium partners will operate within the Waterloo Renewal Principles and any state-level compact that might be adopted.
2. Ensure that communication materials are provided in Easy English to meet the needs of people with intellectual disability and those with low literacy.
3. Ensure that alternative communication formats be available upon request, including Braille, Auslan video, captioned video, audio, accessible Word and PDF documents.
4. Ensure that the 'right to return' is included in relocation letters.
5. That the 'right to return' is not conditioned on the availability of appropriate housing or subject to 'eligibility' as per previous written communications but is universal.
6. Include how affordable housing will be allocated, including safeguards to ensure affordable housing is allocated to all income bands, not just the highest.

**Pillar Three: Working with the Aboriginal community**

This section would benefit from an introductory paragraph on how actions will support self-determination throughout both the delivery and operation stages.

***Action 3.1 – Engage with diverse Aboriginal voices.***

***Action 3.2 – Ensure there is ongoing collaboration and co-design with the local First Nations community, including for the operation of the area.***

---

<sup>4</sup> NSW Affordable Housing Ministerial Guidelines 2023-24. Accessed from <https://www.facs.nsw.gov.au/download?file=843446>

Working with the local Aboriginal community throughout the planning and development process ensures that their voices are heard, and their needs are met. Authentic and meaningful engagement supports self-determination by respecting the right to influence decisions that affect Aboriginal communities. Critical to facilitating authentic and meaningful engagement with the local Aboriginal community is the adequate resourcing of local Aboriginal community-controlled organisations to have conversations, build relationships, and support community participation, mindful of the current profound power imbalances.

Establishing mechanisms for ongoing consultation with the Aboriginal community ensures that the voices of First Nations communities continue to shape the operation and evolution of the project. This ongoing dialogue is crucial for maintaining self-determination. Including representatives from the local Aboriginal community in governance structures helps ensure that the perspectives of the local Aboriginal community are included in decision-making processes. Providing services tailored to meet the needs of local Aboriginal residents supports self-determination by addressing specific health, education, and social needs.

Providing training and development opportunities for local community members, particularly from Aboriginal groups, helps build capacity and empowers individuals to take on roles in the project's delivery. Incorporating cultural awareness training for all non-Indigenous project staff ensures respect for Aboriginal cultural practises and traditions, thereby fostering an inclusive environment that honours self-determination.

***Action 3.13 – Increase employment of First Nations people in the area through all stages of the redevelopment and into the future operations.***

***Action 3.14 – Connect with First Nations suppliers in the construction process and for operations.***

***Action 3.15 – Include spaces dedicated for First Nations business tenants.***

Prioritising local Aboriginal suppliers and contractors for procurement can stimulate local economies and support self-determined economic growth. Implementing a co-design approach where community members, especially from Aboriginal groups, are actively involved in designing services and infrastructure ensures that the outcomes align with the aspirations and needs of Aboriginal communities.

***Action 3.5 – Ensure the modern stories of Waterloo and Redfern are given strong visibility throughout the development, especially 1920-1980s.***

***Action 3.6 – Provide dedicated time and spaces for ceremony and culture, including smoking ceremonies, celebrations, dance and for grieving.***

The City is concerned that the plan doesn't adequately acknowledge the impacts of contemporary gentrification on Waterloo and its surroundings or the historical importance of Aboriginal-controlled organisations within the community. Gentrification often leads to the displacement of long-standing residents, especially Aboriginal communities, and can undermine self-determination by eroding community cohesion and reducing access to affordable housing.

The historical establishment of Aboriginal-controlled organisations in the area is a significant aspect of the local Aboriginal community's identity. This should be recognised and supported, including the proper acknowledgement of the contributions of these organisations and their roles in the community's development. Fostering strong



partnerships with these organisations to leverage their expertise, ensure continued relevance and sustainability, and develop policies that support the growth and sustainability of Aboriginal-controlled organisations, ensuring they can continue serving the community effectively.

The City recommends the plan:

1. Ensure appropriate resourcing of local Aboriginal community-controlled organisations to facilitate ongoing participation and consultation and establish mechanisms to include representatives from the local Aboriginal and Torres Strait Islander communities in governance structures so they are included in decision making.
2. Align the delivery of actions 3.13- 3.15 to the City's Eora Journey Economic Development Plan to support these outcomes.
3. Acknowledge the historical practice of designing Aboriginal communities out of spaces, and the plan must maintain, protect and create 'culturally safe' places where the Aboriginal community can gather, feel comfortable and safe, and not be priced or designed out.
4. Strengthen the recognition of Aboriginal controlled organisations and their history in the area and include a commitment to foster strong partnerships with local Aboriginal-controlled organisations.

By addressing these areas comprehensively, we can better support the self-determination of the local Aboriginal community, mitigate the negative impacts of gentrification, and honour the historical significance of Aboriginal culture and heritage in Waterloo.

**Pillar Four: Supporting health and wellbeing**

The data used in this section suggests that the long-term health conditions of the Waterloo suburb are comparable to the City of Sydney local government area. However, early analysis of the City's 2023 Wellbeing Survey indicates that the health and wellbeing of Waterloo social housing residents is considerably less than that of the Waterloo suburb. If it is not identified that there is a concentration of priority groups with poor health and wellbeing, the plan will fail to deliver the actions needed to support this cohort.

Supporting health and wellbeing is and should remain a critical component of the plan. In the context of housing residualisation, whereby housing has increasingly been allocated to those with high needs, the NSW Government has acknowledged that its tenancy populations require significant health and social support. The City is concerned that the plan does not adequately address the potential negative impacts of dense high-rise living on these cohorts. The impact is especially acute for those experiencing the compounding challenges associated with poor mental, physical health, loneliness, and isolation.

Given the proposed density for Waterloo South, care must be taken to create a place where large numbers of these cohorts and lower-income people can reasonably live, whether in social, affordable, or private housing. Research shows that experiences of dense high-rise living for priority cohorts are influenced by factors such as infrastructure provision, urban design, building design and management, neighbourhood amenities and facilities, and ongoing place management and community engagement<sup>5</sup>.

---

<sup>5</sup> Easthope, H., Crommelin, L., Troy, L., Davison, G., Nethercote, M., Foster, S., van den Nouweland, R., Kleeman, A., Randolph, B., and Horne, R. (2020). Improving outcomes for

Tensions can arise from various sources, such as noise, conflict over shared spaces like gardens and laundries, or the management of safety and security issues<sup>6</sup>. These tensions often affect people already stressed by the pressures of poverty, insecure work, and personal or health circumstances. Moreover, these tensions are likely to be exacerbated by the social mix of Waterloo post-redevelopment, given that private residents will be living near social housing residents and are unlikely to understand or be empathetic to the needs of social housing residents. While the City does not assert that high-rise living is unsuitable for low-income priority groups, the impacts of this living for low-income priority groups should be acknowledged and considered as part of the plan.

***Action 4.4 – Enable the local community to access affordable health services.***

The City acknowledges that this final draft omits the Health One facility, which would have provided affordable allied health and bulk billing services.

The City recommends the plan:

1. Avoid using suburb-wide data derived from the ABS 2021 Census to understand the wellbeing of Waterloo social housing residents. Instead, use more nuanced data sources, such as that SEIFA disadvantage index data for statistical area 1 areas that are primarily home to Waterloo social housing residents.
2. Provide greater clarity on how affordable health services can be delivered in Waterloo without the Health One facility or additional funding.
3. Acknowledge and plan for the impacts of dense high-rise living for priority cohorts, along with the tensions that may arise from social mix.

**Pillar Five: Accessing quality education, learning and jobs**

***Action 5.7 – provide publicly accessible computers and digital access, as well as digital literacy and upskilling programs.***

While the city will manage the community facility, it shouldn't be the sole lead in this action. The responsibility to provide publicly accessible computers and digital access, as well as digital literacy and upskilling programs, should sit equally with the CHP and service providers.

***Action 5.8 – Enable reliable and affordable digital connectivity for all residents.***

It is critical that social and affordable housing dwellings are fully connected to the NBN upon completion. Normally in new developments the owner or renter is responsible for the connection from the node to the premises. The additional cost is not something that social housing residents in particular can afford or should be required to pay.

Furthermore, the plan should ensure any embedded networks are not allowed to act in a monopolistic way, locking tenants into costly energy contracts.

Additionally, Homes NSW and the NSW Government have the opportunity to provide Wi-Fi services as part of the rent for social housing in particular, or at least access to discounted internet plans through bulk purchasing.

---

apartment residents and neighbourhoods, AHURI Final Report 329, Australian Housing and Urban Research Institute Limited, Melbourne,

<sup>6</sup> Easthope, H., Troy, L. & Crommelin, L. (2017). This is why apartment living is different for the poor (theconversation.com) article in The Conversation published 21 August, 2017 accessed 28/4/22.

At minimum the NSW Government should ensure Wi-Fi access in the public domain to safeguard against the exclusion of some residents from accessing Wi-Fi, depending on which agency manages the space it is provided in.

The City recommends the plan:

1. Ensure all social and affordable dwellings are connected to the NBN upon completion.
2. Ensure any embedded networks are not allowed to act in a monopolistic way.
3. Provide free or discounted internet access in social housing is considered.
4. Commit to providing free Wi-Fi in the public domain to guarantee digital access for all Waterloo residents, given the documented existing digital divide.

### **Pillar Six: Feeling Safe and welcome**

The City strongly suggests the inclusion of 'connected' to read as 'Feeling safe, welcome and connected'. This would incorporate several actions around the design of apartments, streets, public spaces, and future programming to support incidental and organised activities and moments of connection. There is a lot of research and resources about gender informed design that extends beyond 'crime prevention through economic design' principles, and these should be considered.

#### ***Action 6.6 – Use inclusive language, signage and symbols in facilities and spaces.***

A successful wayfinding system should minimise anxiety and confusion, should be easy to understand and allow for everyone to equitably access all information provided. Wayfinding relies on a succession of communication cues provided throughout an environment. Cues may be visual, audible, or tactile.

#### ***Action 6.7 – Maximise accessibility to homes, services, and space for people with disability, during and after construction.***

An inclusive and accessible public domain is the foundation of more liveable communities for people with disability. It is the critical link between accessible public transport, services, facilities and opportunities for social and economic inclusion.

The City's Inclusive and Accessible Public Domain Policy and Guidelines provide information to ensure that accessibility and inclusion of people with disability is considered in the design, management and use of public spaces, including during construction.

#### ***Action 6.12 – Prepare and distribute a welcome pack to introduce new residents to the community.***

The City plays a vital role in delivery of services that existing and new residents should receive information about and is willing to be listed as a joint lead on this action.

The City recommends the plan:

1. Consider the City's Inclusive and Accessible Public Domain Policy and Guidelines, specifically around 'Construction activity' on page 84 in relation to the design and management of public spaces, including during construction.
2. Ensure that wayfinding signage in public spaces and facilities aligns with the City's Inclusive and Accessible Public Domain Policy and Guidelines and Wayfinding Strategy.

3. Elaborates the comment that 'Waterloo is a diverse community, home to people from a wide range of backgrounds' to include people of diverse sexualities and genders, ages, abilities and incomes.
4. Include the City as a joint lead in the preparation of a welcome pack for new residents.

### **Pillar Seven: Being Green and Clean**

The City strongly supports all efforts to ensure environmental sustainability in the design and construction phases, in addition to the retention of heritage and historic trees. The City is eager to work collaboratively to ensure these outcomes.

#### ***Action 7.3 – Create rooftop gardens on buildings wherever possible.***

While the City strongly supports all efforts to include greening in all areas where possible, the City recommends against relying on green rooftops to deliver community gardens.

This would also support point 4.9 regarding food security. Employing better energy efficiency and installation methods in the roof space while focusing on ground-level greening to facilitate community gardens to enable broader access and participation will also promote social cohesion.

#### ***Action 7.6 – Use high quality, and where possible, sustainable materials in all new housing.***

Increasingly sustainable materials selection means considering the life cycle of the building product, its durability and ability to repair.

#### ***Action 7.8 – Design and build homes and community facilities to stay cool, with natural ventilation, and be economical to heat.***

Energy efficiency should also keep the internal environments safe and cool. Thermal comfort should be a focus of energy efficiency but is often overlooked by prioritising how much energy can be saved, for example, by opening windows. Therefore, designing homes to optimise natural ventilation should be achieved in combination with ensuring residents have access to mechanical cooling and heating devices.

#### ***Action 7.10 – Consider the diverse needs of tenants and residents, including older people, people with disability and the CALD community, when designing and delivering waste and recycling systems.***

The City strongly supports all efforts to meet the diverse needs of tenants in the design and delivery of waste and recycling systems, given the different needs of social housing residents regarding waste management.

Well-designed bin bay areas reduce waste spillage and provide a cleaner and safer environment for residents, they also help people understand which bins are used for which types of waste, reduce contamination of recycling and increase the amount of waste diverted from landfill.

The City and Homes NSW are working to trial new bin bay designs in various social housing locations in local government area.

**Action 7.11 – Provide sustainability education programs to support social, economic, cultural and environmental health.**

The City has undertaken considerable work on sustainability and climate change preparedness and has a framework that may be useful to assist the delivery of this action item.

The City recommends the plan:

1. Prioritise ground-level community gardens.
2. Consider circular economy principles in the selection of building products so that building materials chosen are ones designed for reusing, repairing, and refurbishing before they need to be recycled.
3. Ensures recycled water facilities are developed in Waterloo to provide recycled water to community facilities and public green spaces as well as individual homes.
4. Ensures social housing dwellings have access to both mechanical cooling and heating devices such as ceiling fans or reverse air conditioning and heating, not just natural ventilation.
5. Commit to consultation with people with disability and social housing residents to ensure waste management and recycling systems are accessible and are understood by diverse groups, and to apply learnings to the design of bin bay areas in Waterloo South.

Should you wish to speak with a Council officer about the City's submission, please contact Adam Antonelli, Social Housing Project Manager on 9265 9957 or at [AAntonelli@cityofsydney.nsw.gov.au](mailto:AAntonelli@cityofsydney.nsw.gov.au).

Yours sincerely



**Monica Barone PSM**  
Chief Executive Officer