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

COUNTERPOINT  
community services

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Photography by Garry Bonner

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# Presentation Summary

The Waterloo Estate

The Waterloo Neighbourhood Advisory Board -  
who are we and what do we do?

Being Action and Subject Focused

Challenges we face

Monitoring our successes





# The Buildings

The Waterloo estate has  
2,630 properties:

**6 High Rises - approx 1300 units**

(Banks, Cook, Marton, Matavai,  
Solander and Turanga)

**Mid-**

# — The Waterloo Neighbourhood Advisory Board (NAB)

## What is the Waterloo NAB?

**A group of people who meet monthly to address local issues and concerns to improve the quality of life and development of the social housing estate.**

**The model is strongly precinct based with elected precincts representatives and broad based participation by Government and Non-Government agencies.**

**The NAB's were established by Family & Community Services in partnership with tenants and local agencies**

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# Who is the Waterloo NAB?

Tenants:

# What do we do?

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

# The Sub-Groups:

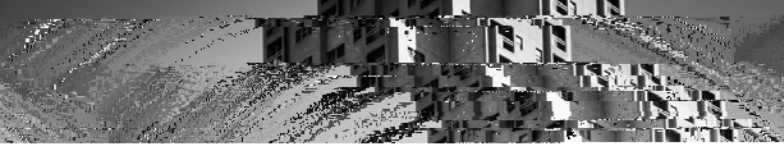
Waterloo Housing Standards - *lead by FACS Housing*

The Redfern & Waterloo Events Group - *lead by Counterpoint Multicultural*

The Waterloo Wellbeing and Safety Action Group - *lead by City of Sydney, Safe City*

The Waterloo Redevelopment Group - *lead by Counterpoint Community Services*

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# The Challenges:

High turnover of govt. staff

Reshuffle of FACSDistricts

Uncertainty for future funding for positions  
(HCP & TPRS)

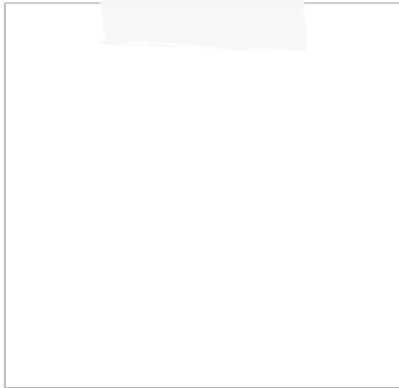
Facing major redevelopment

People politics and power struggles

Ageing tenant representatives

Complex and high needs community

Apathetic community







# Monitoring Our Successes

**Community Safety Audits conducted  
in 2012 & 2015**

**Successfully lobbied for Alcohol  
Prohibited Areas on estate**

**123,115 Sharps collected across 6  
bins in last financial year**

**Mental Health Month in 2015: 26  
activities involving 15 partner  
agencies attracted over 1,100  
tenant contacts**

**Lobbied for Concierge Project in 6  
Waterloo High Rises**

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# What people are saying

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

30% of Waterloo tenants reported engaging in volunteering activities

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

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

Taken from 200 HCP surveys conducted in 2017 - 2018

