

Engagement Outcomes Report

Waterloo South Concept State Significant
Development Application and Rezoning

April 2026



Acknowledgment of Country

We acknowledge the Gadigal people as the Traditional Custodians and knowledge holders of the lands on which Waterloo is located. We recognise their deep and enduring connection to the land, waters and skies across this region, and pay our respects to their Elders past and present.

We also recognise the strength and determination of the Redfern-Waterloo community who have long fought for the social and political advancement of First Nations people across this Country. We are committed to working in partnership with First Nations Elders, leaders and organisations through the Waterloo Project to support the care, recognition, and betterment of Country.



Report prepared by
L10 Collective

Report prepared for
Stockland on behalf
of NSW Land and
Housing Corporation
(Homes NSW)

Contents

Introduction	4
1.1. Relevant SEARs	5
1.2. The Site	6
1.3. Site and Surrounding Context	7
1.4. Project Vision and Intended Outcomes	8
1.5. Proposed Concept SSDA	8
About this Engagement Outcomes Report	10
2.1. Engagement period	10
2.2. Engagement requirements	11
2.3. Principles	11
Engagement approach	12
3.1. Who we engaged with – target groups	12
3.2. How we engaged	14
3.3. How we communicated	19
What we heard	20
4.1. Overview	20
4.2. Community feedback about the Concept and the Rezoning Proposal	21
4.3. Agency feedback about the Proposal	31
4.4. Feedback from Designing with Country and Connecting with Country sessions	42
4.5. Feedback about other matters	44
Social Impact Assessment	62
Next steps	64
Appendices	66

01

Introduction

This Engagement Outcomes Report is submitted to the Department of Planning, Housing and Infrastructure (the Department) on behalf of Stockland and NSW Land and Housing Corporation (the Applicant) in support of a concept State Significant Development Application (SSDA) for the redevelopment of the site within the Waterloo Estate (South) Precinct Area, hereby known as “Waterloo South”.

In this report reference to “Homes NSW” or “the Applicant” shall also be taken to mean “New South Wales Land and Housing Corporation (LAHC)” who is the registered owner of 93 per cent of land within the Waterloo South Precinct Area. Any reference to “Waterloo South” in this report should be read as the redevelopment of land owned by LAHC and associated public land (such as roads) throughout the Precinct Area.

The concept development is categorised as State Significant Development (SSD) as per Section 26, Schedule 1 of *State Environmental Planning Policy Planning Systems 2021* (Planning Systems SEPP) as the project includes housing development carried out by or on behalf of the LAHC, with an estimated development cost (EDC) of more than \$30 million.

The concept, in summary, aims to deliver:

- High quality mixed tenure housing in the context of a rapidly transforming area.
- Approximately 3,300 new dwellings, of which a minimum 30% will be social housing, approximately 20% will be affordable housing, and a maximum 50% will be market housing (measured as a percentage of the total residential gross floor area).
- Publicly accessible open space and public realm activation.
- An authentic mixed-use precinct, with housing co-located with non-residential uses, community uses, essential services, and access to public transport.

The concept SSDA will guide the detailed design of future buildings, open spaces, and the public realm within the Waterloo South site. The concept SSDA seeks development consent for key planning metrics, including maximum building envelopes, building heights, setbacks, vehicular access points and road network, and the distribution of floor area across different land uses and residential tenure types.

A state-assessed rezoning application has also been prepared and submitted concurrently to give effect to this concept SSDA. The state-assessed rezoning application seeks amendments to the *Sydney Local Environmental Plan 2012* (SLEP 2012) and the Waterloo Estate (South): Design Guide 2022 (2022 Design Guide) to align with the maximum building envelopes sought in this concept SSDA. Notably no additional gross floor area (GFA) or density is sought under the state-assessed rezoning application than is currently permissible on the site under the SLEP 2012.

1.1. Relevant SEARs

This Engagement Outcomes Report addresses the following relevant Secretary’s Environmental Assessment Requirements (SEARs) set out in the table below.

Table 1: SEARs compliance table

Assessment Requirements (as per SEARs)	Addressed	Report section
1. Engagement Demonstrate that engagement and consultation activities have been undertaken in accordance with the <i>Undertaking Engagement Guidelines for State Significant Projects</i> and identify how issues raised, and feedback received have been considered in the design of the project.		Sections 3.2, 4 and 5
If the development would have required an approval or authorisation under another Act but for the application of s.4.41 of the EP&A Act or requires an approval or authorisation under another Act to be applied consistently by s.4.42 of the EP&A Act, the agency relevant to that approval or authorisation must be consulted.	N/A	N/A
Additional guidance Council and Agency consultation In preparing the planning report, the proponent is encouraged to consult with Council, authorities and government agencies where there is a known or potential issue, or as required by specific study requirements. It is recommended that this consultation commences pre-lodgement. In consideration of the above, it is recommended that the proponent engage with the following authorities and government agencies: • City of Sydney Council • Transport for NSW • Schools Infrastructure NSW • NSW Government Architects Office • Department of Climate Change, Energy, the Environment and Water • NSW Environment Protection Authority • Crown Lands • Sydney Trains / Metro • Relevant Service Providers – Ausgrid, Sydney Water, etc. In addition to the pre-lodgement consultation, as standard, the Council and other key authorities and government agencies will be consulted during the SARP and SSDA exhibition periods.		Section 4.3

1.2. The Site

The Waterloo South Precinct Area comprises approximately 123,149m² across 10 street blocks in the City of Sydney Local Government Area (LGA), generally bounded by Cope, Raglan, George, Wellington, Gibson, Kellick, Pitt and McEvoy Streets.

The Waterloo South site area, excluding any privately owned properties within the Waterloo South Precinct Area, comprises approximately 114,822m², or just over 93 per cent of the land within the Precinct Area. The legal description of Waterloo South Precinct Area is detailed in **Table 2**.

Table 2: Legal description of Waterloo South

Address	Lot/DP
✔ Lots owned by NSW Land and Housing Corporation (land is subject to both the rezoning and the concept SSDA)	
209-219 Cope Street, Waterloo	Lot 1 DP 217386
238-246 George Street, Waterloo	Lot 1 DP 225159
229-231 Cope Street Waterloo	Lot 3 DP 10721
6 John Street, Waterloo	Lot 1 DP 533762
97-109 Cooper Street, Waterloo	Lot A DP 105916, Lot B DP 105916, Lot C DP 105916, Lot 14 DP 10721
248-254 George Street, Waterloo	Lot 2 DP 533678
232 Pitt Street, Waterloo	Lot 11 DP 635663, Lot 10 DP 635663
74-76 Wellington Street, Waterloo	Lot 1 DP 224728
331-337 George Street, Waterloo	Lot 3 DP 533680
247-251 Cope Street, Waterloo	Lot 1 DP 533679
339-341 George Street, Waterloo	Lot 1 DP 77168
250 Pitt Street, Waterloo	Lot 313 DP 606576
Cooper Street, Waterloo	Lot 3 DP 217386
✘ Lots owned by others (land that does <u>not</u> form a part of the concept SSDA)	
221-223 Cope Street, Waterloo	Lot 6 DP 10721, Lot 7 DP 10721, Lot 9 DP 10721, Lot 8 DP 1147179
225-227 Cope Street, Waterloo	Lot 5 DP 10721, Lot 4 DP 10721
233 Cope Street, Waterloo	Lot 12 DP 1099410, Lots 1-41 SP 79210
116 Wellington Street, Waterloo	Lot 10 DP 10721, Lot 11 DP 10721
111 Cooper Street, Waterloo	Lot 15 DP 10721
291 George Street, Waterloo	Lot 10 DP 1238631, Lots 1-20 SP 96906
110 Wellington Street, Waterloo	Lot 101 DP 1044801, Lots 1-58 SP 69476
336 George Street, Waterloo	Lot 3 DP 10686
213-215 Cope Street, Waterloo	Lot 2 DP 217386

1.3. Site and Surrounding Context

The suburb of Waterloo is located with the City of Sydney Local Government Area (LGA) and is located 3km south of Sydney CBD. The site is part of the broader Waterloo Estate, which comprises the northern, central, and southern precincts and accommodates a significant community residing in social housing.

The Waterloo South Precinct Area is predominantly owned by LAHC, however, as outlined in **Table 2**, the site, the subject of this report, excludes several privately owned lots located within the boundary of the broader Waterloo South Precinct Area outlined in **Figure 2**. The privately owned lots are currently

used for residential, office, light industrial, and infrastructure uses. The LAHC owned sites are currently used almost exclusively for the provision of social housing, with ancillary offices and community facilities. Overall, Waterloo South currently contains a total of 750 social housing dwellings and 120 private dwellings.

As shown in **Figure 1**, surrounding suburbs include Redfern to the north, Green Square to the south, Alexandria to the west and Zetland to the east. This broader area has been subject to significant change over the last 10 years with projects such as South Eveleigh, Redfern North Eveleigh Precinct Renewal, Waterloo Metro Quarter and Over Station Development (OSD) all contributing to the changing character of the area.

These broader renewal projects are supported by proximity to a range of public transport services, including Redfern Station, Green Square Station, and Waterloo Metro Station, all of which are within walking distance of Waterloo South.



Figure 1: Aerial view of the Waterloo Estate and the Waterloo South Precinct Area.
Source: Six Maps, modified by Beam Planning.



Figure 2: Waterloo South Project Area. Source: SJB.

1.4. Project Vision and Intended Outcomes

The vision for the site is to create a unique and vibrant mixed-tenure housing precinct that supports the needs of the community and delivers much needed housing in response to National and State Government priorities.

The Vision is:

To create a new and unique urban village on the Project Land (Gadigal Land) which: delivers new homes, community places and green spaces with diverse housing choice and amenity; prioritises the health and wellbeing of residents; and offers an authentic sense of place and mixed and more sustainable local and mixed communities.

The proposed redevelopment seeks to respond to this Vision by creating a unique and vibrant neighbourhood that can deliver significant social benefits to residents, visitors, and workers in the Waterloo area and broader City of Sydney LGA. The co-location of community uses with housing and employment will ensure the redevelopment is an integrated, accessible and connected precinct that supports the social needs of community.

1.5. Proposed Concept SSDA

The concept SSDA seeks concept approval in accordance with section 4.22 of the *Environmental Planning and Assessment Act 1979* (EP&A Act) for the comprehensive redevelopment of the Waterloo South site.

The concept proposal, if approved, will guide the detailed design of future buildings, public open spaces, and the public realm within Waterloo South. It will seek concept development consent for key planning metrics for the precinct as generally described in **Table 3** (indicative figures).

Table 3: Key development metrics

Item	Details
Project Area	- Waterloo South has a developable site area of 114,822sqm / 11.5ha. - The broader Waterloo South Precinct Area, which includes all LAHC owned and privately owned properties and roads within the precinct, has a site area of 123,149sqm / 12.3ha.
Project Description	- Maximum building envelopes, including maximum building heights, street-wall heights and setbacks. - Distribution of gross floor area (GFA) across the Waterloo South development blocks. - Indicative allocation of floor space between social, affordable and market housing, as well as non-residential and community uses across the Waterloo South Precinct Area. - Loading, vehicular, pedestrian, and active transport access arrangements. - Public domain upgrades and new public domain and publicly accessible areas. - Indicative subdivision plan, staging plan and delivery sequencing for development. - Approval of the following management plans and strategies to inform future stages of the development: - Updated Design Excellence Strategy - Design with Country Strategy - Preliminary Public Art Strategy - Contamination Strategy - Flood Management Strategy - Stormwater Management and Drainage Strategy - ESD Strategy - Strategies for utilities and service provision including service infrastructure lead-in enabling works - Tree Retention Strategy.
Land Uses	Residential - Social housing: no less than 30% of residential GFA. - Affordable housing: ~20% of residential GFA (balance between the delivery of minimum 30% social housing and the maximum 50% market housing). - Market housing: no greater than 50% of residential GFA. Non-residential - A total of 15,000m² of GFA, of which at least 5,000m² of GFA is to be delivered as 'Community Uses' (which can include childcare, health, education or community facilities).
Gross Floor Area	Up to 282,485m ² .
Building Heights	Between 2 and 33 storeys.
Car Parking	Approximately 1,500 spaces (across all land uses), excluding on-street car parking spaces.
Staging / Phasing	It is expected that the redevelopment will occur in seven (7) stages (inclusive of the delivery of the large park on Block 1), however this staging remains indicative.

About this Engagement Outcomes Report

As part of pre-lodgement consultation for the Concept and the Rezoning Proposal, we have worked in partnership with the Stockland Waterloo Stakeholder Engagement Team to engage with tenants, surrounding community, service providers, local organisations, government agencies and other key stakeholders.

This report documents:

- Feedback received during the engagement period, including support for the proposal and suggestions to improve outcomes within the Precinct.
- How community voices have shaped the Concept and the Rezoning Proposal.
- Alignment of pre-lodgement engagement with NSW planning requirements, specifically *Undertaking Engagement Guidelines for State Significant Projects*.
- Identifies matters that will continue to be worked through during the post-lodgement period for the Concept and the Rezoning Proposal or through future detailed applications.

We acknowledge the extensive engagement undertaken by Homes NSW and other stakeholders since 2015, and during the period until November 2022 when Waterloo South was rezoned and a Design Guide approved for the area. The insights gathered during the previous periods of engagement have been reviewed and have played a key role in shaping the Concept and the Rezoning Proposal, so that the matters that are important to the community are responded to within our application.

2.1. Engagement period

To inform the Concept and the Rezoning Proposal, a period of pre-lodgement engagement was undertaken between 27 October and 5 December 2025. Key stakeholders including tenants, neighbouring residents, businesses, service providers, government organisations and more were invited to:

- Learn how the Concept fits within what was already approved in 2022 and what has changed or is proposed to change.
- Review the updated Concept and intended outcomes of the Concept, focusing on the layout of buildings, streets, parks and location of non-residential uses including community spaces.
- Provide feedback to help refine the Concept before lodgement.

In addition, engagement with key agencies to inform the Concept and the Rezoning Proposal commenced in Q4 2024 and has been ongoing through the pre-lodgement period.

All feedback received during this phase has been reviewed and has informed refinement of the Concept and the Rezoning Proposal and relevant application material.

This is detailed further in section 4 of this Report.

Throughout engagement, the community and key stakeholders were briefed on the scope of the Concept and the Rezoning Proposal and that any feedback received that does not directly relate to the application would be captured and included during engagement for future detailed applications. This feedback will also help to further identify key issues for tenants and stakeholders and will help shape the ongoing engagement.

2.2. Engagement requirements

In addition to the SEARs requirements set out in section 1.1 of this Report, engagement for the Concept and the Rezoning Proposal has been guided by established NSW Government policies and best-practice participation standards. As a State Significant Development affecting a large social housing community, the renewal of Waterloo South requires an engagement approach that is transparent, consistent, inclusive and grounded in respect for the people whose daily lives are most impacted.

The engagement framework implemented during this period has been in line with the following:

- DPHI's Engagement Guidelines for State Significant Projects and Community Participation Plan, ensuring meaningful opportunities for stakeholders to understand and influence the planning process.
- Homes NSW Tenant Relocation and Support Guide principles for Waterloo South, which place choice and the right to return at the centre of the estate renewal.
- NSW Premier's priorities related to social housing safety, community wellbeing and delivering better services for tenants.
- IAP2 Core Values for public participation, emphasising equity, accountability and early involvement in decision-making.

2.3. Principles

Several guiding principles informed the engagement approach deployed during the pre-lodgement consultation period.

During this period, the principles included:

- Listen first to the lived experiences of tenants and their priorities for quality homes, continued access to services and a connected community.
- Communicate transparently, being honest about decisions already made, what is still being worked through, and how people can influence future stages.
- Build planning literacy, clearly explaining what a Concept Application includes and what details will be developed later through future detailed applications.
- Follow through on undertakings made, such as information sharing, response to questions and recording feedback.
- Support Homes NSW in keeping tenants informed about relocations while respecting that tenants need certainty, clarity and time to prepare.
- Respect and reflect Aboriginal voices by embedding Connecting with Country principles and providing opportunities for cultural identity and expression.
- Promote accessibility and inclusion, offering multiple ways to engage so that language, mobility, or confidence are never barriers to participation.

03

Engagement approach

3.1. Who we engaged with – target groups

Pre-lodgement engagement for the Concept and the Rezoning Proposal focused on reaching the people and organisations who know Waterloo South best and who will be most affected by its renewal.

Our approach sought to engage with diverse groups, including tenants and long-term residents, the Aboriginal community, local businesses, community service providers and government agencies. Together, these groups provided a broad and representative view of what the community values most and their feedback has played a key role in shaping design, priorities and next steps.

The existing tenants, who are central to, and most affected by the renewal, bring deep local knowledge of what works well and areas of improvement. We had a mix of informal conversations at pop-ups and more targeted discussions for tenants with specific needs, including seniors and those requiring accessibility support. Homes NSW continued to be a direct partner in tenant engagement, particularly where questions relate to relocation and tenancy rights.

Local residents and businesses that visit, live and operate around the estate provided insights so that the renewed neighbourhood of Waterloo South can integrate seamlessly with the wider Waterloo and Redfern communities. They have a strong interest in how the new buildings, streets, safety, traffic, open spaces and local services will evolve.

Community service providers and many other organisations support tenants every day and play a critical role in social connection, health and wellbeing. Their perspectives help to strengthen strategies around human services, place activation and continuity of care during relocation and construction.

Aboriginal stakeholders and organisations provided insights into the deep cultural connections locally and the importance of embedding Connecting with Country principles into future design and operations. Their feedback emphasised opportunities for cultural expression, community gathering, healing, and visibility of Aboriginal identity in the public domain.

Finally, collaboration with government agencies and planning authorities, including the City of Sydney, ensured that local knowledge and regulatory requirements have informed the detailed development of the Proposal.

Table 4 summarises the key stakeholder groups we engaged during the pre-lodgement period, and the rationale for their involvement. These groups reflect those most likely to experience change, that hold local knowledge, or provide essential services and expertise relevant to the renewal of Waterloo South.

Table 4: Key stakeholder groups

Group	Rationale
Social housing tenants	Social housing tenants are the current and future residents of Waterloo South and will be the most directly affected by the renewal. Their lived experiences are essential in shaping the design of new homes, open spaces and facilities for community uses, and in ensuring the renewal process is managed sensitively and supports long-term wellbeing.
Residents (including neighbouring private owners)	Neighbours living within and around the precinct will experience changes in local amenity, streets, movement patterns and the character of the neighbourhood. Their perspectives provide insight into the existing community, and suggestions to integrate the new precinct back into the community.
Community and human service providers	These organisations play a vital role in supporting the community in Waterloo South, including tenants from diverse backgrounds and those with diverse needs. Their insights ensure the renewal considers social needs and continuity of services throughout planning, relocation, delivery and operation.
Aboriginal stakeholders	Waterloo has a strong and enduring Aboriginal community presence. Input from Aboriginal residents and community and local organisations ensures that Country is respected, cultural identity is visible and Designing with Country principles are embedded in planning and design.
Government agencies and statutory authorities	The City of Sydney and NSW Government agencies provide technical and regulatory advice across key domains including transport, flooding, utilities, social infrastructure, and planning. The City of Sydney will continue to be a key organisation to work with in the design and delivery of the community spaces and parks.

3.2. How we engaged

Our engagement approach was designed to be accessible, flexible and responsive to the needs of people who live, work and visit services in and around Waterloo South.

We recognise that stakeholders have different levels of interest, confidence and capacity to participate in planning conversations, and that traditional consultation formats alone are not always effective in reaching all voices in the community. This was reinforced by early soundings undertaken with key stakeholders including community organisations that

support the tenants in the Waterloo Estate, tenant representatives, and service providers who were consulted in the preparation of the pre-lodgement engagement plan. In response to these early soundings, engagement was tailored with an aim to be as accessible as possible to the community, and taken to where the community already is, ensuring people could access information and share feedback in ways that worked for them.

Table 5 identifies the engagement methods we used and the level of participation (where this is known).



Table 5: Engagement methods and participation

Engagement activity	Date	Time	Location / Format	Estimated attendance
Drop-in space (ongoing)	Weekdays 27 Oct-5 Dec 2025	Mon to Fri 10am-4pm	Waterloo Connect	54
Tenant orientation session	Wed 29 Oct 2025	1pm-3pm	Waterloo Neighbourhood Centre	9
Tenant facilitated information & feedback session	Thu 6 Nov 2025	10am-12pm	The Factory Community Centre	7
Tenant facilitated information & feedback session with site walk	Tue 25 Nov 2025	1pm-3pm	Waterloo Neighbourhood Centre	10
Service Providers facilitated Information & feedback session	Tue 11 Nov 2025	10am-12pm	The Factory Community Centre	15
Other Human Services engagement	Throughout Nov 2025	Multiple	Direct meetings	20
Pop-up – Waterloo Park	Thu 30 Oct 2025	11am-1pm	Waterloo Park (BBQ)	16
Pop-up – Neighbourhood Centre	Mon 3 Nov 2025	12pm-2pm	95 Wellington St courtyard	15
Pop-up – Metro Station	Sat 8 Nov 2025	10am-12pm	Cope & Raglan St entry	34
Pop-up – 118 Wellington St	Thu 27 Nov 2025	11am-1pm	Corner George St (BBQ)	15
Waterloo End of Year Community Celebration - Stand	Fri 21 Nov 2025	2pm-5pm	Waterloo Green	121 surveys completed
Online CIFS	Mon 3 Nov 2025	5pm-6.30pm	Online	25
In-person CIFS session #1	Tue 18 Nov 2025	11am-1pm	Waterloo Neighbourhood Centre	39
In-person CIFS session #2	Sat 22 Nov 2025	1pm-3pm	Redfern Town Hall	4
Tailored engagement sessions for the Aboriginal community and organisations	Oct-Dec 2025	Multiple	Direct meetings	110
CALD session – Mandarin & Cantonese	6 Nov 2025	2pm-3pm	Waterloo Neighbourhood Centre	12
CALD session – Russian	Mon 17 Nov 2025	11.45am-12.45pm	The Factory Community Centre	11
Online project neighbours within Waterloo South session	Mon 24 Nov 2025	5pm-6.30pm	Online (focused)	5
Meetings • REDWatch • Waterloo Redevelopment Group	Thu 6 Nov Wed 19 Nov 2025	6pm-8pm 2pm-3pm	The Factory Community Centre	20

Further detail about these activities is described below.

3.2.1. Ongoing presence in the neighbourhood

A dedicated drop-in space next to Waterloo Connect (Homes NSW' engagement office at Waterloo) was open Monday to Friday, 10am–4pm, throughout the pre-lodgment consultation period. This provided a consistent and trusted location for tenants and neighbours to speak with a member of the engagement and project team to ask questions, view information and raise suggestions and concerns.

3.2.2. Pop-ups

Informal drop-in sessions were held in locations tenants regularly visit and in conjunction with community events. A pop-up at Waterloo Metro also engaged passers by. These sessions provided opportunities to view material explaining the draft Proposal, ask questions and share feedback without needing to register or attend more formal sessions.

Pop-up dates and locations:

- Thursday 30 October 2025, 11am–1pm – Waterloo Park, Pitt Street, Waterloo (Community BBQ).
- Monday 3 November 2025, 12pm–2pm – Courtyard near Waterloo Neighbourhood Centre, 95 Wellington Street, Waterloo (Community BBQ).
- Saturday 8 November 2025, 10am–12pm – Waterloo Metro Station entry at Cope & Raglan Streets (Information stand in a well trafficked area to capture passers by).

- Thursday 27 November 2025, 11am–1pm – 118 Wellington Street, Waterloo (corner George Street) (Community BBQ).

Community members also had the opportunity to speak with project team members to find out more and share feedback at the Waterloo End of Year Community Celebration, which was held on Friday 21 November 2025, 2pm–5pm, Waterloo Green.

3.2.3. Community information and feedback sessions

Stockland and the Community Housing Provider (CHP) representatives hosted two structured in-person drop-in sessions, offering tenants and community members an opportunity to review and discuss the Concept in further detail. These sessions enabled deeper conversations about the planning process, how the Proposal has evolved relative to the planning controls for Waterloo South that came into effect in 2022, and specific local and individual concerns.

Session details:

- Tuesday 18 November 2025, 5pm–7pm – Waterloo Neighbourhood Centre, 95 Wellington Street, Waterloo.
- Saturday 22 November 2025, 1pm–3pm – Redfern Town Hall, 73 Pitt Street, Redfern.



Community engagement session: The Factory Community Centre, Waterloo

3.2.4. Tenant-specific information and feedback sessions

In addition to the broader community engagement activities, a series of tenant-specific sessions were held to support social housing tenants to understand the draft Proposal and Rezoning Proposal and provide direct feedback in small group setting.

These sessions were designed to provide clear, accessible information, allow additional time for questions, and create a supportive environment for tenants to discuss the draft Concept and the Rezoning Proposal, the planning process, their perspective and potential impacts to them specifically. Formats were adjusted to suit different levels of familiarity with planning information, including small-group discussions and on-site conversations with the project and design team.

Session details:

- Wednesday 29 October 2025 – Tenant orientation session, providing an overview of the draft Proposal and the planning process.
- Thursday 6 November 2025 – Tenant focussed information and feedback session.
- Tuesday 25 November 2025 – Walk-through areas in Waterloo South with the design team to discuss the Proposal in relation to the local area.

3.2.5. Tailored engagement sessions for the Aboriginal community and organisations

To recognise Waterloo South's deep cultural significance as part of Gadigal Country and its enduring role as a place of Aboriginal presence, community life and activism, dedicated engagement was undertaken to ensure First Nations voices were respected, heard and meaningfully integrated into planning and design outcomes. Engagement was approached as an ongoing, culturally safe relationship—building on extensive consultation already undertaken for Waterloo, rather than a one-off exercise. Engagement activities included:

- Early and ongoing engagement with Gadigal Custodians, Elders and knowledge holders, Aboriginal community members and local organisations to ensure cultural authority and lived experience shaped decisions from the outset, before key directions were locked in.
- Yarning-based discussions, workshops and design conversations undertaken using culturally appropriate and relational methods that prioritised dialogue and iterative feedback over presentation-led consultation.
- Engagement with Aboriginal tenants and families, alongside local Aboriginal Community Controlled

Organisations (ACCOs), service providers, artists and community leaders, to understand priorities relating to Country, cultural identity, housing outcomes, safety, wellbeing, open space, storytelling and community infrastructure.

- Opportunities to test and refine emerging ideas across multiple stages, ensuring community guidance informed design development and decision-making as proposals evolved.

The specific Designing with Country sessions held during the pre-lodgement period included:

- 29 September 2025 - Gadigal Traditional Owners.
- 17 November 2025 - Aboriginal Community Controlled Organisations.
- 24 November 2025 - Gadigal Traditional Owners (second session).
- 8 December 2025 - Waterloo Aboriginal Housing Tenants.

3.2.6. Engaging multicultural communities

Two language-specific sessions were held, one for Mandarin and Cantonese-speaking residents and one for Russian-speaking residents. These sessions included translated materials and interpreter support to ensure participants could engage confidently in their preferred language. The sessions held were:

- Mandarin and Cantonese session – at the regular Chinese Dance Group session at the Waterloo Neighbourhood Centre, 6 November 2025, 2pm–3pm.
- Russian-speaking session – at the regular Russian Group gathering at the Factory Community Centre, 17 November 2025, 11.45am–12.45pm.
- Cantonese speaking team members also supported engagement at the Community Information and Feedback Session held at Waterloo on 18 November 2025 and the Waterloo End of Year Community Celebration on 21 November 2025.

3.2.7. Online engagement

Two online sessions enabled people with work, caring or mobility challenges to participate. One session provided a general overview of the Proposal, and the other was a targeted session with neighbouring property owners within Waterloo South to focus on localised matters such as overshadowing, street interfaces and staging.

Session details:

- Monday 3 November 2025, 5pm – 6:30pm: Community information and feedback session.
- Monday 24 November 2025, 5pm – 6:30pm: Online neighbours' session.

3.2.8. Human services and local support networks

Engagement with community organisations and social agencies that support the community was undertaken so that the needs of vulnerable residents, seniors, people with disability and CALD communities remained central to planning considerations.

An information and feedback session specifically for service providers was held on Tuesday 11 November 10am-12pm at The Factory Community Centre – 67 Raglan Street, Waterloo.

The small groups round table session provided opportunity for direct feedback on key areas of interest.

3.2.9. Agency consultation

Collaboration with government agencies and technical stakeholders has been an important part of developing the draft Concept and the Rezoning Proposal. A key focus of these sessions was to ensure the Proposal is consistent with local planning priorities, addresses increased infrastructure requirements, and responds to other regulatory needs. Engagement to date has included:

- City of Sydney: alignment with the Local Strategic Planning Statement, community facilities and open space allocation and design, and Connecting with Country direction.
- Transport for NSW (TfNSW): pedestrian movement and street safety, public transport integration, and future transport planning.
- Department of Planning, Housing and Infrastructure (DPHI): planning pathways, statutory assessment requirements and consultation compliance.
- Utilities and service providers: water, energy, telecommunications and stormwater infrastructure coordination.
- Health NSW: Planning for health services and understanding the current and future health priorities locally.
- Homes NSW: tenancy management, relocation principles and right of return.

Stockland will continue to engage with agencies as the Concept and the Rezoning Proposal is finalised and lodged. During the assessment period and subsequent detailed applications, targeted sessions will ensure that the project is delivered in a coordinated and integrated way.

3.2.10. Targeted briefings and interviews

As part of the preparation of the Social Impact Assessment, and in the interests of gaining deeper feedback from key stakeholders that may not have been captured in the other activities, several interviews were offered to key organisations with a particular interest in the project.

The following interviews were conducted:

- Sydney Catholic Schools – 14 November, 1.30pm
- Jarjum College, Redfern – 3 December 2025, 12pm
- REDWatch – 5 December, 2pm
- Counterpoint – 3 December, 10am
- City of Sydney (Social Planning and Safer Cities teams) – 9 December 2025, 3pm
- SLHD – 1 December, 3.45pm
- UNSW – 26 November, 2.15pm and 28 November, 9am.

3.3. How we communicated

Visual, plain-language materials were used across all engagement activities. Updates were also provided digitally via the Waterloo Renewal website (www.waterloorenewal.com.au).

A copy of the materials is included in **Appendix 1**.

Communication about the planned activities was shared through various channels detailed in **Table 6** below. The objective of using the varied communications methods was to reach as many people as possible.

Table 6: Communications methods

Communications	Reach
Letterbox Letter and flyer Postcard	2,197 distributed across Waterloo Estate 19,789 issued to 1km radius from the site Map is included in Appendix 2
Posters English language Chinese language Russian language	400+ distributed across Waterloo Estate 160 distributed across Waterloo Estate 160 distributed across Waterloo Estate
Printed Newsletter Advertising	2,197 distributed across Waterloo Estate 1/2 page advert in South Sydney Herald November 2025 issue
Digital Social Media Posts Website	3 posts South Sydney Herald Facebook Counterpoint Community Services Facebook and Instagram 976 active users waterloorenewal.com.au Website also linked from NSW Government website Waterloo renewal project

A key learning from this phase of engagement is that many tenants are most comfortable participating when engagement takes place in the everyday places they already use such as the local community centre, neighbourhood centre, recreation spaces or building foyers. By meeting people where they are, rather than relying solely on formal consultation sessions, we have reached a broader and more representative mix of residents. This approach will continue to guide future engagement, so that tenants can take part in the renewal process in ways that feel natural, accessible and respectful of their daily lives.

04

What we heard

4.1. Overview

During pre-lodgement engagement, we received a lot of feedback from local stakeholders, which was used to inform the Concept and the Rezoning Proposal. Across all engagement activities there was good level of existing awareness of the project and stakeholders consistently expressed a desire for positive change in Waterloo, while respecting and retaining its long-established identity and strong community relationships.

Tenants and service providers expressed support for the revitalisation of homes and public spaces, provided the outcome is a safe, inclusive, and resilient community into the future.

A strong theme throughout consultation was the clear preference for the Concept that forms the basis of the Concept and the Rezoning Proposal when compared with the approved scheme; 2022 Rezoning and Design Guide for Waterloo South. Whilst the Concept and Rezoning Proposal are generally in-keeping with the principles and neighbourhood structure that forms the basis of the 2022 approvals, the Concept does make some changes to the scheme and zoning. The consultation approach and material focused on explaining and seeking feedback on whether the things that are new or are proposed to change are positive or negative rather than revisiting the changes that were approved in 2022 Rezoning and Design Guide.

Participants consistently recognised that the Concept (in comparison to the 2022 approved scheme) delivers the opportunity for significant improvements, including:

- More and better-connected open spaces, with increased opportunities for maintaining tree canopy, greening and areas for informal social connection and activation.
- Easier access to new retail, services and community spaces.
- Better solar access for parks, streets and homes within Waterloo South.
- Better walkability and safer connections through the neighbourhood.

Feedback received from existing tenants reinforced that relocation certainty, security of tenure and the ability to return to Waterloo remain some of the highest priorities. While people understand that detailed relocation information will be provided through Homes NSW, and is not part of the proposed Concept and Rezoning Proposal, they emphasised the importance of regular communication and individualised support throughout the transition.

We also heard a desire for:

- Homes that are safe, clean, accessible and built to modern standards.
- Streets and pathways that feel welcoming and safe at night.
- Shops and services that are affordable and reflect diverse community needs, not just large-scale retail.
- Places designed for families, children and older residents to spend time together, including within individual residential buildings.
- Precinct design that respects the deep social and cultural history of Waterloo, particularly for Aboriginal communities.
- Support for mental health, continued access to services and opportunities to stay connected with neighbours during the renewal.

Feedback from Aboriginal stakeholders continues to reinforce the importance of Country-led design, and a process that responds to their cultural values. Participants emphasised the importance of:

- Embedding visible cultural identity and Aboriginal design in public spaces.
- Maintaining strong community connections and providing meeting places.
- Ensuring Homes NSW relocation considerations prioritise cultural safety and enable people to stay close to established support networks.

Feedback from neighbouring properties focused on the potential impacts to existing homes, green spaces and lifestyle related to the proposed density, building heights and locations and land uses. Many immediate neighbours who engaged focused on localised impacts of increased density rather than precinct-wide benefits. However, positive feedback was also received about the proposed changes to the approved scheme, as well as the benefits of the renewal. Maintaining activation during the staged renewal to support safety was identified as important.

Overall, the sentiment and positive feedback show the Concept and Rezoning Proposal respond to what the community values most and will provide a better outcome than the 2022 Rezoning and Design Guide for Waterloo South.

Throughout the engagement sessions, participants were advised that the focus was on feedback relevant to the draft Concept and the matters being considered at the Concept stage. While feedback related to detailed design, governance and precinct management and operations was not being sought at this stage, these comments were welcomed and have been captured in this Report to inform future phases of design development. It should be noted there will be further opportunities for discussion and feedback as the project progresses, including more

detailed engagement as designs are refined and additional approvals are pursued.

The remainder of section 4 of the Report summarises feedback received during the pre-lodgement engagement period has been categorised as below.

4.2 Community feedback about the Concept and the Rezoning Proposal

4.3 Agency feedback about the Concept and the Rezoning Proposal

4.4 Feedback from Designing with Country and Connecting with Country sessions

4.5 Feedback about other matters

4.2. Community feedback about the Concept and the Rezoning Proposal

This section summarises feedback received through the engagement that is directly relevant to the Concept and the Rezoning Proposal and is considered at this stage of the planning process.

The pages below capture the key themes raised by participants, including built form and layout, housing mix, open space and facilities for community uses, and interfaces with surrounding properties. These matters align with the strategic nature of the Concept and the Rezoning Proposal, which seek approval for maximum building envelopes, land use distribution, open space structure and key movement networks, rather than detailed architectural or landscape design.

The “Our response” column outlines how the Concept and the Rezoning Proposal have responded to this feedback, including where earlier and recent engagement outcomes have informed refinements to the planning framework now proposed for approval.

THEME

Overall neighbourhood and building layout

– including building envelopes

WHAT WE HEARD

Participants consistently noted that the Concept and the Rezoning Proposal represent a notable improvement compared with the design approach that underpinned the 2022 Rezoning and Design Guide, and no participants expressed a preference for the 2022 design outcome. The Concept was consistently described as more open, lighter and more liveable.

Permeability, openness and precinct structure

- Many participants responded positively to the overall layout, noting it feels more breathable and less enclosed than prior arrangements, particularly around internal courtyards within buildings and interface between buildings.
- There was strong support for the way building envelopes and footprints have been configured to open the ground plane, create more through-site-movement, provide informal spaces for social connection and establish a clearer neighbourhood structure, including a stronger emphasis on Cooper Street as a community-focused spine.
- Participants valued the creation of new or wider pedestrian routes, wider through-links and improved view corridors, and noted these changes improve walkability, legibility and safety through the precinct.
- Many participants said they felt the changes to the overall layout would improve safety and support people being able to move around and be out in the community.

Built form experience, height and separation

- Participants commonly noted that the Concept and Rezoning Proposal create a less dominating experience of built form, particularly along George Street, compared with the 2022 Rezoning and Design Guide.
- Increased building separation was frequently cited as a key benefit. Participants noted that greater separation supports day-to-day privacy by reducing direct overlooking between living rooms,

bedrooms and balconies, and creates a more open street-level experience.

- Participants also noted that increased spacing between buildings can support better daylight and natural ventilation outcomes and reduce a “canyon” effect, contributing to a more comfortable environment in courtyards, along pedestrian routes and at building entries.
- Some participants observed that additional space between buildings creates opportunities for landscaping and buffers, which can help soften built form and contribute to amenity.
- Neighbours also noted that increased separation is important in managing privacy at interfaces.

Cooper Street as a community-focused spine

- Cooper Street was seen as central to the updated layout.
- Participants responded positively to the idea of a “spine” because it creates an everyday public space that links homes, services and open spaces, and provides a focal point for community life.
- Participants noted that a clear, central pedestrian-oriented street can improve wayfinding, create natural locations for seating and informal gathering, and support casual social interaction and community connection.
- Some participants also commented that an active Cooper Street spine has the potential to support safety through regular foot traffic and passive surveillance, provided it is designed to be inclusive and comfortable and does not feel dominated by vehicles.

Better walkability and safer connections

- Participants commonly welcomed changes that improve walkability and reduce conflict points, noting that a more walkable neighbourhood supports daily independence, social connection and access to services—particularly for older people, children and people with disability.
- Improved walkability was linked to more direct pedestrian routes, better connections between blocks, fewer dead-ends and clearer desire lines to parks, facilities for community uses and transport.
- Participants frequently raised that safety is connected to the quality of street design, including lighting, sightlines, activation, weather protection and reduced vehicle dominance in internal streets.
- Immediate neighbours tended to focus on how improved connections would be managed near private properties, noting the importance of careful interface treatment to balance safe, well-used routes with privacy and amenity.

Solar access, wind and comfort

- Improved solar access for parks, internal courtyards, streets and homes was regularly identified as a benefit of the Proposal. Although it was noted that more detail was needed (including detailed solar access diagrams) to verify and demonstrate whether the Concept and Rezoning Proposal provide an improvement to the 2022 controls.
- A smaller number of neighbours expressed concern about potential wind tunnel effects, reduced sunlight and wider amenity impacts at interfaces, and requested clear technical information (including solar access/shadowing and wind assessment material) to understand impacts more fully.

Overall density

- Some feedback was received about the overall density of the precinct, noting that the increase approved in the 2022 plan and proposed in the Concept is starkly different from what exists today.
- Participants noted that creating a very large park (in Block 1) results in pushing the density higher in blocks across the remainder of the precinct. Some mentioned that including buildings in Block 1 could lower the density elsewhere.
- Acknowledgement that changes made are good and result in positive outcomes, however queried whether we considered starting from scratch and not ‘updating’ what was proposed in the 2022 plan.

Other

- Some community members called for the retention of the Dobell Building, noting its architectural significance.

OUR RESPONSE

The Concept and Rezoning Proposal establish the strategic neighbourhood structure and maximum building envelopes that guide future detailed design and delivery.

The overall layout and envelopes have been shaped by earlier and recent feedback to improve precinct-wide outcomes, including: increasing building separation, reducing perceived bulk in key locations (including along George Street), improving solar access to streets and open spaces, and strengthening pedestrian permeability through new links, view corridors and a clearer movement network (including a reinforced role for Cooper Street).

The Concept and Rezoning Proposal set the framework for built form, open space structure and connectivity, rather than detailed architectural design. Detailed matters such as façade design, building density within envelopes, interface treatments, and the resolution of site-specific overshadowing, wind and privacy impact, will be tested and refined through subsequent detailed development applications supported by technical studies.

The development will be required to comply with the Apartment Design Guide provisions relating to solar access and amenity. Ensuring solar access is critical to supporting the health, comfort, and wellbeing of future residents, as it enables natural light penetration into living spaces and outdoor areas such as courtyards and communal open space.

Ongoing engagement will continue as the project progresses, including opportunities to review and discuss how detailed design responds to local interface issues while delivering the precinct-wide benefits identified through engagement. Respecting consultation that led to the creation of the 2022 planning controls, we have tried to refine and improve the controls within the overall approved layout and structure.

THEME

Housing mix and allocation

WHAT WE HEARD

There was support and positivity from tenants regarding the percentage of social and affordable housing planned for the Concept and the Rezoning Proposal. Feedback about housing mix and allocation focused on tenure diversity and whether the mix of dwelling types will meet real household needs over time.

Tenants, community members and service providers generally supported the delivery of additional homes (including social and affordable housing), while raising practical questions about how housing will be distributed and allocated across buildings and stages.

Tenure mix and tenure-blind outcomes

- Strong support was expressed for the integration of social and affordable housing across the precinct.
- Many raised that social housing should not feel “set apart”. Several participants questioned why social housing appeared separated from market housing however some participants felt they should be more separate. Others raised concerns about how the planned social mix will work and whether they will be socially excluded or stigmatised within the broader planned social mix.
- Some participants raised a preference for greater tenure diversity within individual buildings, rather than concentrating tenure types together.
- Participants asked how the Concept and future delivery would achieve tenure-blind outcomes, including equitable access to amenity, building entries and shared spaces.
- Neighbours commented on their concern on placement of social housing in specific areas and

- the need to avoid creating perceived “good” and “less good” buildings.
- Some participants requested clarity on affordable housing, including the location of in-perpetuity affordable housing buildings relative to the balance of the affordable homes.

Apartment dwelling mix and tenure types

- A recurring theme was the need for a dwelling mix that reflects the diversity of households, including a clear call for more family-sized apartments to support larger households and multi-generational families.
- Some participants suggested there are too many one-bedroom or studio apartments and noted studios can feel enclosed and may be difficult to have visitors and socialise, with potential mental health implications.
- Service providers also noted that demand and household composition can be undercounted or underreported and emphasised the importance of designing the housing mix to meet real lived conditions (including households with additional occupants).
- There were also comments about the broader social mix of the area, including views that a mix of households and ages (including younger people and families) would support neighbourhood vitality.

Allocation, choice and accessibility

- Tenants expressed interest in having more choice and flexibility in allocation where possible (e.g., building type, floor level), and ensuring existing needs and preferences are respected (for example, retaining ground-level access for those who rely on it).
- Some feedback also reflected a desire for allocation approaches that support social connection and wellbeing (including suggestions about grouping older tenants in ways that support mutual support—while recognising this may not reflect everyone’s preference).

Affordable housing definitions and duration

- Several participants and service providers sought clarity about how affordable housing will be delivered, including whether affordability is held in perpetuity or time-limited.
- There was a clear preference expressed for affordable housing to be in perpetuity, and for housing to address essential worker needs.



Artist's impression – Waterloo South Precinct Area looking towards Sydney CBD

OUR RESPONSE

The Concept and Rezoning Proposal deliver a mix of social, affordable and market housing.

The distribution of tenures across buildings reflects anticipated ownership and management models (e.g. market housing sold into private ownership, affordable housing managed by a CHP, and social housing retained by Homes NSW and managed by a CHP). These operational arrangements influence building governance, maintenance and management over time.

Equitable, tenure-blind outcomes across the precinct remain a core objective and will be progressed through future detailed applications. The intention is for housing to be delivered in a way that supports inclusion and avoids stigma, with a key focus on ensuring that the external design of buildings is tenure-blind.

The detailed apartment mix (including the proportion of family-sized dwellings) will be confirmed through future detailed applications on a stage-by-stage basis, informed by ongoing needs analysis and delivery partner requirements.

Regarding affordable housing, 7% of all the housing will be delivered and retained as in-perpetuity affordable housing, as required by the planning rules. The 7% affordable housing will be owned and managed by a CHP. The project exceeds this requirement by providing a further proportion of new housing (up to 13%) as affordable housing. This proportion of affordable housing is not required to be retained in perpetuity, and therefore the ultimate ownership model and length of tenure will be determined between Homes NSW and the Developer, and sits outside the planning determination process. Regular updates and communication with the community will be important as details about the additional 13% affordable housing become more certain.

Tenant allocation processes, eligibility settings and choice mechanisms sit outside the planning determination pathway and will be led by Homes NSW and the CHPs. Feedback received through engagement will inform ongoing planning for allocation approaches, including considerations relating to accessibility and ageing-in-place needs.

THEME

Open space

WHAT WE HEARD

Participants broadly welcomed how the Concept and the Rezoning Proposal address open space and noted that changes to building shapes and footprints have created new opportunities for outdoor space at ground level when compared to the 2022 Rezoning and Design Guide.

There was support for opening areas that were previously occupied by buildings, resulting in additional outdoor spaces beyond the two larger parks proposed in Block 1 and Block 8. Many participants commented that this approach helped to break up the ground plane, reduce the dominance of built form and create a more permeable and human-scaled neighbourhood.

Significant positive feedback was received in relation to the additional outdoor spaces proposed off Mead Street and along Cooper Street. These spaces were seen as important for creating everyday places to pause, sit and interact, and for supporting movement through the precinct. Participants noted that these ground-level spaces would improve walkability, provide relief between buildings, contribute to a stronger sense of openness across the neighbourhood and promote social interaction. There was interest about what parts of these outdoor spaces would be public vs. semi-private vs. private. These details will be worked through in detailed design.

There was also strong support for the variety of open space types shown in the Concept and the Rezoning Proposal. Participants welcomed a mix of larger public parks, smaller pocket parks and more intimate outdoor areas, noting that not all open space needs to function as a major destination.

Many people expressed appreciation for smaller, quieter spaces for reflection, rest and informal use to complement the two larger formal public parks, particularly for older residents, people with mobility needs and those seeking calmer environments.

Other key themes raised included:

- The importance of open spaces being easily accessible for people of all ages and abilities, including older residents, children and people with disability.
- A desire for open spaces to feel safe and comfortable, supported by lighting, clear sightlines, passive surveillance and regular activity.
- Requests for seating, tables, shade, tree canopy and weather protection to encourage everyday use.
- Interest in dog-friendly spaces and better dog management including waste pick-up.
- The community facility has the potential to impede on the park in Block 8.
- Culturally appropriate spaces for Aboriginal community members to gather.
- Spaces for youth activities – informal and organised.
- Amenities like BBQs, playgrounds, community gardens, and water-based play spaces.
- Strong preference for retaining the established tree canopy, which is highly valued by the community for its environmental and aesthetic benefits - this includes a green setback and tree retention along McEvoy Street.
- Clear desire for the renewed visual landscape to reflect Country, supporting cultural heritage and fostering a stronger sense of connection for residents.
- There was a suggestion that the park near the Waterloo Metro (proposed in Block 1) was too large and using some of this land for additional residential was a better option.

Some neighbours raised concerns about the interface between open spaces and nearby private homes, particularly in relation to privacy, noise and safety.

Questions were raised about the timing and staging of open space delivery, including when the larger park near the Waterloo Metro (proposed in Block 1) would be available to the community.

We heard overall appreciation for the amount of public open space.

OUR RESPONSE

The Proposal establishes the strategic open space framework for Waterloo South, including the location, size and connectivity of major parks, pocket parks and ground-level outdoor spaces.

The changes to building envelopes and footprints have been deliberate to open up additional outdoor areas at ground level, improve permeability and create a more varied and human-scaled network of open spaces across the precinct.

Detailed design of open spaces—including landscaping, seating, shade, lighting, safety treatments, dog facilities and interfaces with adjoining buildings and private properties—will be addressed through future detailed applications, supported by site-specific technical studies.

Staging and delivery of open spaces, including both larger parks and smaller ground-level spaces, will be confirmed through future approvals to align with redevelopment sequencing. Ongoing engagement, led by the City of Sydney and supported by Stockland will inform the detailed design and activation of open spaces to ensure they respond to how the community wants to use them over time.



Artist's impression – Proposed new community park near Waterloo Metro (in Block 1)

THEME

Community uses - facilities and activities

WHAT WE HEARD

Facilities for community uses and community activities were raised consistently as essential to supporting daily life, social connection, and health and wellbeing within Waterloo South.

Tenants and human service providers emphasised that facilities for community uses should be accessible, welcoming and integrated into everyday movement through the precinct, rather than isolated or difficult to find.

There was strong support for a range of facilities for community uses, reflecting the size and diversity of the Waterloo South community. Some participants noted that no single facility could meet all needs. There was support for facilities for community uses being distributed across the precinct and connected to open spaces and pedestrian routes.

Suggestions that were raised included:

- Community rooms within residential buildings to support meetings, social gatherings, cultural activities and informal use.
- Flexible, multi-purpose spaces that can be shared by different groups and adapted over time as community needs change.
- Spaces for youth activities, creative arts, learning and community-led initiatives.
- Facilities to support health and wellbeing, including consulting rooms for allied health practitioners, bulk-billing medical services and a potential on-site NSW Health presence.
- Meeting places and activity spaces for older people to support ageing in place and reduce social isolation.
- Spaces that can support community meals, outreach services and programs delivered by local organisations.
- Community spaces close to the Waterloo Metro.

Participants placed strong emphasis not only on the physical provision of facilities for community uses, but on how spaces would be activated, programmed and managed over time. There was interest in ensuring community spaces are regularly used, feel safe and welcoming, and support activities that build pride, belonging and social connection. Some participants expressed concern that without active programming, community spaces could feel underused or unsafe.

Human service providers emphasised the importance of facilities that are fit-for-purpose, affordable to operate and flexible in their management model. It was noted that service delivery arrangements, funding programs and community needs will evolve over time. Several providers expressed interest in being involved in shaping how spaces are used and programmed.

Health and wellbeing emerged as a particularly strong theme, with repeated calls for accessible and affordable health and allied health services to be embedded within the precinct. Participants emphasised that health services should be a core component of community infrastructure and not displaced by other uses.

Some participants raised the importance of equitable and stigma-free access to facilities for community uses, noting that spaces should be tenure-blind and welcoming to residents of social, affordable and market housing alike. Questions were also raised about the timing of delivery of facilities for community uses, continuity of services during redevelopment, and whether interim or temporary spaces would be provided if permanent facilities are delivered later.

Some participants also expressed concern that larger facilities for community uses, including a community centre, could reduce usable open space in Stage 1 if not carefully designed and located.

There was interest in what the educational facilities might be and where they might be located.

OUR RESPONSE

The Concept and Rezoning Proposal identify locations within the precinct dedicated for community uses and establishes a strategic framework for the delivery of facilities for community uses, which can include childcare, health, education or community facilities, as part of the redevelopment.

This approach provides flexibility to respond to the range of community needs identified through engagement, noting detailed decisions will form part of later stages of the planning and delivery process.

The detailed design of facilities for community uses including size, internal layout, accessibility features, tenancy arrangements, management models and programming, will be addressed through future detailed applications and in collaboration with City of Sydney, Homes NSW, CHPs and relevant service providers.

The relationship between facilities for community uses and open spaces will be carefully considered at the detailed design stage to ensure open space quality and usability are maintained while supporting active, visible and safe community places.

Ongoing engagement with tenants, neighbours and service providers will inform how facilities for community uses are designed, activated and adapted over time, including consideration of service continuity and interim arrangements where required.



Artist's impression – Community park and facility in the south-western section of Waterloo South

THEME

Impacts to private property

WHAT WE HEARD

In comparison to the 2022 Rezoning and Design Guide, there was support from immediate neighbours for the proposed adjustments, including measures to improve amenity and address safety.

While some welcomed the renewal and noted the improved outcomes overall, concerns were raised by direct neighbours about the location of buildings, and impacts of the previously approved increase in density, particularly environmental, interface and amenity impacts. These are detailed below.

Built form scale, height and relationship to existing neighbourhood

- Neighbours raised concerns about overall density, with particular focus on the towers proposed along McEvoy Street, which some participants felt were too large and did not relate well to the adjacent existing built form.

Overshadowing, sunlight and outlook

- Overshadowing was a recurring concern for directly adjacent private neighbours, including potential impacts on Waterloo Park and existing residential buildings along McEvoy Street.
- Participants requested clear and easy-to-read sun access / shadow diagrams, noting it is important that diagrams clearly show seasonal differences and help people understand potential impacts at different times of year.
- Some participants expressed concern that views to Waterloo Park and to the city may be reduced or lost, particularly for dwellings oriented toward the park or along boundary interfaces.

Privacy and overlooking

- Participants raised privacy as a key consideration, requesting that future design work prioritise minimising overlooking and protecting privacy for both new and existing dwellings.
- Some owners in one building raised concerns about having a building directly behind their property.

Wind, noise and 'edge' amenity

- Concerns were raised about the potential for wind tunnels between taller buildings and the impacts this may have on comfort and amenity at street level and near building edges.
- Some participants expressed concerns about reduced sunlight, increased noise and a more intense street environment, including concern that certain uses (e.g., retail) could increase activity levels near private homes.

Property acquisition

- A neighbour queried whether Stockland may purchase neighbouring private properties, noting a feeling of pressure and uncertainty. It was also noted that the Proposal relates to Government-owned land, and participants sought clarity about what is and is not included in the Proposal area.

Construction-related impacts

- Neighbours requested that construction planning explicitly consider impacts on surrounding properties, including the need for clear mitigation measures and dilapidation reports.
- Concerns were raised about pests and hygiene (e.g., rats/stray animals), and how these issues would be managed during redevelopment, particularly at the demolition stage.
- It was noted that management of empty buildings during planning and staged redevelopment will be important to ensure safety for tenants and neighbours.

OUR RESPONSE

The Concept and Rezoning Proposal establish the key planning parameters; building envelopes, heights, setbacks, access points, and land use distribution—that will guide the detailed design of future buildings, open spaces, and streetscapes.

Some of the changes outlined in the Proposal to address solar, wind, privacy, safety and other impacts on private properties include:

- Reducing street wall heights and redistributing taller buildings to create better street scale.
- Increasing building setbacks, balancing privacy and landscape integration.
- Adjusting building layouts to maximise opportunities for tree retention and landscaping.

Impacts to neighbouring properties will be further addressed and resolved through future detailed applications, supported by site-specific technical studies.

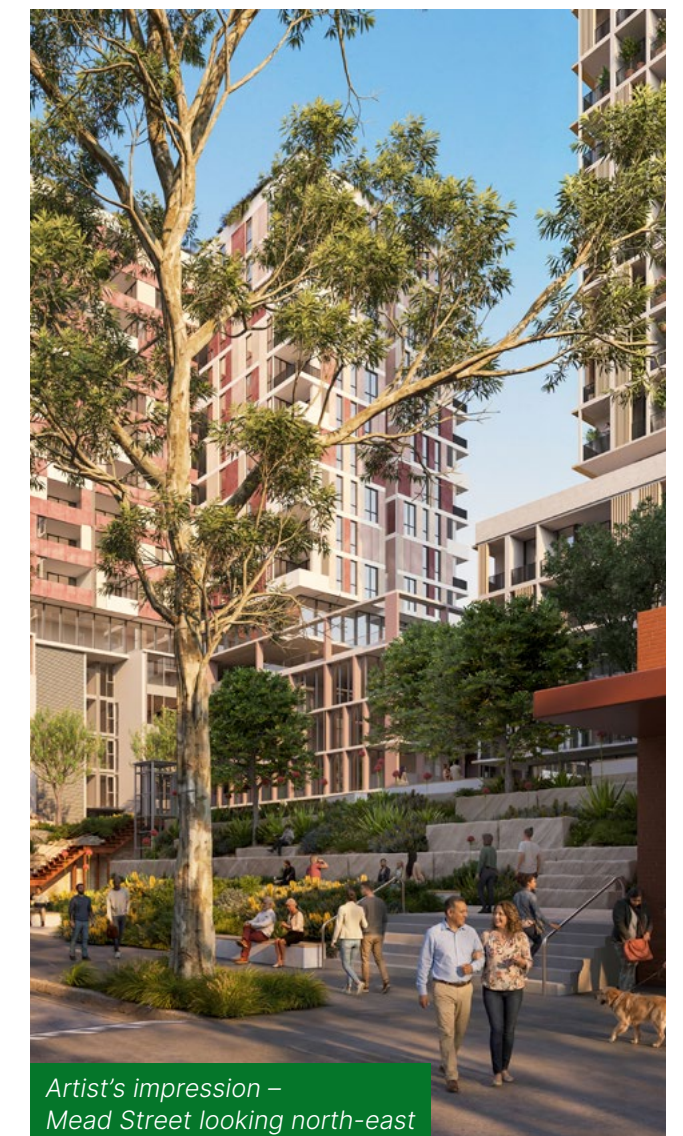
Construction impacts will be addressed through Construction Management Plans required at later stages, including measures to manage noise, dust, traffic, safety and neighbour amenity, and the use of dilapidation surveys where appropriate. Pest management and hygiene controls would also be addressed through construction and operational planning as the project progresses.

4.3. Agency feedback about the Proposal

Agency input focused on matters within their regulatory or operational remit, including the strategic planning framework, technical considerations, service delivery implications and implementation requirements relevant to the Concept and the Rezoning Proposal.

Engagement with agencies was undertaken to test the Proposal early, identify any issues requiring further investigation, and confirm information needs for future stages. Feedback received has been recorded and considered alongside community feedback, and has informed refinements to the Proposal and the approach to future detailed applications.

Detail on the following pages summarises what was heard through agency consultation and outlines how the Proposal responds, including where matters will be addressed through subsequent technical studies, approvals, or delivery planning.



Artist's impression – Mead Street looking north-east

STAKEHOLDER

Department of Planning, Housing and Infrastructure (DPHI) and Government Architect NSW (GANSW)

WHAT WE HEARD

During this period, several meetings were held with the GANSW and DPHI Diverse Housing Assessments and State-led Rezoning teams. Each session included a briefing on the scheme, the reports to be submitted for the Concept and the Rezoning Proposal and the approach to design excellence to be applied at Waterloo South.

Key feedback received:

- DPHI initially stated separate supporting reports for the Concept Application and Rezoning Proposal are required. Later, DPHI indicated that, whilst there are two separate applications, a consolidated set of reports would be preferred.
- DPHI provided contacts for the relevant government agencies to be consulted prior to lodgement of the application.
- Relating to the Design Excellence Strategy, the GANSW outlined their preference to amend the Design Guide rather than submit a separate strategy document for the precinct.
- The GANSW outlined support for adopting a similar process for social and affordable buildings to that which is contained in the City of Sydney's Design Excellence Policy – i.e. direct appointment of architects and a design review panel process.
- The SSDA competition waiver for residential development was discussed, however as a result of policy/ guidelines released by GANSW at the time of these conversations this is now dealt with at detailed application phase.

OUR RESPONSE

Stockland and Homes NSW have structured the applications as two separate applications but with a common, consolidated set of plans and technical studies, to be lodged concurrently, as requested by DPHI officers. This is intended to streamline the consultation and assessment process, and make it simpler for community to review and provide feedback.

As part of the application, the proposed amendments to the 2022 Design Guide have been made in tracked changes and outline the revised Design Excellence Strategy. A separate Design Excellence Strategy is also submitted to outline the process in greater detail.

As recommended by DPHI, Stockland has undertaken pre-lodgement engagement with the relevant government agencies – detailed within this report.

As a result of the newly released guidelines by the GANSW for SSDA competitions relating to residential development, the competition waiver application will be included at the SEARs stage as the project progresses to the detailed application phase.

STAKEHOLDER

Transport for NSW (TfNSW): Sydney Metro and Sydney Trains

WHAT WE HEARD

Stockland contacted both authorities to provide a project brief and discuss requirements to develop near rail tunnels. Sydney Trains responded and a session was held in March 2025.

In the session the following items were discussed:

- Interface of the project site with T8 Line (Airport and South) and the Metro City and South West including track depth and alignment, and rail safe worksite protection.
- First reserve zones, detailing areas to be avoided in the immediate surrounds of the tunnel, and second reserve zones where stress changes and bedding displacements have occurred as a result of construction of the rail tunnel.

In response to the above, the following actions must be completed prior to construction commencing.

- Survey confirmation of tunnel positioning.
- Borehole depths and approach to monitoring to ensure permissible depths are maintained. This included detailing minimum clearance limits to the rail tunnels.
- Monitoring plan, engineering analysis and impact assessment which is to be submitted, review and agreed with TfNSW prior to construction commencing.

OUR RESPONSE

Stockland will continue to engage with Sydney Metro and Sydney Trains as the project progresses through future detailed planning and delivery stages.

Part of this process will involve developing, reviewing and agreeing a monitoring plan, engineering analysis and impact assessment with both agencies.

Since the meeting in March 2025, Stockland and their contractors have accessed the Sydney Trains tunnel for 3D scanning and surveying to inform future works on site.



STAKEHOLDER

Crown Lands

WHAT WE HEARD

Stockland requested consultation with Crown Lands via email. Crown Lands did not wish to make any comment and did not outline any requirements for the EIS as there is no Crown land located within the Waterloo South Precinct.

OUR RESPONSE

N/A

STAKEHOLDER

NSW Department of Education

WHAT WE HEARD

Stockland requested consultation with the NSW Department of Education on Waterloo South. A response was received in March 2026, just prior to lodgement, and a discussion is being planned to occur post-lodgement. Those discussions will be able to inform the proposal during the assessment period.

OUR RESPONSE

N/A



Image courtesy of Homes NSW – Waterloo South

STAKEHOLDER

Homes NSW

WHAT WE HEARD

Since being appointed as the renewal partner, Stockland has engaged in ongoing discussions with Homes NSW about insights from previous social housing renewal projects that could be applied to Waterloo South. Through these discussions, Homes NSW highlighted research and studies that outline both the benefits of social housing renewal, and important areas to be considered as the project progresses.

Benefits identified include:

- Improved amenity and quality of housing for tenants, better aligning with resident needs.
- Co-locating social housing with other housing types to support a diverse community and reduce stigma that at times can be associated with living in social housing.
- Increasing the supply of much-needed social housing, which is particularly relevant for Waterloo and Sydney.
- Creating higher density environments that allows services and organisations to operate more efficiently, assisting more people in need of support.
- Reducing maintenance costs and ensuring housing meets contemporary building standards.
- Enhanced community wellbeing through safer and better resourced neighbourhoods.
- Areas to be carefully considered and managed include;
- Ensuring strong community connections and networks are maintained throughout the precinct.
- Understanding how social, affordable and market housing tenants will interact.
- Ongoing partnerships to support consistent operational management and governance.
- Maintaining timely, transparent communication with tenants and the wider community, ensuring challenges are addressed and positive outcomes are achieved where possible.

OUR RESPONSE

As part of the project, there is a commitment to deliver approximately 3,300 homes of which 50% is allocated to social and affordable housing. Housing types have intentionally been mixed across the precinct, with a tenure blind approach adopted to help reduce stigma based on economic status or tenure type.

The precinct will include inclusive shared spaces and gathering places, encouraging casual social interaction and fostering community cohesion over time. The Concept and Rezoning Proposal identifies dedicated locations for open spaces and community uses. Their size, positioning and connectivity have been planned to meet both current and future community needs.

Throughout the renewal process, Stockland, Homes NSW and the Community Housing Providers (CHPs) will maintain ongoing engagement with community members, ensuring tenants can continue to provide input and influence outcomes that affect them.

Homes NSW has also established a Right to Return framework, designed to prioritise maintaining community connections. While relocations are not addressed within the Proposal itself, insights from engagement activities will continue to inform relocation planning led by Homes NSW.

Stockland and the CHP's recognise the importance of maintaining the long-standing relationships in the community. As the renewal progresses, the renewal partners will help residents stay connected supporting community events and services and designing neighbourhood spaces that bring people together. The Proposal's neighbourhood and building layout identifies strategic locations for these spaces, which will be progressed in future detailed design and delivery. Feedback from tenants will continue to shape how we protect and strengthen these connections over time.

STAKEHOLDER

Sydney Local Health District (SLHD)

WHAT WE HEARD

In sessions with the SLHD, they provided extensive insight into the needs of the existing community, as well as key areas to be considered in early planning phases to ensure the precinct is set up for success in operation.

Insights shared include:

- The importance of considering the complex needs of the community as the precinct is planned and delivered. The existing community includes a high proportion of residents with chronic health conditions, mental health needs, ageing related mobility issues, limited family support and social isolation particularly among single person households.
- Noted housing design directly affects health and equity. It is important the design of housing can respond to diverse family structures and accessibility needs to support ageing in place.
- Existing community and visitors feel unsafe – especially at night. This is linked to external visitors and anti-social behaviour, highlighting the importance of CPTED, activation and ongoing management rather than enforcement alone.
- Through relocations there is a risk of disrupting established networks and creating social disconnection/loss of identity. Clear, consistent communication and dedicated relocation support are essential to maintaining wellbeing and a sense of connection.
- Suggestion to provide community spaces early. These spaces should be well designed and accessible, playing a crucial role to reduce isolation, support mental health and enable informal connections amongst the community.

- Noted place-based community service delivery that is co-located with housing builds trust and delivers better outcomes for vulnerable residents.
- Important to undertake culturally appropriate engagement, stigma-aware approaches and peer educator models. Tenants should be recognised as trusted messengers within their own communities.
- Access to shops, services, green space and climate-resilient refuges is essential social and health infrastructure, particularly during heat events.
- Simple, frequent and repeated communication will reach more people. This can be amplified through using trusted local networks, SMS and face to face sessions.

OUR RESPONSE

A written response was provided to the SLHD feedback.

SLHD would like ongoing engagement to discuss and work through a range of matters, covering everything from input into ideas for designing health built form/spaces/dwellings, to collaborating on the health-related uses at the site. Stockland are keen to continue the dialogue and work closely with SLHD.

Decisions about specific uses of spaces will be made as part of each stage.

STAKEHOLDER

City of Sydney Planning and Design Teams

WHAT WE HEARD

Stockland held four pre-lodgement meetings with the City of Sydney Design and Planning Teams. Following these sessions, written feedback was received as summarised below.

Key feedback:

- The design of George Street should enable future conversion to two-way traffic with vehicular access provided from McEvoy Street.
- The terraces located on Cope Street should be excluded from the Voluntary Planning Agreement (VPA) community floorspace dedicated to the CoS.
- The basement connection under Cope Street is not supported and encouraged the removal of the basement connection under John Street.
- All blocks should achieve the required level of deep soil planting as outlined in the 2022 Design Guide, without relying on public domain areas.
- Traffic noise from McEvoy Street needs to be addressed, particularly relevant now there are large building breaks proposed.
- Continuous active frontages are to be provided along George Street.
- The Block 8 loading area introduces a conflict point to the through site link and more large vehicles around the future park.
- Consider a setback of the substation on Block 8. This would enable an opening to the southern façade of the building, the carriage of overland flows, and resolve the issue of entrapment in Block 8.
- The design and location of the childcare in Block 9 must be carefully considered to avoid conflicts with residential apartments.
- The location of the entrance to the basement in Block 5 will encourage unlawful traffic movements down West Street. The entrance should be relocated to Reeve Street.

OUR RESPONSE

The submitted precinct design has been amended to address feedback as follows:

- George Street reflects the 2022 Design Guide (closed to McEvoy Street), however a notation has been included which outlines the consideration by the CoS and TfNSW to provide vehicular access from McEvoy Street.
- The Cope Street terraces are no longer identified as being dedicated to the CoS.
- The basement connection for Block 8 is still shown on the plans. The design team are undertaking design studies to investigate alternative options for the Block 8 basement. Consultation on this matter will be ongoing during the assessment of the application and the resolution will be included in the RTS package.
- Deep soil planting is provided within each block and is shown on the drawings prepared by Aspect. There is no reliance on the public domain areas to achieve the targets set out in the 2022 Design Guide.
- An acoustic assessment has been prepared by E-Lab Consulting which includes mitigation measures in respect of traffic generated noise along McEvoy Street. The report also considers the future amenity of the park within Block 8 and notes that based on the 3D noise modelling, predicted noise levels at the park are expected to be within the relevant criteria applicable to open recreational spaces. E-Lab Consulting expects that the acoustic amenity of the park will equivalent, if not greater, than the level of amenity achieved at nearby existing parks such as Waterloo Oval, Prince Alfred Park and Redfern Oval/Redfern Park.
- Continuous active frontages are shown along George Street. The rezoning seeks to include a broader range of uses that will be permissible along these frontages. The waste area previously shown on the George Street frontage has been relocated and replaced with retail/non-residential floorspace.
- The Block 8 loading area is shown in the same location. The design team are still investigating alternatives. This will be resolved as part of the RTS package.
- The flood study has shown that the overland flow can be managed in this area with changes to ground levels. Notwithstanding this issue will be resolved in more detail in the RTS package.
- The location of the childcare is shown indicatively in Block 9 in the reference scheme. It is noted that the amenity of nearby residential apartments is a key design consideration that will need to be further developed during the preparation of the detailed design for Block 9.
- The Block 5 entrance has been retained in its proposed position on West Street. Relocation of the entrance was further interrogated by the design team but was not adopted for various reasons including ground levels, deep soil car park layout and building access.

STAKEHOLDER

City of Sydney Public Infrastructure Working Group

WHAT WE HEARD

In several technical meetings with the Public Domain team, the following key items were raised to advance and improve the design of streets within Waterloo South.

Key feedback:

- Pedestrians to be treated as a priority over bikes and cars.
- City of Sydney has expressed an interest in opening the southern end of George Street to traffic, and indicated they are in discussions with TfNSW about the potential for left-in left-out movement.
- Further investigation is to be undertaken of the Sydney Water guidelines and their application in the Waterloo South precinct, noting the intent to plant new street trees.

OUR RESPONSE

In the Concept and Rezoning Proposal, the layout of streets including safe separation of bikes, cars and people, ensure that pedestrians remain a priority. The updated proposal improves through site links, increases the widths of walkways, and setbacks of buildings to improve pedestrian experience at the ground plane.

George Street reflects the 2022 Design Guide (closed to McEvoy Street), however a notation has been included which outlines the consideration by the CoS and TfNSW to provide vehicular access from McEvoy Street.



Artist's impression –
George Street looking north

STAKEHOLDER

City of Sydney Social Planning and Safer Cities Unit

WHAT WE HEARD

Through sessions with the Social Planning and Safer Cities Team, the following items were raised as important to be considered or addressed through the Concept and Rezoning Proposal:

- Build on what already exists – acknowledge and integrate the extensive consultation, research and strategic work already undertaken, rather than starting again.
- Plan for demographic change – understand how the scale of development, bedroom mix and surrounding growth areas will reshape Waterloo's population and community needs over time.
- Manage the social impacts of rapid change – the pace and scale of redevelopment raise concerns beyond built form, particularly around social cohesion, community wellbeing and trust during transition.
- Strong governance and resourcing help social cohesion – alignment between the Proposal, People and Place Plan, human services planning are essential to maintain a continuous feedback loop with the community.
- Maintain safety and belonging during transition - activation and CPTED considerations must address construction and operational phases, ensuring residents continue to feel safe, connected and that the area remains "their place".
- Facilities for community uses should be distributed and accessible across the precinct, not concentrated in one area to support equity and inclusion.
- Learn from past renewal projects – experience elsewhere shows that when communities feel excluded from change, conflict and anti-social behaviour can increase; narrative, process and on-the-ground action must align.

OUR RESPONSE

During the pre-lodgement phase, both technical and engagement teams working on Waterloo South reviewed feedback, research and strategic work done previously as a starting point to inform the consultation process and briefs for technical studies and reports. This extends to methods of engaging the community, whereby the team used existing forums and networks to engage.

As well as gathering insights, the project team has undertaken local and international research and will continue to do so as planning progresses to identify lessons learnt and best practice that could be applied.

In future detailed applications, Stockland will review the distribution of community services and facilities, ensuring equitable access across the project. This involves the ongoing collection of insights from key stakeholders and relevant official studies to ensure demographic changes and evolving needs are appropriately addressed as the project progresses.

A Place Activation Strategy will be developed in consultation with Homes NSW and key local groups and stakeholders. The strategy will be designed to support retention of strong community connections, social cohesion and wellbeing during change and into the future.

Governance and precinct management arrangements will be developed by Homes NSW and CHP's, with input from service providers and tenants. This includes addressing matters such as tenant support, safety, access to services and shared spaces, ensuring equitable access and liveable outcomes, as well as governance and how tenants will have a voice.

Safety and CPTED principles will be addressed through future detailed design, informed by technical studies at future approval stages. Detailed design will also consider how human-scaled outcomes are achieved at street level and within buildings, informed by relevant design guidance and technical studies, including the integration of wellbeing and safety principles.

Further opportunities for engagement will occur as designs are refined through subsequent detailed applications.

STAKEHOLDER

Sydney Water Corporation

WHAT WE HEARD

A Sydney Water feasibility letter has been received outlining initial guidance on the capacity of wastewater and potable water within Waterloo South. This letter also provides requirements for on-site stormwater detention.

Key areas to be considered in water infrastructure planning include:

- Upgrades to wastewater and potable water infrastructure as the area has insufficient capacity to support the renewal.
- Provision for on-site detention to be incorporated in each block.

OUR RESPONSE

Informed by the letter received from Sydney Water, Stockland and the broader design team are developing the design. This will form part of future detailed applications.

STAKEHOLDER

Ausgrid

WHAT WE HEARD

In response to a preliminary design enquiry, Ausgrid has provided initial advice.

The existing electrical infrastructure is insufficient to cater for the new development’s electrical load, requiring new HV feeders to serve the development, fed from the Zetland Zone Substation. Ausgrid will provide detailed service information to Stockland and ASP3 to further progress the design.

Key considerations to include:

- Infrastructure requirements to ensure the precinct is well serviced, noting the existing infrastructure is insufficient and new HV feeders are required.
- Compliance with Ausgrid requirements for the precinct wide masterplan, public domain works and individual blocks.

OUR RESPONSE

Stockland and ASP3 are continuing to liaise with Ausgrid to develop the design. Separate applications are required to be submitted to address the precinct wide masterplan, public domain works and individual blocks.

STAKEHOLDER

Communication carriers*

WHAT WE HEARD

Preliminary engagement has occurred with various communication carriers as many have assets reticulating adjacent to and intersecting Waterloo South.

All existing overhead telecommunications infrastructure is redundant and no longer in use. New telecommunications services for the precinct will be provided by NBN. At this stage only initial advice has been received.

Key considerations include:

- Detailed approach to decommission and remove existing communications infrastructure including old overhead coaxial cabling.
- Utilise and establish connections to the existing NBN infrastructure reticulating within the streets to support future services for each new block.

OUR RESPONSE

Following the communication carriers providing information on their assets, a detailed approach to design and delivery is to be developed in collaboration with the communication providers to form part of future applications.

*Various servicing the precinct including NBN Co, Nextgen, Optus, PIPE Networks, Telstra, Verizon, Vocus and others

STAKEHOLDER

Jemena Gas

WHAT WE HEARD

The Waterloo South project will be fully electrified. No new gas infrastructure is required, however all active infrastructure traversing through the precinct will remain operational for future use.

OUR RESPONSE

Stockland and the Hydraulics Engineer will review the existing gas infrastructure and coordinate with the authority regarding its disconnection, decommissioning, and removal where required.

4.4. Feedback from Designing with Country and Connecting with Country sessions

A Designing with Country and Connecting with Country engagement process was undertaken with Gadigal Elders, Traditional Custodians, Aboriginal community members, local Aboriginal Controlled Community Organisations (ACCO's) and Aboriginal residents of Waterloo Estate to inform the planning and design for Waterloo South.

Participants emphasised that Designing with Country is not just a design exercise; it is a cultural, social and historical responsibility. The Waterloo Precinct is understood as a place of movement, gathering, activism, culture, sport and survival. Any new development must honour and elevate these stories, while creating pathways for future generations to feel proud, safe and connected to Country and community.

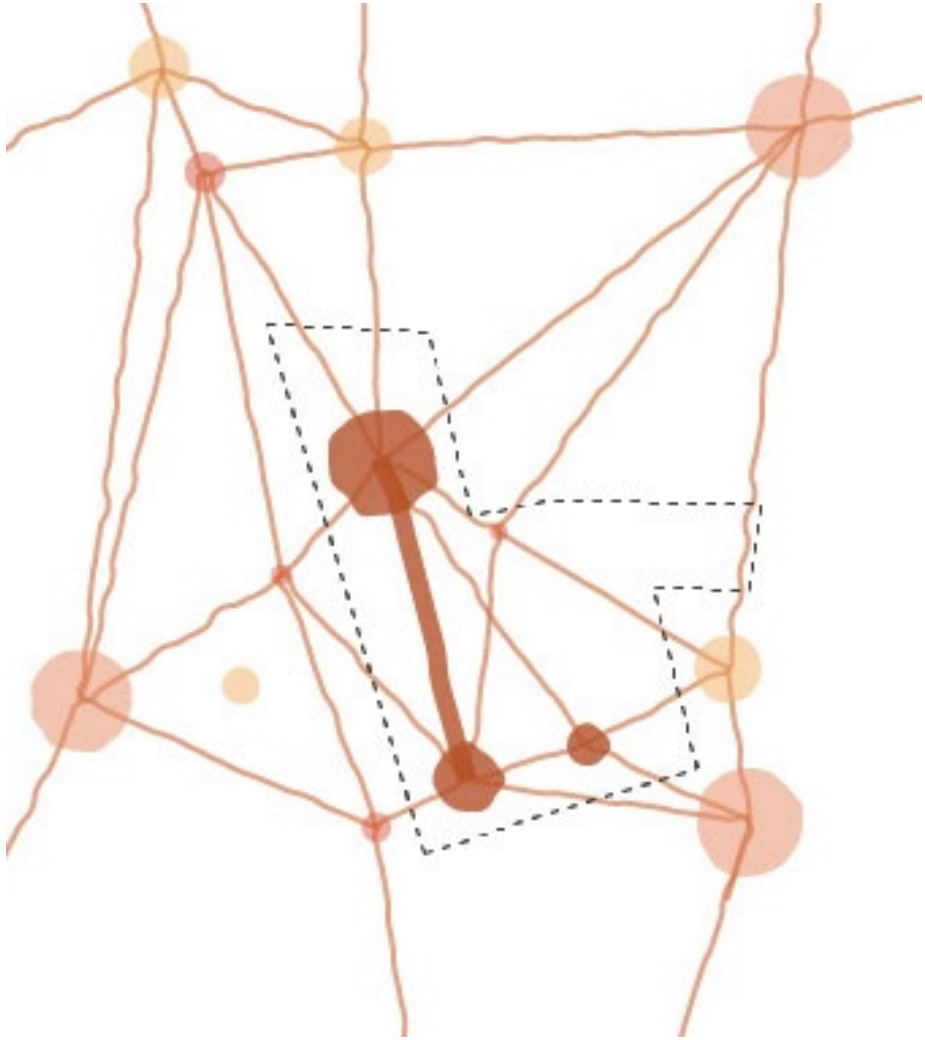
Strong emphasis was placed on treating culture as foundational rather than decorative. Cultural elements cannot be added late in the process or used superficially. Instead, Gadigal worldviews — understandings of land, water, movement, connection and responsibility — should shape place identity, spatial layout, planting, materials and interpretation from the outset.



Designing with Country engagement: Waterloo Neighbourhood Centre

The outcomes of this engagement will inform future detailed design, governance arrangements and the preparation of a Designing with Country (DwC) Strategy and Connecting with Country (CwC) Strategy to be implemented across subsequent stages of the project.

Refer to separate Designing with Country and Connecting with Country documents to be lodged as part of the Proposal.



BELONGING TO COMMUNITY

Aboriginal heartbeat of the precinct

Diagram has been sourced from Nguluway DesignInc's Designing with Country Report for Waterloo South. Please refer to that report for a detailed overview of the Designing with Country approach.

4.5. Feedback about other matters

This section summarises feedback received that relates to matters outside the scope of the Concept and Rezoning Proposal but are important to participants and relevant to the broader delivery of the project.

While the engagement was primarily seeking feedback on the Concept, the Rezoning Proposal and strategic planning matters, participants raised a wide range of issues relating to detailed design, relocation, operational arrangements, construction impacts and long-term management. Although these matters are not resolved through the Concept and the Rezoning Proposal, the items raised have been included in this report to ensure the feedback is captured and informs future stages of the project.

Participants were advised throughout the engagement that detailed design elements, such as dwelling layouts, building interfaces, accessibility features, retail tenancy arrangements and construction management, will be addressed through subsequent detailed development applications and associated approvals. Similarly, matters such as tenant relocation and operational management sit outside the planning approval pathway and are led by Homes NSW and relevant delivery partners.

It is important to note there will be ongoing opportunities for engagement and discussion as the project progresses, including more detailed conversations as designs are refined and future approvals are sought.

Information included below summarises what was heard in relation to these other matters and outlines how they will be considered and addressed in future stages.



Community engagement session: Waterloo Neighbourhood Centre

The following feedback about other matters does not relate explicitly to the Concept or the Rezoning Proposal SSDA or Rezoning Application but will be considered in detailed design and future stages of the project.

THEME

Relocation certainty and right of return

WHAT WE HEARD

The most common issue raised by tenants was relocations. Tenants expressed a strong sense of pride and belonging within the existing community, and are concerned that relocation and redevelopment could impact long-standing social networks and informal support systems.

Key feedback we heard included:

- Anxiety about timing and the relocation process.
- The need for clarity about communication channels and terminology (affordable vs social housing).
- Strong desire to remain living in Waterloo close to support services and community.
- Requests for consistent contact and clearer relocation notices.
- Concern about whether people who don't meet strict criteria will "qualify" for housing in the renewal.
- Some tenants shared their desire for relocation and wanted to see this occur as soon as possible.
- Interest in staging and how the relocations and planning process align.

These concerns were echoed by human service providers, and neighbours expressed interest in understanding tenants right to return.

OUR RESPONSE

Homes NSW has established a right-to-return framework and principles that prioritise maintaining community connections.

Tenant relocations are not addressed by the Proposal, however engagement outcomes inform ongoing relocation planning led by Homes NSW. Homes NSW and the CHP's will continue to support tenant understanding of process, timing and eligibility, with detailed relocation arrangements addressed outside the planning approval pathway.

THEME

Detailed design, amenity and accessibility

WHAT WE HEARD

Many Tenants expressed excitement by the opportunity to have new and better housing. They expressed detailed views about design requirements to improve daily comfort and independence.

Feedback about detailed design focused on the following themes/ideas:

- Better soundproofing and acoustic privacy.
- Good natural ventilation and sunlight, with a particular focus on ventilation and air flow to prevent issues such as mould.
- Larger bathrooms suitable for mobility and in-unit laundries.
- The importance of having a diversity of dwelling types, particularly larger apartments to accommodate larger households, particularly Aboriginal families.
- Safety doors, circulation spaces and corridors designed with mental health in mind.
- Separate access for trades so essential lifts are not occupied.
- Retain ground-level access for those who need it.
- Designing for accessibility – wide corridors, good lifts, accessible parking.
- Tenure blind design.
- Inclusion of a community room in each building to build connection between the residents. It was noted there was demand for meeting spaces that extend beyond a community centre.

Neighbours raised concerns regarding building heights, overshadowing, wind effects and sense of enclosure related to increased density.

OUR RESPONSE

The Concept and the Rezoning Proposal establishes the strategic framework only. Detailed architectural design, including dwelling layouts, materials, interfaces and accessibility features, will be addressed through future detailed applications.

Accessibility and ageing-in-place considerations will be applied consistently across all tenures and will be addressed through detailed applications, including equitable access standards, lift and ground-floor access arrangements, accessible parking and dwelling layout requirements.



Artist's impression – Cooper Street plaza

THEME

High rise liveability and human scale design

WHAT WE HEARD

Some community members referenced international research showing impacts of high-rise living if not designed and managed well.

Key areas to be considered include:

- Maintaining human connection and inclusivity.
- Supporting long-term wellbeing including adopting preventative urban design to address safety, mental health, trauma and suicide (for example, safe balcony treatments and building layouts that reduce opportunities for entrapment or antisocial behaviour).
- Managing noise transmission, acoustic privacy in apartments and in the public domain.
- Some emphasised the need for effective cross-ventilation, shade, tree canopy and building design that reduces heat stress.

OUR RESPONSE

Evidence-based design responses will be progressed through future detailed design and applications. This will include attention to circulation, wayfinding, access to daylight and natural ventilation, acoustic performance, heat mitigation and thermal comfort, and the quality and accessibility of communal spaces.

Detailed design will also consider how human-scaled outcomes are achieved at street level and within buildings, informed by relevant design guidance and technical studies, including the integration of wellbeing and safety principles. Further opportunities for engagement will occur as designs are refined through subsequent detailed applications.

THEME

Safety and security

WHAT WE HEARD

Whilst there was consistent feedback received that the new Concept is likely to improve outcomes, safety was a significant theme, both inside and outside the proposed buildings.

Some suggestions included:

- Improved lighting, CCTV and security presence.
- Security staff trained to respond to mental health crises.
- Practical measures to prevent falls from height.
- Building designs that reduce anti-social behaviour.

Some neighbours expressed concerns that increased density may bring more antisocial behaviour and suggested CPTED outcomes should be considered for pedestrian routes behind private homes.

Tenants and service providers noted a history of elevated crime and a strained relationship between some residents and police, influenced by perceptions of over-policing. It was suggested that any on-site security should adopt a relationship management approach rather than an enforcement model to avoid an 'us and them' dynamic, and suggested training and employing tenants in these roles where appropriate. Participants also highlighted the impact of drug use and street drinking on safety and wellbeing.

OUR RESPONSE

Safety and CPTED principles will be addressed through detailed design, informed by technical studies at future approval stages.



Security camera at Waterloo

THEME

Retail

WHAT WE HEARD

Tenants voiced the need for essential and affordable retail on-site to enable equal participation in everyday life, and to reduce the need to travel to access items and services. Tenants noted the local area has a deficiency in retail options, specifically the provision of a large format supermarket and affordable/low-cost retail options.

Several tenants highlighted the distances they currently travel to access supermarkets, including Marrickville and Green Square. Some highlighted their mobility issues presenting barriers to easy access to retail for their regular grocery shopping, representing an issue of food security for these residents from an accessibility point of view.

Some tenants and community service providers raised concerns that as more market housing is delivered, the retail offering may not cater to social and affordable housing residents. It was suggested a mechanism be developed to preserve lower rents for affordable retailers and service providers.

Other suggestions included:

- Local supermarket (Coles, Aldi or equivalent)
- Smaller culturally diverse supermarket / fruit and veg
- An affordable pharmacy
- Laundromat / dry cleaner
- Bakery
- Hairdresser / barber
- Affordable cafés
- Op shops
- Late-night or variable hours convenience options.

Tenants and service providers also noted the importance of supporting the ongoing sustainability of retail offerings. They noted that historically there has been a prevalence of businesses closing, resulting in empty spaces and a lack of services.

For neighbours there was concern that new commercial uses may bring more noise and visitors than currently experienced.

OUR RESPONSE

Within the Proposal, spaces have been dedicated for retail uses. Retail spaces will be located on the ground-floor podiums of some buildings in Stage 1, with additional tenancies throughout the estate to ensure convenient, direct access for residents and visitors.

The retail provision represents a significant enhancement to the existing environment, offering opportunities to introduce a broader and more diverse range of goods and services than is currently available.

The scale, mix and tenancy arrangements will be resolved through future approvals.

THEME

Transport and parking

WHAT WE HEARD

There was strong support for closing vehicle access to/from McEvoy Street, with several participants noting this would make it safer for drivers, cyclists and pedestrians.

Many participants cautioned against opening McEvoy Street suggesting it would create rat-runs through local streets. A small number of participants queried whether some access should remain, but this view was not widely expressed.

Some participants emphasised the importance of low-speed environments, including support for one-way street arrangements in parts of the precinct and a shared-zone approach (as proposed) with very low speed limits.

Participants sought clarity about how vehicle access will work, and asked for more detail about likely changes around Cooper Street (including between John Street and Wellington Street).

The importance of easy access for emergency vehicles was raised and early consultation with agencies was supported.

Traffic impacts, modelling and cumulative change during construction and delivery

- Congestion was raised, including that traffic is already heavy on surrounding routes (including McEvoy Street), and questions were asked about how traffic modelling has been prepared, whether it accounts for cumulative impacts from other nearby developments, and how pressures will be managed over time.
- There were also concerns about increased congestion impacting noise and air quality.

- The importance of considering mobility impaired community members and those with mental health conditions in construction traffic management planning, noting sub-contractors are often used to move materials to and from sites.

Parking supply, allocation and visitor needs

- Parking was a recurring theme for tenants, including requests that there be sufficient parking and queries about the allocation of parking between social, affordable and market housing.
- Some tenants expressed a preference for parking to be available for each dwelling (or for tenants to be allocated spaces where needed), with suggestions that parking could be shared where not all households require a space.
- Service providers emphasised that on-street parking remains important for visitors, support workers and deliveries, and expressed concern that increased density could reduce the availability of on-street parking.

Accessibility

- Participants emphasised the importance of ensuring that buildings and public spaces are easily accessible for all users. They noted the need for accessible parking located as close as possible to building entrances, with sufficient spaces reserved for those with mobility impairments. These spaces should be clearly marked, well-maintained, and designed to allow for safe loading and unloading.
- Participants noted the importance of clear and continuous pathways that provide direct, obstacle-free routes from parking areas to building entries. These routes should incorporate smooth surfaces, adequate lighting, and appropriate gradients to support both wheelchair users and those with limited mobility.

Pedestrian and cycling safety

- Safe walking and cycling conditions were strongly emphasised. Participants asked for safe, well-marked pedestrian crossings, traffic calming measures like speed humps and improved lighting.
- Some participants raised concern about the existing use of e-bikes and high-speed cycling, particularly on George Street, and requested measures to reduce conflicts between pedestrians and cyclists. Several comments reflected dissatisfaction with current arrangements and suggested reviewing the location and design of cycling infrastructure.

Driveways, servicing and emergency access

- Participants sought more detail about car park entrances and driveways and how these will interact with pedestrian routes, noting concerns about wide or poorly marked crossings.
- There was support for basement arrangements that include loading / servicing zones (e.g., for removalists and waste collection).
- Service providers stressed the need to maintain clear emergency vehicle access and ensure emergency procedure and communications are accessible (including in languages other than English).

OUR RESPONSE

Transport and parking matters will be addressed in accordance with the relevant statutory framework, City of Sydney planning controls and Transport for NSW requirements, supported by detailed technical assessments.

The Proposal establishes the strategic movement and access framework, while detailed arrangements will be confirmed through future detailed development applications.

Final parking allocation will be confirmed on a stage-by-stage basis through detailed design in consultation with Homes NSW and CHPs. The opening of the Metro has significantly improved public transport options for the Waterloo community and people moving to and from the station contribute to activation and safety.



Artist's impression – George Street looking north

THEME

Social infrastructure and community uses

WHAT WE HEARD

Participants expressed a high level of interest in the community uses within the Proposal.

Suggestions of services to be included were;

- Not for profit childcare
- Bulk-billing medical centre
- Consulting rooms for allied health practitioners to provide services
- NSW Health
- Aboriginal health services
- Emergency chemist
- Youth centre
- Meeting places and Digital Access Centre for older people
- Community programs
- Creative spaces
- Animal services
- Police station.

Service providers suggested that the accommodation and operating model for shared facilities for services should be flexible to respond to changing needs over time.

Human service providers expressed a preference for a space within Waterloo South from which health services can be offered to the community. They noted that while education may be considered as a permissible community use, this should not occur at the expense of space for health and wellbeing services.

There were some comments about “activation” or “meanwhile use” for parts of the site that were inactive. Some suggestions included: potential for bush regeneration, planting (to support growth of mature trees) and other landscaping solutions on a temporary basis prior to construction commencing.

OUR RESPONSE

The Concept and Rezoning Proposal identifies and allocates space for community uses within the precinct, providing a strategic framework to accommodate social infrastructure and services.

The detailed layout, fit-out, tenancy arrangements and operating models for community uses will be resolved through future detailed development applications and delivery planning with Homes NSW, CHP's and relevant service providers.

Consistent with feedback received, future planning for facilities for community uses will prioritise flexible, adaptable spaces capable of supporting a range of services and programs over time. Opportunities to embed health and wellbeing uses will continue to be explored with delivery partners.



Artist's impression – Community park and facility south-western section of Waterloo South

THEME

Construction impacts

WHAT WE HEARD

Tenants and neighbours raised concerns about construction impacts, with a focus on the need for clear information and mitigation measures.

Key concerns included:

Demolition and site management

- The importance of managing demolition safely and carefully, including risk management for tenants, pedestrians and neighbouring properties.
- Requests that demolition and construction planning explicitly consider impacts on neighbours, including the use of dilapidation reports to provide certainty about pre-existing building conditions.
- Concern from neighbours and private residents about dust, noise, and pests (including rats) during demolition, and the need for robust controls and monitoring.
- Perceptions from some neighbours that private residents may bear a disproportionate share of disruption during periods when tenants are relocated out of the immediate area.

Health and wellbeing impacts

- Concerns about the potential mental health and wellbeing impacts of prolonged demolition and construction activity, particularly where people are living close to works over extended periods.
- Suggestions that anyone working on-site during construction should have trauma-informed training. Current tenants expressed that conflict arose during the Waterloo Metro Over Station Development, highlighting the importance of effective site management and meaningful community engagement during major works. Tenants and community service providers noted significant tensions between residents with complex mental health needs and construction workers unfamiliar with the challenges faced by those in the Waterloo Estate.

Construction staging, traffic and communication

- Strong requests for clear, accessible information about construction staging and traffic movements, including how trucks would move through local streets and what access changes would occur.
- Feedback that information should be widely available (including via a project website) and communicated early and consistently so residents and service providers can plan.

Process clarity and sequencing

- Some participants expressed confusion about the sequencing of demolition related processes (including the demolition REF) in parallel with, or in advance of, later planning approvals, and requested clearer explanation of what each approval does and does not authorise.

OUR RESPONSE

Construction impacts will be managed through the preparation and approval of Construction Management Plans (and related sub-plans) submitted with future detailed applications, as well as any demolition-specific documentation required for separate approvals. These plans will set out mitigation measures appropriate to the stage and nature of works, including measures to manage safety, noise, dust, pests, traffic and access.

Consistent with feedback received, future planning will also include clear communication and notification processes, including accessible information on staging and construction traffic arrangements, and avenues for questions and complaints management. Where appropriate, works planning will include measures to address neighbour impacts (including consideration of dilapidation surveys) and social impact and wellbeing considerations for residents and surrounding properties.

Further information will be provided as demolition and construction approvals progress to support clarity about sequencing and what is being assessed at each stage.

THEME

Maintenance and building upkeep

WHAT WE HEARD

Engagement identified strong interest regarding long-term accountability, maintenance standards and continuity of management across the precinct.

Some tenants raised concerns about the current quality of housing, including health impacts arising from the deterioration of buildings.

OUR RESPONSE

Operational management arrangements are not detailed under the Concept or subsequent applications, rather will be addressed through housing provider responsibilities and future delivery stages. Operational management across Waterloo will be considered by Homes NSW.



Community engagement session: Waterloo Neighbourhood Centre

THEME

Community identity and social cohesion

WHAT WE HEARD

Tenants consistently expressed strong pride, belonging and connection to the existing Waterloo South community. There was concern that redevelopment could unintentionally “design out” the existing social housing community and erode long-standing social cohesion.

The cultural significance and history of the Waterloo Estate for the Aboriginal community and social housing advocacy was also raised by some tenants as being an essential part of the areas character. Tenants expressed the desire to see this history reflected in the Proposal’s design, with recommendations including monuments or historical signage displayed throughout the site to educate residents and visitors of the political significance of the area.

The community also emphasised that social outcomes depend on long-term activation and support.

Some participants questioned how population change — including redevelopment in surrounding precincts — has been considered, and how increased density may affect services and infrastructure.

OUR RESPONSE

The Concept and the Rezoning Proposal have been informed by the strength of the existing community and supports social cohesion through mixed tenures, shared open spaces and provision of community facilities. This will remain a consideration to inform future detailed applications.

Population assumptions consider both the Waterloo South redevelopment and broader precinct change. Community infrastructure, open space provision and services will be delivered in a staged manner aligned with growth and future demand.



Image provided by Homes NSW – Waterloo community

THEME

Communications and engagement process

WHAT WE HEARD

There was positive feedback on the approach to engagement during this period from those who participated.

Community members who engaged in recent processes talked about members of the community who are disengaged, given the length of time the renewal of the estate has been discussed by government, and lack of perceived impact on decision-making. They highlighted the importance of ensuring people have access to information, including through local community noticeboards throughout the estate and newsletters distributed to local community members, to ensure people are well informed, even if they do not wish to actively participate in decision-making processes.

Some tenants offered to distribute flyers within their buildings in the Waterloo Estate to try to increase participation.

Residents and service providers also highlighted the importance of harnessing existing local community and services networks to reach out to people throughout the process, particularly to those who may not feel comfortable attending more traditional style consultation sessions or engaging in processes directly. This includes vulnerable residents who may have mobility issues or other health issues that prevent them from attending sessions, or who may be more comfortable participating in engagement and decision-making processes through trusted community representatives.

Key stakeholders re-iterated their expectations for communication including:

- Clear relocation messaging and a single reliable contact point.
- Ongoing updates about activities, support services and planning milestones.
- Direct, consistent and responsive communication. Particularly for private landowners who have felt unheard over several years.

OUR RESPONSE

This Engagement Outcomes Report documents how feedback has informed the Proposal. Ongoing communication and engagement will continue through future planning stages, detailed design and delivery. Engagement activities will be tailored to different stakeholder groups and coordinated with Homes NSW and project partners.

We will continue to:

- Share information in accessible formats, including online, hard copy and local noticeboards.
- Reach harder-to-engage groups through trusted community networks and service providers.
- Translate key materials and surveys into commonly spoken languages (including Chinese and Russian) and provide interpreters at in-person sessions.
- Use participatory engagement methods where possible to support tenants and the local community to play an active role as the project progresses.

THEME

Designing and Connecting with Country

WHAT WE HEARD

Community members and stakeholders clearly emphasised that Aboriginal perspectives and connection to Country should be expressed in a way that is visible, authentic and embedded throughout the precinct, rather than treated as a symbolic or secondary layer. Participants noted that Connecting with Country should be evident in the look, feel and lived experience of Waterloo South — particularly in streets, open spaces, community places and the public domain.

Stakeholders expressed interest in how Connecting and Designing with Country would translate into tangible outcomes, including:

- Visible First Nations design principles across the precinct (not limited to a single location or feature).
- The use of local native planting and landscape approaches that respond to Country and local ecology.
- Public domain outcomes that support shade, cooling and habitat while also reflecting cultural values and local stories (where appropriate).
- Ongoing involvement of Aboriginal stakeholders to guide design decisions over time, including through later stages of design development and approvals.

Further detail is available in the Connecting with Country Report submitted as part of this application.

OUR RESPONSE

Connecting with Country principles inform the Concept and Rezoning Proposal and will be further embedded through detailed design in collaboration with Aboriginal stakeholders. This will include consideration of landscape and public domain outcomes (such as planting, materials and place-based design elements). Further engagement will support refinement of these outcomes as designs are developed and future approvals are sought.

Stockland has appointed First Nations architecture firm, Nguluway Design Inc. to guide and oversee the Designing with Country framework. Further, Ngurra Advisory is to lead the Connecting with Country workshops. An in-house Aboriginal Engagement Manager at Stockland will oversee all Aboriginal engagement as part of the Waterloo South development. It is proposed that a representative of Birribee Housing will be present at an on-site CHP support office to provide support for Aboriginal Housing tenants.

THEME

Governance, precinct operations and estate management

(including integration across the Waterloo Estate)

WHAT WE HEARD

While most feedback focused on built form and amenity, there were also clear comments about how the renewed estate will be governed and managed day-to-day, and the importance of getting operational arrangements right for long-term outcomes.

Key feedback included:

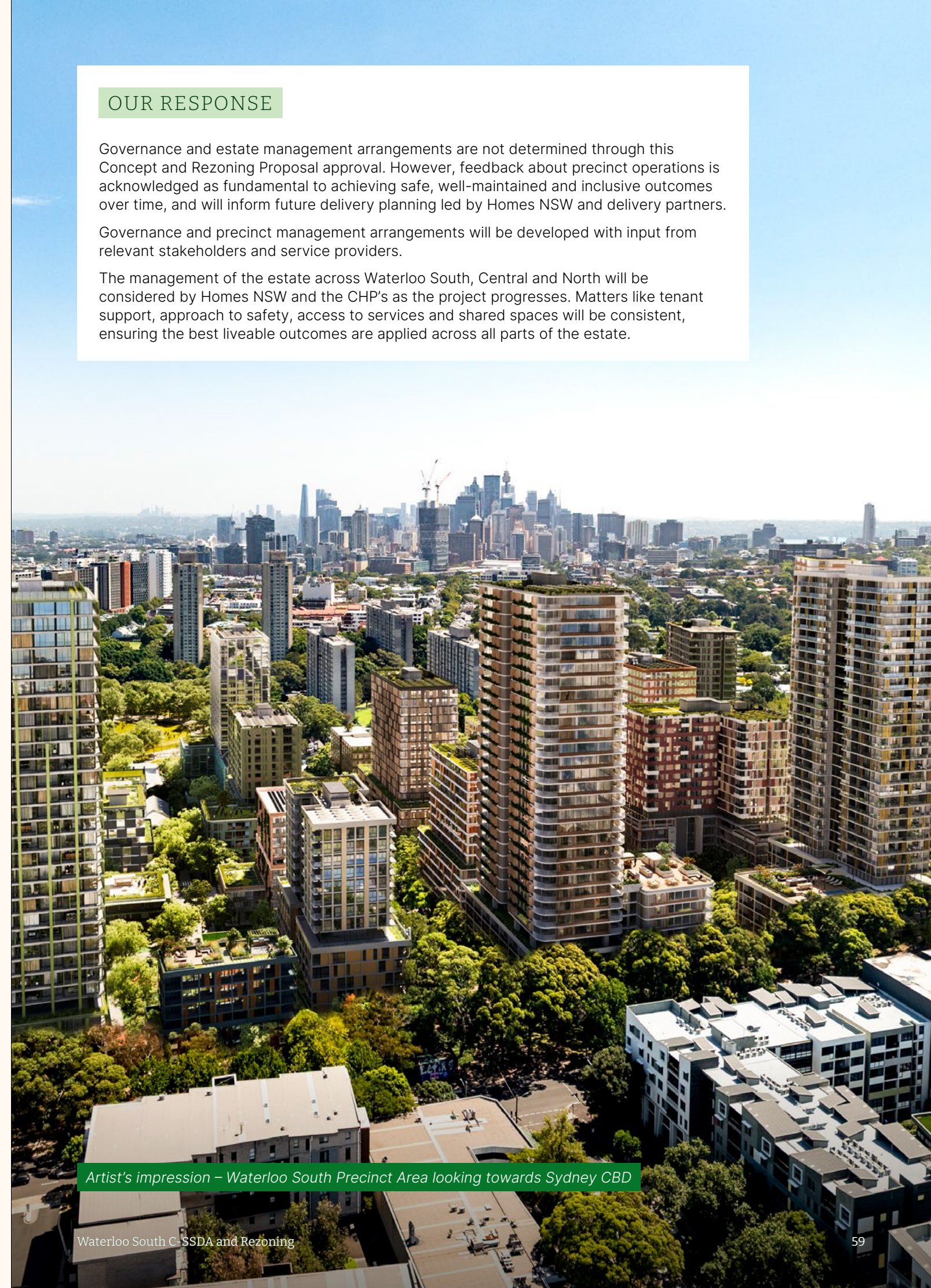
- Interest in understanding how the renewal aligns with the Waterloo Estate People and Place Plan and calls for Homes NSW to apply a whole-of-Waterloo approach rather than precinct-by-precinct planning (South, Central, North).
- Precinct-level governance was seen as “critical to success”, with feedback that governance arrangements should be developed transparently and in consultation with the community and service providers. Some participants referenced the need for a precinct management framework / deed (noting this would be required from early stages).
- Interest in how Waterloo South will be managed differently to Central and North, including questions of equity (one set of rules vs another set of rules).
- A desire for clarity on what CHPs will be required to do for tenants compared with Homes NSW’s service models (including uncertainty about what CHPs have been asked to do / level of service).
- Questions about housing provider roles and continuity, including concern about what happens if a CHP’s circumstances change, and whether CHP’s would be more responsive than current arrangements to repairs and maintenance.
- Expectation that communications and governance should extend to the wider community, not only tenants—specifically noting the need to reach people in surrounding areas (including the Conservation Area) who may experience impacts and can feel excluded.
- Clarity sought on who is responsible for what over time, particularly in mixed-tenure environments, covering matters such as cleaning and maintenance, security, shared facilities, landscaping, waste management, and how issues are escalated and resolved.
- Concern from tenants about ongoing maintenance and building upkeep, including whether new buildings would be properly maintained long-term, and whether renewal would deliver improved standards in practice (not just at completion).
- Practical, everyday operations issues were raised, such as building access management (e.g., mailboxes and access controls), on-site presence and safety responses (including the value of concierge / active management in supporting safety), and the need for management plans for shared links and public spaces to ensure they remain safe, welcoming and well-maintained.
- Expectation that estate management arrangements should work coherently across Waterloo (including transitions between precincts and shared public spaces).
- Emphasis on the risk of build and forget: participants highlighted the need for ongoing curation, activation and placemaking, and mechanisms to sustain this over time (e.g., place activation strategy).

OUR RESPONSE

Governance and estate management arrangements are not determined through this Concept and Rezoning Proposal approval. However, feedback about precinct operations is acknowledged as fundamental to achieving safe, well-maintained and inclusive outcomes over time, and will inform future delivery planning led by Homes NSW and delivery partners.

Governance and precinct management arrangements will be developed with input from relevant stakeholders and service providers.

The management of the estate across Waterloo South, Central and North will be considered by Homes NSW and the CHP’s as the project progresses. Matters like tenant support, approach to safety, access to services and shared spaces will be consistent, ensuring the best liveable outcomes are applied across all parts of the estate.



Artist's impression – Waterloo South Precinct Area looking towards Sydney CBD

THEME

Human services

WHAT WE HEARD

Participants and service providers emphasised that successful renewal will depend not only on buildings and public spaces, but on the human and support services that enable people to live well through change and over the long term. Feedback reflected concern for continuity of care, access to support, and maintaining community connection, particularly for people experiencing vulnerability.

Consultation identified the importance of allocating space in the precinct for health services and Aboriginal community-controlled organisations, ensuring the proposal is well-supported and delivers benefits across all community groups.

Overall, feedback received highlighted the need for integrated infrastructure and services planning to ensure appropriate provision is delivered as part of the redevelopment to meet community needs.

This includes needing to review and refresh services planning as the renewal process progresses through its various phases.

Additional key themes included:

- The importance of analysing different cohorts and needs over time (e.g., cultural groups, people transitioning from homelessness, older people), rather than treating the community as uniform.
- Strong emphasis on maintaining access to local support services, including health, mental health, family and domestic violence supports, disability supports, aged care supports, youth services and culturally specific services.

- Concern about how tenants will be supported through the stress and disruption of relocation and staged redevelopment, including the need for consistent points of contact and clear referral pathways.
- The importance of community spaces not just existing physically, but should be activated and programmed, supporting social connection, wellbeing and practical assistance (e.g., outreach, drop-in support, community meals, peer support and information sessions).
- Potential for increased demand during the transition periods requiring support to be flexible and responsive over time, rather than delivered as a one-off initiative at the start of the redevelopment.
- Avoid isolation and loss of informal networks, with participants highlighting the value of community-led activities and neighbourhood connection in supporting wellbeing.
- The need for support measures that are accessible to people with different communication needs, including translated information and culturally safe engagement and service delivery.
- The need for intensive support at key transition points (e.g., when people move into new housing) to support successful tenancies and reduce escalation pathways.
- The fit-for-purpose nature of existing NGO/service premises matters (peppercorn rent does not necessarily mean premises are suitable).

OUR RESPONSE

Human services delivery and resident support arrangements sit outside the planning approval pathway and are not determined through the Concept and the Rezoning Proposal.

However, feedback about services and support beyond the built form is acknowledged as central to successful renewal and will inform ongoing planning led by Homes NSW and delivery partners.

As the project progresses, Homes NSW and the CHP's will continue to plan for resident support through transition and staged delivery, including communication pathways, service coordination, and opportunities for services to operate from or be connected to Waterloo South. The Concept's allocation of community use space provides an enabling framework for services and programs to be delivered within the precinct over time.

Ongoing engagement with tenants, neighbours and service providers will support the refinement of how community spaces are used and how service access and continuity are supported as the renewal is delivered.



Image provided by Homes NSW – Waterloo community

05

Social Impact Assessment

Early on in engagement community members identified the importance of a Social Impact Assessment (SIA) and a preliminary Social Impact Management Plan (SIMP). These have been prepared by Urbis as part of the Concept and the Rezoning Proposal to understand how the renewal may affect tenants, neighbours, services and community life — both during delivery and in the long-term. The SIA and SIMP are informed by the consultation on the draft Concept and Rezoning Proposal.

The focus of the SIA is to:

- Identify potential positive and negative social outcomes for current and future residents.
- Understand how change may affect health, safety, wellbeing and social cohesion.
- Assess how renewal may impact access to services, community infrastructure and daily routines.
- Ensure that more vulnerable groups, including older residents, people with disability, families with young children and Aboriginal residents continue to be supported.
- Provide a framework for ongoing monitoring and adaptive management throughout the staged redevelopment.

There are several key social impact assessment areas the report investigates, **Table 10** on the following page details these.



Image provided by Homes NSW – Waterloo community

Table 10: *SIA impact assessment categories*

SIA impact category	What's assessed (as detailed in the report)
Way of life	Quality of housing; increased housing supply; access to retail and essential services; how people get around (transport and mobility); access to places of employment and recreation; and how individuals interact with each other day-to-day.
Community	Changing housing mix; transformation of a longstanding community; social cohesion; how the community functions; resilience; and people's sense of place.
Accessibility	How people access and use infrastructure, services and facilities during delivery and once operational.
Culture	Recognition of the historical and cultural significance of the estate for both Aboriginal and non-Aboriginal communities; acknowledging beliefs, practices, values, stories, and connection to Country and place.
Health and wellbeing	On-site safety; physical and mental health impacts during relocations, delivery and operational phases; continuity of access to services; and long-term community wellbeing through access to social infrastructure and community services.
Surroundings	Environmental factors; access to and use of the natural and built environment; amenity; and design outcomes that improve liveability and value.
Livelihoods	Creation of education, employment opportunities and training pathways; and equitable distribution of amenity and benefit to improve quality of life.
Decision-making systems	Opportunities to engage across the project lifecycle; and the importance of gathering insight from First Nations peoples and harder-to-reach communities to ensure the project responds to community needs.

Urbis attended all the public consultation sessions to hear people's views. Feedback gathered during this phase of consultation directly informs the SIA's analysis and recommendations.

The SIA and SIMP form part of the Concept and the Rezoning Proposal which will be delivered as the project progresses.

06

Next steps

Engagement will remain central as Waterloo South progresses into more detailed planning and delivery.

New buildings and spaces will be built in stages. While the Proposal sets the overall layout, land uses, building heights and key public spaces for the whole Waterloo South, many details are not yet final and will be decided through separate detailed applications for each stage of the Waterloo South Renewal.

This includes detailed design and architectural treatment of buildings, streets and open spaces as well as specific details like types of apartments, services, retail offerings and community uses (which can include childcare, health, education or community facilities).

Each application will be supported by further consultation to ensure the community continues to have meaningful input as the project progresses.

With respect to the Proposal, the next steps are outlined in **Table 11**.

Table 11: Next steps in relation to the Proposal

Timing	Activities
Prior to lodgement	- Finalise the Proposal documentation informed by community feedback. - Lodge the Proposal in early 2026 with DPHI. Timing for assessment and determination will be set by DPHI.
After lodgement	Public Exhibition - Public exhibition will be coordinated by DPHI, providing an opportunity to formally provide feedback on the Proposal. - The renewal partner will support the public exhibition period by running information sessions, being available to ask questions, and sharing DPHI instructions on how to make a submission. Post-exhibition - The project team will review all submissions and prepare a Response to Submissions report, and where suitable may make further refinements to the Proposal. - Response to Submissions report will be considered and assessed by DPHI as part of formal assessment. Decision - DPHI will determine whether or not to approve the Concept and the Rezoning Proposal. - Subject to approvals, the Rezoning process will conclude through formal changes to Sydney LEP.

Separate to this Proposal, there will be a series of other processes underway next year. Consultation to inform the following items will be carried out as required.

- Detailed Applications for Stage 1:** Preparation of detailed State Significant Development Applications for Stage 1 (Blocks 8 and 9) will commence in mid 2026. These applications will include detailed architectural design and following lodgement will be notified by DPHI for community feedback prior to determination. Pre-lodgement engagement will be carried out to support the preparation of the applications.
- Early works for Stage 1:** In mid 2026, preparation of a separate application to allow early works for Stage 1 will commence. These early works include site establishment, excavation, piling and other preparatory activities. All early works will be grouped into one application so they can be assessed alongside the detailed building applications.
- Demolition of buildings in Stage 1:** Homes NSW has lodged and received approval to demolish buildings and undertake associated site works in Stage 1.



Artist's impression – Mead Street looking north-east

Appendix 1
Engagement collateral

15 October 2025

Dear Tenant,

HAVE YOUR SAY ON DRAFT PLANS FOR WATERLOO SOUTH

As you may know, the NSW Government has appointed Stockland – along with our partners Link Wentworth, City West Housing and Birribee Housing – to deliver the Waterloo South Renewal Project. One of our responsibilities is to prepare the planning applications needed for the Project.

Work has now begun on the first planning application, and we'd like to hear your thoughts about the draft plans at this early stage.

Over the next few weeks, we'll be holding a series of sessions to share the draft plans and gather feedback from the community. You are invited to come along, see the draft plans and have your say.

This is an opportunity to:

- See what is proposed as the 'big picture' plan for Waterloo South
- Share your thoughts and feedback before the plan is finalised.

Your input will help ensure the community's voice is reflected in the planning for Waterloo South – building on many years of previous consultation and shaping the area for generations to come.

WHAT YOU'LL SEE

The Concept Application is the first planning approval required for the Waterloo South Renewal Project. It sets the 'big picture' plan for Waterloo South but doesn't include any detailed apartment designs. It includes a Concept Plan, which is a high-level plan showing things like the location, shape and height of new buildings, and where new shops, community facilities, streets, cycleways and parks are proposed to go.

We're also proposing some updates to the planning rules for Waterloo South, so they align with this Concept Plan.

HOW TO GET INVOLVED

There are several ways for you to find out more and share your feedback about the draft plan.

Page 1 of 2

Waterloo Tenant Letter – October 2025

Invitation

Have Your Say on the future of Waterloo South

We invite you to attend one of our engagement events about the draft **Concept State Significant Development Application (Concept Application)** for Waterloo South. This is your chance to:

- Learn what is being proposed as the "big picture" plan for new housing, shops, parks and streets at Waterloo South
- Share your feedback before the Concept Application is lodged with the NSW Department of Planning, Housing and Infrastructure in early 2026.

What you'll see and how to get involved

What the Concept Application covers

The Concept Application sets the "big picture" overall plan for the whole of Waterloo South. This high-level plan shows things like building locations and heights, land uses, streets, cycleways, shops, open spaces and parks.

How to Have Your Say

Your participation will help ensure community input is reflected and shape the area for years to come.

To find out more about the consultation opportunities visit the website at: www.waterloorenewal.com.au

For details please visit:



Contact us Email: hello@waterloorenewal.com.au Call: 1800 997 318

Thank you for being part of shaping Waterloo South's future.

Surrounding Community Postcard – October 2025

Have Your Say on the plans for Waterloo South

Tenants are invited to come along for a FREE lunch and to learn more about the plans for Waterloo South.

Tenant 'Orientation Session'
Wednesday 29 October
1:00 – 3:00pm
Waterloo Neighbourhood Centre
(95 Wellington Street, Opposite Oz Harvest)

- Meet the Renewal Partners – Stockland, Link Wentworth, Birribee Housing and City West Housing
- Learn what is being proposed for the Concept Plan – the 'big picture' plan for new housing, shops, parks and streets at Waterloo South
- Share your feedback before the plan is finalised
- Find out what other sessions are planned and ways you can provide feedback.



If you have any questions or for more information, contact us via:
hello@waterloorenewal.com.au 1800 997 318

Waterloo Tenant Flyer – October 2025

30 October 2025

Dear Neighbour,

HAVE YOUR SAY ON DRAFT PLANS FOR WATERLOO SOUTH

As you may know, the NSW Government has appointed Stockland – along with our partners Link Wentworth, City West Housing and Birribee Housing – to deliver the Waterloo South Renewal Project. One of our responsibilities is to prepare the planning applications needed for the Project.

Work has now begun on the first planning application, and we'd like to hear your thoughts about the draft plans at this early stage. This is your chance to:

- Learn what is being proposed as the "big picture" plan for new housing, shops, parks and streets at Waterloo South.
- Share your feedback before the Concept Application is lodged with the NSW Department of Planning, Housing and Infrastructure in early 2026.

We invite you to attend one of our engagement events about the draft **Concept State Significant Development Application (Concept Application)** for Waterloo South. For details, please visit waterloorenewal.com.au or contact us direct.

We are also running a separate online session for project neighbours within Waterloo South on Monday 24 November 5pm-6.30pm.

RSVPs are required, if you would like to attend please email us and we will send you a meeting link.

If you have any questions or would like more information, please contact us at hello@waterloorenewal.com.au or call **1800 997 318**.

Yours Sincerely,

Samantha Czyz
Head of Engagement – Waterloo
Stockland

Page 1 of 1

Neighbours within Waterloo South Letter

Other opportunities to get involved

Monday 3 Nov	Online information and feedback session 5–6:30pm Online Visit waterloorenewal.com.au to find the session link
Thursday 6 Nov	Tenant-only feedback session 10am–12pm Lunch provided The Factory Community Centre (67 Raglan Street)
Tuesday 18 Nov	Community information session 11am–1pm Waterloo Neighbourhood Centre
Saturday 22 Nov	Community information session 1–3pm Redfern Oval Community Room (off Chalmers Street)

We'll also be at some neighbourhood 'pop-up' stalls on:

Thu 30 Oct Community BBQ at Waterloo Park @ Pitt Street (11am–1pm)
Mon 3 Nov Courtyard near Waterloo Neighbourhood Centre (12–2pm)
Sat 8 Nov Waterloo Metro Station entry (10am–12pm)
Thu 27 Nov Community BBQ at 118 George Street (11am–1pm)

If you have any questions or for more information, contact us via:
hello@waterloorenewal.com.au 1800 997 318

Have Your Say on the plans for Waterloo South

Come along to information and feedback sessions

Wednesday 29 October	Monday 3 November	Thursday 6 November
Tenant-only 'About the plan' session 1–3pm Waterloo Neighbourhood Centre (95 Wellington Street, Opposite Oz-Harvest) Lunch provided	Online information and feedback session 5–6:30pm Online Visit waterloorenewal.com.au to find the session link	Tenant-only feedback session on key topics 10am–12pm The Factory Community Centre (67 Raglan Street) Lunch provided

Come see us at a pop-up stall

Thursday 30 October
Community BBQ at Waterloo Park @ Pitt Street (11am–1pm)
Monday 3 November
Courtyard near Waterloo Neighbourhood Centre (12–2pm)
Saturday 8 November
Waterloo Metro Station entry (10am–12pm)

Drop-in at Waterloo Connect

95 Wellington Street (Opposite OzHarvest)
10am–4pm | Monday–Friday
Meet members of the Renewal Partner team, see the draft plan, ask questions and share feedback.

Information about activities being held between Monday 17 November and Friday 5 December will be shared in November.

For information about all activities visit waterloorenewal.com.au



Contact us Email: hello@waterloorenewal.com.au Call: 1800 997 318

Poster Engagement Activities Phase 1

Have Your Say on the plans for Waterloo South

Come along to information and feedback sessions

Wednesday, 29 October	Monday, 3 November	Thursday, 6 November
Tenant-only 'About the plan' session	Online information and feedback session	Tenant-only feedback session on key topics
1–3pm	5–6:30pm	10am–12pm
Waterloo Neighbourhood Centre (95 Wellington Street, Opposite OzHarvest)	Online Visit waterloorenewal.com.au to find the session link	The Factory Community Centre (67 Raglan Street)
Lunch provided		Lunch provided

Come see us at a pop-up stall

Thursday 30 October
Community BBQ at Waterloo Park @ Pitt Street (11am–1pm)

Monday 3 November
Courtyard near Waterloo Neighbourhood Centre (12–2pm)

Saturday 8 November
Waterloo Metro Station entry (10am–12pm)

Drop-in at Waterloo Connect

95 Wellington Street (Opposite OzHarvest)
10am–4pm | Monday–Friday
Meet members of the Renewal Partner team, see the draft plan, ask questions and share feedback.

Information about activities being held between Monday 17 November and Friday 5 December will be shared in November.

For information about all activities visit waterloorenewal.com.au

Contact us: hello@waterloorenewal.com.au | 1800 997 318

Poster Engagement Activities Phase 1

FREE BBQ

Courtyard near the Waterloo Neighbourhood Centre (95 Wellington Street)

Monday 3 November
12–2pm

Everyone welcome!

Join us for:

- A FREE BBQ lunch
- A chat with the team about future plans for Waterloo South

Questions? Get in touch on 1800 997 318 or email hello@waterloorenewal.com.au

Poster Community BBQ – 3 November

Have Your Say on the plans for Waterloo South

Come along to information and feedback sessions

Tuesday 18 November	Saturday 22 November	Tuesday 25 November
Information and feedback session	Information and feedback session	Tenant-only feedback session on key topics
Come along any time between 11am–1pm	Come along any time between 11am–1pm	1–3pm
Waterloo Neighbourhood Centre (95 Wellington Street, Opposite OzHarvest)	Waterloo Neighbourhood Centre (95 Wellington Street, Opposite OzHarvest)	Waterloo Neighbourhood Centre (95 Wellington Street, Opposite OzHarvest)
		Lunch provided

Come see us at a pop-up stall

Thursday 27 November
Community BBQ
110 Wellington St (corner George St)
11am–1pm

Drop-in at Waterloo Connect

95 Wellington Street (Opposite OzHarvest)
10am–4pm | Monday–Friday
Meet members of the Renewal Partner team, see the draft plan, ask questions and share feedback.

For information about all activities scan the QR code or visit waterloorenewal.com.au

Contact us: hello@waterloorenewal.com.au | 1800 997 318

Poster Engagement Activities Phase 2

FREE BBQ

Courtyard near the Waterloo Neighbourhood Centre (95 Wellington Street)

Monday 3 November
12–2pm

Everyone welcome!

Join us for:

- A FREE BBQ lunch
- A chat with the team about future plans for Waterloo South

Questions? Get in touch on 1800 997 318 or email hello@waterloorenewal.com.au

Social Tile FACEBOOK Community BBQ – 3 November

Information and feedback session

Tuesday 18 November
Any time between 11am–1pm

Waterloo Neighbourhood Centre 95 Wellington Street (opposite OzHarvest)

Come along at any time between 11am and 1pm to speak with our Chinese speaking team members to learn more, ask questions and share your feedback.

Questions? Get in touch on 1800 997 318 or email hello@waterloorenewal.com.au

Poster Community Information and Feedback Session – 18 November

Tenant only feedback session

Tuesday 25 November
1–3pm | Lunch provided

Waterloo Neighbourhood Centre 95 Wellington Street (opposite OzHarvest)

Your input will help ensure the community's voice is reflected in the planning for Waterloo South – building on many years of previous consultation and shaping the area for generations to come.

Questions? Get in touch on 1800 997 318 or email hello@waterloorenewal.com.au

Social Tile INSTAGRAM Tenant Only Feedback Session – 25 November

Tenant only feedback session

Tuesday 25 November
1–3pm | Lunch provided

Waterloo Neighbourhood Centre 95 Wellington Street (opposite OzHarvest)

An opportunity for more detailed discussion and feedback on key topics like the layout of the neighbourhood – location of buildings, outdoor spaces, community facilities, shops and services and what might be included.

Your input will help ensure the community's voice is reflected in the planning for Waterloo South – building on many years of previous consultation and shaping the area for generations to come.

Questions? Get in touch on 1800 997 318 or email hello@waterloorenewal.com.au

Poster Tenant Only Feedback Session – 25 November

October 2025

Waterloo South

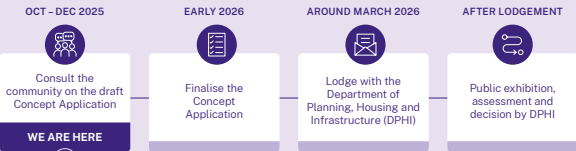
Draft Concept Application Fact Sheet

Have Your Say on the draft Concept Application

The first major step in the Waterloo South planning process – since the planning rules were set in 2022 – has started. A Concept State Significant Development Application is being prepared. It will set the overall structure of the neighbourhood to guide future detailed planning.

We are **seeking feedback now until 5 December 2025** on the draft Concept Application. Community feedback will help finalise the draft Concept Application before it is lodged in 2026. Everything we hear will be recorded, shared with the project team, and included in a Consultation Outcomes Report.

Timeline



Starting with Country

The renewal acknowledges the deep and ongoing connection of Aboriginal people to Waterloo and Redfern. A Designing with Country Strategy will ensure all future designs reflect a Country-led approach.

Who is Delivering Waterloo South?

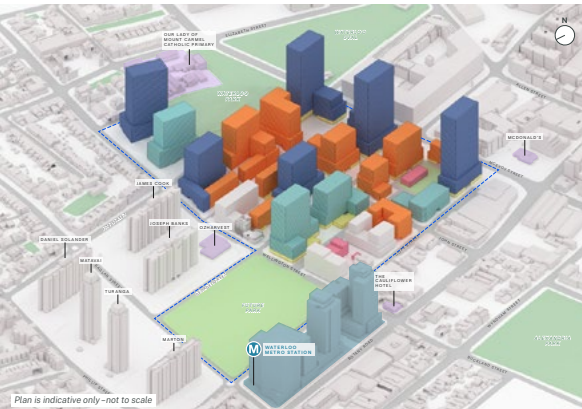
The NSW Government and the Renewal Partner are working together. The Renewal Partner includes Stockland, Link Wentworth, City West Housing, and Birribee Housing.



Draft Concept Plan

An Urban Village on Gadigal Land

A draft Concept Plan has been prepared as part of the Concept Application. It shows the proposed location and size of new buildings, parks and streets, and where housing, shops and community facilities will go. The diagram below is one of the plans we'll be sharing through this consultation period.



Updating the planning rules

The overall scale of the Waterloo South renewal was approved in 2022 after many years of consultation.

The draft Concept Plan does not propose to increase the overall amount of development or the number of homes already allowed under 2022 planning rules. It is designed to make Waterloo South an even more comfortable, safe, green and connected place for everyone.

The location and size of some of the buildings is slightly different when compared to the 2022 planning rules – with some buildings getting lower or removed, and some others getting taller.

What's changed

- More sunlight to homes, courtyards, parks and public spaces – including 7% more sunlight to the park in Stage 1
- New outdoor spaces – including additional pocket parks and plazas
- Safer, wider and clearer connections between buildings
- More space in outdoor areas to retain more mature trees
- A more 'open' feel at the street level
- More social and affordable housing – previously 33.5% of all new homes, now 50%.

What hasn't changed

- Same amount of development area
- Same location of public parks
- Same neighbourhood scale – with mostly mid rise buildings
- Same skyline – with four tall towers

How to get involved

We are holding several sessions – in person and online – to share more detailed information about the draft Concept Plan and Concept Application, ask people what they think about the plan and gather feedback. The consultation closes on Friday 5 December 2025.

Scan the QR code for more details

Visit us at: waterloorenewal.com.au or at Waterloo Connect, 95 Wellington Street, Waterloo

Contact us hello@waterloorenewal.com.au 1800 997 318



Have Your Say on the plans for Waterloo South

Come along to information and feedback sessions

Tuesday 18 November	Saturday 22 November	Tuesday 25 November
Information and feedback session	Information and feedback session	Tenant-only feedback session on key topics
11am – 1pm	1 – 3pm	1 – 3pm
Waterloo Neighbourhood Centre (95 Wellington Street, Opposite OzHarvest)	Redfern Oval Community Room (off Chalmers Street)	Waterloo Neighbourhood Centre
		Lunch provided

Contact us hello@waterloorenewal.com.au 1800 997 318



Drop-in at Waterloo Connect

95 Wellington Street (Opposite OzHarvest)
10am – 4pm | Monday – Friday
Meet members of the Renewal Partner team, see the draft plan, ask questions and share feedback.

For information about all activities visit waterloorenewal.com.au



Advertisement Half Page SSH – Engagement Activities

Welcome
Pre-lodgement consultation about the Waterloo South Concept Application and rezoning

Online Community Information and Feedback Session

Monday 3 November 2025

Who is delivering Waterloo South?

The NSW Government is working with a Renewal Partner to deliver Waterloo South.

Homes NSW – Manage existing social housing, tenant relocations and tenant participation.

Renewal Partner:

- Stockland** – Overall development lead including design, planning and construction
- Community Housing Providers** – Manage new social and affordable housing tenants and coordinate wrap-around support for tenants

Acknowledgement of Country

We acknowledge the Gadigal people as the Traditional Custodians and knowledge holders of the lands on which Waterloo is located. We recognise their deep and enduring connection to the land, waters and skies across this region, and pay our respects to their Elders past and present.

We also recognise the strength and determination of the Redfern-Waterloo community who have long fought for the social and political advancement of First Nations people across this Country. We are committed to working in partnership with First Nations Elders, leaders and organisations through the Waterloo Project to support the care, recognition, and betterment of Country.

Concept Application and rezoning

What is it and where does it apply?

The Concept Application:

- Applies to the Waterloo South area in the blue boundary
- Does not apply to private properties
- Sets the 'big picture' plan for Waterloo South – to guide future detailed design and planning
- Does not approve any construction works
- Will progress alongside a rezoning that proposes some updates to the planning rules for Waterloo South

Welcome

1. Purpose of today's session
2. Structure of the session
3. Questions
4. Reminder of what comes next

Structure of session

- Welcome
- Who is delivering Waterloo South
- Overview of Draft Concept Plan
- Overview of Social Impact Assessment
- Overview of planning process
- Facilitated Q&A
- Wrap up

Developing a draft Concept Plan

Starting point: What's already 'approved'

Planning rules for Waterloo South were approved in 2022

- This shows what the 2022 approved design could look like with the full allowable building area (incl. 10% design bonus)
- Darker grey shows where the 10% area has been added:
 - Widening the mid-rise buildings creates challenges – privacy, shadow
 - Evenly spreading to all mid-rise buildings creates issues for building separation
 - Couldn't add to the 4 taller towers

Developing a draft Concept Plan

Starting point: What's already 'approved'

- This shows what the 2022 approved plan (incl. 10% design bonus) would look like with the different housing tenure types applied
- Under the planning rules approved in 2022, the required mix of housing types was:

Housing Type	Percentage	Weighted Percentage
Social housing (26.5%)	26.5%	33.8%
Affordable housing (7%)	7%	8.9%
Market housing		66.8%

7 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

Developing a draft Concept Plan

What has shaped the proposed design of the Draft Concept Plan

What's the same

- Same overall amount of building area as approved in the 2022 planning rules
- Same general neighbourhood layout and skyline with 4 taller towers

What's changed or proposed to change

- A new mix of housing:
 - More social and affordable housing (50%)
 - Less market housing (no more than 50%)
- Embedding the emerging Designing with Country principles
- A design that makes the buildings, parks and spaces of Waterloo South even more **comfortable, green, safe and connected** for everyone
- A design that responds to feedback from past consultation

8 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

A unique urban village on Gadigal Land

- New and better homes** designed to be comfortable, bright and accessible, with 50% social & affordable
- A green, leafy and sustainable neighbourhood** with large and small outdoor spaces to gather, relax and meet neighbours
- Ample space for **new shops, services and community uses** along streets that will be active, vibrant and green
- Safe and convenient connections** and new streets that prioritise people

9 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

The draft Concept Plan

Overall location, shape and tenure distribution of new buildings

- Delivers around 3,000 new homes and around 15,000m² of non-residential space inclusive of 5,000m² of community uses
- Four tall towers with a variety of mid and low-rise buildings
- Spread of tenures - most development blocks have at least 2 tenures
- Updated split of housing types:

Housing Type	Percentage	Weighted Percentage
Social housing (30%)	30%	80%
Affordable housing (20%)	20%	80%
Market housing		50%

10 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

The draft Concept Plan - building envelopes

2022 plan

2025 draft Concept Plan

11 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

The draft Concept Plan

Examples of taller "street wall"

Examples of lower "street wall" with taller building forms set back

12 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

The draft Concept Plan - building layouts

2022 plan

2025 draft Concept Plan

13 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

The draft Concept Plan - parks and outdoor spaces

Green, leafy with a choice of spaces and places to enjoy

14 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

The draft Concept Plan - streets and connections

Prioritising safety and people, and improving accessibility

15 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

The draft Concept Plan - non-residential uses

Welcoming spaces for local life, cultural expression and everyday convenience

16 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

The draft Concept Plan

Key benefits achieved through the proposed draft Concept Plan

Comfort for all residents in their homes; sunlight, natural airflow, privacy and outlooks

More space at the street level for **additional outdoor spaces** - for additional pocket parks, plazas or courtyards

More **opportunity to retain additional mature trees** to keep Waterloo South feeling green and leafy

Sunlight to courtyards, parks and outdoor spaces - 7% more sun to the park in Stage 1

Variety in the building shapes and heights makes key **streets feel more people-friendly**

Safe, wide and clear connections between buildings for convenient access across Waterloo South

17 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

How do we tell the story of Aboriginal Waterloo?

18 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

Emerging Designing with Country principles

Aboriginal voices, culture and stories shaping the layout and design

19 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

Emerging Designing with Country Outcomes

20 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

Proposed updates to the planning rules

More transparent rules and additional diversity of potential future uses

Development area (density)

- No change to the amount of floor space to be delivered
- Move some of the floor space area controls around to match the building shapes in the draft Concept Plan

Heights

- Change some of the allowable heights (increases and decreases) to match the draft Concept Plan

Possible types of uses (other than housing)

- Add 'Creative Industries' as a possible use along active streets
- Add 'Education' as a possible community use, alongside:
 - Child care facilities
 - Health service facilities
 - Community facilities
- Adjust the minimum requirement for non-residential

21 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

Proposed development staging

New buildings and spaces to be built in stages over the next 10-15 years

- Development staging is indicative only and subject to change.**
- Development staging will be coordinated closely alongside Homes NSW who will continue to manage tenant relocations.

Stage 1
Western side of the precinct

Next stages
Eastern side of the precinct

22 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

Planning timelines

Concept Application

Before lodging

- Consultation (until 5 Dec)
- Finalise Concept Application and rezoning studies
- Lodge (around March 2026)

Stage 1 Detailed Design

After lodging

- Public Exhibition
- Response to submissions
- Assessment
- Decision (subject to Government assessment timeframe)

- Detailed design of buildings and spaces in Stage 1 (Blocks 8 and 9) will start once the Concept Application is lodged, which is anticipated to be around March 2026.
- Working on the Design Excellence Strategy with the NSW Government Architect - which will apply across the whole Waterloo South.
- More details in early 2026 about the likely timeframes for Stage 1 detailed design - including community engagement.

23 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

Social Impact Assessment

- Independent Assessment to be prepared by Urbis.
- Looks at how the redevelopment might affect people, services and the community - both negatively and positively
- Recommends ways to respond to social issues through project planning and delivery
- Considers things that are addressed in the Concept Application: like housing mix, safety, access to facilities and services, social connection, health and wellbeing
- We invite you to share your thoughts with the Urbis team at the upcoming engagement sessions

24 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

Questions or Feedback

25 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

Wrap up

Thank you for attending and participating in today's online session

- Feedback from today and other sessions will be used to refine and then finalise the Concept Application documents.
- Once the Application is lodged, there will be another chance to make submissions and provide feedback - during the Public Exhibition period.

Upcoming community information and feedback sessions

- Tuesday 18 November**
11am-1pm
Waterloo Neighbourhood Centre
- Saturday 22 November**
1pm-3pm
Redfern Oval Community Room

We'll also be at neighbourhood pop-ups
Details at: waterloorenewal.com.au

26 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

Partners

27 Waterloo Renewal Project - Pre-lodgement consultation on Concept Application and rezoning - Community Information and Feedback session (3 November 2020)

Welcome

Thank you for attending.

This session is about the Concept State Significant Development Application (Concept Application) for Waterloo South.

Your feedback will help us finalise the Concept Application before it is lodged in early 2026.

We acknowledge the Gadigal people as the Traditional Custodians of the land on which Waterloo South is located. We also recognise the strength and determination of the Reftem-Waterloo community.

Who is delivering Waterloo South?

The NSW Government and the Renewal Partner are working together.

The Renewal Partner includes Stockland, Link Westwarrh City West Housing, and Birnie Housing. Each partner has responsibilities:

- Homes NSW** - Manage existing social housing, tenant relocations, and tenant participation.
- Stockland** - Overall development lead including design, planning and construction.
- Community Housing Providers** - Manage new social and affordable housing tenants and coordinate wrap-around support for tenants.

How your feedback will be used

Everything we hear today will be recorded, shared with the project team, and used to finalise the Concept Application. A Consultation Outcomes Report will be prepared.

We will loop back with the local community before lodging the Concept Application.

The planning process

The planning rules for Waterloo South were approved in 2022 after many years of community input. We're now moving to the next step - preparing planning applications that will guide how Waterloo South is designed and built.

Planning applications will happen in phases. This first phase is a Concept Application - it doesn't approve any works. It will be followed by Detailed Applications in Stage 1.

Most planning applications will be State Significant Development (SSD). SSD applications are assessed by the NSW Department of Planning, Housing and Infrastructure (DPHI).

Concept Application

The Concept Application sets the 'big picture' for Waterloo South. It includes a Concept Plan that shows the structure of the neighbourhood to guide future development. There are seven main steps in the planning process - consultation happens along the way, before and after an application is lodged.

1. **Concept Application** (Early 2025)
2. **Detailed Applications for Stage 1** (Early 2026)
3. **Stage 1 Demolition Works** (October - December 2025)
4. **Stage 1 Construction** (Early 2026)
5. **Stage 2 Concept Application** (Early 2026)
6. **Stage 2 Detailed Applications** (Early 2027)
7. **Stage 2 Construction** (Early 2028)

Anticipated planning timeframes

Stage 1 Demolition Works

October - December 2025

Consult community about the Concept Application.

Early 2026

Use community feedback to finalise the Concept Application.

August/September 2026

Use community feedback to finalise the Concept Application.

After lodgement:

Timing for Stages 2-7 up to the Department of Planning, Housing and Infrastructure.

Stage 1 Construction

Start to prepare Detailed Applications for Stage 1.

Drawing from the past

Waterloo South is home to a community who have lived and cared for this place for generations. We want to respect the past as we plan for new homes and spaces for the future.

Gadigal Country - always was and will be

We're committed to respecting Aboriginal values and culture. Making sure that Aboriginal voices and aspirations are woven into the renewal - from planning and design to construction and beyond.

Connecting with Country comes first - working in partnership with Gadigal Traditional Custodians, Elders, Knowledge Holders, and local Aboriginal residents to embed their cultural values and aspirations into every aspect of the Project.

Designing with Country is about translating these values into the new buildings and spaces of Waterloo South where Aboriginal cultural narratives are visible, respected, and celebrated.

Insights from past consultation

Although the Renewal Partner was not involved in the time the planning rules were set, we've carefully reviewed feedback from previous Waterloo South consultations. We've also listened to people through our conversations to date. This input is guiding how we shape the Concept Application so it builds on what the community has already said is important.

- Uphold community values - safety, connection, belonging, and access to services.
- Protect community networks and green spaces.
- Social, affordable and market housing to be integrated, not concentrated.
- Concerns over loss of sunlight and overshadowing, affordability and density.
- More housing must come with additional supporting uses like schools, health services, childcare and community facilities.
- Genuine and transparent engagement.

Building on an existing approval

We are not starting the planning process from scratch. There have been many years of previous design, planning and community consultation about the redevelopment of Waterloo South.

- The renewal of Waterloo South was 'approved' by the NSW Government in 2022.
- The approval set new planning rules and a Design Guide.
- The planning rules allow for around 3,000 new homes, around 12,000m² of new shops and services and 5,000m² of new community facilities.

Starting with Country

We acknowledge the deep and ongoing connection of Aboriginal people to Waterloo and Reftem. Our goal is to weave Aboriginal culture and knowledge through every part of Waterloo South - from planning and design to construction and activation.

Designing with Country

Designing with Country is about shaping buildings and spaces through an Aboriginal lens - guided by the stories, plants, animals, and spirit of this place. It starts with listening to and learning from local Elders and Knowledge Holders.

A Designing with Country Strategy will be prepared for the Concept Application, so all future Detailed Applications reflect this Country-led approach. It will involve:

- Understanding Country
- Listening and co-designing
- Embedding priorities
- Reflecting culture in design

It's about designing a place that truly reflects Aboriginal culture, people, and Country - not just as an aspiration, but in the way it's built and experienced.

Emerging Designing with Country principles for Waterloo South

- Aboriginal Belonging** - This is about celebrating the Aboriginal identity of Waterloo - a vibrant and political heartland, a space of shared struggle and identity.
- Contemporary Journey Line** - Echo the significance of the significant north-south corridor through major movement corridors in the precinct.
- Streams and Ponds** - Taking inspiration from the former waterways, create stronger outdoor spaces with water features, reflecting and gathering.
- The Fold** - Continuing to express itself - tell the story of the constrained landscape with dry heights on the eastern side and water towards the west.
- Designing With Country Framework** - Bringing it all together in a framework that creates a unique character that represents Country across the precinct and in each Block.

The draft Concept Plan

An urban village on Gadigal Land

New and better homes

- Around 3,000 new homes
- More homes for Aboriginal people
- More accessible homes for older people, key workers and families
- Designed so buildings can be absorbed by their local, social, affordable, market
- Homes designed to be bright, dry and comfortable all year round

New community spaces, shops and services

- Community facilities near open spaces to support gathering and social connection
- A variety of spaces for cultural expression, local services, health and wellbeing, and learning
- Skills exchange and redevelopment hub to deliver jobs and training pathways
- Retail spaces for supermarkets, cafes and local services and businesses

Green, leafy and sustainable

- Two new public parks for everyone to enjoy
- Green spaces, courtyards and plazas to gather, relax and connect with neighbours
- A variety of spaces for cultural expression, local services, health and wellbeing, and learning
- Tree-lined streets that are leafy and people-friendly
- Outdoor spaces designed to manage water, reduce heat, and improve Waterloo South cooler and healthier

Safe and convenient

- George Street becomes a lively, green and welcoming main street
- Key streets closed to cars to prioritise local people walking or cycling
- Wider and safer connections across the precinct
- A creative, vibrant Cooper Street connecting the new parks

Benefits of the draft Concept Plan

Guided by the Designing with Country principles, the design changes we've made since 2022 are about making Waterloo South an even more comfortable, safe, green and connected place for everyone.

Comfort and livability

- More sunlight
- Building shapes allow more sunlight into homes and courtyards across all housing types
- Brighter parks and streets
- Outdoor spaces get more sunlight - including 7% more sun in the Stage 1 park
- Better outlook and privacy
- Wider gaps between buildings give apartments better outlook, privacy and natural airflow
- Human-scale streets
- Lower buildings around six streets along key streets create a more pleasant, people-friendly neighbourhood

Greener and more sustainable

- More plants and shade
- More outdoor space for planting creates a greener, cooler neighbourhood
- More natural ground to support trees and plants to grow, manage rainwater and reduce heat
- Keeping more mature trees
- Buildings are placed so more high value trees can be retained - for a leafy and resilient landscape
- Smart, sustainable design
- Buildings are placed for better comfort (more light and breeze), to keep more green and biodiversity, and reduce heat

Connection and safety

- More space for people
- More outdoor space for trees, landscaping and community gathering areas
- Safer, clearer paths
- Wider walkways, better lighting and sightlines make it easier and safer to walk or cycle
- Easier to get around
- Stronger east-west links connect homes, parks, shops and services
- New open spaces
- A wider Cooper Street and small plaza or pocket park will create a lively hub, with another new open space planned at Mead Street

The draft Concept Plan

How the design has changed since 2022

2022

Now

What's changed

- More sunlight to homes, courtyards, parks and outdoor spaces
- New pocket parks or plazas
- More 'open' feel of street level
- Safer and clearer connections
- More trees able to be retained, creating a unique character that represents Country across the precinct and in each Block
- More social and affordable housing

What hasn't changed

- Same amount of development area
- Same location of public parks
- Same neighbourhood scale - with mostly mid-rise buildings
- Same skyline - with four tall towers

The draft Concept Plan

Before and After

Previously approved design (2022)

Draft Concept Plan

What's changed

- More sunlight to homes, courtyards, parks and outdoor spaces
- New pocket parks or plazas
- More 'open' feel of street level
- Safer and clearer connections
- More trees able to be retained, creating a unique character that represents Country across the precinct and in each Block
- More social and affordable housing

What hasn't changed

- Same amount of development area
- Same location of public parks
- Same neighbourhood scale - with mostly mid-rise buildings
- Same skyline - with four tall towers

Parks and outdoor spaces

A network of new parks, green spaces and gathering spots across Waterloo South - leafy and welcoming places to relax, play, walk and connect with your neighbours. The draft Concept Plan follows the Designing with Country principles, linking open spaces in ways that reflect the land, people and culture.

More green

- Two new public parks
- New outdoor space on Cooper Street - opposite the proposed Council-owned community facility
- New open areas off Mead Street - creating space at ground level for community activities or quiet rest
- Green spaces around buildings and in courtyards - to keep the leafy character of the area
- Planting and seating where streets are closed to cars
- Many mature trees able to be retained, keeping streets looking green and leafy, shaded and welcoming

More sunlight

- Parks, open spaces and courtyards will get good sunlight, making them more enjoyable all year round
- 7% more sunlight to the public park in Block 8

Healthier environment

- Outdoor areas for new plants and natural ground less rain soak in and reduce heat
- Water-sensitive design will help manage rain and keep outdoor spaces healthy and sustainable
- The design promotes wellbeing and mental health with more sunlight, fresh air and greener streets that will last into the future

Proposed open space plan

- New public parks
- Wider links between buildings
- New outdoor spaces

Proposed tree strategy

- Trees retained
- Trees removed

Moving around Waterloo South

Proposed streets and links

- New streets
- West Street extended south to John Street
- Cooper Street extended south past John Street
- Proposed shared zone along Cooper Street and part of George Street
- Key roads closed to cars
- Cooper Street, West Street, Mead Street and Pitt Streets all widened
- Cooper Street and West Street proposed to be one way going south
- Key streets proposed to be closed to restrict car access, in line with past community feedback

Walking and cycling

- George Street remastered as the 'community backbone' - safe crossings, wide footpaths, green and leafy, lots of sunlight, space for services and shops, and places to sit or gather
- People-friendly 'shared zones' with additional trees and shade, seating, footpaths and space for outdoor activity
- Separated bike paths along George and Wellington Streets to support safer riding
- Streets are widened and tree-lined with safe footpaths
- Streets, through-links and public spaces will have good lighting and clear sightlines for safety

Parking

- Car parking for residents will follow the City of Sydney planning rules and be located in basements underneath buildings
- Parking for shops, businesses, childcare and other non-residential uses, as well as service vehicles/loading and visitors, will be provided

Community, retail and services

Welcoming spaces for local life designed for people of all backgrounds and ages - where culture, community, services and business come together.

Everyday convenience, right on your doorstep

- New supermarket
- Local shops, cafes and services

Bringing people together

- Community facilities near outdoor space to encourage places for social connection

A new heart on George Street

- A lively main street with local shops, businesses and services
- Wide and spacious footpaths for trees, landscaping and outdoor seating

Transforming Cooper Street

- A people-friendly connection between the two public parks
- Attracting creative businesses, culture and art
- A new outdoor space opposite the community facility so locals can sit, gather and connect

Community uses at Waterloo South

About 5,000m² of community uses will be provided across Waterloo South - some by the City of Sydney Council and some by the Renewal Partner. While the Concept Application went through, we've heard what could be important to the community includes:

- Health and wellbeing facilities
- Arts and cultural spaces
- Child care, learning and education
- Library
- Sports and recreation
- General meeting spaces for community services
- Spaces for pets/animals
- Youth spaces

Proposed community and active uses

- Proposed location for Council-owned community facilities
- Key 'active' streets with shops and services
- Buildings expected to have shops, services or community uses on the ground floor

Social Impact

As part of the Concept Application, an independent Social Impact Assessment and Social Impact Management Plan are being prepared.

Social Impact Assessment

- Looks at how the redevelopment might affect people, services, and the community - both positively and negatively
- Covers things like housing mix, access to facilities and services, social connection, safety, health and wellbeing
- Must follow the NSW Government's Social Impact Assessment Guideline - this sets out how impacts are assessed, reported on, and what information is included in the report
- Urbis will be preparing the Social Impact Assessment. You can talk directly with Urbis at today's session - share your experiences, what you think is important, and what you think could be prioritised
- Your feedback will help identify what supports and services may be needed alongside new homes

Things you might like to consider

- What do you value most about living in Waterloo and the surrounding community?
- What services, facilities or supports are most important for you?
- What concerns do you have about change in the area?
- How do you anticipate the proposal will affect you?
- What negative impacts are you concerned about? And how could these be reduced or made better?
- What positive impacts do you expect to result from the proposal? And how could these be built on to be even better?

Waterloo South precinct staging

The Concept Application applies to the whole of Waterloo South - the area shown in blue, except for the private properties shown in dark grey.

The first stage of renewal will be Blocks 8 and 9 - this is known as **Stage 1**.

Details about future stages are still indicative only, but give an idea of what might be redeveloped next.

- Western side of the precinct (west of West Street) is likely to follow stage 1
- Eastern side of the precinct (including Dobell & Drysdale) is likely to follow stage 1

Updating the planning rules

A few updates to the planning rules are proposed as part of the Concept Application.

These updates will **not** increase the overall amount of development or the number of homes already allowed under the planning rules.

The updates will:

- Make the planning rules clearer
- Fix current inconsistencies between planning rules
- Make sure the rules reflect the Concept Plan (once approved)
- Create higher-quality, well-designed buildings and spaces
- Allow more variety of services and community uses

Here's what we're updating:

Heights

- Some buildings in the Design Guide are already taller than what the LEP allows
- Design Guide shows 10% less floor space than what the LEP allows
- Some buildings in the Design Guide already don't meet rules around sunlight to homes and green space

Floor space

- Planning rules allow about 282,000m² of floor space
- No additional floor area
- Redistribute floor area rules to match the Concept Plan

Types of uses

- Limit on what types of uses can go on the ground floor, along 'active' streets or in 'community' space
- Planning rules require 12,000m² of floor space for shops and businesses, with a further 5,000m² for community uses
- Reduce the minimum requirement for shops and businesses to 10,000m²

What are the current inconsistencies?

Sydney Local Environmental Plan (LEP) sets the main planning rules for Waterloo South. A Design Guide supports the LEP by showing what future buildings could look like. Right now, the LEP and the Design Guide don't fully match.

This diagram shows one of the inconsistencies. Some building shapes in the Design Guide (red) are taller than the maximum height rules set in the LEP (blue box). This creates confusion about how tall buildings should be.

Inconsistent building height controls

Thank You

Thank you for taking the time to attend.

Your views are important and will help shape the Concept Application for Waterloo South.

We appreciate your ongoing involvement and look forward to continuing this conversation as the project progresses.

For information about all activities visit waterloorenewal.com.au

Other ways to provide feedback

In addition to sharing feedback with the team today you can:

- Drop-in at Waterloo Connect
- Visit us
- Contact us

Monday to Friday 10am - 4pm at 95 Wellington Street and speak with a member of our team

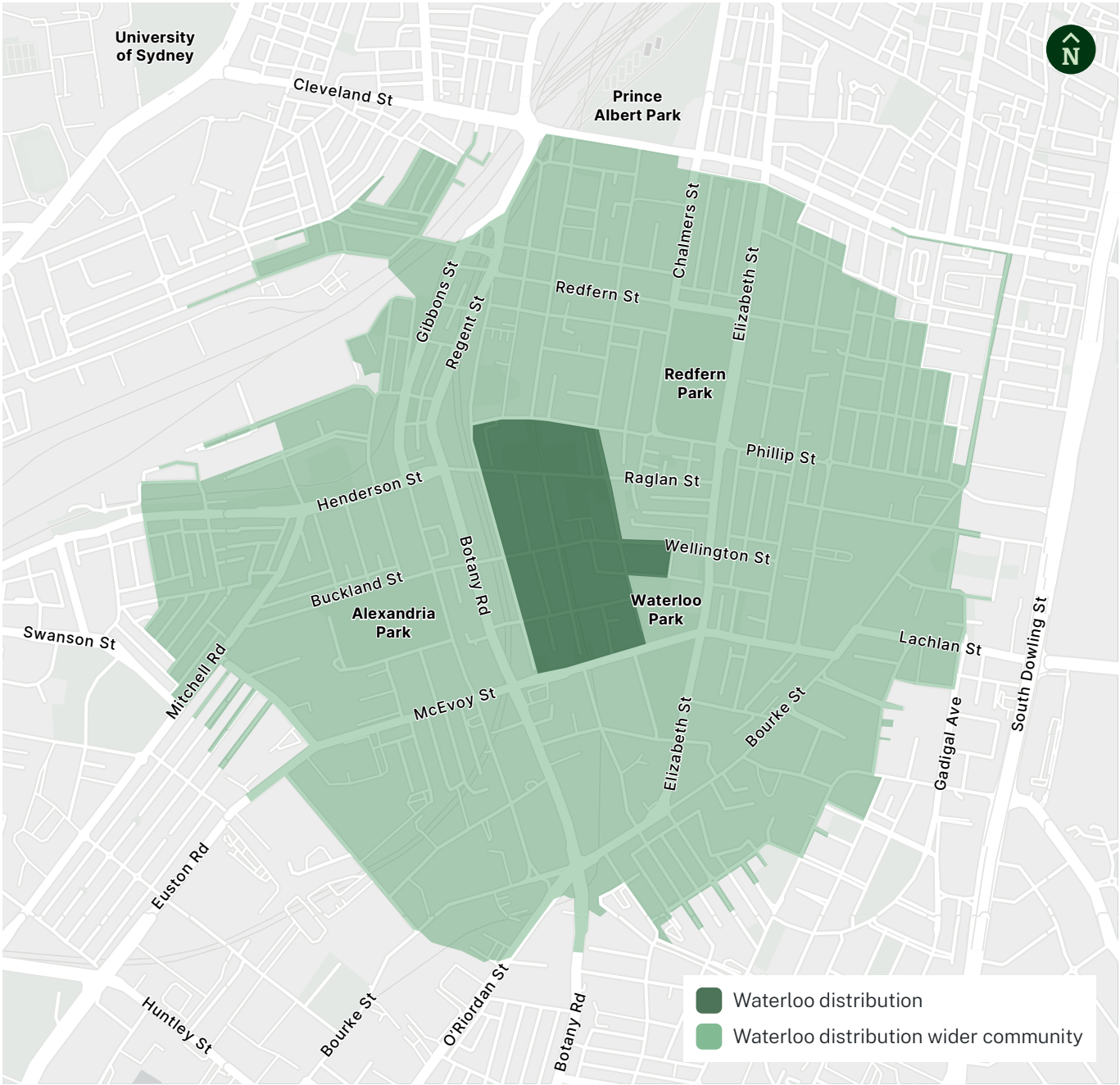
Visit one of our neighbourhood pop-ups and speak with our team

hello@waterloorenewal.com.au
1800 997 318

Displays Information and Feedback Sessions also uploaded to Website

Appendix 2

Community newsletter box distribution





L10
Collective

L10 Collective

468 Turnback Road,
Wherrol Flat NSW 2429

ABN 81 671 946 688
ACN 671 946 688

L-10.com.au

L10 Collective is a multidisciplinary, independently owned consulting firm.
Working together to make a difference to people and policy.