

Tarakan and Bell/Bardia estates Heidelberg West Renewal

Phase one Engagement Report

Public Housing Renewal Program

Department of Health and Human Services

July 2017



Cover image: walk-ups at Tarakan estate Heidelberg West

Table of Contents

1. Project Background	4
2. Project and Engagement Timeline	4
3. Engagement Approach	5
4. Survey responses – Bell/Bardia residents	6
5. Survey responses – Tarakan residents	7
6. General Comments Arising From Resident Engagement	8
7. Stakeholder workshop - feedback	9
8. Appendix A	11

Glossary

Community: A community is a group of people who have a relationship or a shared interest. A community of place is a group of people who are connected by the area they live, work and/or visit.

Community engagement: Refers to the process by which residents, neighbours and other interested individuals work with the department to develop plans for a renewal site and provide feedback on the department's ideas.

Department: Department of Health and Human Services.

Neighbours: individuals living nearby to the estate who may have an interest in the Renewal Project.

Residents: this refers to the residents living on the public housing estate that is being renewed.

Stakeholder engagement: Stakeholder engagement is a planned process with the specific purpose of working with stakeholders to encourage discussion or active involvement in a project.

Stakeholders: Stakeholders are individuals or organisations that affect, or can be affected by, project decisions. Stakeholders include Council, onsite organisations, local organisations and service providers, local businesses, resident representatives and users of the estate.

1. Project Background

The Victorian Government is committed to better meeting the housing needs of Victorians. A key part of this program is the transformation of ageing public housing estates into vibrant, well-connected neighbourhoods where residents enjoy living in housing that is safe and secure, and meets modern standards. The renewal of the Tarakan and Bell/Bardia estates in Heidelberg West is part of the major \$185 million Public Housing Renewal Program that was announced in December 2016.

The Victorian Government has committed to renewing eleven estates as part of an announced \$2.7 billion package of initiatives aimed at addressing housing and homelessness. This suite of initiatives, announced under the Homes for Victorians policy in March 2017, is the largest ever investment into housing by the Victorian Government.

The renewal of homes and increase in social housing supply aligns with the Victorian Government's objectives of increasing housing supply to meet the needs of Melbourne's growing population which is forecast to reach more than 8 million people by 2050.

The Program will boost the supply of social housing across metropolitan Melbourne estates by at least ten per cent, providing more opportunities for returning and new social housing residents to live in inner Melbourne and access education, employment and health and human services.

It will redevelop existing ageing homes and utilise vacant land on public housing estates across metropolitan Melbourne. The estates in phase one of the Program are Ascot Vale, Brighton, Brunswick West, Clifton Hill, Hawthorn, Heidelberg, Northcote, North Melbourne and Prahran. The estates at Preston and Flemington are being renewed concurrently through different funding streams.

The phase one community engagement process was delivered by the Department of Health and Human Services. The purpose of this report is to provide a summary of the Department of Health and Human Services (DHHS) led Phase One Engagement, which seeks to inform and consult residents and key stakeholders on the scope of the Public Housing Renewal program.

2. Project and Engagement Timeline

The following is an overview of the timeline for engagement and renewal for the Tarakan and Bell/Bardia estates in Heidelberg West. The longer-term timeframes will be confirmed following the appointment of development partners for the renewal.



3. Engagement Approach

Consultation Process

The department commenced community engagement with the residents of the Tarakan and Bell/Bardia estates in Heidelberg West in March 2017. A resident workshop and a stakeholder workshop were held on 3 March 2017. The workshops were attended by 90 participants.

The workshops were supported by a survey provided in hard copy at workshops and online.

The first phase of engagement focused on residents, community leaders and stakeholders with a direct interest in, or a provider of services to the residents.

The purpose of the engagement was to help develop the vision for the redevelopment of the estate and to provide initial information on the Renewal Program to the residents and local stakeholders. There will be further phases on engagement as the project progresses.

The objectives of the engagement were to:

1. Inform the vision for the redevelopment of the estate by identifying the key themes and priorities most important to the community. The questions posed were :

- What do you love about the Tarakan and Bell/Bardia estates in Heidelberg West?
 - If you could improve one thing at the Tarakan and Bell/Bardia estates what would it be?
 - If you could create the best place for you and your family to live, what would you include?
2. Provide initial information to the residents and local stakeholders about the redevelopment, gain their feedback and to refine ways to engage them in the future.
 3. Be inclusive and consult with the residents and stakeholders, with the aim of building capacity and strengthening existing relationships.

Feedback received from residents and stakeholders will contribute to a sketch plan for the estate which will be used in phase two engagement activities.

Phase one Engagement Activities

The department delivered two workshops for the Tarakan and Bell/Bardia estates in Heidelberg West.

- **Resident's workshop – attended by 60 residents and neighbours.**

The residents of the 160 dwellings at Tarakan and Bell/Bardia estates were invited by letterbox drop and posters on the estate to participate in the engagement session on Friday 3 March 2017 from 3.30pm – 6.30pm. The activities included stall set up with food, animal farm, face painting and balloon art for the children held outside Shop 48 (community centre) at the Bell Street Mall.

- **Stakeholder workshop – attended by 30 local stakeholders**

Stakeholders were invited to provide input into the process at a workshop held on Friday 3 March from 11am to 12pm.



4. Survey responses – Bell/Bardia residents

Residents completed seventeen postcards and surveys. The following is a summary of the themes arising from each question.

Key themes from responses

What do you love about the Bell/Bardia estate?

Most people at this estate loved that it was in close proximity to places they frequented as well as their community and family. Trees and greenery were another aspect of this estate that was appreciated by residents and neighbours.

The most common responses were:

- The estate is very well located - in close proximity to schools, shops, and transport (47%)
- The sense of community is strong at this estate (17%)
- There is a strong attachment to place and family connections in this estate (11%)

If you could create the best place for you and your family to live, what would it include?

A safe environment is considered key in creating a family living environment with improvements such as gates and fences. More rooms and space for children to play was also cited.

The most common responses were:

- Safety and security (41%)
- More rooms (29%)
- Play area for children (17%)

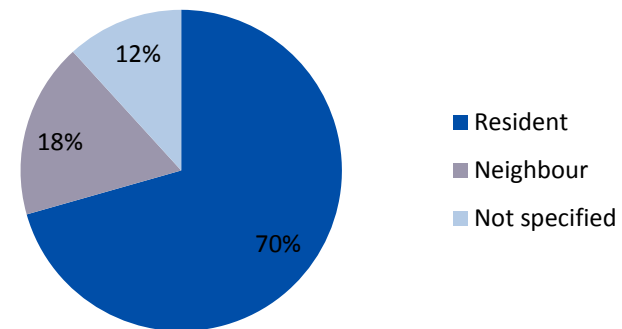
If you could improve one thing in the Estate what would it be?

All respondents would like to see some improvement on the estate. Many view the redevelopment as an opportunity to provide 'more housing' that is bigger in size and includes up to four bedrooms and better kitchens and separate living areas.

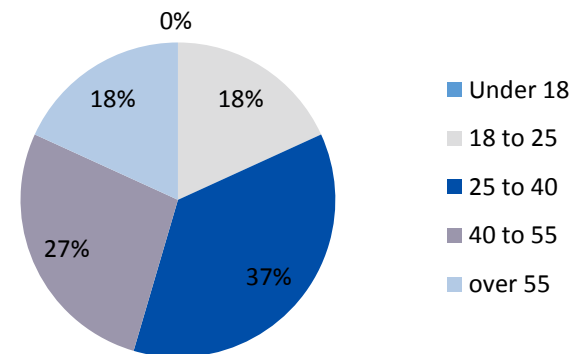
The most common responses were:

- More housing stock was requested as an improvement to the current conditions (41%)
- Other improvements in rubbish and maintenance, safety and security, and upgrading the shops (11%)

Type of Respondent



Age of Respondent



5. Survey responses – Tarakan residents

Residents completed sixteen postcards and surveys. The following is a summary of the themes arising from each question.

Key themes from responses

What do you love about the Tarakan estate?

Most respondents mentioned how close the estate was to the places and people in their day to day lives. Of the responses, only two mentioned that there was nothing to love at the estate and one raised a concern over racial tensions on site having flared up in recent times.

The most common responses were:

- The estate is very well located. It is in close proximity to schools, shops, transport and the local mosque (56%)
- People love this estate because of its neighbourhood community and their ability to be close to family (50%)
- Public transport connections to the estate are a positive feature (12%)

If you could create the best place for you and your family to live, what would it include?

Most people responded to this question with physical improvements to the size of their dwellings. Bigger spaces included separate shower and toilets, and more space inside in general. More communal facilities such as a study room and basketball ring for children were also indicated as improvements that could lead to an ideal '*safe, clean and healthy environment*'.

The most common responses were:

- Courtyard/Private open space (25%)
- Play area for children (25%)
- More rooms and space (18%)

If you could improve one thing in the Estate what would it be?

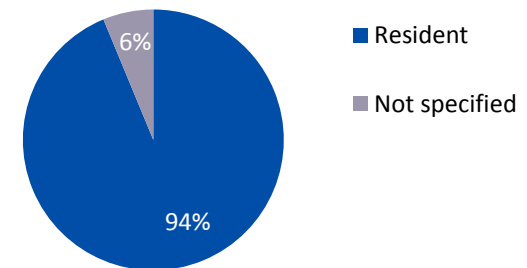
Residents would like to improve the security issues around access to public spaces like the laundry. Tenant management is another way that they feel will reduce

safety risks on the estate. Rubbish collection and maintenance would also assist in '*making the place cleaner*'.

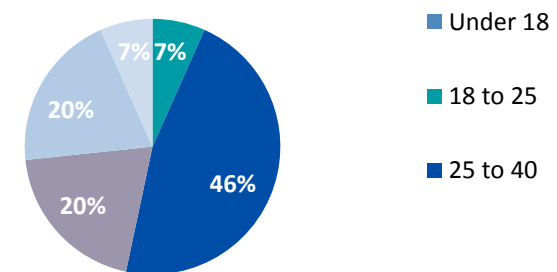
The most common responses were:

- Safety and security was a shared concern for residents on the estate who suggested more attention needs to be paid to issues and '*risky residents*' (44%)
- More housing stock was requested as an improvement to the current conditions (31%)
- The issue of rubbish on site and ongoing maintenance issues was raised as something that could be improved on Tarakan Estate (19%)

Type of Respondent



Age of Respondent



6. General Comments Arising From Resident Engagement

The most common responses included improvement to the size of housing stock, safety and security and maintaining the neighbourhood community. Non-residents were more likely to suggest improvements to the local shops – something that was not a concern for estate residents.

Quite a number of residents have lived in their homes for many years, with the following households volunteering how long they have lived in their home:

Tarakan	Bell/Bardia
45 years	25 years
17 years	17 years
10 years	4-5 years
5 years	

Residents have formed strong connections with nearby neighbours. One Bell/Bardia household has requested that they and their intellectually disabled neighbour be relocated to adjoining properties, as they provide ongoing care and support to this resident.

A number of large families requested four bedroom accommodation.

Accommodating the needs of different cultures was also a focus for some families – e.g. separate living rooms, with one suggestion that this need be met by separating the kitchen from living area.



7. Stakeholder workshop - feedback

The feedback from the thirty stakeholders was summarised as follows:

Issues and Concerns	DHHS response
<p>Timing</p> <ul style="list-style-type: none"> • Renewal has been talked about for some time now (11 years) – engagement needs to be mindful of this, and investigations should include consideration of the local feedback secured through previous extensive neighbourhood renewal consultation (Banyule Community Health Centre). • How will stakeholders be updated on project progress, and how can they be of assistance in engaging with residents? 	<ul style="list-style-type: none"> • We are mindful that this has been a long process and still has several years before it is complete. • Stakeholders can register for project updates by emailing housing.renewal@dhhs.vic.ov.au or visiting the website www.dhhs.vic.gov.au/housing-renewal • We are developing Fact Sheets to assist stakeholders in engaging with residents. If you require specific information or support, we would be happy to help. Email us at housing.renewal@dhhs.vic.gov.au
<p>Service mapping</p> <ul style="list-style-type: none"> • Concerns that relocations may create impacts on residents, in particular with access to services and schools. • Loss of local Police Station raised as a concern. Heidelberg Police state response times to local call outs is good – some concern from stakeholders that this is not the case. 	<ul style="list-style-type: none"> • We will work one-on-one with each resident asked to relocate, to understand their service needs and choices for location. We are seeking to minimise disruption to residents who relocate.
<p>Employment</p> <ul style="list-style-type: none"> • Expectation that local employment opportunities will be generated through this project, with opportunities for local services to assist in brokering this. 	<ul style="list-style-type: none"> • We anticipate local employment opportunities and we will also utilise the Public Tenant Employment Program. This program can help residents gain hands on experience and training, and create pathways to meaningful employment.
<p>Design</p> <ul style="list-style-type: none"> • How will design consider the needs of families, couples and those with disabilities? • Bedroom numbers and size of dwellings to meet the existing needs of larger families was a concern. Larger number of large homes needed in local area. 	<ul style="list-style-type: none"> • The new homes will be designed according to the Better Apartment Design Standards to deliver modern, sustainable and low maintenance homes for residents.



-
- Security and safety to be embedded in design.

- The homes will be accessible to meet the needs of residents with disability, aging residents and those with young children.
- The new homes and communities will be secure and safe for all residents.

Number of dwellings (and definitions)

Questions regarding the numbers of public housing units to be delivered and the overall numbers to be delivered through this program, and specifically on these estates. Requested clear definition of government policy and expectations.

- The Government's objective is to boost social housing supply across the renewal estates by 10 per cent. We want to deliver new homes that meet the needs of residents and are low maintenance.
- The Bell/Bardia and Tarakan estates currently contain 154 dwellings. The renewal program proposes to increase the social housing to 170 dwellings.

Partnerships

- eFocus, Haven and Somali Australia Council of Victoria (SACOV) are all interested in partnership opportunities:
 - eFocus (employment service) see opportunities to invest in the renewal of the ourHub site to relocate to;
 - Haven want to be alerted to procurement opportunities;
 - SACOV would like to hear more on opportunities to invest in housing.
 - VICPolice to be invited to participate throughout renewal program.
-

- We will continue to work closely with stakeholders throughout the program.
- The Expression of Interest process will commence by mid-2017.

The list of stakeholders is attached at Appendix A



8. Appendix A

Contents

Attachment 1

Stakeholders

Page

12



Attachment 1. Workshop attendees at 3 March 2017 Workshop

6 March 2017 workshop

Representative for Member for Ivanhoe, Anthony Carbines MP
 Banyule City Council
 Acting Manager, Youth and Family Services, Banyule City Council
 Co-ordinator, Youth and Community Partnerships, Banyule City Council
 Community Safety, Banyule City Council
 Project 3081 - Community Development, Banyule City Council
 CEO, Banyule Community Health Centre
 CEO, e Focus (and ourHub)
 Community Development, e Focus (and ourHub)
 Manager, Olympic Adult Education
 Secretary, SACOV (Somali Australian Council of Victoria)
 Himilo Community Connect
 President, Bell Street Mall Traders Association
 Transition 3081
 Residents 3081
 College Chaplin, Charles LaTrobe College
 Principal St Pius X Primary School
 Parish Priest, St Pius X Primary School
 Heidelberg Police Station
 Community and Road Safety, Victoria Police
 Manager Policy and Communications, Victoria Public Tenants Association
 CFO, Haven; Home, Safe (Housing Association)
 Executive Director of Strategic Initiatives and Partnerships, Haven; Home, Safe
 (Housing Association)
 Tenancy Team Leader, Housing Metro, Haven; Home, Safe (Housing Association)
 CEO, Tenants Union of Victoria
 State Member for Ivanhoe
 Haven; Home, Safe
 Haven; Home, Safe
 Principal, Charles LaTrobe College
 Centre Manager, Bell Street Mall





Melbourne office

Suite 1102, 530 Little Collins Street Melbourne VIC 3000
PO Box 16215, Collins Street West VIC 8007
T 03 9005 2030

Sydney office

Level 9, 2 Elizabeth Plaza, North Sydney NSW 2060
PO Box 302, North Sydney NSW 2059
T 02 9955 5040 F 02 9955 5901

E info@kjassoc.com.au | www.kjassoc.com.au