



# SOCIAL STRATEGY

## 2019

*The City of Wanneroo wishes to acknowledge the Traditional Custodians of the land on which we live and work; the Whadjuk people.*

*We pay our respects to the Elders of the Noongar Nation, past, present and future, who have walked and cared for the land.*

*We acknowledge and respect their continuing culture and the contributions made to the life of this City and this region.*



## Message from the Mayor

The City of Wanneroo is committed to moving to a Place Approach, which acknowledges the local uniqueness, diversity and heritage of our communities.

Guided by this Social Strategy, the City of Wanneroo will help our community to reach the best possible social outcomes through:

- **Working in partnership** with residents and local organisations;
- **Policy development** that recognises community needs and identifies gaps and strengths in service delivery;
- **Providing services, facilities, funding and programs** that meet community expectations within the framework of the City's financial sustainability policies;

- **Regulatory functions** such as land use planning, local laws and public health;
- **Acting as a catalyst** and an advocate for change that benefits our community; and
- **Advising residents** to help them understand the City's role and responsibilities.

Enhancing the social prosperity of our City is a fundamental and exciting process that supports the development of safe, healthy and vibrant communities.

We look forward to embarking on this exciting journey with you.

Mayor Tracey Roberts JP

“Enhancing the social prosperity of our City is a fundamental and exciting process that supports the development of safe, healthy and vibrant communities.”

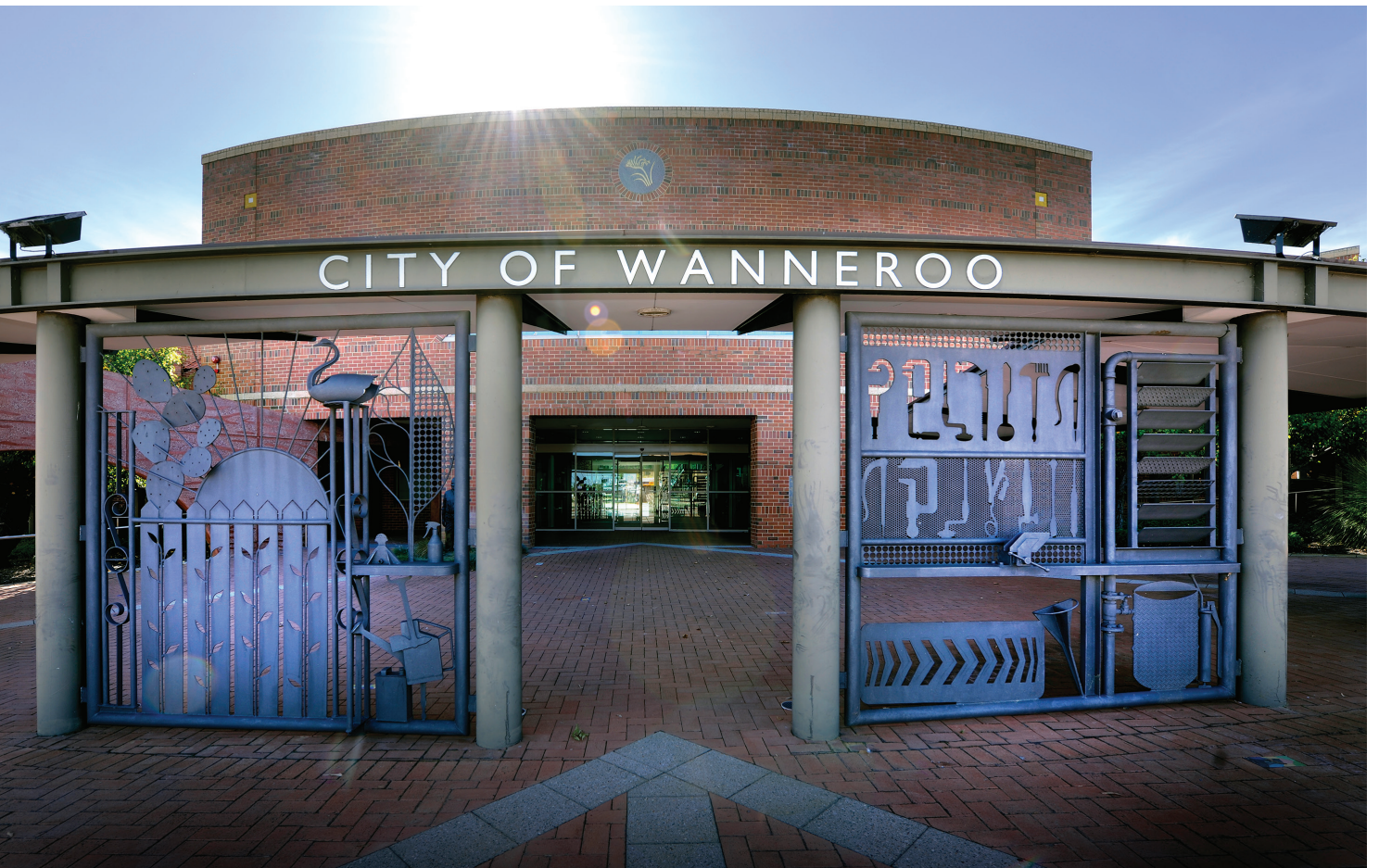




Left and above: Live in the Amphitheatre 2019

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## Overview

The City of Wanneroo's vision is to create a vibrant and progressive City within which our communities can prosper. We recognise the opportunities and challenges presented by steady population growth and increasing diversity within our community. Our ten year Strategic Community Plan (SCP) outlines our aspirations in relation to this, and the outcomes that we want to deliver for the communities of Wanneroo.

## Purpose

The Social Strategy (the 'Strategy') sets out how the City of Wanneroo (the 'City') will deliver on the vision for our community and provides direction on how the social outcomes identified in the SCP will be achieved.

### The Social Strategy:

- recognises the differing needs and challenges faced by individuals and families throughout their life and aims to provide a range of opportunities that enable them to thrive and prosper in our community;
- recognises the importance of proactive and preventive approaches to safeguard the social, physical, environmental and economic wellbeing of the community;
- prioritises resources to enhance social cohesion and reduce disadvantage; and
- assists the City to gain important information on objective and subjective social outcome indicators to measure and assess community health and wellbeing and areas for development.



Live in the Amphitheatre

## Strategic Context

The City's SCP 2017/18 – 2026/27 highlights aspirations for the City across four key themes: Society, Economy, Environment and Civic Leadership. The Strategy guides, in particular, how the outcomes of the Society theme are to be developed, delivered and evaluated in line with the City's priorities.

The Strategy also aims to provide clarity on the approach and delivery of organisational initiatives undertaken through the City's various community-directed plans. These plans articulate tangible actions which will be implemented by the City and its stakeholders to achieve specified social outcomes.

## Objectives

The objectives of the Social Strategy are to:

- outline a set of guiding principles that underpin the Society theme;
- adopt a capacity building approach to deliver localised place based responses to community need;
- facilitate enhanced relationships with the community in planning and project delivery;
- provide guidance to achieving the outcomes and priorities of the Society theme; and
- inform Strategic and Service Planning.



## Strategic Alignment



**Other Relevant Plans:**

Community Facilities Planning Framework, Active Reserves Masterplan, CCTV Service Plan





Community planting for a greener future at local parks and sporting grounds.

## The Journey Ahead

Although the Strategy is guided by the content and themes identified through existing community-directed plans, it also aims to be visionary so that any new plans align to the guiding principles and identified approaches.

To achieve the aspirations the SCP and align to the City's vision, the Strategy is taking a considered and staged approach to delivering social objectives. The City is committed to adopting a Place Approach that acknowledges the local uniqueness, diversity and heritage of communities living within the Wanneroo area.

Planning to meet our immediate and future community needs is an evolving process that utilises new and tried-and-tested communication strategies and interactive

opportunities for community participation. The City's forward planning strategies bring a renewed energy and focus to how we engage with the community to support future goals and aspirations for their local areas.

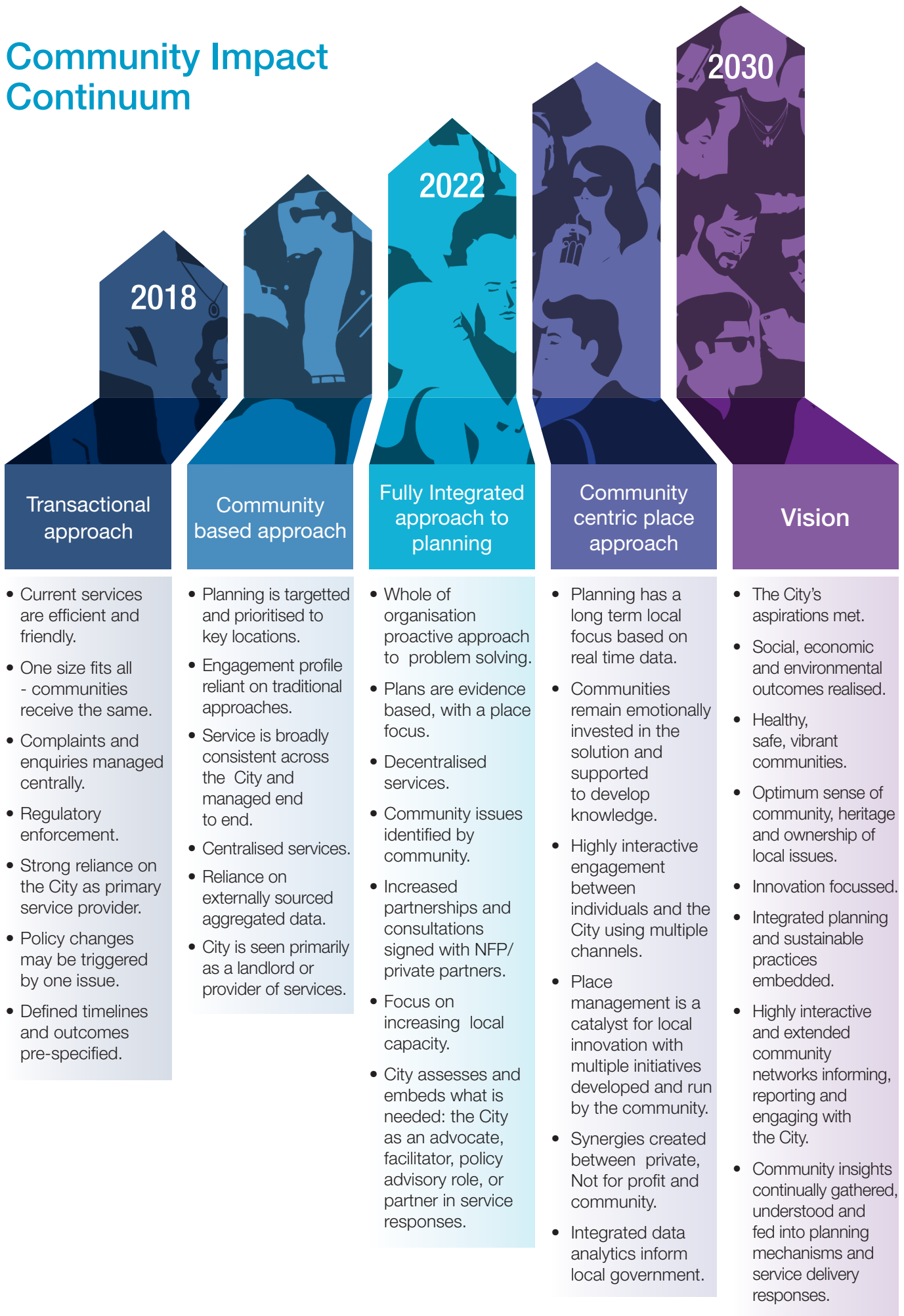
The *Community Impact Continuum* overleaf illustrates the City's journey towards realising the aspirations of the SCP through both plans and services that deliver on the Strategy.

### Community

*People living in the same locality and the relationships between them ... includes place based, interest based and other forms of new and emerging communities.*

Kalpana Goel

# Community Impact Continuum





Dr. Richard Walley OAM performing Welcome to Country.

## Guiding Principles

The following principles apply to the Social Strategy and are considered to be fundamental to enhancing our community's health and wellbeing. These principles will be considered across all plans, projects and services either delivered by the City, on behalf of the City, or in partnership with the City.

The City:

1. Places the health and wellbeing of the community as the paramount consideration in all its interactions.
2. Demonstrates a proactive approach to community engagement by consistently promoting accessible and inclusive opportunities for participation.
3. Focusses on community driven solutions to address local needs through place management and land use planning.
4. Meets governance standards and accountability measures that reflect quality and value for money.
5. Plans for new and/or repurposing of spaces to reflect character and distinctiveness of place that is reflective of local heritage and natural environment.
6. Leads information sharing, partnerships and collaboration to strengthen the City's social, environmental and economic wellbeing.
7. Develops self-sufficiency of individuals and communities through the provision and promotion of volunteer opportunities, leadership and capacity building initiatives.
8. Strengthens its cultural capability and commitment to reconciliation.



## Our Approach

To achieve healthy, safe, and connected communities, the City is committed to robust strategic planning, data gathering and meaningfully engaging with its community, stakeholders and partners to guide and shape outcomes for its distinctive and diverse communities.

Through varied plans and actions, the City will undertake a range of key roles to achieve the City's strategic objectives. These roles include:

### 1. Information and Engagement

The City has a role in ensuring the community is provided with information and has the opportunity to engage, connect and inform the prioritisation and improvement of City services and facilities.

### 2. Advocacy and Support

The City is well placed to provide a mechanism for individuals and communities to express their needs and for the City to negotiate on their behalf for resources, funding and recognition.

### 3. Partnership Development

The City actively develops and maintains relationships with key stakeholders to ensure that service provision is maximised within the City. The City will identify and work closely with partners to collaborate in the provision of community services.

### 4. Service and Facility Provision

The City provides services and facilities in partnership with government, community and business.

### 5. Community Leadership and Empowerment

The City encourages and promotes opportunities for community leadership by leveraging from local skills and facilitating solutions which enhance community capacity and self-sufficiency.

### 6. Policy and Planning

The City takes a planned, considered approach in accordance with legislation and best practice, and develops appropriate Policies and Plans to deliver on obligations and key objectives.

## Community Development

*Community Development is a process based on social justice and mutual respect and assists Local Government to work with their communities to develop active, sustainable and supportive environments in which people live and work.*

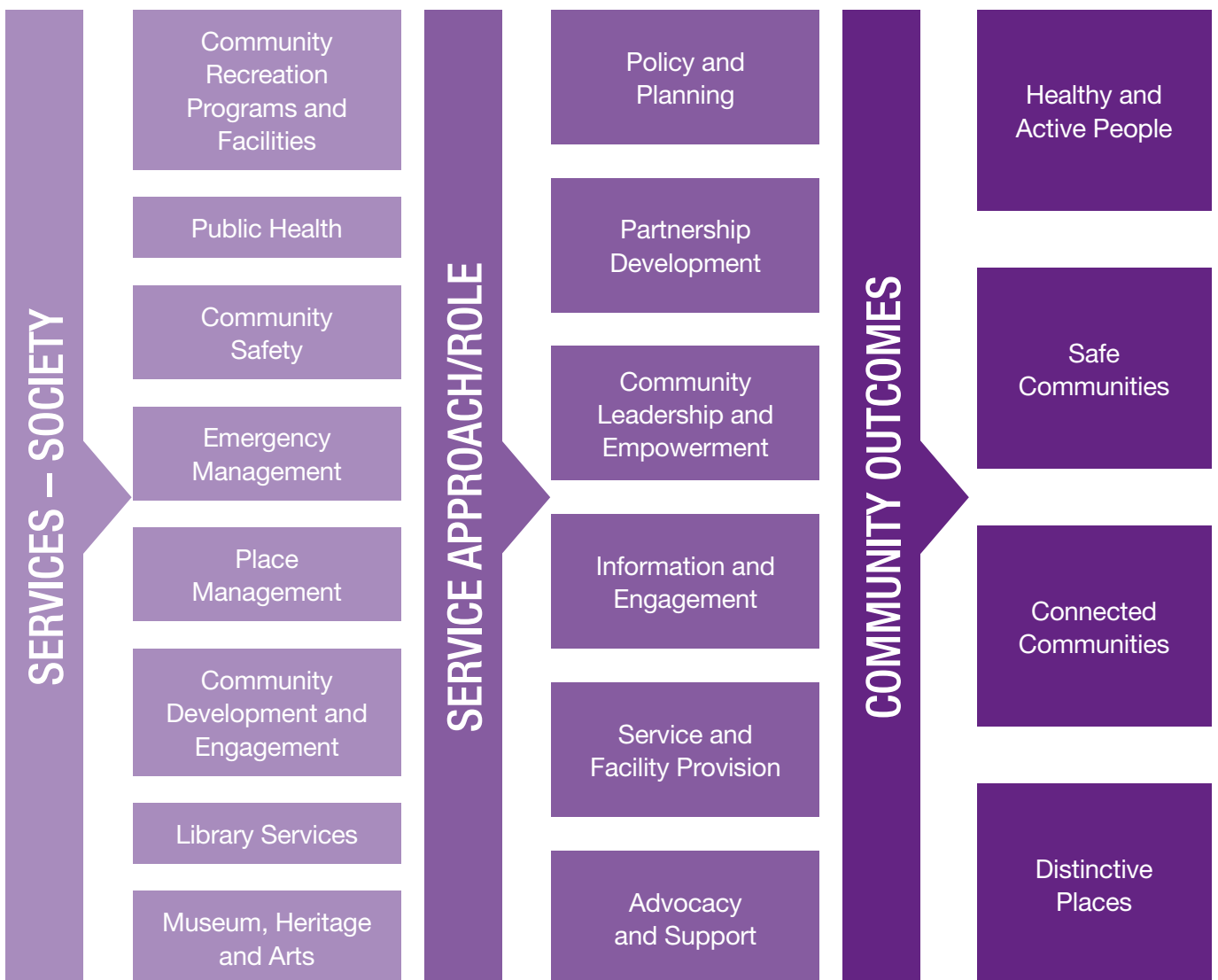
WA Local Government Association



Quinns Rocks Brigade vehicles

## City Services

The City offers a variety of services, directly and indirectly, and provides support for a range of community and social priorities.



## Community

**212,096** Estimated number of residents in 2018

**33 years** Median age of residents 2016

**41%** of our residents were born overseas

**20%** Speak a language other than English at home

**24,748** Expected increase in population from 2018-2021

**3,000** Additional dwellings needed per year

## Community Facilities



**4** Libraries



**2** Recreation Centres



**25** Community Centres

## Infrastructure

**575** Parks and open spaces

Totalling:

**2,608** Hectares

This includes:

**41** Active parks comprising golf courses, sporting complexes and sports grounds

**1,650** Kilometres of road

**1,284** Kilometres of pathways

**128** Conservation reserves such as bushland and wetlands

Data taken from the City of Wanneroo *Strategic Community Plan 2017/18 – 2026/2027*, *Corporate Business Plan 2018/19 – 2021/22* and *Access & Inclusion Plan 2018/19- 2021/22*.



**20%**

**1 IN 5 AUSTRALIANS  
HAVE REPORTED LIVING  
WITH A DISABILITY**

This is an estimated 42,419 residents of the City of Wanneroo currently living with disability.

### FASTEST GROWING

The City of Wanneroo is the fastest growing local government in Western Australia and fifth fastest growing in Australia.

Perth's next major Strategic Metropolitan Centre at Yanchep is currently being developed in the City's North.



**8.9%**

**ARE UNPAID CARERS  
ASSISTING A PERSON  
WITH A DISABILITY,  
LONG TERM ILLNESS  
OR OLD AGE**



### TOTAL AREA

**683km<sup>2</sup>**



**41%**

**OF RESIDENTS WERE  
BORN OVERSEAS**

### RAPIDLY EXPANDING

The City of Wanneroo is a rapidly expanding, outer metropolitan local government on the northern fringe of the Perth Metropolitan Area.

The City is located approximately 12kms from the Perth CBD at its nearest point and 63kms at its furthest.



**20%**

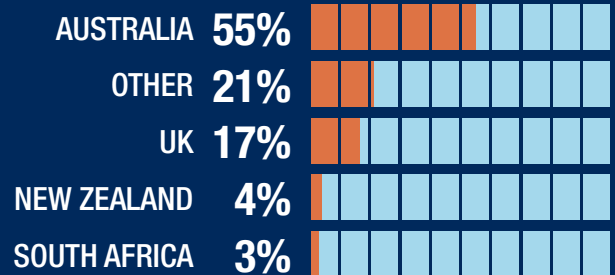
**ARRIVED IN AUSTRALIA  
5 YEARS PRIOR TO 2016**



### COUNTRY OF BIRTH

**17%**

**CAME FROM COUNTRIES  
WHERE ENGLISH WAS  
NOT THEIR FIRST  
LANGUAGE**





Wanneroo Regional Museum, Wanneroo Library and Cultural Centre

## How does community profile information guide the City?

This information assists the City to:

- plan for, approach and engage the most vulnerable groups at risk of disadvantage and isolation;
- identify areas of emerging need;
- inform our range of plans; and
- prioritise our approach to best meet community need where it is most felt.

In doing so, we continue to create opportunities that enable enhanced community health and wellbeing, well connected social and economic infrastructure, and safe and distinctive spaces which maximise our natural environment and can be enjoyed by the whole community.

A key commitment is to create connected communities by building on the strength of the cultural and heritage diversity within our community. Heritage plays a big part in shaping an area, and in responding to this we are committed to creating a City with distinctive places based on the identity of areas and people's connection to these places.

### Capacity Building

*The process of developing and strengthening the skills, instincts, abilities, processes and resources that organisations and communities need to survive, adapt, and thrive in a fast-changing world.*

United Nations Academic Impact





# Change Drivers

The Social Strategy is informed by and integrates with other Strategies and Plans which have been developed to respond to the following key drivers in our operating context:

## Economy

- Slowdown in the National and State economy has increased the demand for jobs, recreation and services close to home along with increasing pressure for transport solutions.
- The City is undertaking place management and place activation at the Girrawheen Hub and the Yanchep Two Rocks Access Centre (YTRAC) to recognise the business development needs and skills retraining requirements of the local community.

## Environment

Environmental issues such as scarcity of resources and climate change have created greater community awareness and ownership/stewardship of their environment including beaches, parks, bushland and wetlands.

Responses to environmental issues include:

- Joint Agency Risk Mitigation (Lake Joondalup)
- Local Emergency Management Arrangements
- Coastal Hazard Risk Mitigation and Adaptation Plans
- Biodiversity Plan
- Environmental Management Strategy

## Service Delivery

Changes in the role of Local Government in context of Federal and State policy drivers and funding allocation, together with changing community expectations, has required development of different service models, increased collaboration, resource sharing through partnerships, and advocacy.

Examples can be found in the:

- Transition of Home and Community Care Services
- Reinstatement of funding for financial counselling
- Partnerships i.e. Merriwa Hub

## Growth

Population growth has put pressure on housing diversity, with a corresponding demand for services that respond to diverse cultures and age demographics.

Responses to population growth include:

- Active Reserves Master Plan
- Community Facilities Planning Framework
- Developer Contribution Plans
- Local Area Planning
- Place Framework
- Strategic Land Use Planning

## Accountability and Engagement

An increased accountability and performance requirement from State Government, through initiatives such as the Integrated Planning and Reporting Framework, requires higher standards of governance systems, transparency and engagement with communities.

This is evidenced through:

- Community Engagement Framework
- Customer First Strategy
- Annual Performance Reporting



Cockman House vege growers

As such, the roles played by the City in delivering on the Strategy will be based on:

1. Achieving the City's priorities for 2018/19-21/22.
2. A strong understanding of demographic, social and economic issues and trends, developed in consultation with the community about what works best to inform decision making.
3. Incorporating ways that technology may provide affordable options for the community that improve access to information and service delivery responses.
4. Applying business, governance and financing models that attract social enterprise and investment from our community partners and stakeholders.
5. Supporting continuous improvement in the way services are delivered.
6. Place based approaches that connect, improve and transform communities.



## Monitoring and Reporting

This Strategy aims to provide direction for the City, and its many residents and stakeholders to collaborate on initiatives which meet the goals and objectives of the SCP and other key strategic documents.

### Reporting

The Strategy is reported through the City's strategic and operational reporting systems, which includes providing regular updates to Council.

Social outcome measures will be developed throughout the lifecycle of this Strategy in order to analyse and review achievements and learnings.

### Review

The Strategy will be reviewed in conjunction with major reviews of the SCP (every four years) to ensure alignment with the priorities of Council to reflect the aspirations and future needs of the community.

As the City moves towards holistic service-based planning, the overarching principles and approach of the Social Strategy are intended to be integrated with the Corporate Business Plan, and therefore the objectives of this document will adapt accordingly. In addition, when community driven plans or strategic documents are created or reviewed, this will be in accordance with the Guiding Principles and Approaches of the Social Strategy.



## Alignment of City Services to Social Strategy Roles and Approaches

Service	Social Strategy Roles & Approach	Informing and Resourcing Plans
<p><b>Community Recreation Programs and Services</b></p> <ul style="list-style-type: none"> <li>• Sport and recreation program delivery</li> <li>• Community and sporting clubs facilitation</li> <li>• Surf lifesaving beach patrol support</li> <li>• Community facility planning and development</li> <li>• Community facility bookings and use</li> <li>• Facility management and maintenance</li> </ul>	<p><b>Information and Engagement</b> The City has a key role in ensuring the community is well informed of programs, services and events which encourage healthy, active lifestyles and promote positive physical and mental wellbeing. It is important that the City engages and connects with its community in order to deliver programs and services aligned to community needs.</p> <p><b>Partnership Development</b> To develop and maintain relationships with key stakeholders to ensure that service provision is maximised within the City. The City will partner and collaborate with relevant stakeholders to increase physical and mental wellbeing, through leisure and recreation services/initiatives and a variety of high-quality facilities, open spaces and parks which promote healthy lifestyles and connection within the community. This includes strong relationships with sporting and community clubs and partners who assist the City to deliver vital services such as Surf Lifesaving Patrols.</p> <p><b>Service and Facility Provision</b> The City will provide access to facilities, services, programs and events which encourage community members to participate in activities which promote healthy, active lifestyles and community connections. The City will explore opportunities to use and leverage social infrastructure to build community wellbeing in partnership with government, community and/or business.</p> <p><b>Policy and Planning</b> The City will plan for and provide innovative models for quality community facilities and programs to enable opportunities for healthy and active lifestyles.</p>	<ul style="list-style-type: none"> <li>• Facility Asset Management Plans</li> <li>• Active Reserves Master Plan</li> <li>• Master Plan for Sport related Cycling Facilities</li> <li>• Community Facilities Planning Framework</li> <li>• Customer First Strategy</li> <li>• Access &amp; Inclusion Plan</li> <li>• Community Engagement Framework</li> <li>• Asset Management Plan</li> <li>• Youth Plan</li> <li>• Age Friendly Strategy</li> <li>• Cultural Plan</li> <li>• Regional Homelessness Plan</li> <li>• Early Childhood Strategy</li> <li>• Reconciliation Action Plan</li> <li>• Strategic Library Services Plan</li> </ul>
<p><b>Public Health</b></p> <ul style="list-style-type: none"> <li>• Food safety</li> <li>• Water quality monitoring</li> <li>• Disease prevention</li> <li>• Pest control</li> <li>• Built environment</li> <li>• Pollution monitoring</li> <li>• Mental and physical health promotion</li> </ul>	<p><b>Policy and Planning</b> The City will ensure statutory compliance through the provision of integrated compliance services to facilitate healthy and safe communities.</p> <p><b>Information and Engagement</b> To continue to raise awareness and provide information about a range of public health risks including vector and pest control, domestic and commercial noise, pollution and handling of asbestos.</p> <p><b>Service and Facility Provision</b> To effectively meet the statutory requirements and local laws particularly in the areas of food safety, air, land and noise pollution. The City will also continue to monitor and respond to emerging environmental health risks.</p>	

Service	Social Strategy Roles & Approach	Informing and Resourcing Plans
<p><b>Community Safety</b></p> <ul style="list-style-type: none"> <li>• Provision of safety information to the community in conjunction with industry partners</li> <li>• Partnering with the community to ensure awareness and enforcement of local, state and federal laws</li> <li>• Animal management including registration and attack investigation</li> <li>• Proactive crime prevention through safety patrols and CCTV management</li> <li>• Provision of a security presence at public events</li> </ul>	<p><b>Information and Engagement</b></p> <p>To ensure the community is well informed of City business in relation to community safety, including provision of information and education initiatives in conjunction with industry partners. The City will also engage and inform the community through its Community Safety Working Group which responds to identified community safety priorities such as monitoring of hot spot areas.</p> <p><b>Partnership Development</b></p> <p>The City will actively inform and engage with its partners to ensure timely, proactive information sharing. The City will collaborate with a variety of stakeholders e.g. WA Police in order to provide more integrated, holistic services around risk management and safety promotion.</p> <p><b>Service and Facility Provision</b></p> <p>To provide services as appropriate and/or facilities in partnership with government, community or business. This is delivered through the City's CCTV Plan, Animal Care Centre management and various events and programs which promote community safety and education.</p> <p><b>Policy and Planning</b></p> <p>Contributing to policy and planning on community safety related initiatives including Local Law development and implementation for animal management, and ensuring property/public spaces are planned and built in accordance with Crime Prevention through Environmental Design (CPTED) principles.</p>	<ul style="list-style-type: none"> <li>• CCTV Plan</li> <li>• Regional Homelessness Plan</li> <li>• Facility Asset Management Plans</li> <li>• Customer First Strategy</li> <li>• Community Engagement Framework</li> <li>• Asset Management Plan</li> </ul>



Yanchep Surf Lifesaving Club.



The City is committed to the use of CCTV as a surveillance measure to reduce the incidence of antisocial behaviour.

Service	Social Strategy Roles & Approach	Informing and Resourcing Plans
<p><b>Emergency Management</b></p> <ul style="list-style-type: none"> <li>• Management of local emergency preparedness</li> <li>• Management of volunteer bush fire brigade</li> <li>• Fire protection mitigation action</li> <li>• Management of recovery planning and action</li> </ul>	<p><b>Information and Engagement</b></p> <p>The City provides information and education to the community, business and other stakeholders in relation to disaster preparedness, to enhance community resilience and increase the district's ability to respond and recover from emergency situations. The City will actively inform and engage with its partners to ensure timely, proactive information sharing particularly in response to bushfires, ensuring that the City and local private properties are prepared to the fire season.</p> <p><b>Advocacy and Support</b></p> <p>The City will develop community resilience to crises and minimise potential risk through preparedness and recovery from natural disasters such as bushfires and floods. The Local Emergency Management Committee provides a forum to ensure that all relevant agencies have appropriate disaster mitigation and recovery plans in place through the provision of the required advice and support.</p> <p><b>Partnership Development</b></p> <p>To develop and maintain relationships with key stakeholders to ensure that the City's ability to respond and recover from disasters is maximised, for example through the Local Emergency Management Committee and Bushfire Advisory Committee. The City will collaborate with stakeholders and relevant authorities to ensure emergency preparedness and risk mitigation i.e. Bush Fire Brigades and Department of Fire and Emergency Services.</p> <p><b>Service and Facility Provision</b></p> <p>To provide appropriate services and facilities in partnership with government, the community and business to enable the community to be prepared and to recover from emergency situations. This is delivered through the provision of Local Emergency Response Centres, Bushfire Management and various programs which promote disaster relief and emergency preparedness.</p> <p><b>Community Leadership and Empowerment</b></p> <p>The City actively promotes opportunities for community leadership through ongoing support and development of volunteers whose skills and expertise promote safe Wanneroo communities and enable recovery from emergency situations and response to wild fires i.e. Volunteer Bushfire Brigades.</p>	<ul style="list-style-type: none"> <li>• Age Friendly Strategy</li> <li>• Access &amp; Inclusion Plan</li> <li>• Local Emergency Management Arrangements</li> <li>• CCTV Plan</li> <li>• Regional Homelessness Plan</li> <li>• Reconciliation Action Plan</li> </ul>





Service	Social Strategy Roles & Approach	Informing and Resourcing Plans
<p><b>Place Management</b></p> <ul style="list-style-type: none"> <li>• Development of Local Area Plans to reflect the distinctive character of a place</li> <li>• Activation of places to support community identity, connection and inclusiveness</li> <li>• Coordination of City services in place to meet local community needs</li> <li>• Coordination of community engagement</li> </ul>	<p><b>Information and Engagement</b></p> <p>To ensure the community is well informed of City business and has the opportunity to engage and connect with the City services, facilities and each other in place. It is important for the City to also receive information from the community regarding their needs and those from within discrete areas and local places to better inform service delivery. The community will be actively engaged in the development and activation of Local Areas across the City through contributions to planning, design, infrastructure and the implementation of programs and services.</p> <p><b>Advocacy and Support</b></p> <p>To provide a mechanism for individuals and communities to express themselves and negotiate on their behalf for resources, funding and recognition. The City will use knowledge and data regarding the specific needs of each Place Management Area to provide relevant and adequate advocacy and support to individuals, groups and businesses which allows them to flourish.</p> <p><b>Partnership Development</b></p> <p>Develop and maintain relationships with key stakeholders to ensure that service provision is maximised within the City. It is vital that the City collaborates with a range of partners to influence and drive changes to ensure that residents have access to quality, place-based, sustainable services into the future.</p> <p><b>Service and Facility Provision</b></p> <p>The City will identify opportunities to improve, expand or diversify the provision of social infrastructure and service/program delivery in order to maximise social inclusion. The City's hubs aim to meet the needs of specific areas by ensuring services offered in place enhance the culture, heritage and distinctiveness of each place. Infrastructure will be planned for and built to reflect the uniqueness and local characteristics of the area. The City provides a varied community events program which is designed to align with and enhance the distinctiveness of each place.</p> <p><b>Community Leadership and Empowerment</b></p> <p>To encourage and promote opportunities for community leadership by mobilising community assets, identifying gaps and facilitating solutions to improve self-sufficiency. The City's Place Approach encourages community led initiatives driven by groups and individuals in order to add value to Local Areas in a sustainable manner.</p> <p><b>Policy and Planning</b></p> <p>To access local knowledge, information and data regarding the specific needs of each Place Management Area and advocate for the needs and support of individuals, groups and businesses. Decision making is based on clear, transparent processes. A strong emphasis on planning is integral to the delivery of distinctive places and ensuring the implementation of local, accessible services.</p>	<ul style="list-style-type: none"> <li>• Place Framework</li> <li>• Local Area Plans</li> <li>• Community Facilities Planning Framework</li> <li>• Community Engagement Framework</li> <li>• Cultural Plan</li> <li>• Access &amp; Inclusion Plan</li> <li>• Economic Development Strategy</li> <li>• Strategic Asset Management Plan</li> <li>• Strategic Library Services Plan</li> <li>• Reconciliation Action Plan</li> <li>• Facility Asset Management Plans</li> <li>• Local Planning Strategy</li> <li>• Youth Leadership Model</li> <li>• Strategic Library Services Plan</li> <li>• Regional Homelessness Plan</li> <li>• Age Friendly Plan</li> </ul>

Service	Social Strategy Roles & Approach	Informing and Resourcing Plans
<p><b>Community Development and Engagement</b></p> <ul style="list-style-type: none"> <li>• Social inclusion to ensure that all people can participate in community life</li> <li>• Community development to support capacity building</li> <li>• Early childhood services to build confidence and capacity in families and the community</li> <li>• Youth development to build valued, empowered and supported youth</li> <li>• City community events management</li> <li>• Assessment of event applications</li> <li>• Provision of community funding to support community groups and organisations</li> </ul>	<p><b>Information and Engagement</b>  Meaningful community engagement is essential in order to guide and shape ongoing service delivery and ensure residents feel connected with the City and one another. The City uses varied approaches to connect, inform, build awareness and engage in a format which is inclusive and accessible for all members of the community.</p> <p><b>Advocacy and Support</b>  To negotiate on behalf of the community for resources, funding and recognition, with the aim of supporting individuals and communities to flourish. The City aims to ensure access and inclusion for the whole community and advocates for service provision where there are identified gaps.</p> <p><b>Partnership Development</b>  The City will develop and maintain relationships with key stakeholders to ensure that service provision is maximised within the City. Working with the community, industry, businesses and all level of government towards common outcomes will expand the City's capacity to improve social inclusion and create connected communities.</p> <p><b>Service and Facility Provision</b>  The City will focus on the development and activation of community hubs, facilities and unique places. Facilitation of programs, events and activities will allow local communities to connect with one another and access relevant, beneficial information or support.</p> <p><b>Community Leadership and Empowerment</b>  To encourage and promote opportunities for volunteerism and community leadership by leveraging from local skill sets which drive and shape local initiatives. The City is committed to developing self-sufficiency within the community and acknowledges the important role which community leaders and volunteers play in advising the City and delivering vital programs and events.</p> <p><b>Policy and Planning</b>  The City enables robust planning, policy and service delivery designed to support social and economic participation for all. The City's Plans aim to identify and support hard to reach communities, build capacity, engage individuals and families and develop responses and options to increase their participation in community life.</p>	<ul style="list-style-type: none"> <li>• Youth Plan</li> <li>• Age Friendly Plan</li> <li>• Cultural Plan</li> <li>• Regional Homelessness Plan</li> <li>• Early Childhood Strategy</li> <li>• Strategic Library Services Plan</li> <li>• Reconciliation Action Plan</li> <li>• Access &amp; Inclusion Plan</li> <li>• Wanneroo Cycle Plan</li> <li>• Facility Asset Management Plans</li> <li>• Active Reserves Master Plan</li> <li>• Master Plan for Sport related Cycling Facilities</li> <li>• Customer First Strategy</li> <li>• Community Engagement Framework</li> <li>• Asset Management Plan</li> </ul>

Service	Social Strategy Roles & Approach	Informing and Resourcing Plans
<p><b>Library Services</b></p> <ul style="list-style-type: none"> <li>Community resources, facilities and engagement</li> <li>Digital media provision and access</li> <li>Support for literacy and lifelong learning</li> </ul>	<p><b>Information and Engagement</b></p> <p>The City provides a strong digital presence to promote library activities and online resources, connecting with members and the broader community through various communication channels. The City engages and informs the community via these channels and within libraries to ensure program and service delivery remains relevant to community needs.</p> <p><b>Service and Facility Provision</b></p> <p>The City will provide access to library facilities and services, including online and physical resources, in addition to being community hubs that encourage the community to meet and participate in programs, events and activities that promote learning, connection and leisure opportunities.</p> <p><b>Community Leadership and Empowerment</b></p> <p>Stimulating Learning, Discovery and Creativity, the City libraries offer experiences for our local communities so that people are empowered to develop as literate, skilled and confident life-long learners.</p> <p><b>Partnership Development</b></p> <p>Embracing a community-led philosophy to involve communities in the design and delivery of programs and services responsive to community needs the City will partner and collaborate with internal and external stakeholders. Partnerships will leverage our libraries as communities hubs that foster belonging and connection, adding to the vibrancy of our community.</p> <p><b>Policy and Planning</b></p> <p>The City will plan for and provide innovative library models, services and programs to enable opportunities for the community to learn and connect.</p>	<ul style="list-style-type: none"> <li>Youth Plan</li> <li>Age Friendly Plan</li> <li>Early Childhood Plan</li> <li>Cultural Plan</li> <li>Place Framework</li> <li>Strategic Library Services Plan</li> <li>Reconciliation Action Plan</li> <li>Access &amp; Inclusion Plan</li> <li>Customer First Strategy</li> <li>Community Engagement Framework</li> <li>Information and Communication Strategic Plan</li> <li>Regional Homelessness Plan</li> </ul>
<p><b>Museum, Heritage and The Arts</b></p> <ul style="list-style-type: none"> <li>Promotion of cultural and artistic experiences for the community</li> <li>Management and promotion of heritage</li> <li>Management of the City's cultural assets</li> </ul>	<p><b>Information and Engagement</b></p> <p>Increasing the community's access to and engagement with cultural activities and spaces, providing opportunities to connect, stimulate new ideas and develop skills and knowledge responsive to local aspirations and priorities.</p> <p><b>Partnership Development</b></p> <p>The City will strengthen partnerships with internal and external stakeholders to showcase local culture, and foster creative, heritage and learning outcomes for the community.</p> <p><b>Service and Facility Provision</b></p> <p>Fostering the diversity and sustainability of the sector by identifying opportunities for building capacity and connecting individuals with community groups and agencies. Raising the profile of the City's facilities, services, and natural environment to build distinctive places, showcase our region and enrich our community.</p> <p><b>Community Leadership and Empowerment</b></p> <p>The City offers cultural and artistic experiences for our local communities so that people are empowered to learn, discover and be creative via events, programs and activities within Museum, Gallery, Libraries, Heritage sites and public spaces.</p>	<ul style="list-style-type: none"> <li>Cultural Plan</li> <li>Strategic Library Services Plan</li> <li>Reconciliation Action Plan</li> <li>Access &amp; Inclusion Plan</li> <li>Customer First Strategy</li> <li>Community Engagement Framework</li> <li>Age Friendly Plan</li> </ul>



Why fit in  
when you were born to  
**STAND OUT!?**

-Dr. Seuss



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