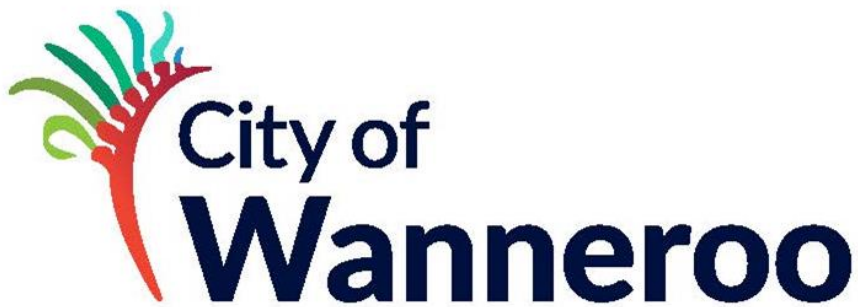


[Cover page artworks and graphic design. Note title is placeholder and may not be final title]

A thriving community

A Community Development Plan for the City of Wanneroo

2021/22 – 2025/26



[Insert full page graphic design image]

[Contents page]

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[Alternative Formats – see previous A&I Plan]

Acknowledgements

Acknowledgement of Country

Kaya (hello) and Wandjoo (welcome) to Wanneroo.

The City of Wanneroo acknowledges the Traditional Custodians of the land we are working on, 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 and we acknowledge and respect their continuing culture and the contributions made to the life of this City and this region.

The City is committed to building stronger relationships based on mutual respect and cultural inclusion to ensure opportunities to support and strengthen connections between Aboriginal and Torres Strait Islander peoples and the broader community.

We value the input and contribution of our Aboriginal and Torres Strait Islander peoples and encourage their engagement with the City and participation in local decision-making processes.

Mooro Boodja

Aboriginal and Torres Strait Islander peoples have lived in Australia for more than 60,000 years.

The City of Wanneroo is located within 'Noongar Country' which extends across the south west of Western Australia. Two Noongar language groups, the Whadjuk and Yued peoples, lived and shared cultural areas in the northern parts of the City. They moved around the coastal sand-plain according to the six Noongar seasons, living sustainably off the land. This region was part of Mooro Country, the district of the important Whadjuk Noongar elder and leader Yellagonga.

Water was vital for both survival and spiritual connections. This made Wanneroo, with the abundant food sourced on the shores of its lakes, an important environment for local Whadjuk Noongar families.

The name 'Wanneroo' comes from the word 'Wanna', meaning digging stick used by Aboriginal women and 'Roo' meaning 'the place of'.

Acknowledgement of contribution

The City would like to thank and acknowledge all those members of the community, agencies, and community organisations who took part in the consultation process that contributed to the development of this Plan. We would also like to acknowledge the assistance of the Western Australian Department of Communities and thank them for their assistance in ensuring alignment to the access and inclusion requirements under the WA Disability Services Act.

A message from the Mayor

[Reserved for inclusion of Mayoral message prior to community consultation]

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Introduction

We are committed to building the strengths in our community and to putting people at the centre of everything we do. We work with the community and stakeholders to foster community connection, build capacity in the community and improve quality of life for people of all ages, backgrounds and abilities.

Purpose

This Community Development Plan (the Plan) provides a framework to support the creation of healthy, active, safe and connected communities.

Thriving communities foster belonging through strong social connections, support positive lifestyle choices for health and wellbeing, have equitable access to services and facilities, provide opportunities to learn, collaborate and build on strengths, and are welcoming and inclusive of all people.

This Plan provides:

- The vision, principles and focus areas for communities in the City of Wanneroo over the next four years.
- A roadmap to inform decision making about initiatives and actions that build and empower community.
- An integrated whole-of-community approach to focus areas, objectives and priorities.
- A commitment and framework for measuring success.

What is Community Development?

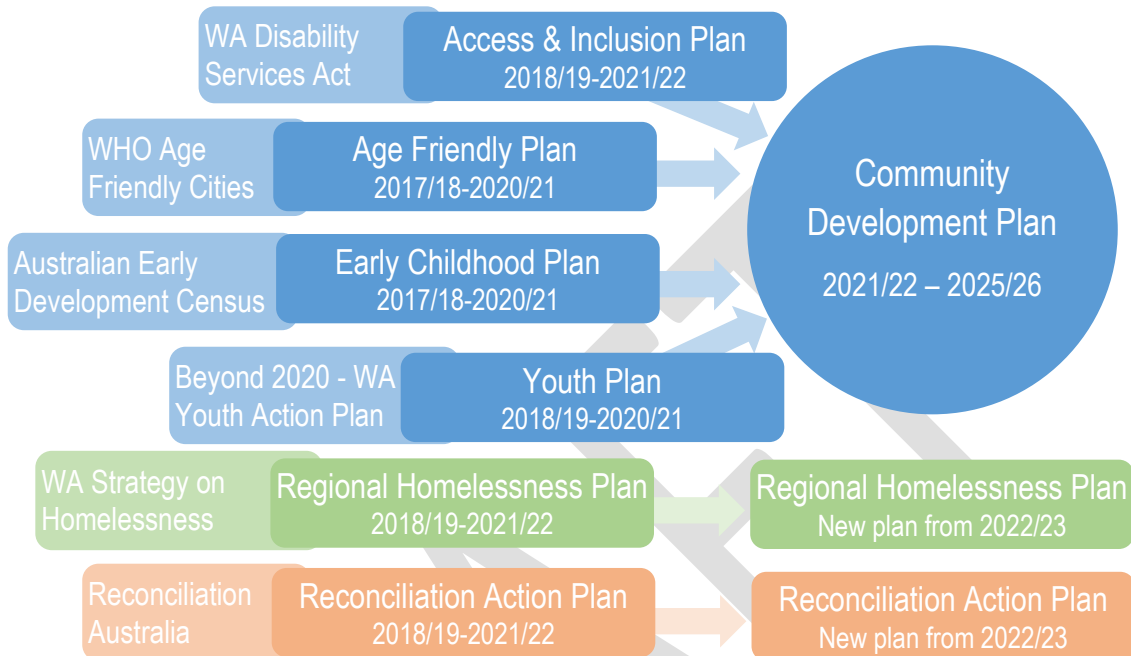
Community Development is a process based on social justice and mutual respect and assists Local Government to work with their communities to develop active, sustainable and supportive environments in which people live and work.

WA Local Government Association



Background

This Community Development Plan builds on the work undertaken by the City in previous years through social plans that categorised a group of people with the same characteristics (cohorts) i.e. seniors, youth, etc. The graphic below lists these plans (with reference to legislation or examples of public policy frameworks that apply) and how they relate to our new plans.



Under the previous cohort approach we delivered a number of actions in collaboration with community, stakeholders and partners. Some of the key achievements from these plans are listed below.

Previous social plans	Key achievements
Access and Inclusion Plan 2018/19-2021/22	<ul style="list-style-type: none"> Auditing and renewing our buildings and open spaces to improve physical accessibility to our facilities. Providing free beach wheelchairs and beach matting at City beaches. Accommodating the needs of children with disability through programs such as low sensory time sessions and the use of Auslan at Rhyme Time and Story Time sessions.
Age Friendly Strategy 2017/18-2020/21	<ul style="list-style-type: none"> Building the North Metro Regional Age Friendly Partnership with the Cities of Joondalup and Stirling to deliver a strategic regional focus and range of collaborative projects. Providing seniors' virtual reality sessions at Clarkson Library and exploring other new technology opportunities. Creating our first Memory Café at Jamaica Blue at the Ocean Keys Shopping Centre.
Early Childhood Strategic Plan 2017/18-2020/21	<ul style="list-style-type: none"> Sharing the Australian Early Development Census (AEDC) information, including the 5 developmental domains, to families participating in early years programs including 'It's All About Play'.

Youth Plan
2018/19-2020/21

- Creating and publishing 4 community books, each one a picture book featuring families in a local area of the City, with their own unique story, such as ‘What do hands do?’
- Delivering local opportunities for families and children to participate in research projects in association with Telethon Kids Institute.
- Providing young people opportunities to lead the development and delivery of projects that proactively identify and respond to local matters and interests of young people, support skill development and inform future planning through the City's Youth Leadership Program.
- Bringing youth education providers together from across the City to work together to create strong supports for young people through an annual Youth and Education Support Services (YESS) collaborative event.
- Delivering locally relevant youth services across the City through Youth Centres, Outreach and school holiday programs.

An integrated approach

An integrated Plan will enable a holistic, whole-of-community approach to delivering community development outcomes.

In moving to this approach, we are recognising the connection between the priorities of different people within the community and that no one individual fits into or relates to just one cohort. This approach provides the flexibility and scope to implement initiatives that effectively support more people.

It will also enable cross-cohort collaboration across the focus areas to address issues that affect the whole community, facilitate integrated approaches to addressing needs within communities, and enable a stronger place-based approach.

In developing an integrated plan, we continue our commitment to recognising and delivering initiatives for specific cohorts within the community. It enables us to take a more comprehensive and holistic approach, while still being guided by relevant legislation and policy frameworks. This particularly includes meeting our obligations for disability access and inclusion under the WA Disability Services Act. We have designed this Community Development Plan to meet these requirements and it effectively serves as our new Access and Inclusion Plan.

In 2019, the City of Wanneroo became a member of the World Health Organisation (WHO) Global Network for Age Friendly Cities and Communities. This Plan continues our commitment to the values and principles inherent in creating a more age-friendly City across the WHO's age-friendly topic areas.

Our current Plan is inclusive of all people, but it also recognises diversity and maintains a strong focus on access and inclusion. Consideration has been given to the challenges faced by specific cohorts to deliver

‘....There are so many ways of living. The City should focus on locations and take a more holistic approach. The end result will be better with people working and living and talking to each other.’

Resident's survey comment



increased equity through targeted access and inclusion strategies.

This includes people with disability, children, youth, seniors, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, the LGBTIQ+ community, and people at risk, including those experiencing homelessness.

Improving access and inclusion for people of all ages, backgrounds and abilities is not only ethical but makes good economic sense. A 2019, report found that social inclusion could boost the Australian economy by \$12.7 billion a year through higher productivity, improved employment and health outcomes and lower social service costs¹. Community based organisations and businesses can also benefit through increased productivity and innovation, better employment outcomes and improved mental and physical health of their employees.

In addition to the current Plan, and in recognition of the critical importance of reconciliation, we continue to maintain a dedicated Reconciliation Action Plan which outlines our particular commitment to reconciliation action. We also recognise the importance of regional partnerships in relation to homelessness, and collaborate with the City of Joondalup on a separate Regional Homelessness Plan which outlines key actions aimed at reducing and responding to homelessness.

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¹ Deloitte Access Economics, August 2019, *The economic benefits of improving social inclusion*. Available from: <https://www2.deloitte.com/content/dam/Deloitte/my/Documents/risk/my-risk-sdg10-economic-benefits-of-improving-social-inclusion.pdf>

Context

Relationship to other strategic planning tools

Our Strategic Community Plan (SCP) 2021-2031 highlights aspirations for the City across seven (7) key goals. Central to the SCP is the notion of community – putting community and people at the heart of everything we do. Integrating community themes across the seven goals underscores our commitment to community and people-centred outcomes. The vision and purpose adopted in the new SCP also provide the vision for this Plan.

Our vision: A welcoming community, connected through local opportunities

Our purpose: To create a strong community with local opportunities to participate, be active, feel secure, contribute and belong.

Our Social Strategy details our approach to delivering on the vision for our community, and provides direction on how social outcomes identified in the SCP will be achieved. The Social Strategy provides a framework for how social outcomes are to be developed, delivered and evaluated through guiding principles, roles and approaches. The Social Strategy will continue to provide this role, including by providing the principles that underpin this Plan.

Our guiding principles:

We:

1. Place the health and wellbeing of the community as the paramount consideration in all our interactions
2. Demonstrate a proactive approach to community engagement by consistently promoting accessible and inclusive opportunities for participation
3. Focus on community driven solutions to address local needs
4. Meet governance standards and accountability measures that reflect quality and value for money
5. Plan for new and/or repurposed spaces that are accessible to and inclusive of all, and that represent character and distinctiveness of place taking into account local heritage and the natural environment
6. Lead information sharing, partnerships and collaboration to strengthen the City's social, environmental and economic wellbeing
7. Develop self-sufficiency of individuals and communities through the provision and promotion of volunteer opportunities, leadership and capacity building initiatives
8. Strengthen our cultural capability and commitment to reconciliation

The following diagram illustrates how our social planning tools work together. Other plans or strategies not shown below but that also link to the SCP include the Customer First Strategy, Economic Development Strategy and Local Environmental Strategy. All City plans and strategies are available on our website, wanneroo.wa.gov.au.

[Drafting note: This is a placeholder graphic yet to be professionally designed. Intent is to show **relationships** in a connected and holistic way (not hierarchical) – how things fit together and are addressed in a connected way (not separately)]



The Plan identifies four key focus areas to guide the City's actions. Within each focus area, measurable objectives and priorities will direct our community development work over the next 4 years. Implementation of the Community Development Plan is underpinned by annual internal implementation and work plans with detailed actions.

Role of the City [page to be graphic designed]

The City undertakes a number of roles to deliver on our vision. These roles are outlined below, together with some examples of activities that contribute to creating healthy, safe and connected communities.

Information and Engagement

Ensure the community is provided with information and opportunities to engage, connect and inform the City

For example, an online Community Directory is now available to help residents find out what's happening across the whole City. It is freely available for community services and local groups to join and share information and is at

<https://www.wanneroo.wa.gov.au/communitydirectory>

Advocacy and Support

Listen to community need and promote the interests of the community to other decision-makers

Through the #ConnectWanneroo advocacy campaign, the City has helped to deliver rail and freeway extensions to the northern parts of the City. The City has also been successful in securing \$15m towards a new Alkimos aquatic and recreation centre which is proposed to be delivered in early 2026. Other successful advocacy outcomes include increased social services for the region, such as financial counselling services.

Community leadership and empowerment

Facilitate and promote opportunities for community leadership, community capacity and self-sufficiency

We developed a process for assessing requests for community led initiatives and collaboration arrangements from local residents, community groups and organisations. This streamlines requests, reduces red tape and supports the creation of distinctive, activated places and connected communities by encouraging and supporting community led initiatives.

Service and Facility Provision

Provide services and facilities directly and in partnership with other organisations

We maintain a large portfolio of community infrastructure with 17 community centres, 4 libraries, 2 recreation centres, and more than 225 sporting facilities, skate parks and BMX tracks. We have 4 dedicated youth centres from which we deliver youth outreach services and deliver a diverse range of events and activities every school holidays through our School Holidays Program.

Partnership development

Develop partnerships to deliver projects and ensure service provision is maximised in the City

A City-initiated project, delivered in partnership with Alzheimer's WA, Ocean Keys Shopping Centre and Jamaica Blue saw the City's first Memory Café for people with dementia and their carers open at Jamaica Blue café at Ocean Keys in September 2020. Now operating independently, this initiative has provided improved social connection for patrons attending the monthly Memory Café events.

Policy and Planning

Develop appropriate policies and plans to deliver on obligations and key objectives

A key responsibility and goal for us is to ensure a healthy and sustainable natural environment that supports community wellbeing. A number of policies and plans support this work including the new Climate Change Adaptation and Mitigation Strategy. The Strategy's development was influenced heavily by community, particularly a local Youth Forum on Climate Change. It includes a range of actions and mandates targets for the first time.

About our community (Data Snapshot)

[To be graphically designed similar to page in Annual Report / SCP]

Population data²

- 2021 population forecast is 216,162 rising in 2031 to 285,013
- The median age of residents is 33
- 36% of residents are aged under 25
- The estimated number of people aged 60+ in 2031 will be 48,626
- 40% of households are made up of couples and children
- Aboriginal and Torres Strait Islander peoples make up 1.4% of the City's population
- 41% of residents were born overseas from 138 different countries
- 20% of residents speak a language other than English at home and 6,275 people have difficulty speaking English
- Top 6 languages other than English spoken
 - Vietnamese
 - Afrikaans
 - Arabic
 - Gujarati
 - Filipino/Tagalog
 - Mandarin
- 3.5% of residents need help in their day-to-day lives due to disability
- 14.3% of the population are doing some form of voluntary work
- About 9% of the 15+ population provide unpaid assistance to a person with a disability, long term illness or old age
- The median weekly household income is \$1,692, while 23% of households earn a high income and 13% are low income households

Infrastructure

- 600 parks and gardens totalling 2650 hectares, 44 with exercise equipment
- 50 active parks comprising golf courses, sporting complexes and sports grounds
- 153 conservation reserves such as bushland and wetlands
- 1370 kilometres of pathway
- 21 community centres, 4 seniors centres and 4 youth centres
- 4 libraries, 3 museums and a performing arts centre
- 216 sporting facilities such as an aquatic facility, sports reserves, golf courses and tennis courts
- 12 skate parks and 12 BMX tracks
- 295 playgrounds (45 nature play)

² Source – forecast.id.com.au/Wanneroo (as at June 2021). Some data based on 2016 Census data.

Our changing region

Trends

- Strong population growth – our 2021 population is estimated at 216,000 people; this is expected to reach 370,000 by 2041, an increase of over 150,000 new residents³.
- Housing growth – our dwelling count will almost double between 2021 and 2041 from almost 78,000 to over 138,000. The majority of this growth is in Alkimos, Eglinton and Yanchep (28,000), Landsdale, Madeley and Darch, new residential development and infrastructure renewal in Koondoola and Girrawheen, as well as development planned for areas to the east of Wanneroo⁴.
- A youthful population – with a young median age of 33 and a large proportion of families with children, we will see rising numbers of children with an estimated additional 17,514 children by 2031 (a 30% increase on 2021 numbers). The young adult category (18-24 years) will see an increase of almost 6,000. Services for children and families, schools and educational opportunities are vital to meet these growing needs.
- More people are living alone – 18% or 1 in 5 residents currently live in lone person households⁵.

Influences

- Ageing in place – the number of residents aged over 70 is set to increase by 48% or 7,875 people in the ten years to 2031 and will more than double between now and 2041, resulting in increasing demand for community support services to enable people to age in place.
- Recognition of diversity – the City is large, with multiple diverse groups highlighting the ongoing need to ensure access and inclusion for all. This includes consideration for multicultural community members, Aboriginal and Torres Strait Islander peoples, people with disability, and the LGBTQIA+ community.
- COVID-19 – since March 2020 when the COVID-19 pandemic began in Australia, we have been involved in monitoring the impact on community wellbeing. Immediate and longer-term concerns include poor mental health; loneliness and loss of social connection; financial hardship due to economic impacts; and ongoing effects on educational and career opportunities for young people.
- Mental health – 1 in 5 Australians experiences a mental illness in any year. Our Community Wellbeing Survey highlighted this as a commonly held concern across multiple segments of the community, particularly youth.
- The 'digital divide' – another issue highlighted by the COVID-19 pandemic is the 'digital divide' between those with the access to and confidence with digital technology and those without. Digital connection and literacy has been important not only during lockdown but also due to our ongoing isolation from other parts of the world. There is significant need for segments of the community to have opportunities to improve their digital literacy, particularly as technology becomes ever more prevalent and sophisticated.

Challenges

- Geography – delivering and facilitating infrastructure and facilities as well as community development initiatives and programs across the whole of our large geographic area of 685 square kilometres and 36 suburbs.

³ All population data from ID community population forecasts for City of Wanneroo at July 2020

⁴ ID community housing approval forecasts for City of Wanneroo at July 2020

⁵ ID community data for City of Wanneroo

- Diverse communities – local area planning requires close engagement with local communities and has shown how diverse our communities are and how much their priorities can differ.
- Local jobs and skills – our local unemployment rate sits higher than that of Greater Perth and remains higher than it was at the beginning of the COVID-19 pandemic⁶. To ensure people can work close to where they live, our jobs growth rate needs to keep pace with rapid population growth. Opportunities to develop skills matched to areas of future demand, especially for young people, will be important if they are to seek meaningful local employment.
- The increasing cost of living – the City has a higher percentage of families that are dependent on additional financial support⁷. Poor availability of rental properties and the needs of particular cohorts for accessible housing make meeting the demand for housing choice and affordability of increasing importance.
- Changing social needs – increasing recognition of issues such as family and domestic violence, disadvantage and financial hardship, community impacts of climate change, and the influence of alcohol and drug abuse make it more important than ever for us to understand these issues in the local context.

Opportunities

- Evolving technology is providing new ways for us to engage with the community and to improve customer service through online engagement tools, while ensuring we continue to be highly accessible for all. It also offers opportunities to provide innovative solutions to social problems. Our Smart City Strategy (under development) will provide an opportunity to consider how technology can assist us in better understanding and supporting our community.
- Place based communities – our place based approach is continuing to evolve and strengthen. Based on engagement, activation and empowerment, the place approach seeks to empower local communities to improve the lives of people, support inclusive growth and create successful places.
- Strengthening ties with LGAs and other organisations – we have continued to strengthen ties with neighbouring local governments and a range of other organisations involved in delivering positive community outcomes. This regional approach and close collaboration across the sector will be of continuing importance to delivering the objectives of this Plan.
- Innovation - through our new consolidated approach there is more opportunity to consider increased innovation across the whole community development spectrum.

⁶ Department of Education, Skills and Employment, Small Area Labour Markets quarterly data

⁷ Primary Health Networks Needs Assessment for Perth North 2019-2022

Community Engagement

In developing the integrated Community Development Plan, we engaged with the community to learn about the priorities, ideas and insights of our community members.

Process

Our strategy was to engage with a broad cross-section of the community, and to ensure representation of diverse groups across our community. We engaged extensively with the community through surveys, community development workshops and online forums.

To engage a broad representation of people, we promoted workshops and surveys publicly through our website, social media, postcards and posters. We also wanted to ensure we consulted particular cohorts of people, so we sent direct invitations through City advisory groups and networks including:

- Disability Access and Inclusion Reference Group
- Disability Interagency Network
- Multicultural Advisory Group
- Reconciliation Advisory Group
- seniors groups
- schools
- other community groups and local organisations.

Our community consultation provided us with many insights into the community's needs and aspirations. We looked at key themes across all of the data and also connected with some great ideas and thoughts from our community members.

Strategic community workshops and surveys focused on participants' vision, aspirations, challenges and priorities for Wanneroo. Workshops were attended by representatives from particular community cohorts, members of the wider Wanneroo community and City staff and 632 people provided feedback through the online and hard copy survey.

Community development workshops and surveys focused on gaining insights into inclusion and accessibility, community connection, community support and wellbeing in Wanneroo. Representatives from particular community cohorts and City staff attended the workshops and 642 people responded to a comprehensive Community Wellbeing Survey. The survey focused on improving our understanding of community wellbeing and developing insights into what the community sees as most important to achieving this, including community priorities over the next four years.

In developing this Plan, we also reviewed relevant existing community engagement results, strategies and plans from across the organisation and considered City demographics, growth and challenges.

Going forward, we will continue to listen to the different voices in our region and establish new ways for people to share their ideas and concerns, and drive positive change.

What you said

We asked community members what they think we should focus on in our plans for the community over the next 4 years, and here is some of what you told us....

Create opportunities for community connection

'Provide activities for the aged to meet with others in a safe and warm environment, youth programs for art, music and dance and regular cultural awareness programs for families to enjoy together'

'Provide opportunities for improved connection between community and the natural world, and also with local Noongar people'

'We love community run events like the skate park events...more small events like this would be great'

Increase opportunity and empower local communities

'Focus on opportunity, resilience building and sustainability across all projects, whether they be social or infrastructure'

'Create everyday education and lifelong learning opportunities'

'Support community groups and clubs that offer opportunities for participation and connection, through a range of capacity building initiatives'

'Foster an inclusive community with multi-language documents and disability accessibility'

Collaborate and Engage

'Continue to build a culture of open communication for different community groups'

'Increase transparency and co-design through active two-way communication with the community'

'Ensure communication is visible in all areas of Wanneroo and there's engagement that meets the different needs of the community'

Celebrate diversity, increase inclusion and support greater access for all

'Increase accessibility (through active and public transport and accessible infrastructure) to public spaces for the elderly, people with disability and young people'

'Educate young people about available services in their communities and remove barriers to accessing services'

'Increase awareness and support for Aboriginal and Torres Strait Islander language and culture'

'Build strong connected communities where people feel they belong through culture - history, art, theatre, dance, events. Programming and events should be targeted and relevant to their communities - no one size fits all'



Focus areas

Determined through the results of the community consultation together with a review of our previous social plans, 4 focus areas within the Community Development Plan will guide our work over the next 4 years.

The focus areas and their associated objectives and priorities include disability access and inclusion across the seven outcome areas detailed in the *Disability Services Regulations 2004 (Schedule 2 Standards for disability access and inclusion plans)*. These include:

- provision for equal opportunities regarding access to services, events, buildings, and facilities
- information in accessible formats
- access to the same level and quality of services
- a complaints process
- reducing barriers to obtaining and maintaining employment with the City.

The focus areas also align with the 8 domains that the City is required to address under the WHO Age-Friendly Framework, these being:

- community support and health services
- outdoor spaces and buildings
- transportation
- housing
- social participation
- respect and social inclusion
- civic participation and employment
- communication and information.





Our four focus areas are not separate concepts but overlap in a range of important ways.

Our connection to others influences our social and emotional wellbeing and our opportunities for lifelong learning deliver us empowerment and engagement. Positive wellbeing enables us to engage more fully in lifelong learning and community life; being empowered and engaged enables us to connect more strongly with others and deliver better community solutions for local wellbeing; access and inclusion to all of these things ensure equity for all; and so on.

Objectives and key initiatives across each of these focus areas will simultaneously build and enrich the others.

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Focus Area 1: Connection & Inclusion

Our aim is to build local communities that have a strong sense of place and belonging for all community members. We will work to ensure there are opportunities for connection and participation in community life, a diverse range of social and cultural activities and events, and to ensure that these opportunities are inclusive of all.

What you told us

Being able to access and participate in a variety of activities and connect with others in the community is highly important to our community members. Community also identified the need to recognise diversity and ensure all people have opportunities for inclusion.

70% of people are involved or would like to be involved in community activities! But outside of sport and recreation, there is lower awareness of other opportunities to participate

Feeling safe in the community (46%), having more opportunities to participate (38%), and increasing acceptance of all cultures (37%) are the top 3 priorities for culturally and linguistically diverse individuals

60% of older singles consider local social events and activities as a top priority, while parents/guardians of young kids consider social programs (43%) and child friendly events (79%) are top community development priorities

‘Community connections. People need the ability to find social activities whether it is a group activity like sport or art classes or just a place to connect with other people if you are socially isolated’

‘Being the best city in WA for inclusion [and] working on how people with disabilities access the community and venues better.’

‘More community drop-in places where people can have a coffee, chat or just be with people. There are too many lonely people in our society who just need to know that someone cares’

‘Regular cultural awareness programs for families to enjoy together... [and provide] more opportunities for communities to understand Aboriginal and Torres Strait Islander culture.’

‘Bring community together...[and] continue to improve community services and provide opportunities for community to get involved together’

‘Facilities and mechanisms that improve inclusion and connection...and activities for the elderly and young to participate together within their communities’

Objectives

People feel welcomed and connected to their local community and have a strong sense of belonging

Our communities are inclusive and celebrate diversity

The community is supported to deliver inclusive and accessible events, activities and other opportunities for community participation

Priorities

1.1 Local history, culture and place

Celebrate and share local history and culture to provide a strong sense of place, connection and inclusion

1.2 Services and events for all

Ensure that services and events delivered by us and on our behalf are accessible and inclusive for people of all ages, abilities and backgrounds

1.3 Community connection

Support and facilitate the delivery of inclusive activities and events that foster community connection

1.4 Opportunities to participate

Encourage and support community to connect through shared interests and diverse local opportunities for participation in community, sporting, recreational, arts and cultural activities

1.5 Accessible information

Provide information in formats and languages that are accessible and culturally appropriate and support others within our community to do the same

1.6 Inclusive employment and procurement

Continue our commitment to accessible and inclusive employment and procurement, with a focus on people with a disability and Aboriginal and Torres Strait Islander peoples

Traditionally part of Mooro Country and home of the Whadjuk people, we engage with our Aboriginal and Torres Strait Islander peoples in multiple ways including our Reconciliation Advisory Group and through relationships with local Aboriginal groups, organisations and businesses.

Research shows that one in four Australians is lonely, with loneliness proven to be a significant factor in poor health and wellbeing⁸

Across Australia, close to half (47%) of all working-age people with disability are not in the labour force. Of these nearly 1 in 4 intend to work or look for work. There over 17,000 people of working age living with disability residing in the City (as at 2018)^{9,10}

Spotlight Project

Deliver a multicultural festival

Deliver a large multicultural festival during Harmony Week in 2022 in collaboration with community stakeholders to celebrate the many cultures that make up the City of Wanneroo. The festival will provide an opportunity to bring community members together to learn about, acknowledge, respect and share our diverse cultures.

Spotlight Project

Significant Aboriginal sites

Work with the local Aboriginal community and Department of Planning, Lands and Heritage to protect significant Aboriginal/Noongar sites in the City of Wanneroo to preserve, recognise and celebrate this unique culture now and into the future.

⁸ Australian Psychological Society, 2018, Australian loneliness report, retrieved from [2017 Psy Week Survey \(psychweek.org.au\)](https://www.psychweek.org.au)

⁹ Australian Institute of Health and Welfare, 2020, People with disability in Australia

¹⁰ ABS, Survey of Disability, Ageing and Carers (SDAC) 2018, LGA modelled estimates retrieved from [Disability, Ageing and Carers, Australia: Summary of Findings, 2018 | Australian Bureau of Statistics \(abs.gov.au\)](https://www.abs.gov.au)

Focus area 2: Wellbeing

Our aim is to increase the wellbeing of residents across the City of Wanneroo. We will work to deliver increased opportunities for our community to access services and spaces that foster wellbeing, live healthier lifestyles, improve social connection and promote community safety and resilience.

What you told us

Our residents want safe spaces where they can be active, and that there is a need for improved access to a range of health and wellbeing services. Mental health in particular is seen as vitally important.

Access and perceived adequacy of local primary and allied health services to meet personal wellbeing needs was rated as 'poor' or 'fair' by 1 in 5 people

Many in the community desire more shaded areas (41%) and improved facilities (45%) across our parks, reserves and open spaces to meet wellbeing needs

Awareness and perceived adequacy of mental health services is considered relatively low by 40% of the community.

'All parks should have shade over the play area so the children can play safely through summer. Parks also require some lighting. I walk my dog around 7:30pm and we don't enter any parks because they are pitch black.'

'Promote physical activity...to address trend to overweight, chronic disease and mental health issues...make the most of paths and open spaces, encourage participation, enable walking and bike riding'

'For local parks and playgrounds less plastic and hot metal, more shade... a nature themed playground... more exercise equipment and fitness areas...shaded fitness equipment aimed at various ages'

'Youth mental, social and emotional health and support for parents raising teenagers. Prevention events rather than so much lived experience learning.'

'Educate and encourage the community to build healthy relationships...and improve systems where people who need help can get the help that they need'

'Mental health!!! More community support services as COVID-19 has had a big impact on people...[provide] activities around mental health, awareness and services'

Objectives

Improved community safety, health and wellbeing

Access to user-friendly places and spaces that provide opportunities for living healthy, active lifestyles for all people

Increased access to health and wellbeing services across the City

Priorities

2.1 Support services

Understand the community need for support services and develop a partnership and advocacy approach to facilitate an improved mix of service provision and other resources that support positive health and wellbeing across the City

2.2 Health and wellbeing

Develop an improved understanding of the health and wellbeing of our community and facilitate opportunities to address areas of need

2.3 Facilities and spaces

Support the creation of environments that encourage healthy living; deliver and advocate for accessible and user-friendly facilities and spaces that enable healthy lifestyles

2.4 Safety and resilience

Facilitate opportunities to improve safety in public places and spaces, build preparedness and resilience, and promote a sense of safety in the community

2.5 Children and youth safety

Implement initiatives and legislative requirements to improve the safety of children and young people

2.6 Diversity of needs

Recognise and raise awareness of diversity within our community, and facilitate accessible and inclusive solutions for improved health and wellbeing that cater to differing needs

Our community has been identified as having high rates of lifestyle behaviours that can contribute to the development and poor management of chronic disease, together with lower usage rates and access to critical primary health care services¹¹. We are working with the WA Public Health Alliance on a project to better connect community to primary health care.

The Royal Commission into Institutional Responses to Child Sexual Abuse identified "local government as being fundamental in providing support that enables organisations to implement the National Principles and create child safe environments¹²

Spotlight project

A social advocacy agenda

Develop a social advocacy agenda focussed on improving social infrastructure and services available in the City of Wanneroo that have a positive impact on health, wellbeing and improved social outcomes.

Spotlight project

Social connection for isolated people

Investigate gaps, resources and models to improve social connection for isolated people and trial models to develop tailored approaches to reduce loneliness across the City.

¹¹ Commonwealth Department of Health, Perth North Primary Health Network, Needs Assessment, 2019

¹² Government of Western Australia, A Safer WA for Children and Young People, 2020 Progress Report on implementing the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse

Focus Area 3: Lifelong Learning

We will work to deliver opportunities and environments that enable a curious, creative and skilled community. Our aim is to build a knowledgeable, skilled and capable community that is empowered to realise greater opportunities. We will work to facilitate and support accessible and inclusive lifelong learning and education opportunities across our diverse community.

What you told us

Older residents highlighted building new skills for the future as a significant challenge, while culturally and linguistically diverse people would like educational resources and programs including English language courses and employment learning opportunities

The choice of post school aged education and secondary schools are perceived as less adequate by nearly 40% of the community, and including youth, people with parents/guardians with disability, Aboriginal and Torres Strait Islanders and older people teenagers would like to see a focus on local education and training programs (36%)

Opportunities to improve employment readiness were consistently mentioned across different groups in the community including youth, people with a disability, Aboriginal and Torres Strait Islanders and older people

'Adult learning classes at night...There's a lot of classes for seniors and parents with young children but not much for adults who work and are looking to do leisure courses or even night school or TAFE'

'Access to better secondary schools.' '...quality schools and more [local] social activities for younger children at community centres'

'More local training opportunities for youth [and] workshops for youth (debating, how to set up businesses, digital marketing, social influencer courses) [and opportunities for] learning new software'

'Socialising & education builds communities. Focus on practical help: educational courses, financial counselling and social courses / classes for seniors. We should also all learn more about Indigenous culture and how it relates to our City.'

'More services and schooling options for special needs. I know that goes higher up, but you asked. I have 2 children with special needs and we travel to Joondalup for our schooling and all our therapy.'

'Building resilience at household/community level [for] environmental and economic challenges... e.g. managing finances, living well on less, growing food at home, cooking healthy / low cost food, minimising water, power and transport costs, sharing practical skills etc.'

Objectives

People living in the City are engaged in lifelong learning

People have access to a range of formal developmental, education and training opportunities within the City of Wanneroo

People have improved opportunities for access to pathways towards employment

Priorities

3.1 Digital literacy

Deliver and support opportunities for improved digital literacy across the community

3.2 Education and skills

Facilitate partnerships and encourage the provision of targeted education opportunities and skills development, with a focus on those who have greater needs

3.3 Childhood and Youth development

Facilitate increased access to and offerings of social programs for children, youth and their parents to support their development

3.4 Informal learning

Deliver, facilitate and promote opportunities within the community to participate and engage in informal learning opportunities

3.5 Employment readiness

Advocate for and support opportunities for the creation of locally available employment readiness pathways, with a focus on those who have greater needs

Australia's digital divide

The Australian Digital Inclusion Index 2020 identifies that gaps between digitally included and excluded Australians are widening for some groups. People aged 65+ remain Australia's least digitally included age group putting them at increased risks of social isolation and loneliness¹³.

As at 2021, the City has over 17,000 pre-school aged children and over 40,000 school aged children; this will rise by an estimated 8.8% by 2031¹⁴.

The City of Wanneroo's overall unemployment rate at March 2021 was 8.8% - higher than the Greater Perth average of 7.2% and the City's pre-COVID rate of 6.9% (March 2020)¹⁴. The City has high pockets of youth unemployment such as Yanchep, Two Rocks and Girrawheen-Koondoola. Young people have been disproportionately impacted by the COVID-19 pandemic with predictions this impact is likely to continue for some time.

Spotlight Project

Youth Innovation Hub

Deliver a Youth Innovation Hub within the library development at Landsdale focussed on developing 21st century skills and fostering creativity and innovation.

Spotlight Project

Youth unemployment

Undertake a collaborative project to develop improved understanding of the factors driving and sustaining higher rates of youth unemployment within the City of Wanneroo. Use findings to better understand and define the role local government can play in developing solutions.

¹³ ADII Research Team, RMIT and Swinburne University of Technology for Telstra, Measuring Australia's Digital Divide: The Australian Digital Inclusion Index 2020

¹⁴ City of Wanneroo, Community Profile, .ID community

¹⁵ Commonwealth Department of Education, Skills & Employment, Small Area Labour Markets data tables

Focus Area 4: Engagement & Empowerment

We will work to enable community-led initiatives, build community capacity and increase community participation and engagement with local government. Our aim is to build a culture of participation, collaboration and leadership through which the City and community can build a better Wanneroo together. We will work to engage and empower volunteering, community leadership and community organisations and provide increased opportunities for community to engage with the City.

What you told us

A high number of young people surveyed (78%) said they would like to be more involved with community activities as a participant or volunteer

More than half of culturally or linguistically diverse people want to be more active in the community but are more likely to have limited knowledge and worry about not feeling welcomed

Over a third of Aboriginal and Torres Strait Islanders that were engaged identified open communication with the City as a top 5 priority area

'Providing practical help and advice to communities and groups to stimulate programs and activities and support citizen-led initiatives'

'Engage with community organisations [and]... support them to enable community involvement and positive social outcomes'

'Provide opportunities for community groups to collaborate together to achieve community outcomes'

'Continue transparency of information regarding major infrastructure projects and listen to minority groups, e.g. people with a disability, carers, diverse cultures to meet the needs of our community'

'Enable community groups to learn how to form [and]... learn the skills they need to really contribute so that community groups work well and help the community'

'Build the capacity of community groups to enable a future where all community members have the opportunity to be actively engaged in decision making for the City.'

Objectives

Community members are highly involved in engagement opportunities for better local outcomes

Community leaders and groups are supported to deliver local solutions and innovation through capacity building and development opportunities that enable them to thrive and be sustainable

There is a culture of community support and volunteering across the community

Priorities

4.1 Engagement and communication

Develop, promote and continually improve engagement and two-way communication between us and the community

4.2 Consultation for improved planning

Investigate opportunities for enhanced community involvement in the design, planning and implementation of spaces, places, facilities and initiatives, including co-design between us and the community where appropriate

4.3 Community led initiatives

Support and encourage community led initiatives and solutions to local needs and interests

4.4 Community capacity

Provide and support opportunities for local community organisations and groups to continually learn and build capacity to meet their goals

4.5 Volunteering

Promote and support a culture of volunteering across the community and strengthen our Volunteer Program

4.6 Knowledge sharing and support

Facilitate opportunities for community groups and leaders to share knowledge, support each other and work together

4.7 Community leadership

Facilitate the growth, development and empowerment of community leaders, with a focus on supporting emerging leaders and young people

Community Funding Program

We supported community led initiatives through the community funding program to the value of \$165,000 in the 2020/21 financial year. Our funding and capacity building support enabled 79 community associations to deliver events and projects that fostered community connection and wellbeing.

Our Volunteer Program involved 135 volunteers in the delivery of City programs throughout 2020/21 and promoted other volunteering opportunities on behalf of a number of other volunteer-involving organisations.

Since commencing in 2019, our Youth Leadership Programs have engaged 450 young people in delivering beneficial projects in their local communities.

Spotlight project

Sustainable groups and clubs

Develop a framework, tools and resources that help local community groups and organisations to thrive and be sustainable in the long term.

Spotlight project

Working with Town Teams

Test approaches to using a community-led, place based model that works collaboratively with residents, businesses and community groups to activate main streets and retail precincts.

Implementation

This Community Development Plan will be widely shared with the community and supported by an internal implementation and action plan.

Communicating the Plan

We will make this Plan freely available to the public in both digital and hard copy form, and promote it through our website, social media and print media. The Plan will be directly provided and promoted through the City's networks, advisory groups and broad range of stakeholders such as government agencies, community organisations, service providers, schools, clubs and associations. This will include targeted communication to cohort specific groups such as people with a disability, youth, seniors, multicultural groups and Aboriginal and Torres Strait Islander peoples. Accessible formats of the Plan will be made available, including screen reader and easy read versions.

Implementing the Plan

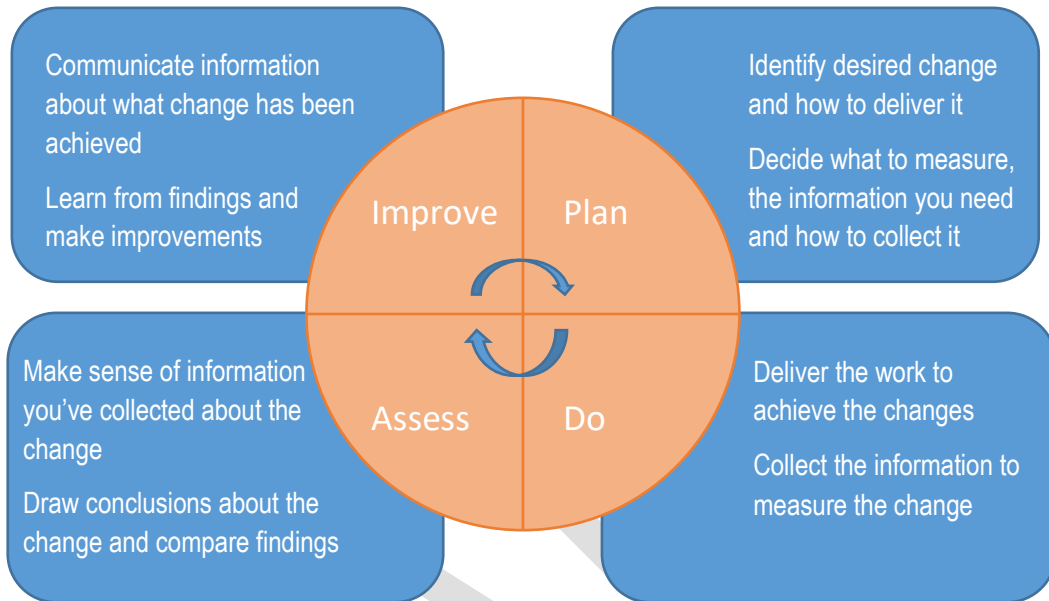
This Plan will be operationalised through our integrated planning framework, including the four-year Corporate Business Plan (CBP) and annual Service Unit Plans (SUPs). These are updated annually in line with the City's planning and budget cycles. The annual SUPs focus on delivery of services, projects and initiatives at the service unit level. Delivering successful social and community outcomes also involves working with others including Commonwealth and State government, community members and associations, service providers, other agencies and peak bodies. This is where we focus efforts in the areas of advocacy and collaborative initiatives to reach shared outcomes.

Throughout the engagement process in developing this Plan, members of the community expressed the importance of being empowered to continue to contribute to the planning, policies and programs that impact community life. Ongoing consultation with the community and key stakeholders will inform our implementation planning from year to year.

Initiatives delivered to achieve the outcomes of the plan will be publicly shared through the City's annual reports and ongoing City communications and promotions, including online via our website, social media, and community directory, through e-mail and hard copy newsletters such as What's Happening and e-newsletters sent to library and business subscribers, and via other promotional hard copy resources.

Measuring success

We will take a systematic approach to measuring progress, evaluating performance, learning and adapting strategies and actions. This is detailed in an accompanying outcomes measurement framework¹⁶ available as a separate document. An overview is provided in the graphic below.



Integral to our approach is ensuring that evaluation is embedded into all activities at an operational and implementation level. As specific activities are planned for implementation, we will work to ensure we consider ways to understand the impact of our work.

Successful evaluation frameworks ensure that evaluation is considered during the design of programs and activities. For this reason, evaluation of specific measures will be developed along with those measures during annual implementation planning. This planning phase will enable us to map the relationships between inputs, outputs and outcomes, which will be used to clarify what is to be measured, focus the evaluation questions, inform data collection and assist with the interpretation of findings for activities and initiatives delivered at an operational level.

Outcomes measured against specific actions will feed into a broader picture to assess our progress towards objectives in each of the Focus Areas. This will also be informed by a range of in-depth measurements tools and resources that the City has available including:

- A biannual Community Wellbeing Survey
- A biannual Community Perceptions Survey

¹⁶ The Framework has been informed by *Measuring our impact: Evaluation framework for measuring the impact of community development work across local government in Western Australia*, developed by the Centre for Social Impact University of Western Australia and Local Government Professionals Australia WA: Perth.