

# Inclusive Swan: Access and Inclusion Plan

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**2023-2027**



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## **Acknowledgement of Country**

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Ngalak Maali Boodja Kadij  
Wadjuk Moort Noongar Boodjara  
Baalap Kalyagool Noyyang  
Boodja Kep Moort  
Ngalak Kwabaduk Wirn  
Kabarli Bworan Kora Kora  
Yeyi Ngoongoolong

The City of Swan acknowledges the traditional custodians of this region, the Whadjuk people of the Noongar Nation and their continuing connection to the land, waters and community. We pay our respects to Elders past and present, and their descendants.





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## Message from the Mayor

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I'm proud to present this Access and Inclusion Plan (AIP) for the communities within the City of Swan.

For the first time, the City has adopted a whole of community approach that reflects the diversity of the people and communities who call Swan home. Based around the outcomes for disability access and inclusion, this Plan also incorporates age friendly approaches and objectives for culturally and linguistically diverse communities, the LGBTQIA+ community and children and young people. We celebrate the richness that different community groups bring to the City. This Plan, like other plans that will link to our Social Strategy, will strengthen community relationships and promote equity and opportunity for all.

This Plan will help the City raise awareness of the barriers and overcome the challenges faced by some community members as they go about their lives within the City. Our actions under this Plan will foster greater understanding and respect of the diverse range of communities and people living and working in Swan.

A handwritten signature in black ink, which appears to read 'D. Lucas'.

Cr David Lucas  
Mayor, City of Swan





# Message from the CEO

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The Access and Inclusion Plan is designed to deliver a more consistent and coordinated approach to developing and implementing good practice for access and inclusion.

Guided by the Plan, we will work alongside people and take targeted action to improve the inclusion and participation of all communities regardless of age, gender identity, disability or culture.

The AIP includes a series of outcomes that will guide our thinking, planning and action over the next five years. For each outcome, we have identified a range of goals that provide a broad view of how we plan to engage our communities more often, more deeply and to better effect. To ensure we meet these goals and deliver the outcomes our community has asked for, we have developed a corresponding implementation plan with specific actions for each goal.

We look forward to a more connected and inclusive future for all the communities of Swan and on behalf of the City's Administration, we are looking forward to bringing this Plan to life over the coming years.

Stephen Cain

Chief Executive Officer, City of Swan

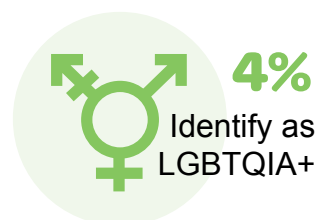
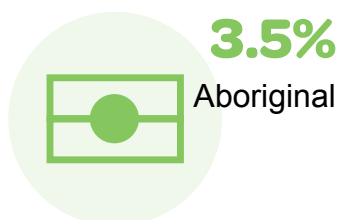
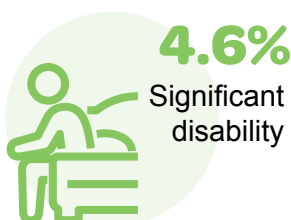
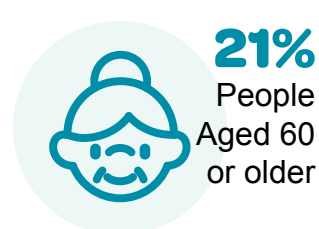
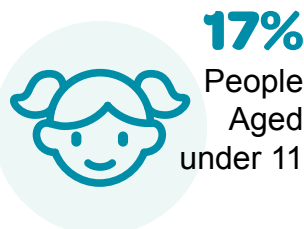
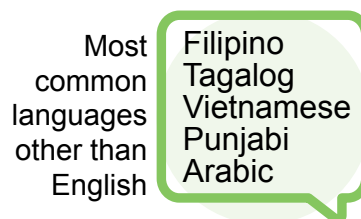


# Swan profile

The City of Swan is on Whadjuk Noongar lands and we respectfully acknowledge these Traditional Custodians and their continuing connection to land, waters and communities.

The City is located between 10 and 50 km north east of Greater Perth and has the largest land area of any of the metropolitan local governments, covering an area of 1,042 square kilometres. The City includes part of the Perth Hills, the Swan Valley region, a large portion of the Swan-Helena catchment and the Gnangara Aquifer, and national parks, state forests and nature reserves. The City houses a Strategic Metropolitan Centre, 2 high employment areas - the Malaga and Hazelmere industrial areas, and the growing Bullsbrook industrial area to support an increasing residential population through the Urban Growth Corridor, Ellenbrook up to Bullsbrook.

According to the 2021 Census, 158,691 people call the City home, with many more visiting the local government area for work and recreation. Of all the people living in the City:







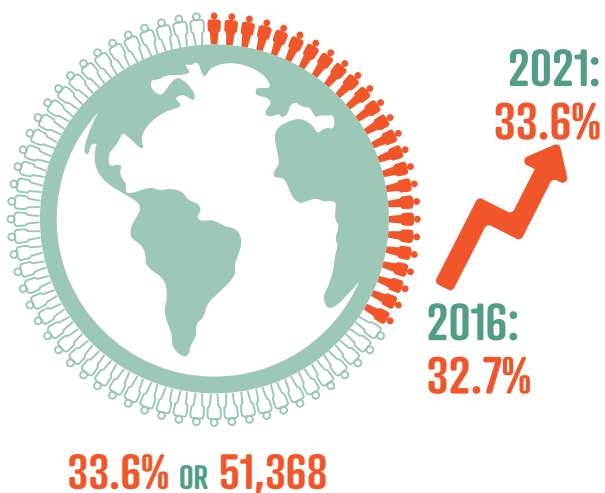
# ABS census 2021

SUMMARY OF RESULTS CITY OF SWAN

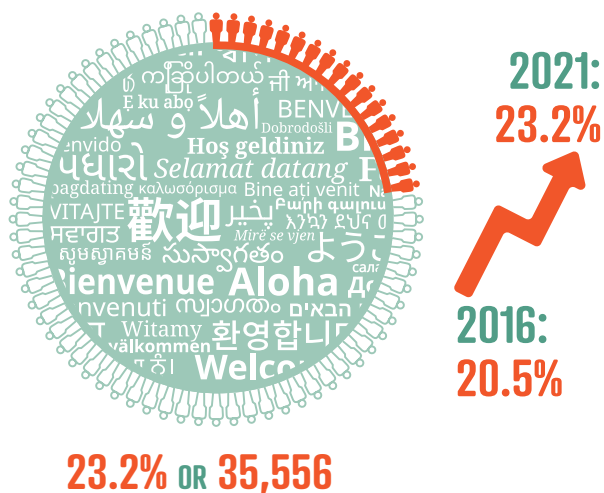
COMMUNITY PROFILE

## PLACE OF BIRTH AND LANGUAGE SPOKEN AT HOME

### BORN OVERSEAS



### SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME











# About this Plan

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The City has developed this Access and Inclusion Plan to provide for universal access and to better support community members and community groups who, for whatever reason, may be isolated, marginalised, excluded or vulnerable. This Plan has a customer first focus and applies particularly to people with disability, seniors and older people, people from culturally and linguistically diverse communities (CaLD), people who identify as LGBTQIA+ as well as children and young people.

This Plan links up to the City's Social Strategy and works alongside our other social plans, including the Reconciliation Action Plan (Innovate RAP), Health and Wellbeing Plan, Youth Plan and Community Safety Plan.

Community expectations about the protection and promotion of rights including access and inclusion are changing. It is essential that the City adapts and continuously improves in support of its communities. This Plan brings together the requirements for the City to have a Disability Access and Inclusion Plan (DAIP) and incorporates our commitment to being Age Friendly. There are strong parallels between the seven outcomes for Disability Access and Inclusion Plans and the eight domains for Age Friendly Cities (Please see Table 1); both frameworks provide for community members to be respected and valued. This is achieved by providing more equal opportunities for people to be informed, involved, supported and included. All community members have the right to be provided with an accessible and inclusive community.

When developing this Plan, we asked community members what access and inclusion means to them. They told us access and inclusion means:

- no matter a person's age, gender identity, race, religion, sexuality or ability, they are offered opportunities to participate and feel included in events, activities and special occasions within their community;
- ensuring systems and services are designed so everyone can fully participate, and that they have opportunities to do so;
- equitable systems on all levels which enable people to participate in every aspect of life to the fullest extent possible; and
- people feel accepted, respected, and welcomed and the entire community sees you as a whole person who is just as valid, who can contribute, and who shares the same basic human rights as any other person living in the community.

As a result of the City's investment in community through this Plan and the accompanying implementation plan, the City will foster and grow communities where people can participate and be active with a greater sense of being welcome, feeling safe and belonging.



## Strategic Community Plan

### Long Term Financial Plan / Corporate Business Plan / Annual Budget

### Local Area Plans

Community and Council

**Natural Environment**  
(Sustainable Environment Strategy)

**Economic**  
(Economic Development Strategy)

**Social**  
(Social Strategy)

**Built Environment**  
(Local Planning Strategy)  
(Asset Management Strategy)

**Governance**  
(Internal Processes)

Strategic Direction

Waste Management Plan

Business Support and Enhancement Plan

Reconciliation Action Plan

Asset Management Plans

Workforce Capability Plan

Urban Forest Plan

New Business Attraction and Opportunities Plan

Access and Inclusion Plan

Sustainable growth plan/monitoring

Information Services Plan

Local Biodiversity Plan

Tourism Development Plan

Community Health and Wellbeing Plan

Local Planning Scheme

Long Term Financial Plan

Emissions Reduction Strategy

Community Safety Plan

Security strategy & Governance framework

Water Efficiency Action Plan

Youth Plan

Advocacy Action Program

Corporate level Plans and Priorities

Waterwise standards  
Carbon Targets/ Pledges  
Native Flora/Fauna policies  
Community planting days  
Recycling education

Swan Tourism Centre  
Commercialisation  
Business Support  
Marketing/promotion

NAIDOC week events  
Support services  
Youth and senior events  
Place Activation Plans  
Community safety grants

10yr asset planning  
Transport Planning & Modelling  
Infrastructure design & delivery  
DCP formulation  
Community facility plans

Risk Management Framework  
Annual Business Plans  
Social Media Plan  
City's Customer Centric Approach  
Internal Communications Plan

Examples of Operation level Plans and Priorities (not conclusive list)

\*note - some Strategies and Plans are still in development stages.









# Consultation

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The City of Swan engaged the community in a range of ways to encourage them to express their views on access and inclusion with the City and in relation to City services and functions. This was achieved through:

- 'Have your say' surveys
- Information on the City's website and social media channels
- Community Survey and emailed feedback
- Local sessions and forums
- Networks / Alliances including Dementia Alliance, Early Years Forum, Our Place and Swan Youth Crew and Committee's
- External working group consultation
- At City events and locations e.g.– Libraries / Swan Active / Community Hubs
- Snap, Send, Solve app

Staff were encouraged to provide their views through:

- A staff survey and email feedback
- Information through the City's intranet and website
- Internal Business Unit Working Group consultation session
- Meetings with Business Units with responsibility for AIP outcomes





## **What has been working well**

We asked community members to consider our performance and progress in access and inclusion. This includes whether people with disability have the same opportunities as other people to access City services, buildings and other facilities, information and events organised by the City. People with disability should also have the same opportunities to obtain and maintain employment at the City, to make complaints and to participate in public consultation. People with disability should also receive the same level and quality of services as other people from City staff.

The consultation also considered the domains needed to ensure Age Friendly Cities. In the absence of established criteria or whole of community objectives for CaLD and those who identify from the LGBTQIA+ community, we asked individual community members and also researched the nature of access and inclusion issues that may be important to people from culturally and linguistically diverse backgrounds and the LGBTQIA+ community. (Please see Table 1)

What we found was a great deal of common ground in people's aspirations for an accessible and inclusive community. People want to be able to access their community in fair and equitable ways and to be included. People want local government to ensure they can be active community members who are valued and treated with respect. Good access includes physical and culturally safe access. Good access and broad inclusion support people to belong. They break down isolation for people that may be vulnerable, experience disadvantage or be discriminated against.

Some of the projects that highlight our progress include:

- Great support and funding provided for multicultural communities to come together and celebrate their culture and to also bring other community members to understand aspects of these cultures and enjoy together.
- Participation in awareness events such as Pride and rainbow days, Seniors Week, Harmony Week and International Day of People with Disability. The City also recognises and celebrates NAIDOC week.
- Library programs to build digital literacy such as Let's Talk sessions for isolated community members, and story time in a range of languages.
- Swan Active developed networks with Royal Life Saving to host Multicultural Swimming lessons at Swan Active Ballajura, Beechboro and Midland.
- Removing the need to provide name and age to get a library card, which respects peoples personal preferences on how they share their private information.

- Accessibility was an integral part of the planning process for the Ellenbrook Youth Centre with the inclusion of a sensory room and other facilities to accommodate the wide range of needs of children and young people.
- High awareness amongst City staff about the City's Access and Inclusion Plan. (81%, as measured through a staff survey).
- During COVID 19 lockdowns, the City actively reached out to seniors and other vulnerable community members to make wellness calls. Services and programs were brought out of our buildings and into our communities' homes.
- The City's Youth Development team held events in accessible facilities, including Hyperfest (raised viewing platform for wheelchair users) and drop-in sessions were made accessible for a diverse range of children and young people.
- Promotion of activities and facilities specific to people with disability, physical and mental health challenges.
- Our Place drop in centre initiative for people who identify as LGBTQIA+ and children and young people led to a peer group that works alongside the City.
- In 2021/22, the City partnered with Swan Districts Football Club to host three integrated team matches at the new Ron Jose Oval and Pavilion.
- The City continues to advocate for appropriate accessibility in public transport and pathway networks through Community Reference and Advisory Groups- for example MetroNet and local developer groups. In 2020/21, the City installed 11 new bus shelters and renewed three shelters including seating and paved ramps.
- Community members continue to value the volunteer community transport service and being involved in activity-based groups like the Men's Shed and My Place.
- The City Youth Development team ensure activities and events are accessible for a diverse range of children and young people. Reasonable workplace adjustments are made and transport is provided to support participation in youth leadership and to attend inclusive music, Christmas and Youth Week events.
- The construction of Brabham Oval Pavilion and Ron Jose Park Pavilion was completed with both venues fully equipped for accessibility and gender equality.
- The project completed at Swan Active Ballajura created an adult change room and three new family change rooms. Following the official opening in September 2021 there were approximately 500 new members using the facility.
- The refurbishment of Swan Active Midland is underway. Major upgrades include improved access, new ramp access into the main pool, adjustment of pool depths, installation of a Changing Places change room closer to the pool entry and an increased amount of accessible car bays.
- Swan Active Beechboro launched the first Women's only wellness program in October 2022. The pilot program, endorsed by Council, supports women in our community who require a private, safe, comfortable and culturally appropriate space to work towards their wellbeing goals. The program has been successful with potential for extension.





## **Challenges and opportunities**

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While many people said they could get where they needed to go and access the events and places they wanted to go all or most of the time, some people were not confident their access needs would always be met.

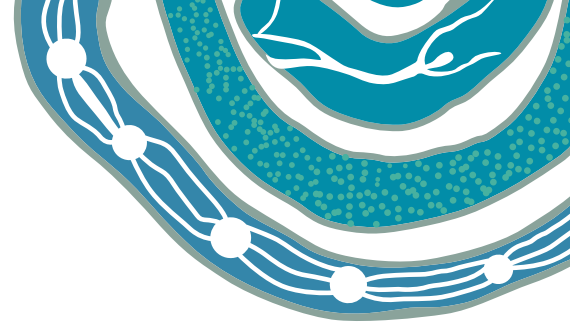
Community members welcomed City efforts to raise awareness of different community groups particularly about people as they age, however, others felt more could be done. Some community members are seeking more local community events in their suburbs while other people would like targeted programs for specific groups such as children and young people. There was some feedback that although the community transport service is good, it could be expanded. In some parts of Swan, public transport is not adequate particularly for people wanting to travel across the City.

Community members continue to raise concerns about barriers to inclusion around information, access to City buildings, some processes and attending events. The City's complaints process could be improved as some people advised they were not always confident a complaint or concern about access or inclusion would be handled appropriately. The majority of complaints were in relation to particular locations with obstacles and damage blocking access to footpath including vegetation, sand, improperly parked vehicles and broken paths.

Community members noted that some buildings need better toilet and changing facilities, this could include Changing Places, larger bathrooms and toilets that are culturally appropriate and gender neutral. They raised issues about whether the City's systems and services are designed to truly include the diversity of community groups that are part of the City. They have encouraged the City to raise awareness amongst its staff and local businesses about access and inclusion and what that means to different community groups living in the City.

Although 81% of City Staff surveyed were aware the City has a DAIP, many rated their level of understanding of the access requirements for a range of community groups as low or moderate. The results point to an opportunity to improve staff skills around listening to and communicating with people who have difficulty accessing or understanding information or expressing themselves as well as interacting with people who may appear confused or disorientated. Staff were also seeking ongoing disability awareness training as well as training to support CaLD communities, being age friendly and supporting the LGBTQIA+ community.

City staff also identified some issues with City buildings that can impact on customers and employees with disability in particular. They noted that a lot of the City's work needs to be done online which is not accessible for some people.



# The next five years

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**The City of Swan has developed a series of goals and a range of strategies to guide its thinking, planning and action over the next five years. We are committed to welcoming and respecting diversity in all its forms.**

## **Outcome 1**

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The City is welcoming of all people and provides equal access to services, systems, buildings and other places.

### **Goals**

- 1.1 Improved physical access to City building and facilities, including older buildings and heritage buildings. This includes toilet facilities at the Operations Centre and entry doors to City owned and operated community venues.
- 1.2 Improved wayfinding and signage at busy, noisy, places to support people to more easily find what they are looking for. This includes using well known and widely understood symbols, images and icons to convey meaning.
- 1.3 Pathways to and from public transport into the City or to City events are accessible.
- 1.4 There are suitable programs for community members with disability, including parents and carers of children with developmental delay or disability (For example, library groups for children, school holiday activities, and groups for community members to learn new skills).
- 1.5 Continue to ensure good security surveillance that supports people to feel safe and be safe going out into the community.
- 1.6 Access and inclusion planning are a standard consideration in project scoping. Improved consultation captures more feedback in the early concept and design phase of building and park infrastructure and corporate projects.
- 1.7 Community groups and local businesses are more aware and more engaged with people from diverse backgrounds.
- 1.8 Building and facilities audits include assessments for good access including checking for any damaged and blocked footpaths on the way to City owned and operated premises.
- 1.9 Ensure all City events, groups, or activities provide community members with an opportunity to advise organisers of their accessibility requirements in order to attend.
- 1.10 Where possible, the City provides accessibility information on advertised large scale community events (i.e. Eventbrite etc.) which support community members to make informed access decisions. For example, the City may include an Accessibility heading which outlines ACROD parking, calming spaces available, provision of Auslan interpreters, if the event will be on grass/turf, or bitumen etc.
- 1.11 Consider the implementation of a communication board at some City playgrounds to support the inclusion of children with communication disabilities, CaLD children, and deaf and hard of hearing children.





## **Outcome 2**

City information and communication support people to be active in their chosen communities within the City.

### **Goals**

- 2.1 The City's approach to accessible information is contemporary and considers the communication needs of all community groups.
- 2.2 Information, communication and training is presented in a multitude of formats that allow everyone the same opportunity to access, comprehend and engage with City information. The language we use is inclusive for all community groups including people who are LGBTQIA+.
- 2.3 City systems and processes are accessible for people who are not online and don't use a phone or computer.
- 2.4 Easy to read written materials support many people to use City information including people with cognitive or intellectual disability, people with low literacy, people with limited vision, and people for whom English is not their first language.
- 2.5 Research is undertaken to explore the use of QR codes to provide information in translated formats to build on community familiarity with the use of QR codes following their use during the height of the COVID-19 pandemic.
- 2.6 Engagement with the City happens in a range of ways that suit community needs and preferences.



### **Outcome 3**

Community members are involved in decision making, solutions finding and community leadership.

#### **Goals**

- 3.1 A range of engagement methods are used to engage with communities including providing information, representative consultation, co-design and collaborative decision making.
- 3.2 The City connects regularly with communities and uses targeted engagement to understand the customer experience as part of the City's Stakeholder Strategy.
- 3.3 Planning services specifically consider the needs of people, including people who are LGBTQIA+, CaLD, people with disability and older people.
- 3.4 The City's website is accessible for people with disability, people who are bilingual or multilingual, children, young people and seniors. This includes people who use a screen reader to access online information. Online processes, like facility bookings, are user friendly.
- 3.5 A community reference group is convened whenever the City is redeveloping the website or applications at the design stage and during testing and review.
- 3.6 People are supported and respected when making complaints. There is access to an interpreter when required. There is improved reporting of complaints handling, timeframes for resolution and complaints outcomes.
- 3.7 The City recognises and responds to intersectionality where a community member belongs to many different communities groups and may have multiple and diverse access needs. For example, a person with a CaLD background may also have a disability and also identify as LGBTQIA+
- 3.8 Improved data collection about the experiences and complaints of community members informs City investment in strategies to address discrimination, poor access or exclusion.
- 3.9 Good practice and continuous improvement actions are showcased by the City to encourage best practice for access and inclusion, including the hard work and outstanding contributions of the many community members that make up the broader City of Swan community.
- 3.10 The City has established mechanisms and pathways for ongoing engagement with communities outside of specific projects.





## **Outcome 4**

Community members are valued and have opportunities to work and to connect with others in the City.

### **Goals**

- 4.1 The City of Swan has an employee value proposition that celebrates and welcomes diversity and is centred on inclusion and workforce participation.
- 4.2 Access and inclusion are embedded in everyday business as part of the way we work.
- 4.3 Staff training builds employee confidence and skills to support customers and engage with colleagues regardless of their ability, age, orientation, culture or language.
- 4.4 Relationships based on mutual trust and respect are developed with cultural and language groups to support people to be involved in the City of Swan. Targeted events and programs support community groups to celebrate culture and identity in ways that are meaningful to them. This is in addition to whole of community events where everyone is included.
- 4.5 The City has consistent inclusive practice when hosting events or approving events to be held in the City, including low-sensory, quiet spaces and Auslan interpreters at larger events
- 4.6 The diversity of people employed by the City reflects the broader diversity of the community.
- 4.7 Job descriptions and requirements are flexible and adaptable and the City uses job re-design and job carving to provide ways of working suited to people's needs. Reasonable adjustments are provided when required.
- 4.8 Volunteer groups within the City have increased capabilities and confidence to welcome and include a diverse range of community groups.
- 4.9 Continue to build City workforce's cultural knowledge and skills.

The City uses an Implementation Plan to document each action required to achieve each goal and deliver access and inclusion outcomes. The Plan assigns each task to a particular staff person or team and provides a deadline for when the work must be done.



# Table 1: AIP outcomes and community frameworks

Inclusive Swan Outcomes	DAIP Outcomes & State Disability Strategy	Age Friendly Domains
<b>1. The City is welcoming of all people and facilitates equal access to services, systems, buildings and other places.</b>	<ul style="list-style-type: none"> <li>• Access to Services</li> <li>• Access to Buildings/Facilities</li> <li>• Inclusive communities</li> </ul>	<ul style="list-style-type: none"> <li>• Outdoor spaces and buildings</li> <li>• Accessible Infrastructure</li> </ul>
<b>2. City information and communication support people to be active in their chosen communities within the City.</b>	<ul style="list-style-type: none"> <li>• Access to Information</li> <li>• Living well</li> <li>• Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>• Communication and information</li> <li>• Recreation, leisure and community life</li> </ul>
<b>3. Community members are involved in decision making, solutions finding and community leadership.</b>	<ul style="list-style-type: none"> <li>• Access to consultation</li> <li>• Participate and contribute</li> <li>• Make complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Respect and social inclusion</li> <li>• Civic participation</li> </ul>
<b>4. Community members are valued and have opportunities to work and to connect with others across the City.</b>	<ul style="list-style-type: none"> <li>• Access to Events</li> <li>• Opportunities for employment</li> </ul>	<ul style="list-style-type: none"> <li>• Employment</li> <li>• Social participation</li> </ul>

\*Please note that for people with disability and older people, and children and young people there are frameworks for individual and community outcomes. Similar frameworks are not available in the same way for CaLD, LGBTQIA+ . The information for these groups was drawn from community consultation for this Plan





CaLD community	LGBTQIA+	Children and Young People
<ul style="list-style-type: none"> <li>• Cultural practice</li> <li>• Culturally appropriate access to services, systems and buildings</li> <li>• Welcoming environments</li> </ul>	<ul style="list-style-type: none"> <li>• Gender neutrality</li> <li>• Personal safety</li> <li>• Safe and welcoming facilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Safe and supported</li> </ul>
<ul style="list-style-type: none"> <li>• Accessible and inclusive services and information</li> <li>• Social inclusion</li> <li>• Acknowledging and celebrating diversity</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate and inclusive language and representation</li> <li>• Respect</li> </ul>	<ul style="list-style-type: none"> <li>• Learning and participating</li> </ul>
<ul style="list-style-type: none"> <li>• Appropriate representation</li> <li>• Participate in consultation</li> <li>• Trusted relationships</li> <li>• Creating opportunities and connections</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in consultation</li> <li>• Freedom from discrimination</li> <li>• Organisational awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Feel connected and respected in culture and community</li> <li>• Contribute, make decisions and be listened to</li> </ul>
<ul style="list-style-type: none"> <li>• Employment</li> <li>• Freedom from discrimination</li> <li>• Civic Participation and representation</li> </ul>	<ul style="list-style-type: none"> <li>• Employment</li> <li>• Safe and supportive environment</li> <li>• Partnerships and advocacy</li> </ul>	<ul style="list-style-type: none"> <li>• Be safe and feel safe everywhere</li> <li>• Belong and be me</li> </ul>



## Promoting the Plan

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We promote this Plan through our website and social media channels, the local newspaper, our networks and working groups. It is promoted to staff via our intranet. Copies are sent to key stakeholders upon request. Alternate formats are also available upon request.

## Monitoring and review

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This Plan explains our high level priorities and actions. There is a more detailed implementation plan that explains what we will do, who needs to take action and when something needs to be done by. City staff and managers are expected to meet set deadlines and deliver the changes required. This Plan and our progress are monitored by an external working group of community representatives who meet every three months.

We also monitor implementation through our internal working group, routine supervision and operational management. Progress is reported to the Executive management team every 12 months. This information is made available to the community through the City's Annual Report and during other communication throughout the year. We will continue to report our progress to State Government wherever required. This Plan will undergo a full review in 2027.

## Acknowledgements

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We would like to thank all the community members, organisations and City staff who shared their access and inclusion experiences to inform this Plan. Their feedback and ideas are crucial for our continuous improvement.

If you have feedback on this plan or ideas for improved access and inclusion, please contact us at any time.

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[www.swan.wa.gov.au](http://www.swan.wa.gov.au)



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alternative formats on request.

