

Access and Inclusion Plan Community Engagement Report



Purpose

The purpose of the community engagement process was to hear from key stakeholders about their thoughts on access and inclusion. This input will guide development of the City's next five-year Disability Access and Inclusion Plan (DAIP). The *Disability Services Act 1993* (amended 2004), mandates that all local governments develop and implement a Disability Access and Inclusion Plan (DAIP) or an Access and Inclusion Plan (AIP). The City's current AIP is set to expire in April 2026, requiring the creation of a new plan.

The engagement aimed to gather different perspectives on how the City should prioritise and implement the seven legislatively required outcomes, which include providing accessible and inclusive events, services, customer service, opportunities for feedback, consultation and employment opportunities.

The objectives of the engagement were to meet legislative requirements by conducting necessary community consultations, and to seek the input of: people with disability; friends, family members and carers of people with disability; people who work in the disability sector; City staff and interested community members on their thoughts and priorities to increase access and inclusion in the City of Stirling.

Engagement Methods

- **Participation in the Everyone Belongs campaign:** Approximately 300 people were engaged through six belonging hubs and multiple pop-ups and encouraged to share their thoughts on what it means to belong in the City of Stirling. A community survey (online and hard copy) also collected data to help inform City projects including the Access and Inclusion Plan, Public Health Plan and a review of local bowls clubs. The Everyone Belongs campaign had 513 survey responses. Of these, 216 people completed the section of the survey specific to the City's Access and Inclusion Plan. A full summary of the Everyone Belongs campaign can be found in the [Engagement Report](#).
- **Pop-up stalls:** Approximately 300 people engaged through additional pop-ups. City staff attended two shopping centres, a Scarborough Community Movie Night, a Harmony Week event, the City's Positive Ageing Expo and Rebound WA during wheelchair basketball. At these pop-ups community could engage through individual conversations, survey completion or contributing to the 'Access and Inclusion' idea boards.
- **Access and Inclusion storytimes:** Over a one-month period, Access and Inclusion Storytime sessions were held at all six of the City's libraries. These were events in which library staff read stories with themes of inclusion and belonging and the stories were interpreted to the audience by an Auslan interpreter. Guide Dogs WA also attended each event with an ambassador guide dog. The purpose of the session was to raise awareness about different access and inclusion needs in an engaging way, and while the children were occupied by activities, officers spoke to parents and carers about their ideas and priorities.
- **AIAG workshops:** Two workshops were held with the Access and Inclusion Advisory Group (AIAG). The first in March 2025 had six participants and focused on collecting qualitative data. Participants discussed what was currently working well in terms of access and inclusion and identified areas for improvement or development. These conversations considered the experiences not only of people with disability, but also of other key community groups, including culturally and linguistically diverse individuals, parents and older adults.

The second workshop was in May 2025 and had four participants. Participants prioritised key priority themes/areas which were derived from the Everybody Belongs survey. An opportunity was provided to give additional feedback or address any gaps identified.

- **Community workshops:** Two community workshops were delivered. The first was held online in April 2025 with five participants, and the second was held in May 2025 in person with 12 participants. Both workshops collected the same data as the first workshop with the Access and Inclusion Advisory Group, as well as supporting participants to prioritise key priority themes/areas which were derived from the City-administered public survey. An opportunity was provided to give additional feedback or address any gaps identified.

- **Staff workshop:** This workshop provided City staff with an opportunity to review the consolidated data, contribute additional insights and participate in the prioritisation of focus areas and actions. Sixteen staff participated and were given the chance to broadly give additional feedback or address any gaps identified.
- **School workshop:** The City engaged with 21 students at Westminster Education Support School. The City attended two classes in May 2025 and worked with students to visually identify their priorities for access and inclusion. Students were given visual images of different access and inclusion supports and themes as identified through the engagement period and asked to identify the ones most important to them using a sticker system.
- **Focus groups:** City staff attended the Nollamara Day Club on two occasions to engage in a more intimate setting with a focus group. With support from Day Club staff, City officers spent time having conversations with members and recording their thoughts, ideas and priorities for access and inclusion. The City spoke to approximately 80 attendees.

The City also attended the Sudbury House Friendship group, this group is open to all people but is heavily attended by people with disability and their support workers. At this visit City officers had the opportunity to have one-on-one conversations with approximately 10 people with disability and their support workers to gain their insight for the next DAIP.

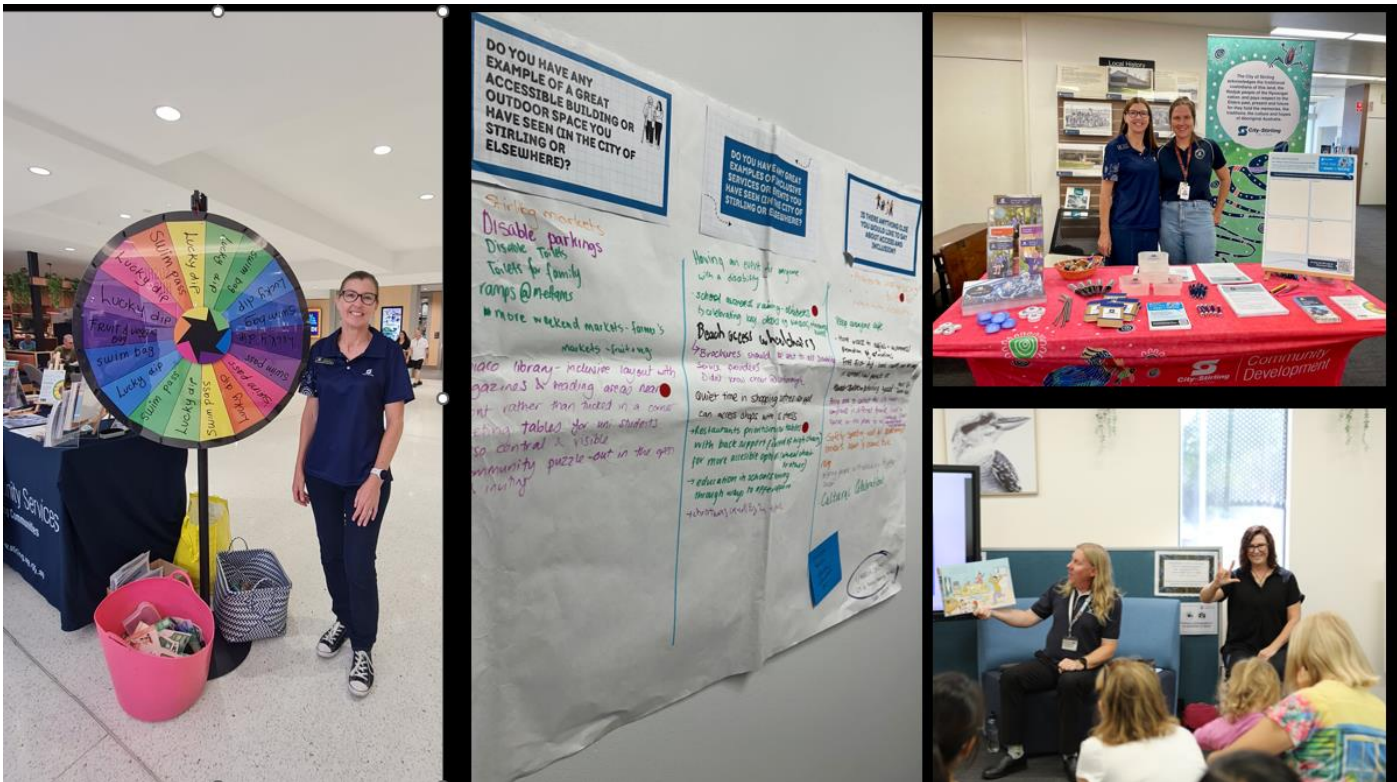


Image: Various engagement events.

Communication and promotion

To promote the Everyone Belongs initiatives and subsequent Access and Inclusion Plan engagement activities and hear from as many interested stakeholders as possible, the City employed a variety of communication and marketing techniques throughout the engagement period. A summary of these techniques is included below:

- **Shaping Our City dedicated webpage:** www.stirling.wa.gov.au/everyonebelongs. Webpage created as central source of information for project updates, survey, upcoming events, FAQs and contact information
- **Social media posts:** Throughout the engagement period, weekly social media posts were shared on the City's Facebook to promote the project and encourage community members to get involved
- **City website:** Project was promoted through a dedicated article on the City's News page
- **Email promotion:** Targeted emails were sent to existing networks including the Access and Inclusion Advisory Group, schools and agency networks. The emails promoted the webpage and encouraged involvement in the project
- **Community newsletters:** The project was promoted through dedicated articles in the City's Stirling Scene and Community Yarns community newsletters
- **Postcards:** Approximately 500 Everyone Belongs flyers with QR codes unique to Access and Inclusion were distributed across City venues including libraries, community centres and recreation and leisure centres.
- **City events calendar:** All community workshops and pop-up events were promoted through the City's Events page
- **Humanitix:** Community workshops were promoted publicly through Humanitix
- **Internal staff promotion:** Project and staff events promoted internally on SharePoint page and through email.



City of Stirling
15 Apr · 🌐

We invite the community to contribute your ideas and feedback to help shape our new Access and Inclusion Plan.

Join us for free community workshops where you can share your insights on making the City a more accessible and inclusive place to live, work and play.

Everyone is welcome, especially people with disability, their families, carers, service providers, and advocates who want to contribute to a more inclusive community.

- 📍 Workshop 1 | Wednesday 30 April | 5.00pm - 7.00pm | Stirling Leisure - Tuart Hill Community Centre
- 📍 Workshop 2 | Thursday 8 May | 10.00am - 12 noon | Stirling Leisure - Mirrabooka

REGISTER NOW | <https://cityofstirling.social/accessandinclusionworkshop>




City of Stirling
City of Choice

What does it mean to belong?

We're embarking on a journey to get to the heart of what it means to belong in the City of Stirling.

Your input will help us remove barriers to belonging by informing our new Access and Inclusion Plan, Public Health Plan, and the role of local bowling clubs as gathering places.

Join the City's Belonging journey by scanning the QR code or visiting www.stirling.wa.gov.au/everyonebelongs



Image: Engagement promotions.

Outcomes Summary

During the consultation period, several consistent themes emerged. A summary of each is included below, and further context is provided in the Appendix of this report.

Theme 1: Participation and inclusion

This theme highlights the need for there to be genuine opportunities for people with disability to be involved in events and services, genuine community participation and consultation.

Key suggestions:

- Involve people with disability in event roles such as photographers, performers, stallholders and planners
- Include people with disability in event planning and community decision-making
- Provide sensory accommodations, Auslan interpreters and social stories to support neurodiverse attendees
- Use Easy Read materials and online platforms with image descriptions to communicate accessibility features
- Support storytelling to inform and inspire inclusive practices
- Value lived experience in decision-making
- Showcase people with disability in visible community roles to promote inclusion.

‘...Invite people with disabilities to collaborate on developments.’

-Workshop comment

Theme 2: Public spaces

Participants advocated for embedding accessibility into the design of all public spaces. This includes physical infrastructure, natural environments and recreational areas.

Key suggestions:

- Apply universal access principles in planning and design
- Improve parking and footpaths for safe, equitable mobility
- Ensure accessibility details are included in all public communications
- Involve people with disability in the design from an early stage
- Making accessibility a standard, not an afterthought.

‘Design public spaces with universal access in mind, including ramps, wide paths and automatic doors to ensure ease of movement for all users.’

-Survey response

Theme 3: Communication

Clear accessible communication was a top priority. This included providing good customer services, a fair complaints process and access to information. Participants emphasised the need for inclusive formats, staff training and better access to information.

Key suggestions:

- Develop and distribute Easy Read materials and image descriptions
- Implement an online directory with access and inclusion details for events, facilities and services
- Expand print and flyer-based outreach to reach those without internet access
- Create an online directory with access and inclusion details.

‘There are so many great programs and initiatives out there, but we need to find a better way to make people aware of them’

-Workshop comment

Theme 4: Economic participation

Employment was seen as a journey, not just a goal. Participants called for flexible, inclusive employment pathways and stronger support for businesses to hire people with disability.

Key suggestions:

- Develop tailored jobs through flexible design and collaboration with service providers
- Strengthen school-to-work pathways via scholarships, traineeships and partnerships
- Ensure recruitment processes offer alternative formats and inclusive pathways
- Provide training and incentives for businesses to employ people with disability and adopt inclusive practices
- Promote representation of people with disability in workplaces and City communications
- Supporting businesses to become inclusive employers was also a recurring theme.

‘People with disabilities need to have true employment opportunities....’

-Survey response

Theme 5: Education and Advocacy

Education was viewed as a powerful tool to foster inclusion and shift attitudes. Participants emphasised the importance of training, awareness and storytelling.

Key suggestions:

- Deliver workshops on accessibility, inclusive design and community awareness
- Provide training for clubs, businesses and staff to foster inclusive environments
- Encourage storytelling by people with lived experience to build empathy and awareness
- Create platforms for storytelling through media, events and campaigns
- Deliver workshops on accessibility, inclusive design and community awareness.

“Actively advocate for the importance of access and inclusion, provide education to people who are opposed to it.”

-Workshop comment

Key themes by cohort

In addition to the overall top themes to emerge, several themes were also prominent among the different engagement cohorts.

People with disability perspectives

Through the engagement period, people with disability emphasised themes and priorities including:

- The importance of seeking, valuing and respecting the lived experience perspective, including co-design project, using lived experience consultants and remunerating people with disability for their time and expertise for advisory groups
- It is not enough to stick to the minimum building standards for accessibility, the City should be planning and building with the principal of universal design
- The City is well placed to actively advocate and educate for access and inclusion
- People with disability want to work, there is a need to look at our employment methods and how to improve them to create genuine employment opportunities.

Family and carers of people with disability perspectives

Family members and carers of people with disability had echoed the same themes and priorities as people with disability. An additional theme was that families and carers also need support, connection and respite.

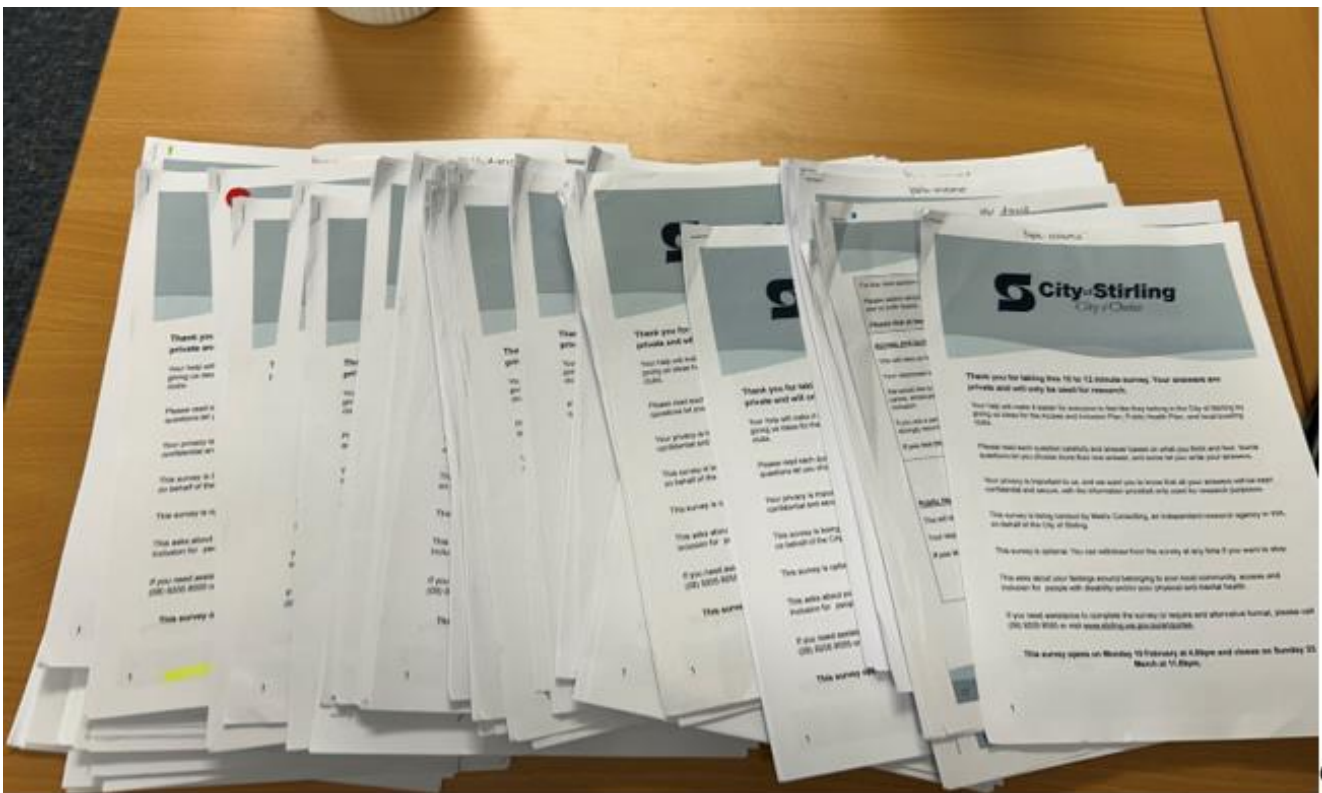


Image: Everyone Belongs surveys.

City of Stirling staff perspectives

While expressing a strong commitment to inclusion and accessibility, there was a practical focus on improving systems, processes and culture. There was a clear desire to move from compliance to

leadership in inclusive practices and to ensure that efforts are meaningful, consistent and community-informed.

- Staff emphasised the importance of integrating accessibility considerations early in planning to avoid costly retrofits and ensure inclusive design from the outset
- There was a strong call for deeper community involvement in decision-making processes, including better education on how and why decisions are made
- Staff highlighted the need for stronger consultation between planning, architecture and access/inclusion teams to ensure cohesive and inclusive outcomes
- Suggestions included working with local businesses to improve accessibility and targeting social enterprises as vendors to support broader community inclusion
- There was a desire to exceed minimum accessibility requirements in upgrades and new builds, with a consistent framework to guide when and how to go above standard
- Staff recommended more welcoming language in job ads to encourage diverse applicants, especially those who may need accommodations, without requiring disclosure
- A need was identified for more training for managers and teams on disability and cultural diversity to better support marginalised staff.

Access and Inclusion Advisory Group perspectives

AIAG members expressed a generally positive outlook, noting improvements in consultation and accessibility initiatives. However, they emphasised the need for continued progress, especially in infrastructure, training and inclusive practices.

- Members highlighted successful initiatives like beach wheelchairs, bin ferrying services and wheelchair matting, but also pointed out areas needing attention, such as footpath maintenance and public changerooms
- Strong support for embedding people with disability in socially valued roles at events such as photographers, musicians and stallholders was expressed as a way to normalise inclusion
- There was a call for more training in effective communication and disability awareness for frontline staff and clubs
- Suggestions included developing an online database of accessible parks and play spaces, using audio prompts on notice boards and implementing inclusive wayfinding systems
- The group advocated for a shift from basic inclusion to universal access principles, emphasising equity and consistency across all City services and programs
- There was an agreement among members that the City should name the document the Disability Access and Inclusion Plan.



Image: Group photo of Access and Inclusion Advisory Group (2023).

Appendix: Survey and Workshop data

1. Survey Responses

This section provides a summary of the data collected through the Everyone Belongs survey, specifically in the section focused on access and inclusion. Overall demographic information and additional insights can be viewed in the [Everyone Belongs Engagement Report](#).

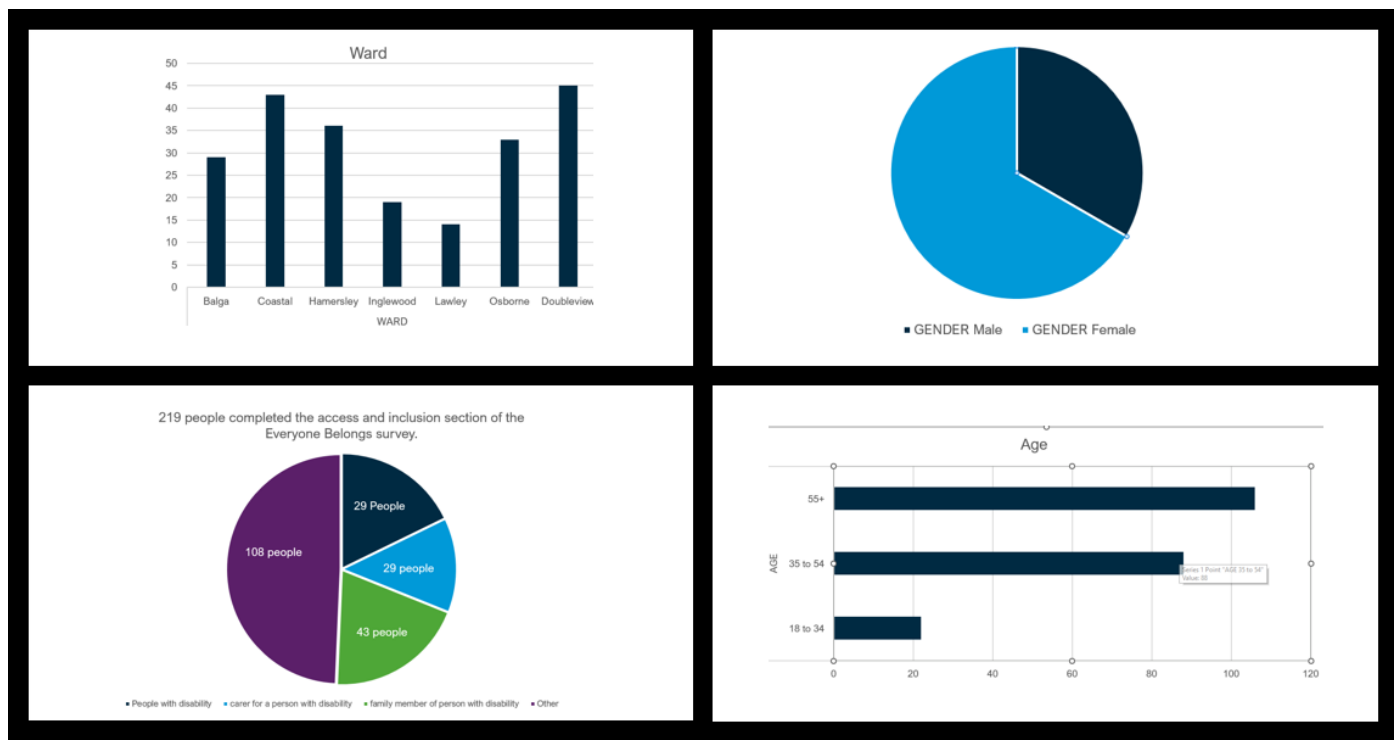


Image: Survey response chart by ward, gender, disability status, age (top left to bottom right).

Question: In the City of Stirling, what do you think are the biggest priorities for people with disability?

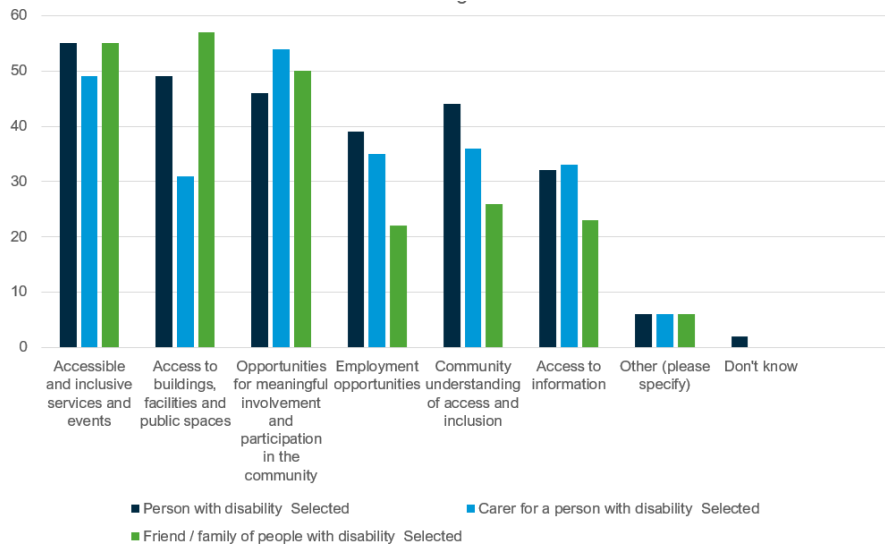


Image: Bar chart of priorities for people with disability.

How can the City of Stirling improve access and inclusion for services and events?

To improve access and inclusion for services and events, respondents suggested better physical accessibility, inclusive communication and more staff training. There was also a call for co-designing events with people with disability and ensuring that services were welcoming and accommodating to all community members.



Image: Icons based on themes.

How can the City of Stirling improve employment opportunities for people with disability?

Improving employment opportunities for people with disability was seen as a priority. Suggestions included inclusive recruitment practices, workplace accommodations and education for employers about the benefits of a diverse workforce. There was also a call for more supported employment and training pathways.

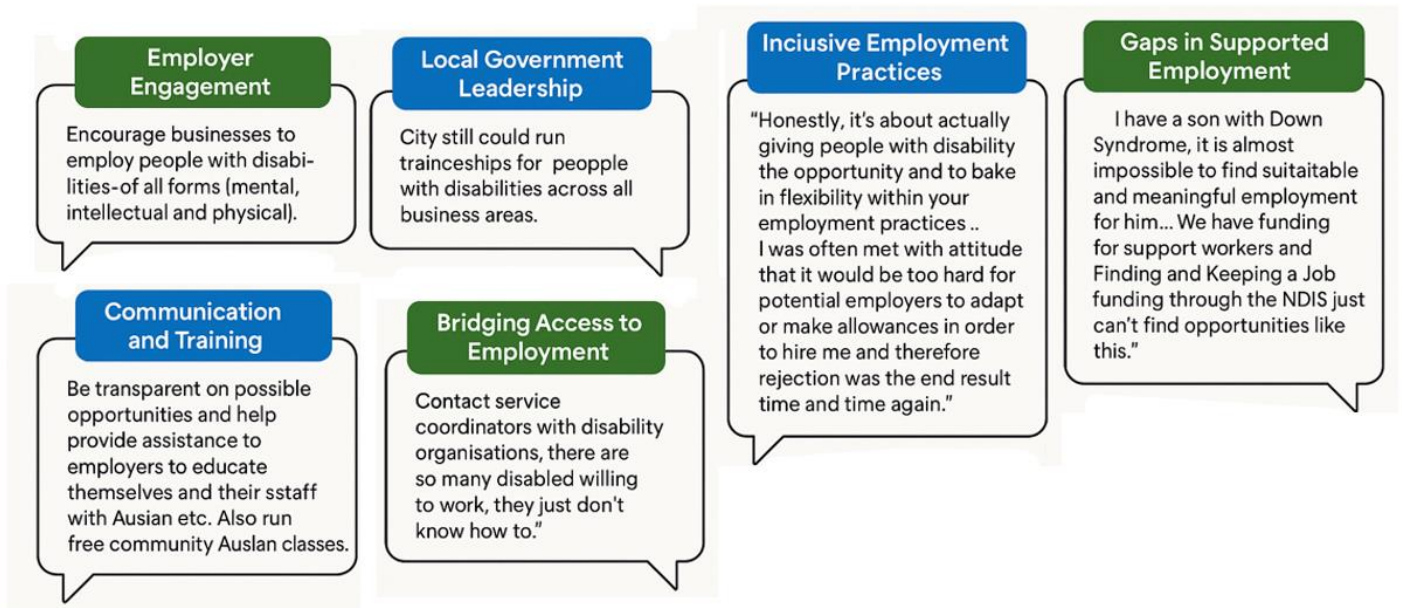


Image: Direct quotes from survey response.

How can the City of Stirling support people with disability to be involved and participate in the community?

To support community participation, respondents recommended creating more inclusive programs and events, improving physical access and fostering welcoming environments. Social inclusion and opportunities for meaningful engagement were emphasised as key to participation.



Image: Icons based on themes

How can the City of Stirling improve community understanding of access and inclusion?

Improving community understanding of access and inclusion was seen as essential. Education campaigns, awareness training and inclusive messaging were suggested to build empathy and reduce stigma. Respondents also emphasised the importance of visible leadership in promoting inclusion.

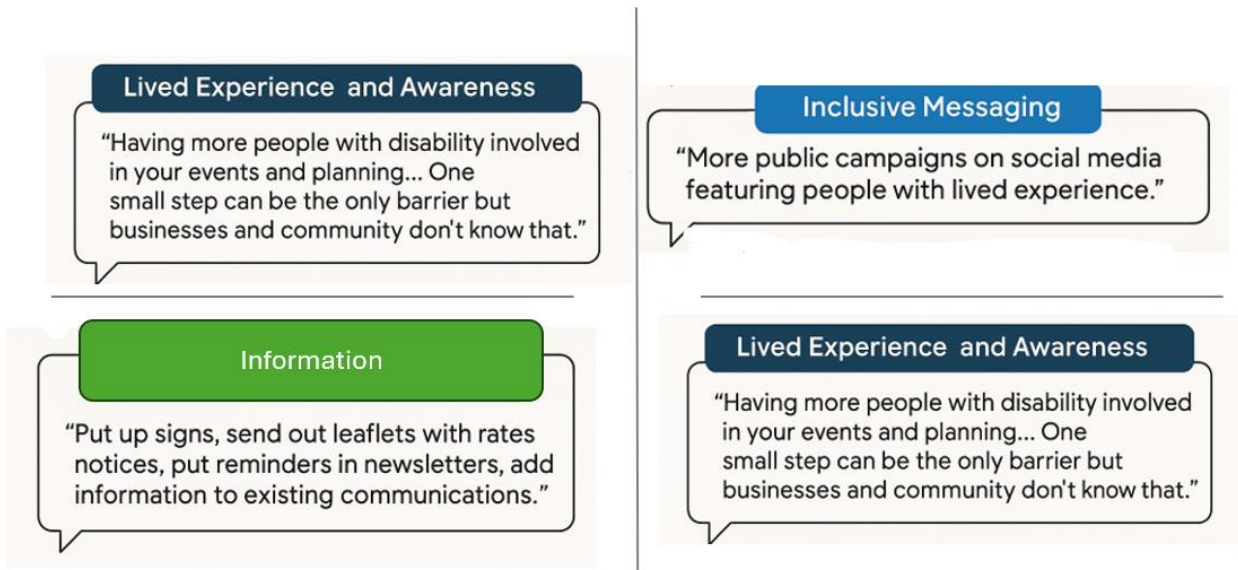


Image: Direct quotes from survey response.

Can you provide any great examples of programs, services, events, buildings, facilities or outdoor spaces that are accessible or inclusive (in the City of Stirling or elsewhere)

Examples of accessible and inclusive spaces included libraries, leisure centres and specific parks and beaches with accessible features located in the City of Stirling. Programs like LeadAbility and events hosted by People with Disabilities WA were highlighted as positive models. Respondents appreciated facilities that go beyond compliance to create genuinely inclusive experiences.

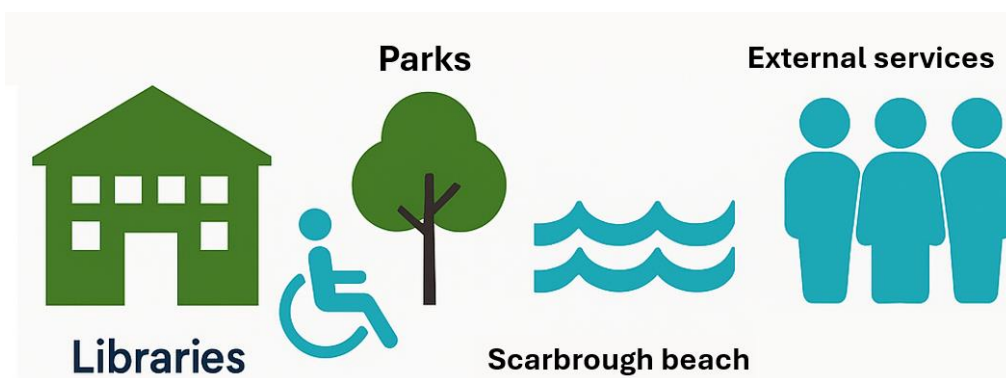


Image: Icons based on themes.

2. Workshops: Summary and priorities

A total of five workshops were facilitated by Inclusion Solutions, each tailored to different target audiences including:

- Workshop 1- Access and Inclusion Advisory Group

- Workshop 2- Community workshop (online)
- Workshop 3- Community workshop (in person)
- Workshop 4- Access and Inclusion Advisory Group
- Workshops 5- City of Stirling staff

Data collection in Workshop 1 was structured around the eight outcome areas from the previous AIP. However, to enhance efficiency and consistency the subsequent workshops were organised around five topic areas. Data from Workshop 1 was aligned with these five revised broad topics.

Topic 1: Buildings, facilities and outdoor spaces

Top 5 priorities as voted on by workshop participants:

1. Need for safer, more accessible footpaths and streetscapes wayfinding, reducing pedestrian/care conflicting, pedestrian crossing, repairing and modifying footpaths (29)
2. More accessible play spaces and public outdoor spaces including beach access (17)
3. More toilets and changing places (15)
4. More seating and shade options including play spaces A (12)
5. More accessible parking (more options, better monitoring).(10)

Summary of topic 1 from workshop data

Theme	Summary
The need for safer and more accessible footpaths	There is a clear need for safer, better-maintained and more accessible footpaths that support the needs of people with disability, older adults and parents with prams. Regular maintenance is essential, as is community education to raise awareness about how obstructing footpaths with vehicles, bins or overgrown vegetation can impact people with disability.
More accessible play spaces and outdoor spaces	There was an expressed need for more all-abilities play spaces, alongside the need to upgrade and maintain existing facilities to ensure they remain safe and inclusive. The inclusion of features such as social stories and communication boards was also mentioned. The importance of access extends beyond play spaces, with high community interest in inclusive access to natural environments, particularly the beach.
More accessible toilets and changing places	The need for more accessible toilets and changing places facilities was consistently raised and identified as a top priority. While limited qualitative data was collected beyond the general call for more of these amenities in public places and venues, it was strongly noted that their absence can completely restrict access for some individuals.

Better parking

Accessible parking was a strong focus during consultations. Participants emphasised the need to review the design of ACROD bays, including their length, placement and monitoring. A key issue raised was that many bays are not long enough, which can result in ramps extending into car park traffic lanes, creating safety risks and accessibility barriers.

Topic 2: Services and events and opportunities for meaningful participation

Top 5 priorities as voted on by all workshop participants:

1. Accommodating for different sensory needs and preferences at events (14)
2. = Increase the information about what is available (13) and ensure interpreter services are available to support participation and communication (13)
3. = Include people with disability in planning and delivery of events (12) and increase physical accessibility of events: such as ramps, venue choice, wayfinding (12).

Summary of topic 2 from workshop data

Theme	Summary
Increase the information about what is available including details on accessibility and inclusive features	People expressed a need for better information regarding the accessibility of facilities, services and events. Recommendations included improving the City’s website and using alternative communication methods such as picture-based signage, social stories and captioning.
Increase accessibility at events including physical accessibility, sensory accessibility and parking	Sensory and physical accessibility were highly rated. Key considerations included suitable venues, ACROD parking and a comprehensive accessibility checklist for events was suggested.
Include people with disability in planning and delivery of events	Involving people with disability in both planning and delivery of events was emphasised. This includes behind-the-scenes organisation and procurement, as well as including vendors, artists and speakers with lived experience.

Topic 3: Employment

Top 5 priorities as voted on by all workshop participants:

1. Customised employment roles: jobs tailored to match the strengths, interests and support needs of people with disability created through flexible job design and collaboration (14)
2. Strengthen school to work pathways: build stronger partnerships between schools and the Local Government Area to support scholarships, graduate employment and traineeships (13)
3. Hybrid role: such as working from home and job flexibility or job sharing (11)
4. Providing education and training to people with disability: to help them get workforce ready (10)

5. Training and upskilling for local businesses to employ more people with disability and implement better employment practices (9).

Summary of topic 3 from workshop data

Theme	Summary
More customised employment roles	There was strong support for tailoring employment opportunities to align with the strengths, interests and support needs of people with disability. This requires a collaborative and flexible approach and greater awareness of job customisation strategies.
Strengthen school to work pathways	Equal support was given to strengthening partnerships between schools and the City to support scholarships, traineeships and employment of school leavers.
More hybrid roles	Support was expressed for hybrid roles such as remote work, flexible hours and job sharing to help people with disability gain and sustain employment.
Provide education and training to people with disability to get them workforce ready	Additional support is needed to help people with disability become work-ready. Suggestions included clearer information on employment rights, safe disclosure guidance, resources for starting a business, and mentoring..

Topic 4: Community education and understanding

Top 4 priorities as voted on by all workshop participants:

1. Community education through workshops and information sessions (21)
2. Support inclusive community programs: Offering training to help clubs and groups become more inclusive (19)
3. Promote universal access: shift focus from simply 'including' people to advocating for universal access that benefits everyone from the start (18)
4. Advertising about access and inclusion: both educational info and promoting services and events (12)
5. Storytelling by people with lived experience (11).

Summary of topic 4 from workshop data

Theme	Summary
Provide community education across a range of topics	Community education through sessions and workshops was a top priority. Suggested topics included footpath accessibility, understanding accessibility, service improvements, disability rights, allyship and inclusive communication.
Support for, and to build, inclusive community programs	Supporting inclusive programs and helping clubs become more inclusive was emphasised. Strategies included training, resourcing and promotion.

Promote universal access

Encouraging a shift from inclusion to universal access was highlighted. Suggestions included more workshops, increased public representation of people with disability and opportunities for sharing lived experiences.

Topic 5: Access to information

Top 5 priorities as voted on by all workshop participants:

1. Staff training to improve knowledge of what the City offers to increase access and inclusion, e.g., accessible website features, sunflower initiative, bin ferrying service (22)
2. More informal community engagement in person in public spaces (15)
3. Create and publish more Easy Read materials (13)
4. More communication boards and quiet spaces: for example, in the administration building (12)
5. Information being passed through service providers (9).

Summary of topic 5 from workshop data

Theme	Summary
Provide staff training	Staff training was identified as essential in supporting community members. Training should be comprehensive, supportive and non-judgmental, especially for front-facing staff like library personnel.
More informal community engagement in person in public spaces	There was a clear preference for face-to-face engagement in public spaces. Community members want more opportunities to engage and transparency about how their input is used.
More communication boards and quiet spaces	The need for communication boards and quiet spaces was highlighted, with suggestions for implementation in the City's administration building and mobile options.
Create and publish more Easy Read materials	Easy Read materials were seen as vital for improving information accessibility. These formats benefit people with disability, older adults, CaLD communities and others.