



Disability Access and Inclusion Plan 2026 – 2031



Access and Inclusion Advisory group in the City of Stirling Administration Centre forecourt

Acknowledgement of Country

City of Stirling kaadatj Nyoongar moort Nyoongar boodja-k Wadjak boodja-k, Mooro boodja-k.

Ngalak kaadatj Nyoongar nedingar wer birdiya, baalap barn boodja-k wer kaaratj boodja-k koora koora wer yeyi.

Ngalak kaadatj baalabang malayin wer nakolak baalap yang ngalany-al City of Stirling dandjoo Nyoongar moort-al kolbang koorliny.

The City of Stirling acknowledges the Wadjak people of the Nyoongar nation as the traditional custodians of Mooro country. We pay our respects to Aboriginal and Torres Strait Islander Elders past and present, for they hold the memories, the traditions, the culture and the hopes for Aboriginal Australia.

The City is committed to forging stronger relationships and a deeper respect for Aboriginal and Torres Strait Islander Australians. By acknowledging and respecting the diversity and history of our Aboriginal and Torres Strait Islander community, we will continue to realise our vision for reconciliation.



Smoking Ceremony at Mirrabooka Square opening event, 2025



Thank you and acknowledgements

The City of Stirling would like to acknowledge the valuable contributions of the individuals, community groups, and organisations that have helped to shape this plan.

A special thanks is extended to the City's Access and Inclusion Advisory Group (AIAG), who provide a wealth of expertise, guidance and support to the City with the aim of improving access and inclusion for people of all abilities. AIAG membership comprises of local residents, and representatives of disability service organisations and support groups.

Together these contributions are instrumental in helping the City to build a diverse, inclusive, accessible and engaged community.

Alternative formats

This document is available in alternative formats including Easy Read, large print, audio and braille, on individual request. Please email accessandinclusion@stirling.wa.gov.au or phone (08) 9205 8555 to request.

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Young woman participating in the Access and Inclusion Advisory Group Meeting

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Mayor's foreword



The City of Stirling is committed to fostering a community that celebrates diversity and values inclusion. We believe that every person should have the opportunity to participate fully and contribute meaningfully to community life, regardless of age, ability or background.

Recent examples of this commitment include facilitating disability awareness training for hundreds of employees, embedding “accessibility, availability and equity” as a key principle in our Community Infrastructure Plan, working closely with the Access and Inclusion Advisory Group on the redevelopment of Stirling Leisure – Inglewood and launching a WA-first Auslan Storytime program in partnership with DeafConnect.

Our new Disability Access and Inclusion Plan 2026–2031 sets out key strategies to remove barriers and create a more accessible and inclusive City. This plan reflects our commitment to building a community where people with disability are supported, respected and empowered.

The review of our previous Access and Inclusion Plan 2021–2025 involved extensive engagement with people with disability, families and carers, peak bodies, service providers, businesses and the broader community. Their insights have shaped this new plan, ensuring it responds to real needs and aspirations.

I would also like to acknowledge our City staff, whose dedication to access and inclusion is clear in the work they do every day. Their efforts to engage with the community, implement initiatives and drive positive change are essential to our commitment to creating a more inclusive City.

Over the next five years, the actions outlined in this plan will guide us in improving access to services, facilities and opportunities, leading to better outcomes for all members of our diverse community. Together, we will continue to foster a City that is inclusive, welcoming and accessible for everyone.

Mark Irwin
Mayor

What is disability, access and inclusion?

Disability

Disability can include long-term physical, mental, intellectual, or sensory conditions that, when combined with barriers in society, can limit a person's ability to fully participate in everyday life.

The National Disability Insurance Scheme (NDIS) defines disability as a permanent condition – such as physical, intellectual, cognitive, neurological, visual, hearing, or psychosocial – that significantly affects a person's ability to do things like move around, communicate, learn, or take care of themselves. It also impacts their ability to work, study, or take part in community life, often requiring ongoing support.

At the City of Stirling, we follow the social model of disability. This means we believe people are disabled by the barriers around them, not by their condition. These barriers can be:

- Physical – like buildings without ramps or accessible toilets
- Attitudinal – like assumptions about what people with disability look like, can or can't do or disregarding hidden disabilities
- Systemic – like policies or systems that unintentionally exclude people.

By removing these barriers, we can create a more equal, independent and inclusive community.

In contrast, the medical model focuses on the person's condition as the problem, which can lead to lower expectations and less independence.



Kids participating in sensory play at the Auslan Storytime program held at Stirling Libraries – Osborne

Access

Access is the ability for all people to physically and equitably engage with both built and natural environments including buildings, recreation centres, parks, beaches, footpaths, community services, events, shops and other public spaces.

At the City of Stirling, access means more than just meeting minimum standards. It means creating inclusive spaces where everyone, regardless of ability, has the same opportunity to participate in community life, connect with others and enjoy shared experiences in common spaces.

We are committed to enabling choice, control, and dignity in how people interact with places, services and each other. True access empowers individuals to engage with their community in ways that are meaningful and accessible to them.

Inclusion

Inclusion means ensuring that everyone, regardless of ability, has a fair opportunity to participate in community life and hold valued roles as individuals. It's about recognising that people have different needs and may require different types of support to succeed in areas such as education, employment and access to services.

Inclusion does not mean treating everyone the same, it means providing the right support so that everyone can thrive. To build an inclusive community, we need to remove the barriers that prevent people with disability from fully participating.

City of Stirling Snapshot

The City of Stirling is situated on Mooro Country, home to the Wadjak Nyoongar people for more than 40,000 years. The City of Stirling is located approximately 8 km north of Perth's central business district and covers an area of around 100km. Spanning 30 suburbs – from Scarborough in the west to Inglewood in the east and from Hamersley in the north to Herdsman in

the south – the City is a thriving cosmopolitan, multicultural and economic hub. It is the largest local government area by population in Western Australia and the 17th largest in Australia. According to the Australian Bureau of Statistics, the 2021 Census estimated the City's resident population as 234,000.



of the City's population **require assistance with the core activity areas of communication, self-care or mobility***



10.8%

of City residents have unpaid carer responsibilities*

As of July 2025, there were

4,726

NDIS participants in City of Stirling***



of City residents **speak a language other than English** at home**



37%

of the City's population were **born overseas****

Sources

* REMPLAN 2021a

** REMPLAN 2021b

*** NDIA 2026

National Snapshot

Disability

5.5 million

Australians with disability,
up from **17.7%******

15%



of people aged
0–64 years have disability
compared with

52.3%

of people aged
65 years and over****

7.9% 

of all Australians have
a **profound or severe**
disability***

10.4%



of Australians have
a **schooling or**
employment
restriction***



Carers

There are

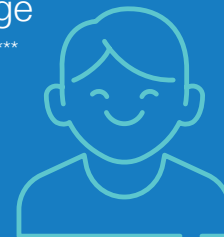
3.0 million

carers in Australia****



391,300

are **young carers**
(under the age
of 25 years)****



12.8% 

of all **females** are carers****

11.1%

of all **males** are carers****

43.8%

of primary carers
have a disability
themselves****



Sources

**** ABS 2022

Disability Access and Inclusion Plan

The *Disability Services Act 1993* outlines seven outcome areas that all Disability Access and Inclusion Plans must seek to address:

- **Services and events**
- **Buildings and facilities**
- **Information**
- **Service quality**
- **Feedback and complaints**
- **Public consultation**
- **Employment.**

Our Plan addresses all of these while also recognising that access and inclusion can go beyond these areas. During community engagement we heard that people want a more holistic and flexible approach, one that reflects the full range of experiences and priorities in our community.

Our DAIP uses a thematic structure instead of listing each outcome separately, allowing us to combine the required outcomes with the additional priorities raised by the community in a more meaningful way. This structure was developed with input from the Access and Inclusion Advisory Group and is in line with the requirements of the Act.



Two toddlers on the playground at the Down Syndrome Western Australia playgroup

City of Stirling DAIP Themes

1	Events, services and programs	The City will ensure that people with disability have the opportunity for meaningful community participation through the delivery of accessible and inclusive events, services and programs.
2	Buildings, facilities and outdoor spaces	The City will continue to develop buildings, facilities and natural environments that are accessible to people with disability and guided by the principles of Universal Design.
3	Information	The City is committed to ensuring that people with disability can access information in ways that are inclusive, clear, and easy to understand, using formats and language that support meaningful access for everyone.
4	Customer service, feedback and complaints	The City will deliver excellent customer service and provide opportunities for feedback in ways that are accessible and inclusive for people with disability. Customer interactions will be flexible and responsive to individual needs, and feedback and complaints can be submitted without barriers. All feedback will be valued, considered, and responded to appropriately.
5	Consultation and engagement	The City is committed to ensuring all community engagement and consultation processes are accessible and inclusive for people with disability. This process includes ongoing collaboration with the Access and Inclusion Advisory Group and utilising co-design opportunities to help shape City policies, programs and services.
6	Employment, workplace diversity and social procurement	The City will continue to create meaningful employment and economic opportunities for people with disability. This includes embedding inclusive employment practices within the City, supporting the private sector employers to become more inclusive, promoting workforce diversity and encouraging social procurement.
7	Education, advocacy and storytelling	The City will increase community understanding of access and inclusion through education, advocacy and storytelling. By sharing lived experiences and promoting inclusive values, the City will foster a more informed, empathetic and welcoming community.



A couple walking together on the accessible pathways at Bina Parkland

Who is this plan for?

The City of Stirling Disability Access and Inclusion Plan 2026–2031 has been developed to support all people who live, work or visit the City. While it primarily focuses on improving access and inclusion for people with disability, its actions are intended to benefit everyone. There are many individuals who may experience barriers to access or participation. By addressing these barriers, the DAIP contributes to a community that is welcoming, inclusive and accessible for all. This includes, but is not limited to:

- Families and carers of people with disability
- Older people
- Parents with prams and young children
- People from Culturally and Linguistically Diverse (CaLD) backgrounds
- People with temporary injury or illness
- People with mental health conditions
- People with hidden disabilities.

In recognition of the universal benefit that this Plan provides, the City has previously used the name Access and Inclusion Plan. Feedback received in our community engagement process and from the Access and Inclusion Advisory Group was that we should return to the title of Disability Access and Inclusion Plan to communicate its primary purpose – to increase opportunities for people with disability to participate meaningfully in everyday life. By working towards a more accessible and inclusive community for people with disability, we are inherently making our community more accessible and inclusive for all people.



Children at the Down Syndrome Western Australia playgroup

Legislative and Strategic alignments



The City's Disability Access and Inclusion Plan 2026–2031 is required under the Western Australian *Disability Services Act 1993 (amended 2004)*, which states that public authorities must review their access and inclusion plans at least every five years.

The DAIP also aligns with relevant legislation including:

- *Equal Opportunity Act 1984*
- *Commonwealth Disability Discrimination Act 1992.*

In December 2020, the state government launched a 10-year strategy to protect, uphold and advance the rights of people with disability. *A Western Australia for Everyone: The State Disability Strategy 2020–2030* sets the foundation for building a more inclusive Western Australia, empowering people with disability to participate meaningfully in all parts of society and to have the resources to do so.

The themes in the City of Stirling Disability Access and Inclusion Plan align with the 'pillars of change' outlined in the State Disability Strategy, as well as the Australia's *Disability Strategy 2021–2031*.

City of Stirling Staff at engagement session for the Disability Access and Inclusion Plan 2026–2031

City of Stirling Strategic Community Plan 2022–2032



Staff assisting a member of the Access and Inclusion Advisory Group into the City of Stirling Administration Centre

Sustainable Stirling 2022–2032, the City’s Strategic Community Plan (SCP) is our highest level planning document. It sets out the long-term vision, values, aspirations and priorities for the community and provides a shared direction for how the City will plan, deliver services, invest resources and work in partnership.

The SCP establishes a clear and ambitious vision for the City’s future and is structured around five key result areas:



Our community



Our natural environment



Our economy



Our leadership



Our built environment

The Disability Access and Inclusion Plan supports the delivery of our vision, outlined in *Sustainable Stirling 2022–2032*, to be “a sustainable City with a local focus”. Through targeted actions, the DAIP ensures that access and inclusion are embedded across all areas of community life, creating a City that is equitable, welcoming and accessible to all.

Community engagement – what we heard

Between February and June 2025, the City adopted a two-tier engagement approach to inform the development of the new Disability Access and Inclusion Plan. The first tier, *Everyone Belongs*, ran from 10 February to 30 March. This City-wide initiative aimed to identify the key drivers of belonging across different wards and diverse community groups. Insights from this have been used to inform the Disability Access and Inclusion Plan 2026–2031, Public Health Plan 2026–2031 and a review of the role of local bowling clubs as gathering places.

The City also led a secondary engagement process focusing specifically on access and inclusion. This campaign ran from February 2025 to June 2025 and included a range of initiatives designed to ensure that people with disability and the broader community had meaningful opportunities to provide input into the Plan.

Throughout the engagement period, we hosted 22 engagement activities and heard more than 800 voices. This input has been instrumental in shaping the priorities and actions outlined in the DAIP.

The following are some comments received during the engagement period that highlight barriers and priorities.

“Listen and learn from... the DIVERSE voices and disability experiences in community, and diverse needs, passions, interests and opportunities for meaningful involvement and participation in the community.”

Focus group participant

“...Invite people with disabilities to collaborate on developments.”

Workshop participant

“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

“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 participant

“People with disabilities need to have true employment opportunities....”

Workshop participant

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

Survey response

Monitoring, reporting and review



The following section outlines our thematic outcome areas and the Disability Access and Inclusion Plan strategies to be achieved by 2031.

The example actions provided for each strategy are indicative only and do not constitute formal commitments. Formal commitments to support actions and implementation will be represented in DAIP implementation plans.

A two-year DAIP implementation agreement will be developed, and specific actions will be allocated to relevant business units across the City. The Community Development business unit will monitor the progress of implementation plans to ensure responsibilities and timeframes are met and quarterly reviews are conducted. We will take measures to ensure contractors that interact with the public on our behalf are aware of and work towards the outcomes of the DAIP.

Annual progress reports are submitted to the Department of Communities and included in the City of Stirling's Annual Report. The DAIP will undergo a comprehensive review in 2031.



A man carrying a ball at Rebound WA Wheelchair Rugby

1

Theme 1: Events, services and programs

The City will ensure that people with disability have the opportunity for meaningful community participation through the delivery of accessible and inclusive events, services and programs.

Events, services and programs

Strategy	Example actions
<p>1.1 City-led and sponsored events, services and programs will be accessible and inclusive.</p>	<p>Involve people with disability in the planning, delivery and evaluation of City-run events, services and programs.</p> <p>Incorporate accessible and inclusive features into City-led events, programs and services such as sensory-friendly zones and Auslan interpreting.</p>
<p>1.2 Promote visibility and representation of people with disability.</p>	<p>Publicly showcase and celebrate the contributions of people with disability.</p> <p>Actively recruit people with disability as performers, facilitators, stallholders, suppliers and volunteers at City events, services and programs.</p>
<p>1.3 Improve information about the access and inclusion features of City-run or sponsored events, services and programs.</p>	<p>Promotional materials for City-run or sponsored events include clear accessibility details and are available in multiple formats including Easy Read.</p> <p>Develop Social Stories for City-organised or sponsored events, services and programs.</p>
<p>1.4 Increase awareness of access and inclusion requirements among City-engaged contractors delivering events, services or programs on behalf of or sponsored by the City.</p>	<p>Access and inclusion considerations for event planning and delivery are included in the City’s event application form.</p>

2

Theme 2: Buildings, facilities and outdoor spaces

The City will continue to develop buildings, facilities and natural environments that are accessible for people with disability and guided by the principles of Universal Design.



Freewheeler beach wheelchair at Scarborough Beach

Buildings, facilities and outdoor spaces

Strategy	Example actions
2.1 Embed the principles of Universal Design and Lived Experience into the planning of buildings, facilities and outdoor spaces.	<p>Integrate Universal Design principles across all planning and design stages for City buildings, facilities and natural environments, ensuring accessibility and inclusivity are core considerations.</p> <p>Engage community members with diverse disabilities throughout the design process to inform decision-making.</p>
2.2 Review and improve the availability of accessible and inclusive play spaces and outdoor areas.	<p>Ensure all new or upgraded parks, public spaces and retrofitted outdoor areas incorporate inclusive design features such as accessible play equipment, continuous pathways, ramps, tactile surfaces, adequate shade and other elements that enable all-abilities access and participation.</p>
2.3 Improve accessibility of community facilities.	<p>Prioritise upgrades to footpaths, ACROD parking, ramps, lifts and Changing Places facilities based on community-identified needs.</p>

3

Theme 3: Information

The City is committed to ensuring that people with disability can access information in ways that are inclusive, clear, and easy to understand, using formats and language that support meaningful access for everyone.

Information

Strategy	Example actions
<p>3.1 Expand the use of Easy Read formats and diversify communication channels.</p>	<p>Strategic Community Plan, Corporate Business Plan and Disability Access and Inclusion Plan are published in Easy Read versions.</p> <p>Use alternative formats including social stories, visual guides and video explainers to communicate complex information.</p>
<p>3.2 Build staff capacity in inclusive communication.</p>	<p>Provide ongoing training on accessible communication and digital accessibility.</p> <p>Develop a staff guide outlining the accessible and inclusive features available throughout the City’s facilities, services and digital channels.</p>
<p>3.3 Centralise access related information to support people with disability to navigate City events, services and facilities.</p>	<p>Develop a dedicated webpage that consolidates all access and inclusion related information into a single simplified location.</p>
<p>3.4 Promote visibility and representation in public messaging and increase promotion focused on access and inclusion.</p>	<p>Use inclusive imagery and language in the City’s communications to reflect diversity, dignity and respect.</p>

4

Theme 4: Customer service, feedback and complaints

The City will deliver excellent customer service and provide opportunities for feedback in ways that are accessible and inclusive for people with disability. Customer interactions will be flexible and responsive to individual needs, and feedback and complaints can be submitted without barriers. All feedback will be valued, considered, and responded to appropriately.



City of Stirling front counter staff wearing their Hidden Disabilities Sunflower lanyard

Customer service, feedback and complaints

Strategy	Example actions
4.1 Train City staff in inclusive customer service practices.	Provide a range of access and inclusion/ disability awareness training opportunities for staff.
4.2 Offer multiple feedback channels for people with disability to provide feedback and complaints.	Provide accessible options for submitting feedback, including online, by phone, in-person, in Easy Read and Auslan-supported formats.
4.3 Ensure transparency and fairness in the City’s complaints process.	Provide an Easy Read guide to the complaints process, including timelines and escalation pathways.
4.4 Value and act on feedback from people with disability.	Analyse feedback trends to identify and resolve systemic barriers and service gaps. Celebrate and share success stories where feedback has driven positive change.

5

Theme 5: Consultation and engagement

The City is committed to ensuring all community engagement and consultation processes are accessible and inclusive for people with disability. This includes ongoing collaboration with the Access and Inclusion Advisory Group and utilising co-design opportunities to help shape City policies, programs and services.



City of Stirling Staff at engagement sessions for the Disability Access and Inclusion Plan 2026–2031

Consultation and engagement

Strategy	Example actions
<p>5.1 Recognise and apply the skills, knowledge and experience of people with disability.</p>	<p>Actively include people with lived experience of disability in all City consultation and engagement activities.</p> <p>Remunerate people with lived experience for their participation in advisory and working groups.</p>
<p>5.2 Ensure that the needs of people with disability are considered in all engagement strategies so that they can fully participate.</p>	<p>Make engagement tools, formats and venues fully accessible.</p> <p>Provide accessibility supports including Auslan interpreters, captioning, Easy Read materials and Social Stories for community engagement activities.</p>

6

Theme 6: Employment, workplace diversity and social procurement

The City will continue to create meaningful employment and economic opportunities for people with disability. This includes embedding inclusive employment practices within the City, supporting private sector employers to become more inclusive, promoting workforce diversity and encouraging social procurement.

Employment, workplace diversity and social procurement

Strategy	Example actions
6.1 Create and implement inclusive recruitment processes.	Support hiring managers with training and tools to address unconscious bias in recruitment and employee management.
6.2 Employ a diverse workforce, with targeted employment pathways for people with disability.	<p>Create customised and flexible employment opportunities.</p> <p>Seek opportunities to implement section 66S of the Equal Opportunity Act 1984 to increase the representation of people with disability.</p> <p>Develop partnership opportunities with employment agencies and organisations to facilitate employment opportunities for diverse candidates.</p>
6.3 Foster a workplace culture that is inclusive and welcoming for people with disability.	<p>Deliver learning and celebration events (e.g. International Day of People with Disability) to increase staff awareness of access and inclusion.</p> <p>Establish employee networks to help drive the delivery of the DAIP and other relevant initiatives.</p>

6

Theme 6: Employment, workplace diversity and social procurement (continued)

Employment, workplace diversity and social procurement

Strategy	Example actions
6.4 Promote visibility and representation of people with disability in the City’s workforce.	Showcase stories from within the City’s diverse workforce highlighting individual experiences and achievements.
6.5 Create economic opportunities for people with disability through social procurement.	Develop and communicate opportunities for procuring goods and services from social enterprises and entrepreneurs with disability. Consider adding a social procurement section when reviewing the Procurement Policy.
6.6 Support and promote inclusive employment practices in the private sector.	Publish articles in the City’s Business News email newsletter to share information, practical tips, stories and provide advice on improving workplace accessibility. Facilitate business networking and learning opportunities to promote inclusive employment strategies.



Sudbury House employment program

7

Theme 7 – Education, advocacy and storytelling

The City will increase community understanding of access and inclusion through education, advocacy and storytelling. By sharing lived experiences and promoting inclusive values, the City will foster a more informed, empathetic, and welcoming community.

Education, advocacy and storytelling

Strategy	Example actions
<p>7.1 Increase community understanding through education, advocacy and storytelling.</p>	<p>Highlight people with disability in leadership, employment and community roles.</p> <p>Celebrate the achievements and civic contributions of people with disability through storytelling, awards and recognition activities.</p>
<p>7.2 Support local community groups and sporting clubs to be inclusive and promote participation from all abilities.</p>	<p>Provide information, training and resources to embed inclusive practices in local sports clubs and community groups.</p>
<p>7.3 Promote access and inclusion through public campaigns that raise awareness, challenge attitudes and encourage inclusive behaviour.</p>	<p>Focus on storytelling and lived experience in educational campaigns to humanise topics like footpath etiquette, ACROD parking and inclusive and respectful language.</p>
<p>7.4 Advocate for access and inclusion by supporting the workforce, engaging the community and influencing broader social change.</p>	<p>City officers to play an advocacy role in relation to systemic access and inclusion matters that impact the broader community.</p>



Family attending Auslan Story Time at Stirling Libraries – Osborne

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Young girl and her support worker enjoying a meal out at Little Nolla Cafe



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