

Mayor's message

Welcome to the City of Stirling, a dynamic and diverse community spanning 30 suburbs and more than 100km² – including your new property. You are now a part of Western Australia's largest local government by population, home to almost 250,000 people.



Stretching from the coast to inner-city Perth, our City is one of the most culturally diverse local government areas in the state, with more than one in three residents born overseas and more than one in four speaking a language other than English at home.

It is also home to thriving business and retail centres, as well as a range of natural areas, including 71 bushland reserves, approximately 40 wetland areas and our 7km stretch of coastline. We provide and maintain 502 parks and 276 playgrounds for our community.

There are 30 suburbs in the City, including Scarborough, where I was born and raised. These suburbs make up seven wards which are represented by 14 Councillors and the Mayor, a position I have been proud to hold since 2017.

Our Council is an elected body that represents people in the Balga, Coastal, Doubleview, Hamersley, Inglewood, Lawley and Osborne Wards. You can learn more about your local community by visiting the City's local ward webpage. I encourage you to get to know your Councillors by reading their profiles.

Councillors act on behalf of the community members they represent during regular council meetings which generally take place on alternating Tuesdays at 6.30pm at 25 Cedric Street, Stirling. These meetings are also live-streamed.

As a property owner, you are entitled to vote in local government elections, even if you do not live at the property. Elections take place every two years on the third Saturday in October.

Councillors make decisions that directly affect you as a ratepayer, so it is important you take the opportunity to vote for someone who represents you and your views. You can find more information on the City's website.

I have been proud to lead a progressive local government as we strive to deliver our community's vision of a sustainable City with a local focus, where people like you choose to live, visit and invest.

As your local government, we provide more than 200 services to the community. The New Property Owner Information section of this pack covers some of the essentials, but it only scratches the surface of what the City does for you.

The City prides itself on providing a consistently high standard of services, resources and amenities to our residents – from a vibrant events calendar and award-winning leisure centres to community safety initiatives, infrastructure development and a wide range of waste services.

To stay up to date with the latest news, events and important updates across the City, I encourage you to subscribe to Stirling Scene, our monthly e-newsletter.

Once again, welcome to the City of Stirling – it is great to have you in our growing community.



Mark Irwin AM | City of Stirling Mayor

Sign up for the property owner account

[Property owner account](#)

[New property owner information](#)

[Contact us](#)

The City is committed to creating a better, more efficient rates payment process for our community, and as part of this commitment, we have launched an online portal for our rates customers.

The City's property owner account offers many self-service benefits including easy payment of rates online, viewing your transaction history, setting up direct debit and electronic rates notices. The property owner account enables you to lodge, track, pay and manage your rates anytime and anywhere.

How to pay your rates

The City offers a range of hassle-free payment options, we encourage property owners to choose the payment option which best suits their household budgets, which is why we offer weekly, fortnightly, monthly instalments and annual payments.

The City also offers multiple ways to pay your rates including online payments, by phone, in person, mail, Australia Post, BPAY, Centrepay and direct debit.

Direct debit

The City offers direct debit arrangements to be set up from a nominated bank account. Direct debit is a convenient, quick and secure way to manage your rates and ensure payments are made on time, with no additional fees. It also allows you to pay by interest-free instalments, with flexible payment options (rates smoothing) available weekly, fortnightly or monthly. Direct debits can be set up online through our website, allowing the City to schedule and process payments automatically on the agreed dates. Available instalment options are displayed on the front of your rates notice.

Switch to direct debit with zero percent interest!

Sign up at: www.stirling.wa.gov.au/PayYourRates

BPAY

BPAY allows you to pay your rates through your own financial institution, giving you control over when payments are made. Payments must be made by the due dates shown on your rates notice. There are no additional fees, and interest-free instalments are available.

Please note, BPAY differs from direct debit based on who controls the payment. Direct debit payments are scheduled and processed by the City, while BPAY payments are initiated and managed by the property owner through their financial institution.

Paperless

Switch to paperless billing and keep our City liveable and sustainable. Get your bills delivered directly to your inbox, with more convenient ways to open, print, file or share.

Centrepay

Use Centrepay to make regular deductions from your Centrelink. Centrepay is a voluntary and easy payment option valuable to Centrelink customers.

The City can help you set up your deductions and you can start, change or stop using Centrepay whenever you like.

Rate rebates

Rate rebates are available to eligible pensioners and seniors who hold a valid concession card.

If you are not currently registered with the City as an eligible pensioner or senior and believe you may qualify, please contact the Water Corporation on 1300 659 951 to apply. Rebates apply to rates, Emergency Services Levy (ESL) and underground power (if applicable) only. Other charges, including waste, community safety, and pool charges, are not eligible for rebates.

Update Your Contact Details

To update your contact details, name, or property ownership information, you can complete an online form at: www.stirling.wa.gov.au/rates

The City provides comprehensive waste management services, including waste services, on-demand waste collections and tip passes.

Residential waste collection

The City of Stirling operates a three-bin system:

- **Red lid bin** for general waste, collected weekly
- **Yellow lid bin** for recycling, collected fortnightly
- **Lime green lid bin** for garden organics, collected fortnightly on alternate weeks.

Bulk green waste verge collections are also conducted every nine months.

To find your next bin collection and green waste dates, search your address in the link below.

On-demand waste services

The City of Stirling offers a range of on-demand waste collection services, allowing residents to dispose of unwanted items conveniently throughout the year.

Properties can access each of the following services once every financial year (1 July – 30 June). Book up to three months in advance, at a time convenient to you.



Skip bin collection



Mattress collection



White goods collection



E-waste collection

Waste and Recycling Guide available online!

Learn how to be a **GREAT** sort and do better than the bin with our digital Waste and Recycling Guide.



Check out the guide at: www.stirling.wa.gov.au/wasteguide

The City provides guidelines for responsible pet ownership, including microchipping and sterilisation requirements.

Dogs over three months old must be microchipped. All cats over six months old must be microchipped, sterilised and registered with the City of Stirling. Registration helps ensure lost pets can be returned to their owners quickly.

You can register your pets online or in person at the City of Stirling Administration Centre. Registration fees can vary depending on whether your pet is sterilised.



Contact us

Enjoy access to numerous parks, community centres, libraries, and recreational facilities.

For information on parks and recreational facilities, contact the City of Stirling at [\(08\) 9205 8555](tel:0892058555)

Swimming pools:

For information on swimming pools contact the City of Stirling at [\(08\) 9205 8555](tel:0892058555)

Stirling Leisure – Scarborough Beach

Stirling Leisure – Inglewood

Stirling Leisure – Balga

Contact a Library:

Stirling Libraries – Dianella: [\(08\) 9205 7740](tel:0892057740)

Stirling Libraries – Inglewood: [\(08\) 9205 7700](tel:0892057700)

Stirling Libraries – Karrinyup: [\(08\) 9205 7400](tel:0892057400)

Stirling Libraries – Mirrabooka: [\(08\) 9205 7300](tel:0892057300)

Stirling Libraries – Osborne: [\(08\) 9205 7900](tel:0892057900)

Stirling Libraries – Scarborough: [\(08\) 9205 7420](tel:0892057420)

Hamersley Book Nook: [\(08\) 9205 8555](tel:0892058555)

Local Ranger

For assistance with animal control and other local issues, contact the City of Stirling Rangers at [\(08\) 9205 8555](tel:0892058555)

Cat and dog registration

For pet registration and related enquiries, call [\(08\) 9205 8555](tel:0892058555)

City's Safety

For Stirling Community Patrols 24 hours a day, 7 days a week, 365 days a year. Call 1300 365 356 or visit www.stirling.wa.gov.au/CommunitySafety

Holiday Watch service

The City of Stirling's Holiday Watch service provides external patrols of your property while you're away for up to eight consecutive weeks. To request this service visit www.stirling.wa.gov.au/HolidayWatch or call the Community Safety team on [1300 365 356](tel:1300365356).

Need more information?

You can visit the City of Stirling's official website: www.stirling.wa.gov.au

If you have any questions or need further assistance, feel free to reach out to the City of Stirling's customer service team on [\(08\) 9205 8555](tel:0892058555).