Western Australia is a truly multicultural society: 3% of the population is Indigenous, 27% were born overseas and about half (50%) have one or both parents born overseas. Almost non-Fit [90%] of people born overseas speak a language other than English at home.

Local governments have a significant role to play in ensuring that all new migrants understand their rights and responsibilities, participate in our democracy and contribute to the community. The character of an area and a community's sense of well-being, even the viability of local businesses, can be affected by the extent to which new residents feel welcomed and included. Indeed, of the five keys to government, local government is the best place to understand and respond to the needs of the community.

Used in conjunction with the complete guide, the Multicultural Planning Framework is designed to assist local governments to plan, provide services and report in a way that is inclusive of the needs of residents from culturally and linguistically diverse backgrounds.

G M (John) Castrilli MLA
Minister for Local Government; Heritage; Citizenship and Multicultural Interests

Maria Osman
Executive Director, Office of Multicultural Interests

It is no longer possible to ignore the cultural diversity within our communities. The presence of people from countries across the globe has transformed our way of life and brought with it huge benefits and many challenges for our State.

Local governments are in the front line of these changes and meeting the needs of an increasingly diverse society means they need to understand and respond to the varying needs of a growing number and range of individuals and groups from a diverse cultural background.

Mayor Troy Pickard
President, WA Local Government Association

Multiculturalism recognizes the cultural and linguistic diversity of Western Australians. As a public policy, multiculturalism promotes equal, mutual respect and full participation in political, social and economic life, regardless of linguistic, religious, racial or ethnic background.

The Office of Multicultural Interests (OMI) has been serving the Western Australian community for more than a quarter of a century. In that time our State has become increasingly diverse. Our cultural, linguistic and religious diversity is making WA a more interesting and dynamic place in which to live and work. It brings new opportunities for engaging with our world and challenges us to ensure everyone who lives here receives services which meet the needs of all community members delivered by staff who are culturally competent.

The Multicultural Planning Framework has been developed to assist all Western Australian local governments, regardless of size, to engage with organisations and community groups from culturally and linguistically diverse backgrounds.

Implementing the Principles of Multiculturalism Locally

Objective 1: Full participation of CaLD (Culturally and Linguistically Diverse) communities in social, economic and cultural life.

Objective 1a: Facilitate the inclusion and empowerment of members of all communities, including Aboriginal peoples, to enjoy equal and appropriate treatment and protection under the law.

Objective 1b: Foster the recognition of the achievements of, and contributions to, the Western Australian community of all individuals and groups from a diverse cultural background.

Objective 2: Remove the barriers to equity experienced by CaLD communities.

Objective 2a: Ensure that all individuals and minority groups, recognising the unique status of Aboriginal peoples, receive equal and appropriate treatment and protection under the law.

Objective 2b: Remove all barriers to equal participation in, and enjoyment of, all aspects of society – social, political, cultural and economic.

Objective 3: Promote the benefits of Western Australia's cultural and linguistic diversity.

Objective 3a: Enable the recognition and appreciation of the diverse cultures and backgrounds from which members of the Western Australian community are drawn.

Objective 3b: Foster the recognition of the achievements of, and contributions to, the Western Australian community of all individuals, regardless of their origins, perceived ‘race’, culture, religion and nationality.

THE KEY OBJECTIVES OF MULTICULTURALISM IN WA

PARTICIPATION

Objective 1: Full participation of CaLD [Culturally and Linguistically Diverse] communities in social, economic and cultural life.

Objective 1a: Facilitate the inclusion and empowerment of members of all communities as full and equal members of the Western Australian community, enjoying the rights and duties of a shared citizenship.

Objective 1b: Encourage a sense of Australian identity and belonging as citizens, within a multicultural society.

EQUITY

Objective 2: Remove the barriers to equity experienced by CaLD communities.

Objective 2a: Ensure that all individuals and minority groups, recognising the unique status of Aboriginal peoples, receive equal and appropriate treatment and protection under the law.

Objective 2b: Remove all barriers to equal participation in, and enjoyment of, all aspects of society – social, political, cultural and economic.

Promotion

Objective 3: Promote the benefits of Western Australia’s cultural and linguistic diversity.

Objective 3a: Enable the recognition and appreciation of the diverse cultures and backgrounds from which members of the Western Australian community are drawn.

Objective 3b: Foster the recognition of the achievements of, and contributions to, the Western Australian community of all individuals, regardless of their origins, perceived ‘race’, culture, religion and nationality.

The Office of Multicultural Interests (OMI) thanks the NSW Community Relations Commission for granting its permission to reproduce material from its 2008 publication Implementing the Principles of Multiculturalism Locally available on www.omigov.wa.gov.au for more information.

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Acknowledgements

The Office of Multicultural Interests (OMI) thanks the Milo Community Relations Commission for granting its permission to reproduce material from its 2008 publication Implementing the Principles of Multiculturalism Locally. OMI also gratefully acknowledges the valuable input and feedback from representatives of the WA Department of Local Government, WA Local Government Association, City of Gosnells, City of Melville, Shire of Katanning, Edmund Rice Centre, Mirrabooka and Communicare through their participation in the Working Group which oversaw the development of the WA guide.
## Multicultural Planning Framework

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### A. STRATEGIC AND BUSINESS PLANNING

Multicultural policy goals are integrated into mainstream strategic and corporate planning and review processes.

### B. CONSULTATION AND FEEDBACK

Policy development and service delivery are informed by consultation with, and feedback from, residents from CaLD backgrounds.

### C. LEADERSHIP

CEOs, Mayors, Presidents and Councillors actively promote and are accountable for the implementation of the principles of multiculturalism within the local government and the wider community.

### D. HUMAN RESOURCES

Staffing reflects business and clients’ needs.

### E. ACCESS AND EQUITY

Barriers to the accessibility of services for people from CaLD backgrounds are identified and programs and services are developed to address them.

### F. COMMUNICATION

Effective communication formats and channels are used to inform people from CaLD backgrounds about programs, services and activities.

### G. ECONOMIC, CULTURAL AND SOCIAL DEVELOPMENT

Programs and activities are in place to develop, recognise and use the skills of people from CaLD backgrounds for the economic, cultural and social benefit of the community.

### STRATEGIES TO CONSIDER

Strategies are detailed in the guide – Implementing the Principles of Multiculturalism Locally.

1. Do you collect accurate demographic data about your community and customers? Does your community plan reflect the diversity of your customers and their needs? Do you periodically review your achievements and identify areas for improvement and a change of approach?

2. Do you routinely include CaLD customers when providing information and seeking community input to policy processes? Are CaLD people represented on advisory groups and boards?

3. Do Councilors and senior managers actively support the principles of multiculturalism? Do senior managers promote respect for cultural and linguistic diversity in their interactions with staff?

4. Does your staff profile reflect the demographics of your community? Are CaLD staff actively recruited? Are the linguistic skills and cultural knowledge of staff recorded and utilised? Are all staff culturally competent?

5. Do you evaluate the accessibility of your services to ensure equity for CaLD customers? Do you collaborate with CaLD organisations to deliver services effectively to your CaLD customers?

6. Do you have a budget for interpreting and translating services? Are staff trained in accessing and using interpreters? Are CaLD organisations actively encouraged to tender for council contracts? Are contractors required to ensure equity of access and service provision for CaLD residents?

7. Do you partner with CaLD organisations to identify the best ways to communicate with CaLD community members? Do you translate information when necessary? Do you use a diverse range of communication formats to disseminate information? Do you provide feedback to your community on your successes and lessons learnt?

8. Do you actively include and support the CaLD organisations, elders and leaders in your area? Do you celebrate significant multicultural events? Do you encourage and support inter-faith and inter-cultural activities?