



Department of **Local Government,**
Sport and Cultural Industries
Office of **Multicultural Interests**

Western Australian Multicultural Policy Framework

Implementation update

June 2024

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Background

The Minister for Citizenship and Multicultural Interests developed the Western Australian Multicultural Policy Framework (WAMPF). In 2017, the Minister appointed a Multicultural Advisory Group (MAG) subcommittee to drive its development based on the WA Charter of Multiculturalism.

Extensive consultation was undertaken with subcommittee members, representatives of public sector agencies, non-government organisations and culturally and linguistically diverse communities, all of whom supported the framework. The framework was officially endorsed by Cabinet on 3 February 2020.

Launched on 17 March 2020 during Harmony Week, the WAMPF identifies three policy priority areas for the public sector to implement the State Government's commitment to multiculturalism:

- Harmonious and inclusive communities
- Culturally responsive policies, programs and services
- Economic, social, cultural, civic and political participation.

The framework focuses on outcomes and measures for the Western Australian public sector against the above policy priority areas, through which progress can be tracked.

Agencies were required to develop multicultural plans that included specific actions and key performance indicators related to the framework. They are expected to report on their implementation progress each year through their annual reports and by submitting their multicultural plan progress report.

As indicated in Figure 1 (pages 4–5), the framework provides a structure for agencies to direct their efforts to achieve the State Government's vision for multiculturalism in Western Australia—through effective leadership, planning, service provision and community engagement.

The policy priority areas of the framework (Figure 1) have a whole-of-community focus, recognising that all Western Australians and organisations have a part to play in realising multiculturalism's full potential in this State.

Policy priority	Policy outcome	Strategies
Harmonious and inclusive communities	Every Western Australian values cultural, linguistic and religious diversity and feels that they belong	<ul style="list-style-type: none"> • Promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally diverse backgrounds • Address racism and discrimination at both an individual and institutional/ systemic level, including implementing the Policy Framework for Substantive Equality • Develop workplace cultures that are welcoming and inclusive of all Western Australians • Initiate and support events and projects that build mutual understanding and respect between cultures

Policy priority	Policy outcome	Strategies
Culturally responsive policies, programs and services	All Western Australians are informed of and have equitable access to government services	<ul style="list-style-type: none"> • Integrate multicultural policy goals into strategic and corporate planning, procurement and review processes • Identify inequities in service access and outcomes for Western Australians from culturally and linguistically diverse backgrounds and develop strategies to address them • Provide language services to ensure language is not a barrier to equitable access to information and services, including complaints processes • Collect and analyse cultural and linguistic data to contribute to the identification of client needs, the development of policies and programs, and evaluation of outcomes • Enable culturally diverse communities to have meaningful input into policies, programs and systems through co-design and planning, co-delivery and implementation, and evaluation processes • Implement recruitment and selection processes that facilitate workforce diversity, and provide opportunities for the development of cultural competencies across the workforce
	Programs and services are culturally appropriate and responsive to the needs of all Western Australians	
	Customised Culturally and Linguistically Diverse (CaLD)-specific services are provided for those who need them	
	A workforce that is culturally competent and representative of its community and business and client needs	

Policy priority	Policy outcome	Strategies
Economic, social, cultural, civic and political participation	Western Australians from culturally and linguistically diverse backgrounds are equitably represented in employment and on boards, committees and other decision-making bodies	<ul style="list-style-type: none"> • Implement recruitment and career development processes that support employment and progression of staff from culturally and linguistically diverse backgrounds • Achieve equitable representation of people from culturally and linguistically diverse backgrounds at all levels and in decision-making roles
	Western Australia's culturally and linguistically diverse community is harnessed to grow economic, social, cultural, civic and political development	<ul style="list-style-type: none"> • Identify, develop and promote initiatives that support the development of businesses and the entrepreneurial potential of Western Australia's culturally and linguistically diverse community • Identify, develop and implement initiatives that encourage social, cultural, civic and political participation by members of Western Australia's culturally and linguistically diverse community • Develop and strengthen global connections through partnerships with Western Australia's culturally and linguistically diverse communities and businesses

Figure 1: Western Australian Multicultural Policy Framework policy priority areas

Current status

As of April 2024, a total of 64 Western Australian public sector agencies are implementing multicultural plans. All plans have been reviewed by the Office of Multicultural Interests (OMI) to ensure alignment with the framework, and feedback has been provided, including on areas for further development.

Multicultural plans

- Sixty-four public sector agencies are identified as having reporting obligations for the WAMPF.
- As illustrated in Figure 2 below, this includes the 26 public sector departments under the *Financial Management Act 1994*, 21 Senior Executive Services (SES), 16 non-SES agencies and one Schedule 1 Entity.
- As of April 2024, all relevant 64 public sector agencies are implementing multi-year multicultural plans.
- Eighteen agencies are implementing their second plan, and four agencies are now implementing their third plan.
- The multicultural plans of twenty-six of the total 64 agencies will expire in 2024.
- The list of agencies reporting against the WAMPF is provided in Appendix A.

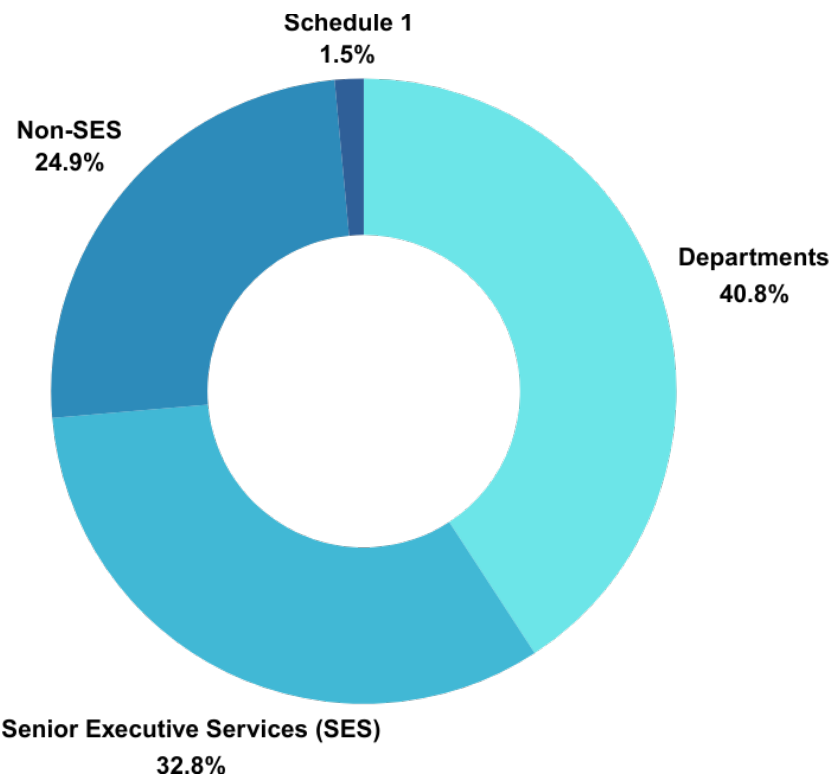


Figure 2: Multicultural plans by WA Public Sector agency type

Figure 2 above illustrates the types of public sector agencies that are implementing the WAMPF through their multicultural plans in 2022–2023. Most are departments (40.8 per cent), followed by SES agencies (32.8 per cent), non-SES agencies (24.9 per cent) and a Schedule 1 entity (1.5 per cent). It should be noted that Schedule 1 entities are not required to implement the WAMPF.

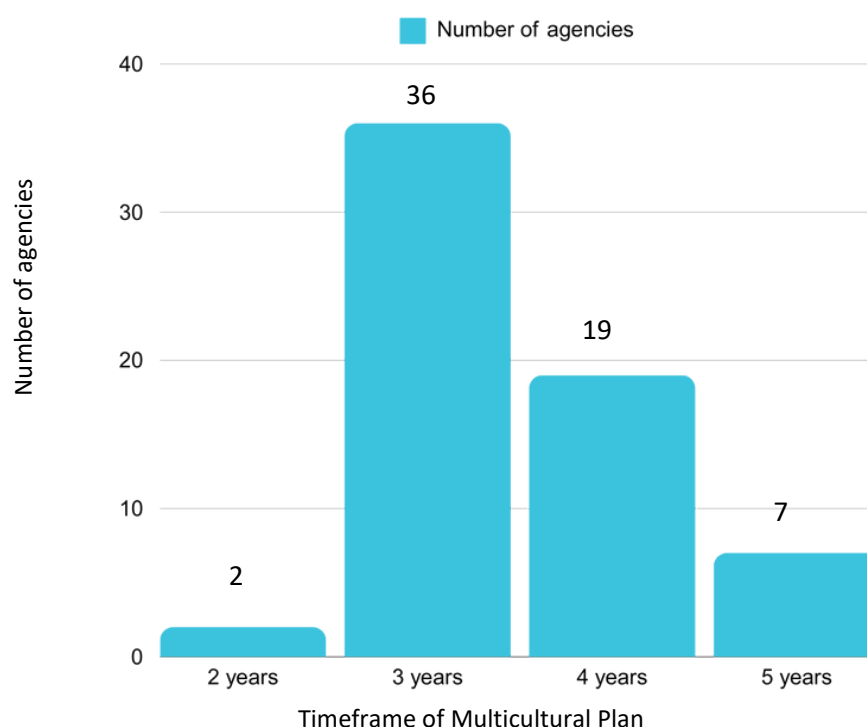
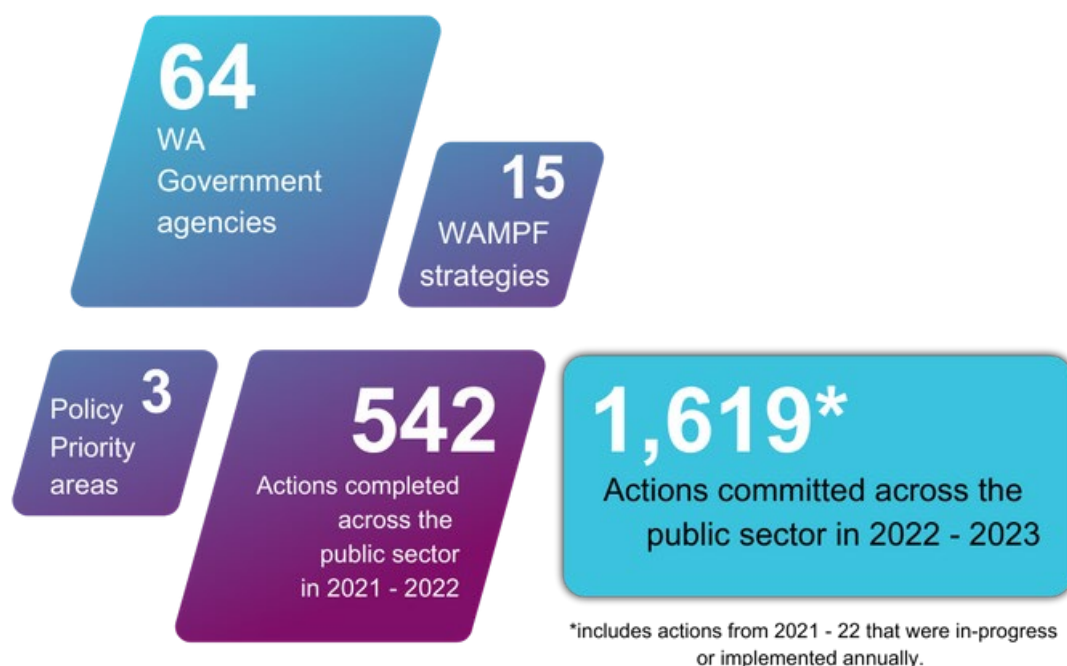


Figure 3: Number of WAMPF Public Sector agencies by duration of Multicultural Plans

Implementation snapshot

The data highlighting the implementation of the WAMPF across the Western Australian public sector was collated from agency annual reports and multicultural plan progress reports submitted in 2022–2023.

All 64 agencies are required to provide a summary of their multicultural plan implementation in their annual reports and submit a more detailed progress report to OMI, noting the status of individual actions and the outcomes achieved.

In most cases, agencies are implementing actions across all the priority areas within the WAMPF. However, there has been greater representation of actions that relate to certain priority areas, noting a focus on specific strategies and outcomes in the early stages of policy implementation across the public sector.

At beginning of the 2022–23 year, 542 actions related to the WAMPF had been completed across the WA public sector and 1,619 actions had been committed to for the 2022–2023 financial year.

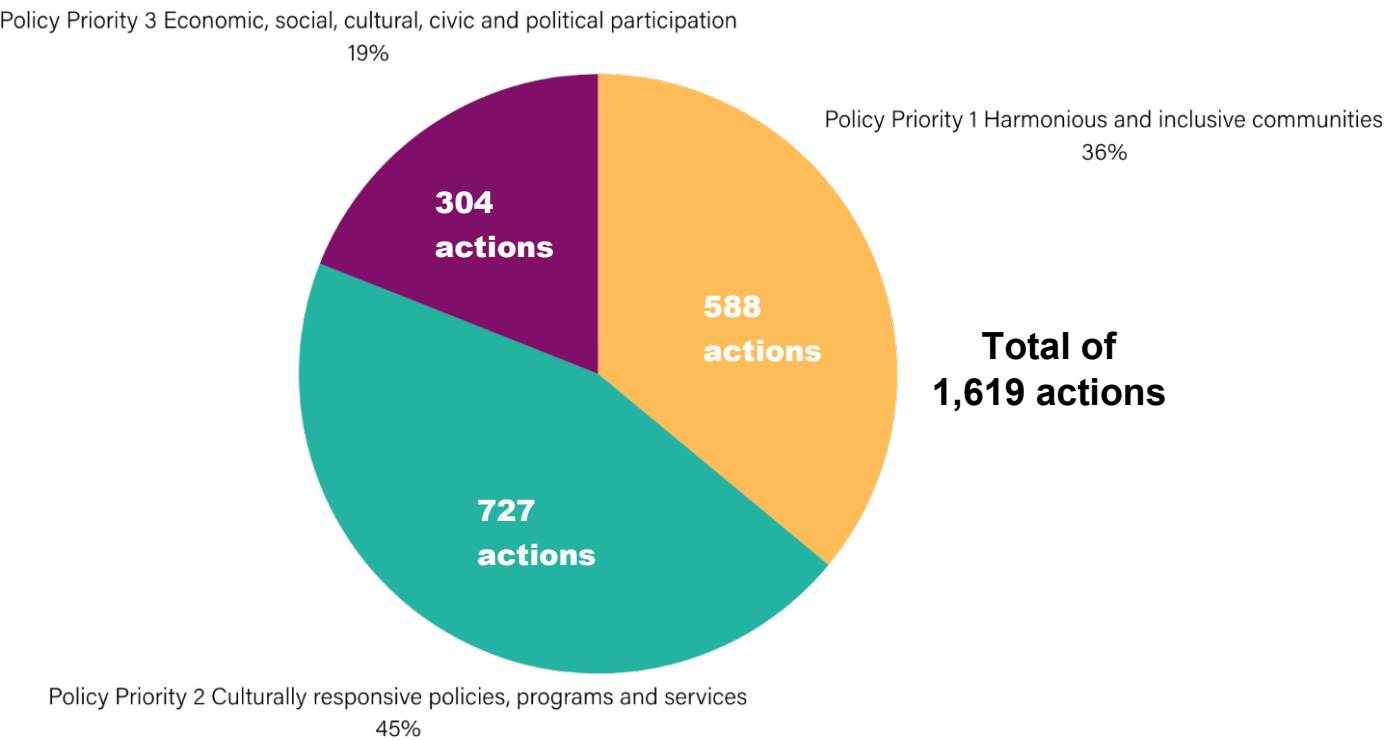


Figure 4: WAMPF related actions by Policy Priority areas

As shown in Figure 4, of the 1,619 actions developed across the public sector, largely (45 per cent) related to Policy Priority 2 followed by Policy Priority 1 (36 per cent) and Policy Priority 3 (19 per cent). The focus on Policy Priorities 1 and 2 was anticipated again given the high number of actions implemented in these policy areas across the public sector in 2021–2022. The preference of agencies to focus on internal strategies around building inclusive workplaces and equitable services and programs remains consistent.

Since Policy Priority 3 relates to strategies such as development of the entrepreneurial potential of Western Australia’s culturally and linguistically diverse (CaLD) communities and strengthening global connections through partnerships with these communities, not every public sector agency would be able to implement these strategies due to their portfolio’s remit, resulting in comparably fewer actions for this priority area.

In comparison to 2021–2022 (the first reporting year), the number of actions being implemented has increased in 2023–2023 across all the policy priority areas. This is likely due to an increased understanding of the WAMPF across the public sector, and new iterations of multicultural plans having greater scope and increased commitment from agencies.

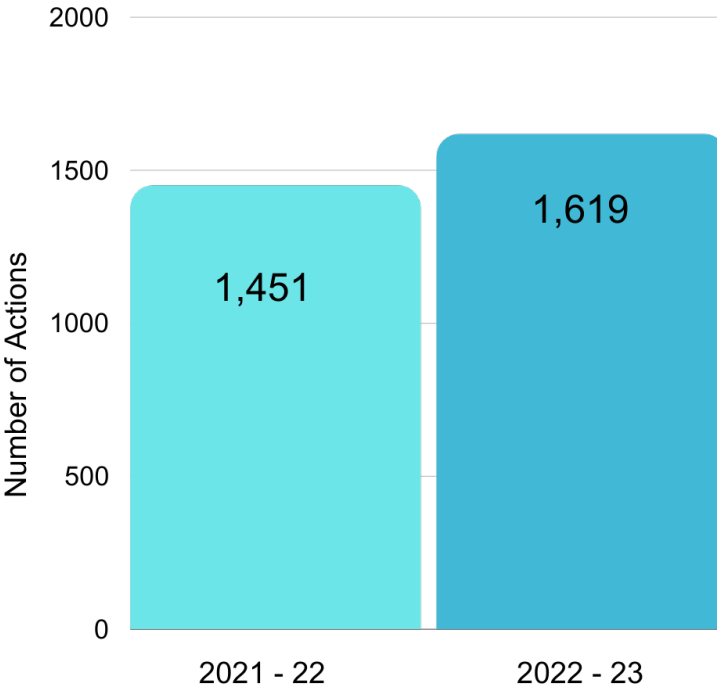


Figure 5: Total WA public sector actions committed to by financial year

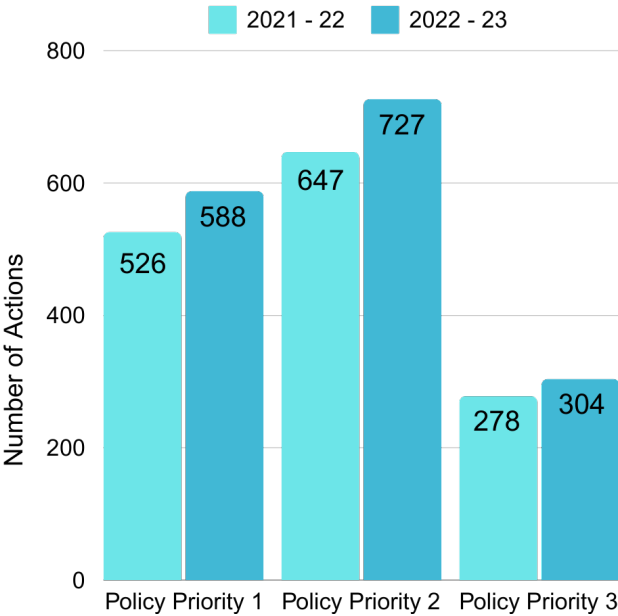


Figure 6: Total WA public sector actions committed to by policy priority and financial year

2022–2023 implementation progress of WAMPF actions

As indicated in Figure 7 below, the status of actions across the policy priority areas are highlighted based on their current implementation status. These are categorised as *Completed*, *In progress*, *Not started* and *Not reported*.

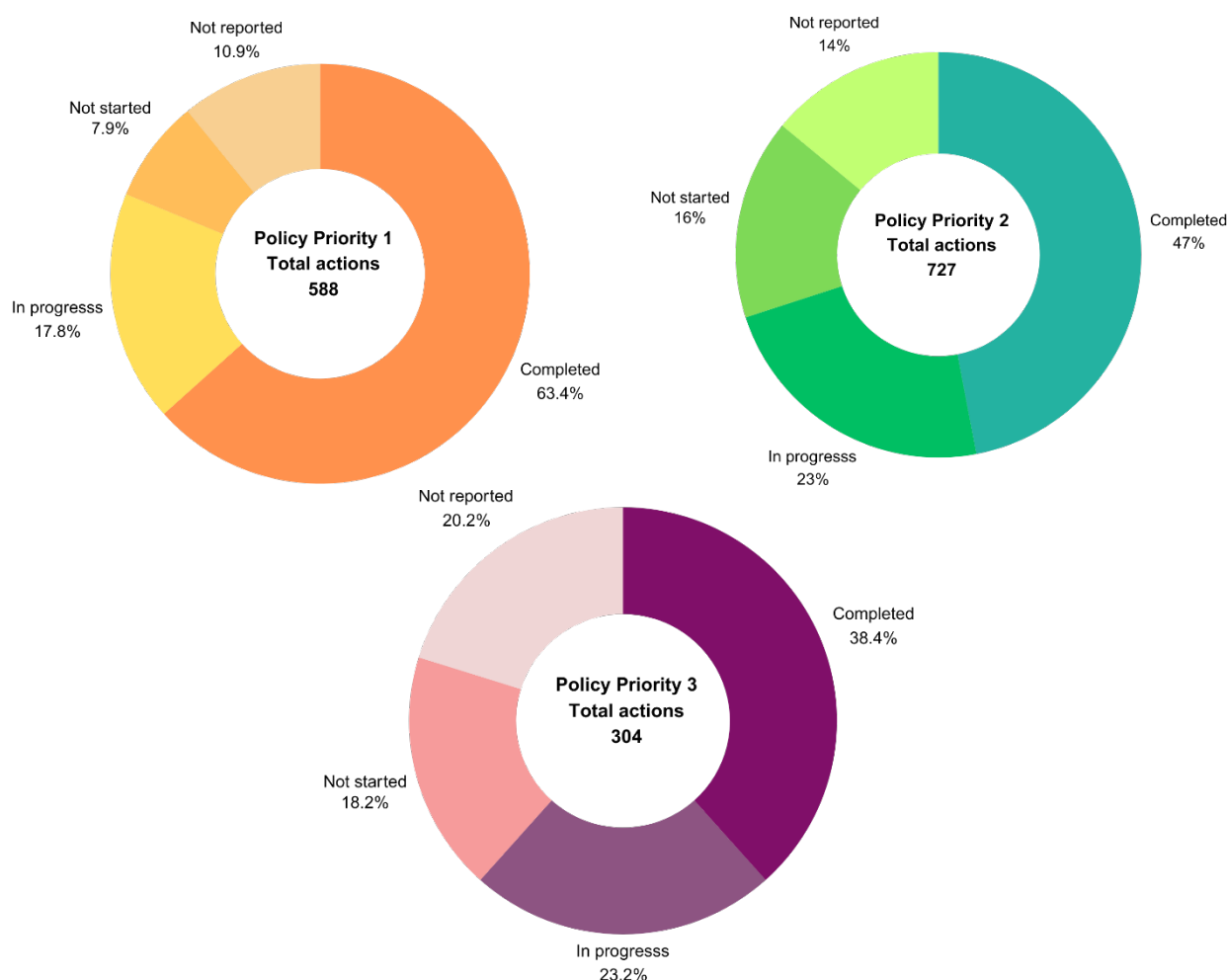


Figure 7: Status of actions across the three policy priority areas for 2022–2023 across WA public sector

It should be noted that actions submitted with *Ongoing* timeframes by agencies (that is, were to be completed on a yearly basis for the full timeframe of the plan) and had outcomes achieved in the 2022–2023 financial year reporting period in their progress reports, are categorised as *Completed*, while actions that were only partially completed in 2022–2023 are categorised as *In progress*.

Policy Priority 1 has the greatest percentage of completed actions (64 per cent) followed by Policy Priority 2 (47 per cent) and Policy Priority 3 (38 per cent).

Completed actions in 2022–2023 increased across all three policy priority areas, in comparison to 2021–2022.

The completed Policy Priority 1 actions have focused on building inclusive workplaces through promotion and celebration of events (for example, Harmony Week), that address substantive equality—such as anti-racism and anti-discrimination initiatives among employees, as well as highlighting achievements of stakeholders from CaLD backgrounds on internal and external media platforms.

Completed actions in Policy Priority 2 this year focused more on reviewing and updating relevant policies including recruitment processes, improving access to language services, and ensuring employees completed mandatory training that addresses substantive equality such as unconscious bias and ethical decision making, as well as becoming culturally competent.

Policy Priority 3 continues to be the least implemented, however, the number of completed actions this year increased by 64 per cent with actions addressing CaLD representation in decision-making boards, committees and working groups on the rise.

Figure 8 below illustrates comparative analysis of actions by policy priority (PP) area for the past two reporting years.

Comparison of WAMPF implementation across 2021–2022 and 2022–2023

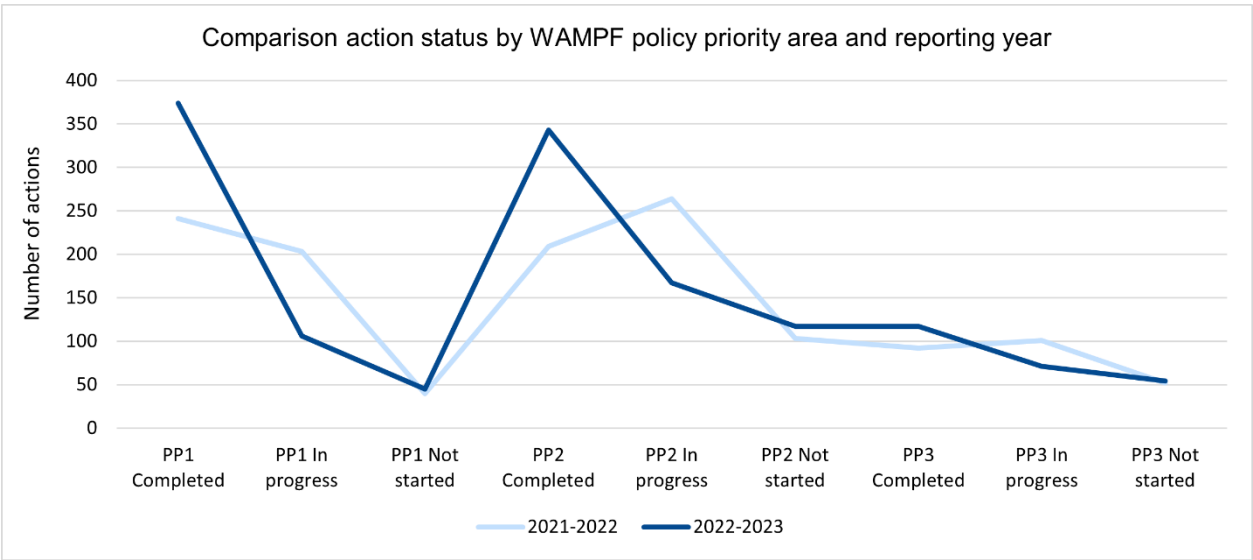


Figure 8: Implementation status of actions across policy priority (PP) areas for 2021–2022 and 2022–2023

Compared to 2021–2022, action completion rates increased in all three policy priority areas in 2022–2023 with the greatest percentage change of actions completed recorded in Policy Priority 2 (+64 per cent).

Public sector agencies reduced the number of in-progress actions across all three policy priority areas (PP1 –48 per cent, PP2 –37 per cent and PP3 –30 per cent) indicating agencies are improving resource allocations to achieve a greater number of actions that are being completed.

Actions with a *Not started* or *Not reported* status, however, increased this year, across all three policy priority areas. This increase is due in part to inconsistencies in record keeping of some agencies—particularly those that transitioned from expired to new plans, and employee turnover in some agencies resulting in staff with insufficient knowledge of the WAMPF and reporting obligations when submitting progress reports. Where relevant, those agencies that have not reported on outstanding actions in 2022–2023 have been requested to provide status updates in their 2023–2024 Progress Report.

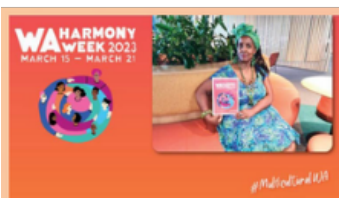
Key action themes from WA public sector multicultural plans

Based on the analysis of the quantitative and qualitative data collected through multicultural plans and related progress reports in 2022–2023, there were key themes identified through the actions being implemented across the WA public sector. These themes highlighted the focus of the public sector agencies on specific WAMPF strategies and designing deliverables that enabled the relevant policy framework outcomes to be addressed. These themes are shown in the following pages by the strategies and actions they correspond to, along with examples of outcomes that were achieved by agencies. These themes provide part of the picture of what the WA public sector agencies are concentrating their efforts on to improve policies, programs and services for people from CaLD backgrounds both internally and also through their engagement as part of service or program delivery.

Key Action theme 1: Inclusivity



Theme	Example action	Example outcome
Inclusivity		
WAMPF Policy Priority 1 Strategies 1.1, 1.3, 1.4	Creating inclusive workplaces	<ul style="list-style-type: none"> The Department of the Registrar and WA Industrial Relations Commission (WAIRC) launched an Equal Employment Opportunity (EEO) Management Plan 2023 - 2025. This new plan ensures that EEO and diversity principles are incorporated into WAIRC's corporate values, business planning processes, human resource plans, and the Multicultural Framework Plan and reflected in departmental policies. The Department of Primary Industries and Regional Development (DPIRD) took steps to foster cultural inclusivity by developing and publishing a video profiling a senior scientist from a CaLD background who shared their journey on how they commenced employment at DPIRD and the advantages of working in a multicultural workplace. This video was incorporated into DPIRD's online diversity and inclusion learning modules and promoted across the agency to celebrate the department's diverse workforce.
	Hosting intercultural events	<ul style="list-style-type: none"> Main Roads WA hosted multiple events across WA to promote cultural diversity as part of Harmony Week 2023. These included events in the Kimberley, Midwest, Great Southern, Goldfields-Esperance, Wheatbelt, and South West. North Metropolitan's Dental Health Services (DHS), in partnership with the City of Stirling, participated in the 'myMirrabooka' Harmony Week 2023 celebrations to promote the importance of oral health to CaLD communities in the Mirrabooka area.
	Funding to celebrate multiculturalism	<ul style="list-style-type: none"> To celebrate cultural diversity and build intercultural understanding, DLGSC funded 20 community initiatives across WA during Harmony Week 2023. These initiatives included celebrating cultural diversity in both Perth Metro and regional areas.
	Communications promoting cultural diversity Engaging with CaLD communities	<ul style="list-style-type: none"> DMIRS hosted an Auspire webinar for employees featuring Turbans 4 Australia founder Amar Singh on changing perceptions and helping others regardless of religion, language or cultural background. To strengthen community-based multicultural services and improve the health and social-emotional outcomes of children from refugee backgrounds, the Child and Adolescent Health Service (CAHS), together with CaLD consumers, carers and clinical representatives, co-designed a service concept mode to strengthen CAHS Refugee Health Services.



Wanjiku Gichuki

"Harmony Week is about celebrating the cultural diversity and connections in Australia... It's also a time to reflect on the things that need to be done to ensure that everyone, regardless of their background, gender, sexual orientation, race and abilities, has access to equitable resources and is supported to be the best versions of themselves that they can be."

Published on The Common, 23 March 2023

Key Action theme 2: Anti-racism and The Policy Framework for Substantive Equality



Theme	Example action	Example outcome
Anti-racism and substantive equality		
WAMPF Policy Priority 1 Strategy 1.2	Substantive equality	<ul style="list-style-type: none"> The Department of Communities’ Integrity and Reform Division developed and published a Substantive Equality Policy and a Diversity, Equity and Inclusion Lens tool for use agency-wide to ensure substantive equality is considered in the development and implementation of policies and projects. 69 per cent of WA public sector agencies reviewed and/or updated a policy, program and/or service, addressing the objectives of the Policy for Substantive Equality.
	Diversity and inclusion	<ul style="list-style-type: none"> DMIRS hosted the Diversity and Inclusion (D&I) Excellence Awards in November 2022. The Award for Overall Excellence was awarded to the Bonds Administration Team for improving participation in D&I events, provision of culturally appropriate and inclusive language and utilising targeted recruitment methods to strengthen their diverse workforce.
	Anti-racism initiatives	<ul style="list-style-type: none"> In support of the <i>Racism. It Stops With Me</i> campaign, the Department of Finance developed and shared fact sheets to raise awareness of racism, xenophobia and intolerance, and employee support mechanisms. DLGSC also updated the Harmony Week Kit with anti-racism content and shared it with all WA public schools and community groups across the public sector.
	Training	<ul style="list-style-type: none"> 19 per cent increase in the number of actions addressing racism and discrimination at both an individual and institutional/systemic level in 2022 - 2023 compared to 2021 - 2022. More than 4,700 people completed the Diverse WA Cultural Competency Training in 2022 - 2023. They were primarily State Government staff and employees of not-for-profits and local governments. 84 per cent of the public sector agencies supported cultural competency training initiatives for their staff.

“ Cultural awareness training remains a key mandatory component of our onboarding process and a measurable action to continue to foster a workplace culture that is accepting of people from all cultural and linguistic backgrounds.

ChemCentre, Progress Report 2022 - 2023 ”

Key Action theme 3: Provision of language services



Theme	Example action	Example outcome
Accessible service delivery: Provision of language services		
WAMPF Policy Priority 2 Strategy 2.3	<p>Implementation of the Western Australian Language Services Policy 2020</p> <p>Interpreting and translation services</p>	<ul style="list-style-type: none"> The Department of Communities developed its first whole-of-department operational Language Services Policy to support the overarching State Government policy. The Department of Biodiversity, Conservation and Attractions developed its Language Services Protocol in 2022 - 2023. It includes actions to maximise the cultural and linguistic knowledge and skills of appropriately trained agency staff to help improve provisions of front-line services. Eleven agencies updated their procedures this year to ensure compliance with the Western Australian Language Services Policy 2020. Hospital Support Services (HSS) drafted its first Language Services Procedure for its employees to ensure all HSS clients using WA health systems access appropriate language services. The procedure reinforces the objectives of the WA Language Services Policy 2020 and the Health System Language Services Policy and Guidelines developed by the Department of Health. Across the WA health system, interpreting and translation services were provided on more than 87,000 occasions for the 2022 - 2023 financial year. The engagement of language services for health consumers has increased by 118 per cent since WA Health began reporting on language service usage in 2013 - 2014. The first ever DFES Emergency WA Hackathon was held in June 2023, leveraging some of the State's brightest minds to use generative artificial intelligence (AI) to solve complex emergency information problems, such as provision of emergency information to vulnerable people (including translations into other languages, including Indigenous languages. The Department of Jobs, Tourism, Science and Innovation ensured the provision of interpreter services at several investment and trade events, including the Chinese Women's Hockey Team Welcome event in March 2023 and the signing of the Japan Organisation for Metals and Energy Security Memorandum of Understanding in December 2022.

Percentage of WA Public Sector agencies implementing the Western Australian Language Services Policy 2020 through WAMPF actions:

2021 - 2022 = 91 per cent

94%
2022 - 2023

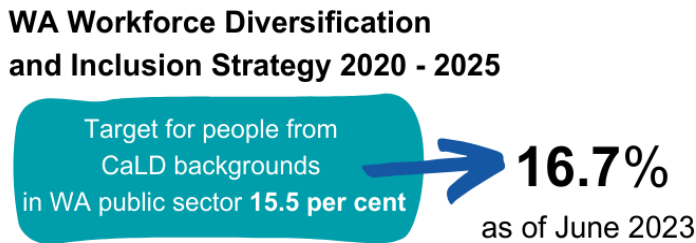
Key Action theme 4: Recruitment and selection



Theme	Example action	Example outcome
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Recruitment and selection

<p>WAMPF Policy Priority 2 Strategy 2.6</p>	<p>Increase workforce diversity</p> <p>Public Sector Commission's CaLD workforce target</p> <p>Training</p> <p>Human resources</p>	<ul style="list-style-type: none"> • In 2022 - 2023, the WA Police launched the 'Let's Join Forces' webpage, highlighting cultural diversity through its communications and resources. They also delivered tailored recruitment information sessions for CaLD communities, such as the WA Chinese and African communities, to encourage greater workforce participation. • To address the Commissioner's Instruction No 39: Interim Arrangements to Fill Public Sector Vacancies (CI 39), agencies such as Departments of Health, and Mines, Industry Regulation and Safety, created resources to support hiring of culturally diverse candidates, including increasing the representation of staff from CaLD backgrounds to foster workforce diversification. • 53 per cent of agencies implementing the WAMPF exceed the WA Government's current target for CaLD representation of the public sector workforce of 15.5 per cent. These agencies include the Department of Communities (16.5 per cent), the Department of Finance (26.9 per cent), the Forrest Products Commission (20 per cent), the Economic Regulation Authority (40 per cent), and the Office of the Auditor General (47.5 per cent). • To address systemic bias within the workplace, the Department of Transport commenced the rollout of the Diversity Council of Australia's 'Unconscious Bias' training program. Unconscious Bias training was also a focus in 2022 - 2023 for the Departments of Health, Primary Industries and Regional Development, Treasury, Jobs, Tourism, Science and Innovation, the Office of the Auditor General, the Government Employee Superannuation Board, Landgate, the Mental Health Commission, and the Insurance Commission of WA, among others. • Child and Adolescent Health Service (CAHS) began implementing a new 'Talent Acquisition Service' in 2022 - 2023, and a Talent Acquisition Strategy is in development. This strategy will consider greater emphasis on the assessment of applicants' equity-based skills, CaLD representation on recruitment panels where possible, and alternate communication platforms accessed by people from CaLD backgrounds to promote job opportunities.
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Key Action theme 5: Equitable participation



Theme	Example action	Example outcome
Equitable participation		
WAMPF Policy Priority 3 Strategy 3.2	Boards and committees	<ul style="list-style-type: none"> The Department of Treasury maintains 43 per cent CaLD representation on the Treasury's Governance Committees. The Construction Training Fund (CTF) established a Culture, Diversity and Inclusion Committee to enable inclusive decision-making and also ensured CaLD representation on the committee through six employees from CaLD backgrounds.
	Greater representation in senior roles	<ul style="list-style-type: none"> Through inclusive recruitment strategies, half the WA Meat Industry Authority's leadership team now comprises people from CaLD backgrounds.
	Inclusive participation in decision making	<ul style="list-style-type: none"> To enable inclusive and responsive decision-making, the Child and Adolescent Health Service added more than 100 people from CaLD backgrounds to its Consumer Engage Network.
	Programs supporting representation and participation	<ul style="list-style-type: none"> DLGSC delivered the annual Leadership and Governance Program to increase CaLD representation on boards and committees. In 2022 - 2023, 20 participants graduated, 10 of whom secured public, private, or not-for-profit board positions. To increase CaLD participation within their workforce, the WA Police implemented strategies allowing a range of entry pathways for police officers, including recruit, cadet and Police Auxiliary Officer (PAO) programs. Applicants from culturally diverse backgrounds who did not initially meet the recruitment requirements were considered for diversion to alternative pathways. During 2022 - 2023, 10 per cent of officers (recruits) that commenced in Recruit Schools were from CaLD backgrounds and 23 per cent of PAOs who commenced in PAO pathways were from CaLD backgrounds. DLGSC funded CaLD sporting associations through their Inclusive Participation Grants Program to address gaps and barriers to participation for people from CaLD backgrounds in sports and active recreation. This included the Perth African Nations Sport Association's (PANSA) Empower the People project.



Systemic change

Since the launch of the WAMPF in 2020, the WA public sector has responded to the set outcomes of the framework, through their respective strategies, plans, policies and programs. Aside from the development and implementation of agency multicultural plans, the WAMPF has helped enable a number of systemic changes to be undertaken across the public sector. Some of these areas of change have been highlighted below.

1. Multicultural advisory bodies

Internal multicultural advisory bodies have been established in State agencies to inform WAMPF planning, implementation and evaluation. These advisory bodies have often been led internally by CaLD staff and others passionate about effecting institutional and systemic change in their respective sectors.

Among other outcomes, State agencies' multicultural bodies institutionalise the WAMPF within agencies and help build an inclusive approach to their wider policy, services and programs by considering the needs of people from CaLD communities.

Some examples of WA public sector agencies that have developed multicultural advisory bodies to ensure an inclusive approach to decision making include the Department of Communities, State Library of WA and the Department of Health.

Other agencies have also established relevant committees to support inclusive approaches within their organisation, such as Department of Fire and Emergency Services—People and Culture Committee; Department of Energy, Mines, Industry Regulation and Safety—Diversity and Inclusion Sub-Committee; and Department of Treasury—Diversity Committee.

2. Inclusive strategies and plans

Following the launch of the WAMPF across the WA public sector in 2020, there has been a positive shift in the design and implementation of strategies and plans across various portfolios, through an active consideration of people from CaLD backgrounds in the design, planning and delivery of public sector initiatives. These inclusive strategies and plans are ensuring that the public sector is responsive, accessible and having greater impact through reaching diverse and often more vulnerable groups.

These systemic changes in approach can be seen through actions of the Departments of Health; Justice; and Communities; and the Mental Health Commission, who have all integrated the outcomes from the WAMPF in their recent strategies and plans. For example, Department of Communities has made explicit reference to their WAMPF, and considered the needs of the CaLD community, in the following strategies and plans:

- State Seniors Strategy 2023–2033
- Path to Safety: Reduce Family and Domestic Violence 2020–2030
- Disability Access and Inclusion Plan 2023.

3. CaLD data collection

Effective CaLD data collection plays an essential role in ensuring State Government agencies can plan, monitor and evaluate the progress of the WAMPF in their respective sectors. Internally, CaLD data enables tracking representation of CaLD employees, and externally, CaLD indicators for clients and stakeholders can be used to inform service planning and delivery, and assess impact. Active steps have been taken to ensure a more consistent approach to enable effective data collection across the WA public sector.

In 2022, following consultation with relevant State departments and the Office of Multicultural Interests, the Department of the Premier and Cabinet, Office of Digital Government, included key CaLD indicators as part of the common standards for WA Government data collection. The inclusion of these indicators was aimed to ensure that public sector agencies consider collection of CaLD data as part of their standard data collection process. This enables the WA Government to be better informed about their engagement with people from CaLD backgrounds, leading to more accessible and responsive programs and services.

Another example of positive systemic change included WA Health's Web Patient Administration System (WebPAS) which was reviewed and updated to enable WA Health Service Providers to capture and accurately identify CaLD clients, enabling better patient care (e.g. through provision of interpreters) and effective reporting of people from CaLD backgrounds.

4. CaLD targeted funding

Since the launch of the WAMPF, there has been greater investment made by the WA public sector through funding of grants, services and programs that are designed to support people from CaLD backgrounds. This dedicated funding to assist and meet the specific needs of CaLD communities ensures culturally appropriate and responsive services are being delivered that enable greater accessibility and help meet the complex needs of the State's CaLD communities.

The funding has been across diverse portfolios to meet the growing needs of people from migrant and culturally diverse backgrounds. These include areas such as employment, mental health, family and domestic violence, building inclusive workplaces and initiatives to support seniors from CaLD backgrounds. Some examples of initiatives are noted below:

- Department of Training Workforce and Development's \$4.25 million Skilled Migration Job Connect program aimed at reducing employment barriers and linking migrants to employment.
- Multicultural Services Centre of WA was funded \$100,000 to deliver the Zero Tolerance project, to create safe, respectful and inclusive workplaces for women from migrant and refugee backgrounds
- Legal Aid was funded \$4 million for the Perceptions of Elder Abuse in CaLD Communities project, a collaboration between Elders Rights WA and Umbrella Multicultural Community Care Services.

5. CaLD health and research

Health and wellbeing are some of the most critical elements to enable successful settlement for CaLD communities in WA. Improved healthcare services for CaLD communities are a priority reflected in the extensive strategic planning and research conducted and/or funded by the Department of Health.

The Sustainable Health Review (SHR) report outlines several recommendations that demonstrate a commitment to improved health outcomes for CaLD communities, including priorities and initiatives to bolster the health and wellbeing of migrant communities. In particular, the SHR highlights the following initiatives:

- *improved data and benchmarks of health outcomes of people from CaLD backgrounds, along with cultural competency training to ensure that WA Health staff are aware and responsive to cultural diversity*
- *evaluation and spread of a collaborative approach to providing support to CaLD communities, guided by the approach in Mirrabooka.*

Indicative of the WAMPF key priorities, these health initiatives highlight the importance of CaLD data indicators, service benchmarking and cultural competency. The SHR also emphasises the importance of applying collaborative approaches with CaLD health consumers, including during evaluation processes.

Other examples of research that has been carried out since the launch of the WAMPF and that helps inform a foundation for evidence-based policy to improve the health and wellbeing of CaLD communities include:

- Mental Health Commission's 2020 research:
 - Understanding experiences and impacts of COVID-19 on individuals with mental health and AOD issues from CaLD communities
 - Addressing mental health issues and alcohol and other drug use in culturally and linguistically diverse communities. Final Report
- Department of Health, 2023 project:
 - Culturally and linguistically diverse (CaLD) cancer information needs for consumers and carers project.

Best practice examples

Department of Health—Health Cancer Network

The Department of Health's Health Cancer Network (Cancer Network) provides a model for culturally sensitive service co-design, co-delivery and evaluation. A key factor of the network's ability to achieve these collaborative outcomes is a sustained commitment to engaging with people from CaLD backgrounds who are living with a cancer diagnosis and including them in the development of the CaLD Cancer Information Consultation Toolkit. The process undertaken by the Cancer Network included:

- strategic alignment with the WA Cancer Plan 2020–2025, which identified a lack of reliable cancer information for health consumers, especially for those from CaLD backgrounds
- preliminary consultations with CaLD groups and organisations on how best to engage with CaLD communities
- Expressions of Interest for the provision of the project and commissioning five CaLD organisations to conduct consultations in metropolitan and regional WA:
 - Ethnic Communities Council of Western Australia (ECCWA)
 - Health Consumers Council (HCC)
 - Ishar Multicultural Women's Health Centre (Ishar)
 - Multicultural Services Centre of WA (MSCWA)
 - Umbrella Multicultural Community Care Services Inc (Umbrella)
- consultations were conducted with health consumers with lived experience of a cancer diagnosis, while ensuring cultural safety for participants.

The Health Cancer Network was presented with the inaugural WA Multicultural Awards, Premier's Public Sector Award, by the Hon Mark McGowan in March 2023.

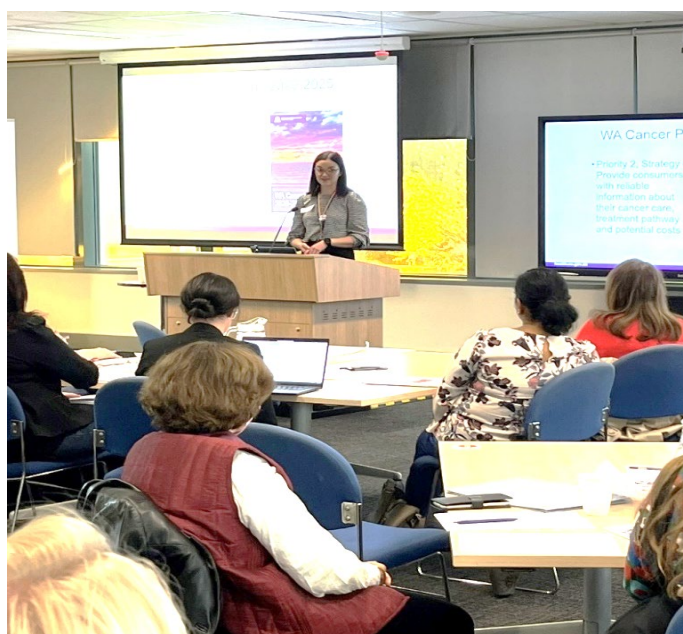


Figure 9: Health Cancer Network presentation at the May 2023 meeting of the WAMPF Interagency Network

Child and Adolescent Health Service



The Child and Adolescent Health Service (CAHS) built on its WAMPF outcomes achieved in 2021–2022 by focusing on pathways to better engage with and understand the needs of children from CaLD backgrounds, young people, families and carers who access its services, including Perth Children’s Hospital and Neonatology; Child and Adolescent Mental Health Services; and Child and Adolescent Community Health.

In 2022–2023, CAHS undertook several consumer engagement initiatives to better understand the challenges that their CaLD clients faced and to improve the capacity for staff to work in a culturally responsive way, while ensuring the voices of CaLD communities are represented on CAHS-wide and project specific consumer advisory groups. These initiatives also aligned with and were reflected in the CAHS Multicultural Action Plan 2022–2027, the CAHS Consumer Engagement Strategy 2023–2026 and the CAHS Strategic Plan 2023–2025.

One of these initiatives aimed to strengthen accessibility pathways for CaLD clients, was delivered by establishing partnerships and co-design approaches with clients and organisations from established communities, emerging communities and those groups that data showed have low/limited English language proficiency. A working group was established with CaLD members contributing their lived experience to assist CAHS to better understand the barriers and enablers for CaLD families in providing consumer feedback. Ishar Multicultural Women’s Health Services was engaged to administer several focus group sessions, with bicultural workers and mothers from a refugee background also providing insights on how to improve the cultural safety of feedback processes and the provision of language services that would ensure equitable access.

Key outcomes of the initiative included:

- establishment of trusted partnerships between CAHS, CaLD support service agencies and clients from CaLD backgrounds to guide service design
- changes to organisation-wide policy to ensure cultural safety for CaLD clients from the beginning and throughout the consumer feedback process
- improved resources for staff to build their capability in identifying relevant additional needs that clients may have, such as language services, and how to appropriately support them when providing feedback
- new consumer information materials on how to access consumer feedback mechanisms were developed in partnership with clients to reflect the diversity of the WA population.

Department of Training and Workforce Development (DTWD)

Launched in July 2023, DTWD's \$4.35 million [Skilled Migrant Job Connect Program](#) supports newly arrived migrants to gain work in occupations commensurate with their qualifications, skills and experience. This program looks to provide relevant resources, funding, training and support to migrants to enable equitable participation and strives to maximise the benefits of their skills and experience across all sectors. This program includes:

- the 'Kaleidoscope' program—delivered by the Australian Red Cross in the Perth metropolitan area, which includes:
 - Australian Workplace Cultural Awareness Training, a free, five-day course that focuses on aspects such as workplace communication, employment rights, pay and obligations to prepare skilled migrants for employment in WA
 - an Australian Workplace Mentoring Program that connects skilled migrants with an Australian mentor in their desired field of work to assist them to gain employment in WA in an occupation aligned with their formal overseas qualifications, skills and experience.
- Regional Settlement Services—that provide essential assistance to newly arrived migrants, particularly in the first 12 months of regional settlement, to make meaningful connections and overcome settlement related barriers. These are currently delivered by:
 - East Kimberley Chamber of Commerce and Industry in the Kimberley region
 - Regional Development Australia in the Pilbara region
 - Centacare Family Services in the Mid West region
 - Rainbow Coast Neighbourhood Centre in the Great Southern region.
- a Skilled Migrant Job Connect Subsidy Program—that provides subsidies up to \$7,500 to help pay for the cost of services such as licensing, registration and skills assessments so that skilled migrants can gain employment that aligns with their formal overseas qualifications, skills and experience.
- a Skilled Migrant Register—an automated job-matching facility in which a skilled migrant can upload their profile on the Migration WA Portal and the information matched to verified employers who have registered employment opportunities that align with the person's profile.
- the Construction Migration Office (CMO), a free service designed to provide comprehensive support for skilled migrants in the WA building and construction sector, as well as employers looking to recruit skilled migrants. A Construction Visa Subsidy Program (CVSP) that aims to support Western Australian construction businesses by offering grant payments of up to \$10,000 was also launched.
- a dedicated website providing migrants information about areas including Australian workplaces, employee rights and conditions, an introduction to Australian law, migrant support services, health and medical care, utilities and services, phone calls to and from WA, driving and public transport, banking and shopping.

Areas for development

The first two reporting cycles have indicated that the Western Australian public sector agencies are committed to implementing the WAMPF and that there have been positive steps taken especially in the areas of building inclusive workplaces and delivery of programs and services to better meet the needs of the CaLD community.

There are, however, some areas that need further development and action by the public sector agencies to ensure the outcomes set in the WAMPF are successfully met.

Based on the analysis of the implementation data captured in 2022–2023, these are:

- improving the accessibility of programs and services offered by the public sector, through greater promotion and engagement with CaLD communities
- greater adherence to the WA Language Services Policy 2020 by all public sector agencies and their funded organisations. This requires provision of interpreting and translating services to ensure language is not a barrier to equitable access to information and services
- greater commitment to have equitable representation of people from CaLD backgrounds at senior levels, committees and boards, both internally within agencies and also those decision-making bodies funded by the public sector
- consistent data collection across the public sector, including use of an accurate definition and indicators to identify people from CaLD backgrounds. Currently, there are limitations in the data collected in many areas, such as public sector workforce, boards and committees and elected officials, that is impacting evaluation and recommendations. Effective data collection will ensure the public sector has reliable data relating to people from CaLD communities that can be used for planning, trend analysis and target setting
- greater focus by agencies to improve cultural competency of their workforce, through provision and promotion of relevant training resources. Currently, the free online Diverse WA cultural competency training platform that is available to all WA public sector agencies, was accessed by 31 per cent of all WAMPF implementing agencies
- actioning any WAMPF policy priority areas and strategies not yet addressed through past and current agency multicultural plans. These outstanding actions should be considered in future plans to ensure all outcomes of the WAMPF are met.

Supporting implementation across WA public sector

Advocacy and support

The Department of Local Government, Sport and Cultural Industries, through the Office of Multicultural Interests, continues to engage actively with public sector agencies to support the development and implementation of multicultural plans. This includes:

- conducting one-on-one consultations with agencies to advise on the expectations of the WAMPF and how it relates to their respective organisations

- providing resources to support the development of multicultural plans and sharing relevant data, programs and networks that support ongoing implementation
- facilitating regular WAMPF Interagency Network meetings that provide a platform for agencies to gain knowledge, test ideas, network with colleagues, and share their experiences in implementing their multicultural plans.
- since 2020, OMI has facilitated eight WAMPF Interagency Network meetings, each attended by up to 50 lead representatives from agencies implementing multicultural plans. The meetings have focused on key areas including CaLD data collection, language services, cultural competency training, successful case studies, best practice, reporting and evaluation.



Figure 10: WAMPF Interagency Network session hosted by State Library WA

Diverse WA

Department of Local Government, Sport and Cultural Industries, Office of Multicultural Interests has extensively promoted its Diverse WA cultural competency training program across the WA public sector as part of the WAMPF workforce development strategy. This free public sector training aims to build the cultural competency skills of agency staff and develop their understanding and effective use of language services. In 2022–2023:

- the total number of registered users of the current Diverse WA platform increased by 41.47 per cent
- the total number of registered users reached 14,926 from 293 participating organisations including State Government, local government, and non-government/not-for-profit organisations
- there was overwhelmingly positive feedback from participants, with over 95 per cent responding that it had helped improve their cultural competency knowledge and skills.

Monitoring and reporting

The WA State Government, through the Department of Local Government, Sport and Cultural Industries, Office of Multicultural Interests, monitors the implementation of the WAMPF across the public sector.

As part of the reporting requirements, all relevant public sector agencies are required to report on the progress made in the implementation of the WAMPF across their organisations

through their respective annual reports. The guidelines for WAMPF annual reporting are released by the Public Sector Commission each year and require agencies to share key achievements against the three policy priority areas.

Agencies are also expected to submit an annual agency multicultural plan progress report by 31 August that provides status updates on all actions noted in their multicultural plans and any outcomes achieved.

An evaluation of the implementation of the WAMPF will be conducted following five years of implementation by public sector agencies, this is planned to be undertaken in 2026–2027. This will form the basis of a report to Parliament by the Minister for Citizenship and Multicultural Interests. The report will showcase examples of initiatives undertaken by agencies through their multicultural plans, along with wider systemic change identified across the public sector and society.

Appendix A: Public sector agencies implementing the WAMPF through multicultural plans

<ol style="list-style-type: none"> 1. Art Gallery of WA (AGWA) 2. Burswood Park Authority (BPA) 3. Central Regional TAFE (CRTAFE) 4. Chemistry Centre WA (ChemCentre) 5. Child and Adolescent Health Services (CAHS) 6. Construction Training Fund (CTF) 7. Corruption Crime Commission (CCC) 8. Department of Biodiversity, Conservation and Attractions (DBCA) 9. Department of Communities (DoC) 10. Department of Education (DoE) 11. Department of Finance (DoF) 12. Department of Fire and Emergency Services (DFES) 13. Department of Health (DoH) 14. Department of Jobs, Science, Tourism and Innovation (JTSI) 15. Department of Justice (DoJ) 16. Department of Local Government, Sport and Cultural Industries (DLGSC) 17. Department of Mining, Industry Regulation and Safety (DMIRS) 18. Department of Planning, Lands and Heritage (DPLH) 19. Department of the Premier and Cabinet (DPC) 20. Department of Primary Industries and Regional Development (DPIRD) 21. Department of the Registrar, WA Industrial Relations Commission (WAIRC) 22. Department of Training and Workforce Development (DTWD) 23. Department of Transport (DoT) 24. Department of Treasury (Treasury) 25. Department of Water and Environmental Regulation (DWER) 26. East Metropolitan Health Services (EMHS) 27. Economic Regulation Authority (ERA) 28. Forrest Products Commission (FPC) 29. Government Employee Superannuation Board (GESB) 30. Health & Disability Services Complaints Office (HaDSCO) 	<ol style="list-style-type: none"> 31. Health Support Services (HSS) 32. Infrastructure WA (IWA) 33. Insurance Commission of WA (ICWA) 34. Landgate 35. Lotterywest and Healthway 36. Main Roads 37. Mental Health Commission (MHC) 38. Metropolitan Cemeteries Board (MCB) 39. Minerals Research Institute (MRI) 40. National Trust Fund (NTF) 41. North Metropolitan Health Services (NMHS) 42. North Metropolitan TAFE (NMTAFE) 43. North Regional TAFE (NRTAFE) 44. Office of the Auditor General (OAG) 45. Office of the Director of Public Prosecutions (ODPP) 46. Office of the Inspector of Custodial Services (OICS) 47. Ombudsman WA (OWA) 48. PathWest 49. Public Sector Commission (PSC) 50. Public Transport Authority (PTA) 51. Small Business Development Corporation (SBDC) 52. South Metropolitan Health Services (SMHS) 53. South Metropolitan TAFE (SMTAFE) 54. South Regional TAFE (SRTAFE) 55. State Library of WA and State Records Office (SLWA) 56. State Solicitors Office (SSO) 57. VenuesWest (VW) 58. Veterinary Surgeons Board (VSB) 59. WA Country Health Services (WACHS) 60. WA Electoral Commission (WAEC) 61. WA Meat Industry Authority (WAMIA) 62. WA Museum (WAMA) 63. WA Police Force (WAPOL) 64. Workcover WA
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