**Western Australian Multicultural Policy Framework**

**Self-assessment template**

**Self-assessment template**

**Introduction**

The Western Australian (WA) [**Multicultural Policy Framework** (WAMPF)](https://www.omi.wa.gov.au/Resources/Pages/Multicultural%20Policy%20Framework.aspx) was approved by State Cabinet on 3 February 2020 and launched on 17 March 2020.

The framework translates the principles and objectives of the WA Charter of Multiculturalism (2004) into multicultural policy priorities, outcomes, strategies and measures for WA public sector agencies.

Implementing the framework requires agencies to develop multicultural plans. Agencies may develop one whole-of-agency plan or multiple plans for specific service areas/divisions. The framework provides for a staged approach to implementation. Multicultural plans may be annual or cover multiple years.

This **self-assessment template** is a guide to assist agencies to develop their multicultural plan. It includes questions in relation to each of the Multicultural Policy Framework’s three policy priority areas:

* Policy priority 1—Harmonious and inclusive communities
* Policy priority 2—Culturally responsive policies, programs and services
* Policy priority 3—Economic, social, cultural, civic and political participation

The questions explore what the agency is currently doing, any gaps and opportunities to do more, and encourages agencies to prioritise areas for future action and inclusion in their multicultural plan.

Not all MPF strategies will apply to every agency. The focus for each agency will depend on its work remit and core business functions.

**Implementation and accountability**

To support implementation, agencies may wish to establish—or utilise an existing—steering group that is representative of key divisions or service areas. Agencies are encouraged to identify project owners in their respective services areas and divisions who will be responsible for driving development and implementation of the plan and reporting on its progress.

**Completing the template**

This template can be completed by individual divisions within the agency, or by relevant steering groups that will drive implementation.

1. In the first table, identify for each strategy:
* what the agency is currently doing
	+ if the initiative can be strengthened (Yes/No). If ‘Yes’ add ideas that have been suggested in this process or note other initiatives. If ‘No’, note any reasons why not
* outline resources and budget required for implementation.
1. In the second table, identify:
* whether any new ideas could be implemented
* resources and budget required for implementation.
1. In the final page ‘Self-assessment ranking’ prioritise the actions you have developed for each of the MPF policy priorities. Rank your actions from high priority (5) to low priority (1). The priorities you have rated high will provide the areas of focus for your [multicultural plan.](https://omi.dlgc.wa.gov.au/Resources/Documents/MPF%20Multicultural%20Plan%20template.docx)

**Contact**

For information and advice, please email strategy@omi.wa.gov.au to liaise with a Strategy and Planning Officer who will assist you.

**Agency contact details**

Please list your agency details here:

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| **Agency name:** |  |
| **Division:** |  |
| **Address:** |  |
| **Contact person:** |  |
| **Position title:** |  |
| **Email:** |  |
| **Telephone:** |  |

**Policy priority 1—Harmonious and inclusive communities**

**Policy outcome**

* Every Western Australian values cultural, linguistic and religious diversity and feels that they belong

**Strategy**

Promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally diverse backgrounds

**Consider:**

* How do you celebrate cultural diversity and the achievements of people from culturally diverse backgrounds? Do you host awards and/or other events, and feature positive stories in newsletters, media releases, or other publications?

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| **What are you currently doing?** | **Could this initiative be strengthened?** | **Resources/budget required** |
| **Yes (ideas?)** | **No (reasons?)** |
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| **Do you have any new ideas? Yes / No****If yes, please describe** | **Resources/budget required** |
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**Policy priority 1—Harmonious and inclusive communities**

**Strategy**

Address racism and discrimination at both an individual and institutional/systemic level, including implementing the Policy Framework for Substantive Equality

**Consider:**

* What do you do to prevent individual discrimination?
* What do you do to prevent institutional/systemic discrimination?
* How do you respond to incidents of racial harassment and discrimination?
* What efforts are made to identify both institutional/systemic discrimination and address it?

Note: these considerations refer to incidents both within and outside the agency.

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| **What are you currently doing?** | **Could this initiative be strengthened?** | **Resources/budget required** |
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**Policy priority 1—Harmonious and inclusive communities**

**Strategy**

Develop workplace cultures that are welcoming and inclusive of all Western Australians

**Consider:**

* What does the agency do to make all staff, including those from different cultural backgrounds feel included?
* Does the agency host events or develop projects that aim to build understanding and respect between cultures?
* How does your agency address unconscious bias in the workplace?
* Does your agency have recruitment policies and strategies to provide culturally appropriate orientation for staff who may be new to Australian workplace culture?

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**Policy priority 1—Harmonious and inclusive communities**

**Strategy**

Initiate and support events and projects that build mutual understanding and respect between cultures

**Consider:**

* Does the agency host events or develop projects that aim to build understanding and respect between cultures?
* Does your agency provide training or programs that aim to increase intercultural understanding?

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**Policy priority 2—Culturally responsive policies, programs and services**

**Policy outcomes**

* All Western Australians are informed and have equitable access to government services
* Programs and services are culturally appropriate 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

**Strategy**

Integrate multicultural policy goals into strategic and corporate planning, procurement and review processes

**Consider:**

* Do your strategic, corporate or business plans include objectives or strategies relevant to cultural diversity?
* Do your procurement processes consider the cultural appropriateness of service delivery organisations?
* Do review processes take into account the needs of different groups, including those from CaLD backgrounds?

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**Policy priority 2—Culturally responsive policies, programs and services**

**Strategy**

Identify inequities in service access and outcomes for Western Australians from CaLD backgrounds and develop strategies to address them

**Consider:**

* What cultural and linguistic data does your agency collect in relation to its clients and/or customers?
* How could cultural and linguistic data be used to improve services and other agency outcomes?
* What strategies does your agency have in place to improve accessibility of information about agency services, complaints processes and other initiatives?

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**Policy priority 2—Culturally responsive policies, programs and services**

**Strategy**

Provide language services to ensure language is not a barrier to equitable access to information and services, including complaints processes

**Consider:**

* Are staff provided training to assess whether a person requires an interpreter?
* Does your agency engage interpreters?
* Where relevant, does your agency arrange for information and documents to be translated?
* What other multilingual strategies are used to assist CaLD clients with low English language proficiency levels to understand information and access to services?
* Does your agency use staff who speak languages other than English to communicate with people who do not speak English well?

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**Policy priority 2—Culturally responsive policies, programs and services**

**Strategy**

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

**Consider:**

* What cultural and linguistic data does your agency collect about its clients?
* How do you currently use the cultural and linguistic data collected?
* How could cultural and linguistic data be better used to improve services and other agency outcomes?

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**Policy priority 2—Culturally responsive policies, programs and services**

**Strategy**

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

**Consider:**

* To what extent does your agency provide opportunities for CaLD clients and communities to provide input into the design, planning, delivery, implementation and evaluation of policies, programs and services? Can you give examples?
* What different methods of engagement could your agency explore to increase engagement with CaLD communities?

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**Policy priority 2—Culturally responsive policies, programs and services**

**Strategy**

Implement recruitment and selection processes that facilitate workforce diversity, and provide opportunities for the development of cultural competencies across the workforce

**Consider:**

* What is the current representation of staff from CaLD backgrounds in your workplace?
* What does your agency currently do to increase representation of people from CaLD backgrounds in the agency’s workforce?
* How does your agency support the development of a culturally competent workforce?

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| **Do you have any new ideas? Yes / No [If yes, please describe]** | **Resources/budget required** |
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**Policy priority 3—Economic, social, cultural, civic and political participation**

**Policy outcomes**

* Western Australians from culturally and linguistically diverse backgrounds are equitably represented in employment and on boards, committees and other decision-making bodies
* Western Australia’s culturally and linguistically diverse community is harnessed to grow economic, social, cultural, civic and political development

**Strategy**

Implement recruitment and career development processes that support employment and progression of staff from CaLD backgrounds

**Consider:**

* The representation of people from CaLD background in your workforce across all levels
* What strategies are in place to identify and address unconscious bias in recruitment and selection processes?

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**Policy priority 3—Economic, social, cultural, civic and political participation**

**Strategy**

Achieve equitable representation of people from CaLD backgrounds at all levels and in decision-making roles

**Consider:**

* What is the equity index for your agency in relation to CaLD staff?
* What initiatives are in place to support staff from CaLD backgrounds to progress their careers?
* What proportion of members of the agency’s boards and committees are from CaLD backgrounds? Is this data collected?
* What efforts are being made to encourage representation from people from CaLD backgrounds on boards, committees and other decision-making roles?

Note: Further information about the equity index can be found on the Public Sector Commission website under the Director of Equal opportunity in Public Employment>DEOPE annual report—a new paradigm for workforce diversification page 12.

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**Policy priority 3—Economic, social, cultural, civic and political participation**

**Strategy**

Identify, develop and promote initiatives that support the development of businesses and the entrepreneurial potential of Western Australia’s CaLD community

**Consider:**

* What support does the agency provide for initiatives and programs that capitalise on the entrepreneurial potential of CaLD communities?
* How the agency supports and provides information to people of CaLD background to develop their own businesses
* The level of engagement with local international business councils to foster partnerships and develop initiatives

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**Policy priority 3—Economic, social, cultural, civic and political participation**

**Strategy**

Identify, develop and implement initiatives that encourage social, cultural, civic and political participation by members of Western Australia’s CaLD community

**Consider:**

* What programs and initiatives are in place to facilitate participation by people from CaLD backgrounds in social, cultural, civic and political activities?
* Does your agency promote the economic benefits that people of CaLD backgrounds bring to the wider community?

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**Policy priority 3—Economic, social, cultural, civic and political participation**

**Strategy**

Develop and strengthen global connections through partnerships with Western Australia’s CaLD communities and businesses

**Consider:**

* What programs and strategies are in place to develop and strengthen global connections through the links and networks of Western Australia’s CaLD communities?

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| **Do you have any new ideas? Yes / No [If yes, please describe]** | **Resources/budget required** |
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**Self-assessment ranking**

Prioritise your actions below from 5 (high) to 1 (low) under each of the WA MPF policy priorities. Add more rows as required. The highest-ranking actions will highlight priorities for your multicultural plan

**Policy priority 1—Harmonious and inclusive communities**

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| **Agency / division action**  | **To which WA MPF strategy does this relate?** | **Priority** |
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**Policy priority 2—Culturally responsive policies, programs and services**

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| **Agency / division action** | **To which WA MPF strategy does this relate?** | **Priority** |
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**Policy priority 3—Economic, social, cultural, civic and political participation**

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| **Agency / division action** | **To which WA MPF strategy does this relate?** | **Priority** |
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