**Western Australian Multicultural Policy Framework**

**Multicultural plan template**

**Multicultural plan template**

**Introduction**

The Western Australian (WA) [**Multicultural Policy Framework** (WA MPF)](https://www.omi.wa.gov.au/Resources/Pages/Multicultural%20Policy%20Framework.aspx) was approved 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 **Multicultural plan template** is a guide to assist agencies in developing their actions to meet the policy priority areas of the Multicultural Policy Framework. The template asks questions in relation to each of the 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 has identified as key priorities for actions, which may be based on the actions noted in the [self-assessment template](https://omi.dlgc.wa.gov.au/Resources/Documents/MPF%20Self%20Assessment%20template.docx). The actions are then broken down further to identify who will be responsible for implementation, timeframes, how the agency will measure the actions and desired impact for each action.

**Implementation and accountability**

To support implementation, agencies may wish to establish or utilise an existing steering group that is representative of their key divisions or service areas.

Agencies are encouraged to identify project owners in their respective services areas/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 column ‘What are your actions’ outline the actions the agency would like to implement under each of the Multicultural Policy Framework policy priorities.
2. In the second column ‘Budget/resources’ estimate the budget and resourcing required to implement this action.
3. In the third column ‘Timeframe’ outline the expected timeframe for deliverables, for example September 2021 to March 2022.
4. In the fourth column ‘Responsibility’ write the names of the divisions who will be delivering the action.
5. In the fifth column ‘Outcome/measure’ identify what outcome you would like to achieve from this action, for example, ‘all staff have completed the Diverse WA online cultural competency training program’, ‘training on how to work with translators and interpreters has been provided to all front-line staff’; ‘data collection systems have been amended to include cultural and linguistic data’.
6. In the sixth column ‘Desired impact’ describe what the agency would like the impact to be as a result of this action, for example, ‘staff have the knowledge and skills to provide culturally appropriate services’, ‘staff engage interpreters when needed and understand the interpreter’s role’, ‘culturally and linguistic data is collected and used to inform policies and programs’.

It is important that agencies consider strategies to evaluate and review actions to determine impact. This can be done short term or long term depending on the initiative.

**Contact**

For information and advice, please email [strategy@omi.wa.gov.au](mailto: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 is, or could, cultural diversity and the achievements of people from culturally and linguistically diverse (CaLD) backgrounds, be celebrated, such as through awards and/or other events, or in newsletters, media releases, and other publications?

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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 steps are, or could be, taken to prevent individual discrimination?
* What steps are, or could be, taken to prevent institutional/systemic discrimination?
* How does your agency respond to incidents of racial harassment and discrimination and how could this be improved if necessary?
* What efforts are, or could be, made to identify both institutional/systemic discrimination and address this?

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

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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 is, or could be done, to make all staff, including those from different cultural backgrounds, feel included?
* Events or projects that are, or could be undertaken, to build understanding and respect between cultures
* Initiatives such as training programs your agency might undertake to address unconscious bias in the workplace
* Recruitment practices to provide culturally appropriate orientation for staff who are new to Australian workplaces

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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:**

* What types of events or projects could be done to help build understanding and respect between cultures in your workplace and with relevant stakeholders?
* What training or programs are offered 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:**

* How strategic, corporate or business plans include, or could include objectives or strategies relevant to cultural diversity
* How procurement processes consider, or could consider, the cultural appropriateness of service delivery organisations
* How review processes take into account the needs of different groups, including those from CaLD backgrounds, to improve client or customer outcomes and where this could be improved

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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 is collected in relation to clients and/or customers
* How the data is, or could be, used to improve services and other agency outcomes
* Strategies your agency has, or could develop, to improve accessibility of information about agency services, complaints process 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:**

* The types of training and initiatives your agency provides to staff to assess whether a person requires an interpreter
* Does your agency collect data to capture the use of interpreter services, including languages used and associated costs?
* The types of documents your agency has translated and why these documents are translated
* What other multilingual strategies are, or could be, used to assist CaLD clients with low English language proficiency levels to understand information and access 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 is collected about its clients and/or customers and how is this data used?
* How could cultural and linguistic data be 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:**

* How your agency does, or could, engage with CaLD clients and communities in the design, planning, delivery, implementation and evaluation of policies, programs and services

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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:**

* How the agency could, or does, develop a culturally diverse workforce
* Strategies in place to ensure a culturally competent workforce

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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 proportion of the workforce who identify as being from a CaLD background and ways to increase representation if necessary
* Level of representation of people from CaLD background in Level 7 roles and above
* Strategies 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**

* The equity index for your agency in relation to CaLD staff and programs to support their career progression
* Workplace strategies to support people of CaLD background to progress their careers
* The proportion of members on the agency’s boards and committees who are from CaLD backgrounds,
* How does your agency encourage representation 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:**

* Support for initiatives, programs or enterprises that capitalise on the entrepreneurial potential of CaLD communities
* Support to CaLD communities to set up their own businesses
* Engagement with local international business councils or other international partners 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:**

* Programs and initiatives to facilitate participation by Western Australians from CaLD backgrounds in social, cultural, civic and political activities
* Initiatives that are developed, or could be developed, to promote the economic benefits of cultural diversity in 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:**

* Programs and strategies to develop and strengthen global connections through the links and networks of Western Australian CaLD communities

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