



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

Western Australian Multicultural Policy Framework

Implementation update (June 2023)

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Background

The development of the Western Australian Multicultural Policy Framework (WAMPF) was led by the Minister for Citizenship and Multicultural Interests. In 2017, the Minister appointed a subcommittee of the Multicultural Advisory Group (MAG) 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 relating to the framework. Agencies are expected to report on their implementation progress each year through their annual reports and 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 in achieving the State Government's vision for multiculturalism in Western Australia—through effective leadership, planning, service provision and engagement with communities.

The policy priority areas of the framework have a whole-of-community focus recognising that all Western Australians and organisations have a part to play in realising the full potential of multiculturalism 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 cultural and linguistic communities and businesses

Current status

As of June 2023, 64 Western Australian public sector agencies have submitted 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 plan submissions

- Sixty-four public sector agencies are identified as having reporting obligations for the WAMPF.
- This includes the 25 public sector departments under the *Financial Management Act 1994*, 21 Senior Executive Services (SES) and 18 non-SES agencies.
- As of June 2023, all 64 agencies have submitted their first multicultural plan with 10 agencies now implementing the second iteration of their plans.
- Four of the 64 agencies will be reporting on their implementation of the WAMPF for the first time in August 2023.
- The list of agencies reporting against the WAMPF is provided in Appendix A.

The implementation of the WAMPF in 2021-22

64 WA Government agencies
1,449 actions developed across the sector
addressing **15** strategies across
3 policy priority areas

Multicultural plan submissions by WA public sector agency type

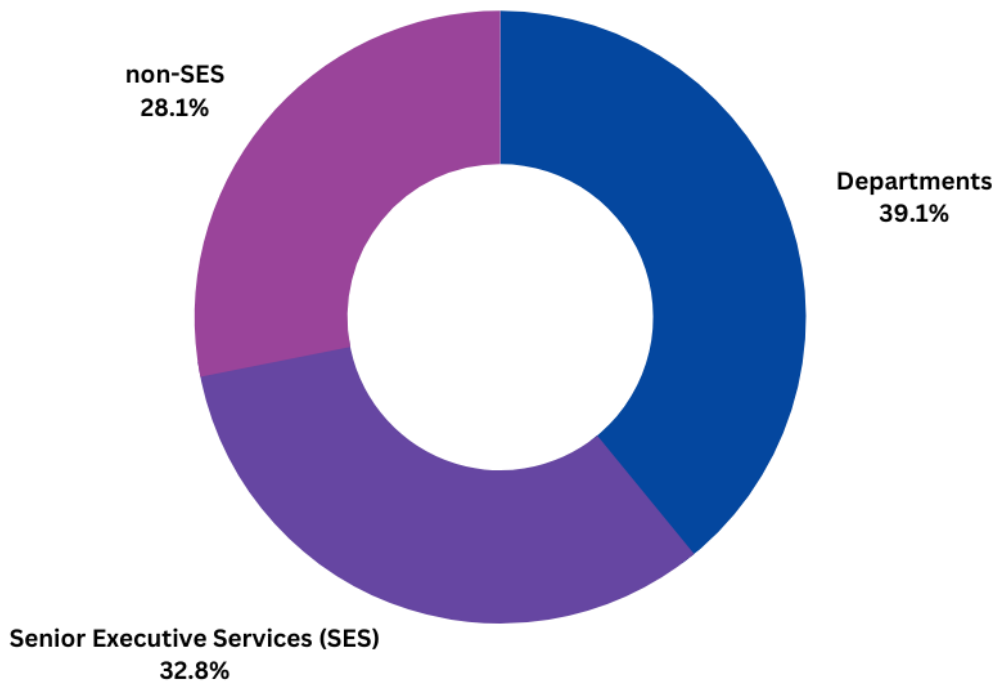


Figure 2: Multicultural plan submissions by Departments, SES and non-SES agencies

Figure 2 above illustrates the types of public sector agencies that submitted their first multicultural plans in 2021–2022. Most are departments (39.1 per cent), followed by SES agencies (32.8 per cent) and non-SES agencies (28.1 per cent).

Timeframes of multicultural plans developed by WA public sector

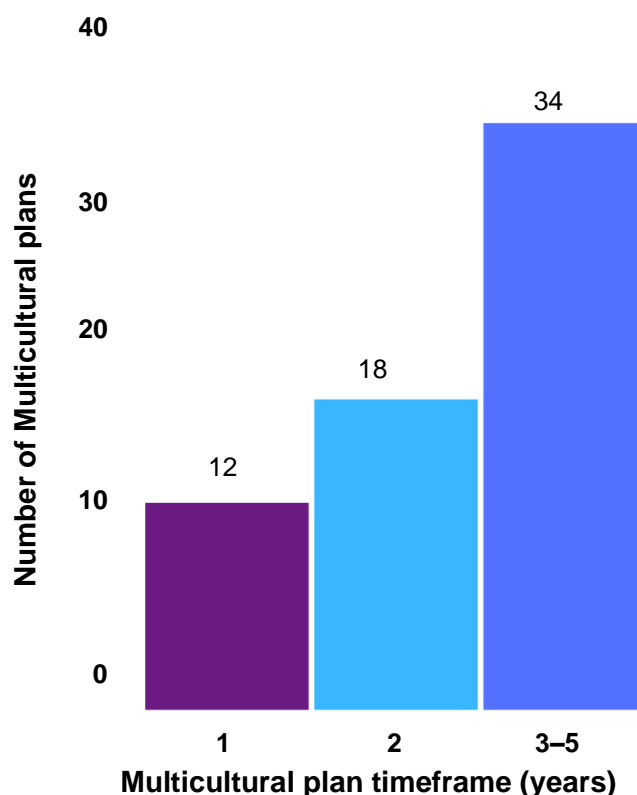


Figure 3: Timeframes of multicultural plans received in the 2021–2022 financial year

As shown in Figure 3, the large majority of multicultural plans developed by WA public sector agencies in 2021–22 had multi-year timeframes, between two and five years. There were only 12 agencies with single-year (annual) plans and, additionally, 22 agencies will need new plans developed by August 2023.

Snapshot of implementation

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 2021–2022.

All 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 as well as the outcomes achieved through their respective multicultural plans.

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.

21/22 FY

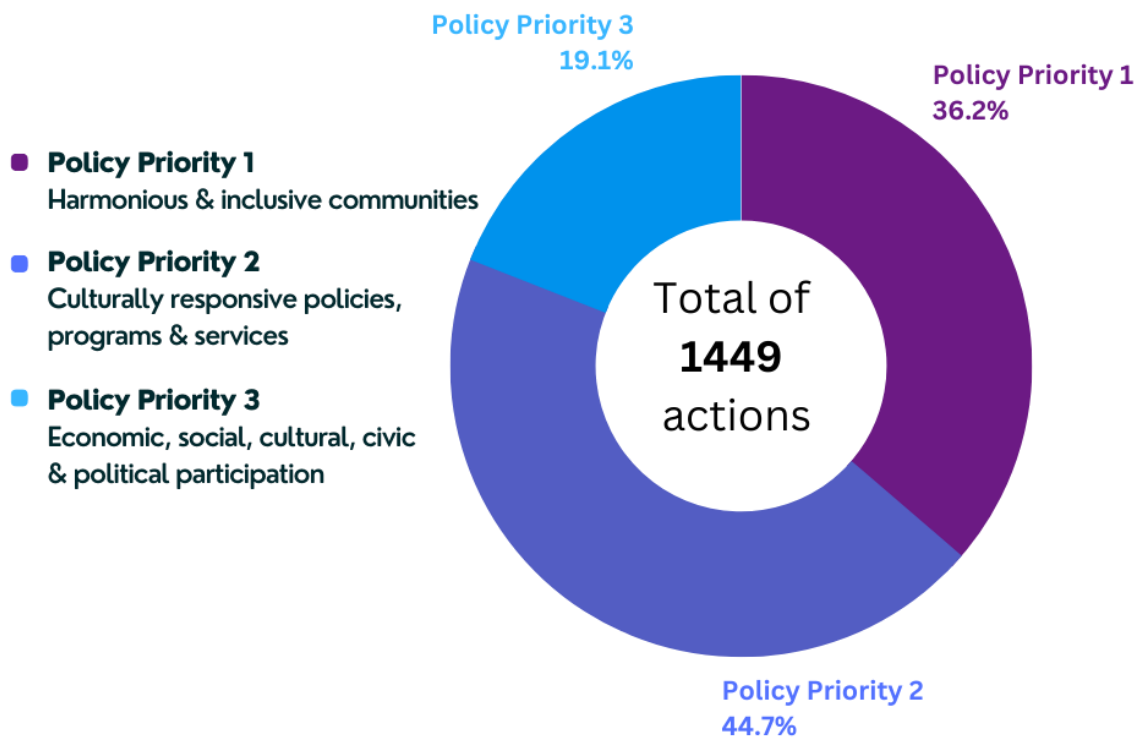


Figure 4: WAMPF related actions by policy priority areas recorded in financial year 21/22

As shown in Figure 4, out of the 1,449 actions developed across the public sector, most relate to Policy Priority 2 (44.7 per cent) followed by Policy Priority 1 (36.2 per cent) and Policy Priority 3 (19.1 per cent). The focus on the Policy Priority 1 and 2 was anticipated, given the early stages of the policy implementation across the public sector and the preference to focus on internal strategies around building inclusive workplaces and equitable services and programs.

Since Policy Priority 3 relates to strategies that focus on development of the entrepreneurial potential of Western Australia's culturally and linguistically diverse (CaLD) community and strengthening global connections through partnerships with CaLD 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. Additionally, the Policy Priority 3 strategies on increasing CaLD representation in senior roles and decision-making bodies are longer-term outcomes, and likely to be a focus in future iterations of agencies' plans.

2021–2022 implementation progress of WAMPF actions

As indicated in Figure 5 below, the status of actions across the policy priority areas are highlighted based on their current implementation status. These are categorised as *Not reported*, *Not started*, *In progress* or *Completed*.

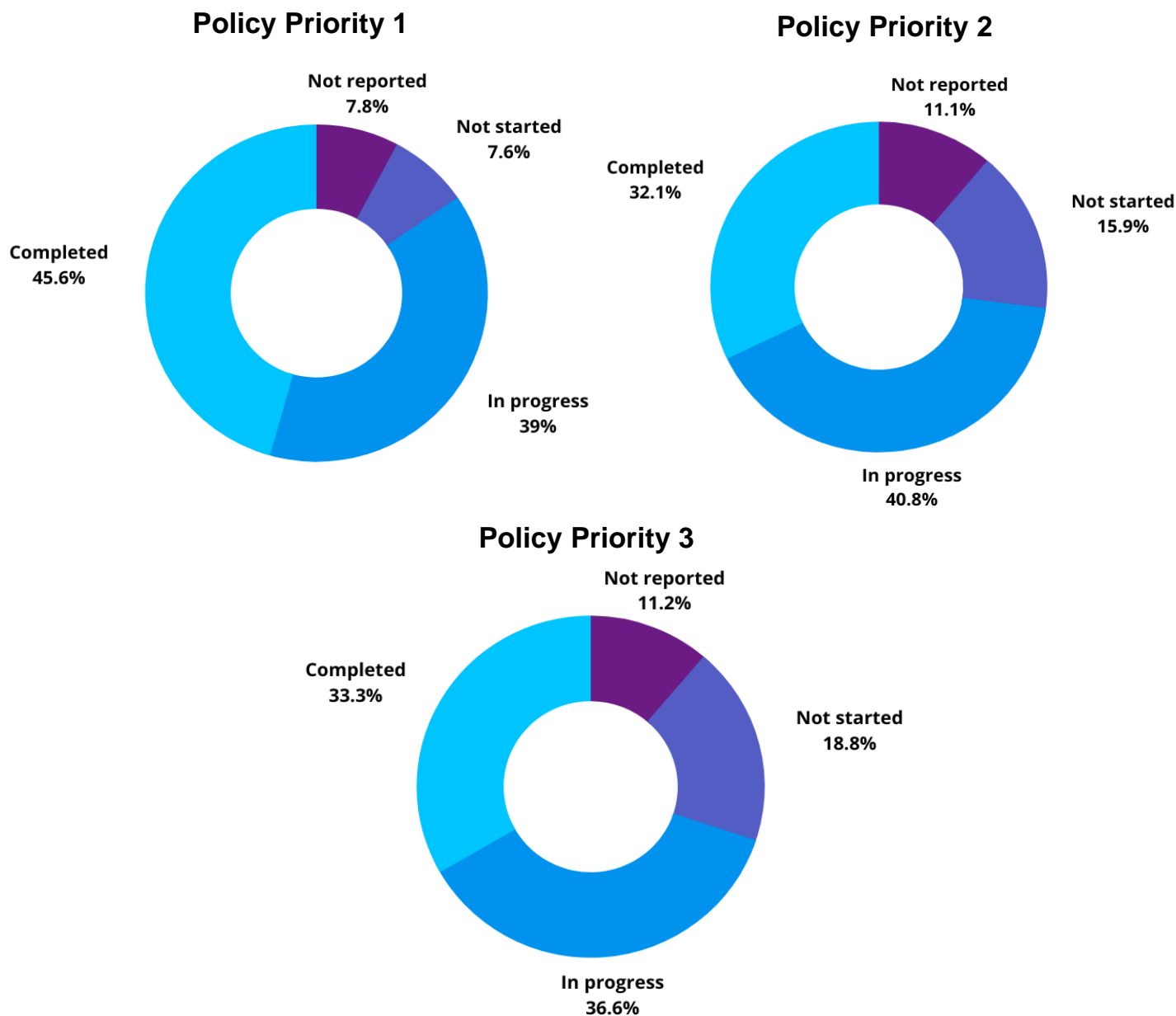


Figure 5: Status of actions across the three policy priority areas for 2021–2022 across WA public sector

Actions submitted with *Ongoing* timeframes by agencies (i.e., were to be completed on a yearly basis for the full timeframe of the plan) and had outcomes achieved in the 2021–2022 financial year reporting period in their progress reports, are categorised as *Completed*, while actions that were only partially completed in 2021–2022 are categorised as *In progress*.

Policy Priority 1 has the greatest percentage of completed actions to date (45.6 per cent) followed by Policy Priority 3 (33.3 per cent) and Policy Priority 2 (32.1 per cent). The completed Policy Priority 1 actions were focused on promoting events that celebrated different cultures within the workplace (e.g., Harmony Week), implementing anti-racism

and anti-discrimination initiatives among staff, and sharing the achievements of staff and stakeholders from CaLD backgrounds on internal and external media platforms.

Policy Priority 2 has the greatest percentage of actions *In progress* (40.8 per cent), these related to actions such as increasing the cultural competency of staff, ensuring appropriate CaLD data collection processes were being implemented, and that there were pathways for input into the development of programs and services by people from CaLD backgrounds.

Policy Priority 3 has the greatest proportion of actions that were *Not reported* and *Not started* (30 per cent) and related to strategies on maximising the potential of CaLD businesses and ensuring people from CaLD backgrounds are represented on decision-making bodies. Some of these actions were put on hold due to the COVID-19 pandemic, while others are dependent on related actions from Policy Priority 2 being first completed.

Actions with a *Not reported* or *Not started* status are due to most plans having timeframes across a multi-year period and agencies choosing to prioritise COVID-19 response measures at an operational level during 2021–22. Where relevant, agencies that have *Not reported* on individual actions have been requested to consider implementation of these actions in subsequent years.

Emerging themes from WA public sector multicultural plans

Policy Priority 1—Harmonious and inclusive communities

Under this policy priority, the common themes emerging from the multicultural plan actions were associated with outcomes that foster inclusion and celebrate the benefits of cultural diversity. Many agencies noted actions that focused on delivery of cultural competency training, conducting staff surveys to determine workplace inclusiveness, and holding events that acknowledge culturally significant days. The common themes identified and related actions falling within this area are listed in Figure 6 below.



Figure 6: Common themes emerging from Policy Priority 1 and related actions

Examples of actions under Policy Priority 1

Recognising and promoting cultural diversity

In 2021–22, Main Roads WA engaged with CaLD communities to illuminate bridges across the Perth metropolitan area to acknowledge culturally significant days such as Lunar New Year, Diwali and Harmony Week. The key assets included the Matagarup Bridge, Mount Street Bridge, Sky Ribbon Bridge, Joondalup Drive Bridge and Northbridge Tunnel. A similar project has been organised for 2022–23.



Raising awareness in the workforce

The Construction Training Fund developed a calendar of events that promoted the benefits of cultural, linguistic and religious diversity. The calendar was sent to all staff, and multicultural lunches were held to celebrate Harmony Week and significant cultural events. The aim of the calendar was to promote and discuss the benefits of cultural diversity and why it is important to have social cohesion in our community.

Targeting racism and discrimination

The Department of Local Government, Sport and Cultural Industries signed up for the Australian Human Rights *Racism. It Stops With Me* campaign. The campaign aims to help organisations understand racism and its impacts and develop inclusive communities. In 2021, DLGSC ran the pledge campaign where staff were asked to write a pledge about how they would prevent racism in the workplace.



Policy Priority 2—Culturally responsive policies, programs and services

Under this policy priority, the themes emerging from the actions by public sector agencies were based on achieving outcomes that provide equitable access to government services and ensuring programs were culturally appropriate and responsive to the needs of people from CaLD backgrounds. Common themes and related actions for this policy priority area are listed in Figure 7 below.



Figure 7: Common themes emerging from Policy Priority 2 and related actions

Example of actions under Policy Priority 2

Implementing language services

The Department of Health is promoting their language services policy across WA Health, including monitoring its implementation, building the policy into induction checklists and ensuring staff are provided with relevant training to engage with interpreters and translators.

COVID responses and planning

The Department of the Premier and Cabinet outlined actions in their multicultural plan to ensure that information and communications regarding COVID-19 are made in accessible formats for CaLD communities. These actions were implemented successfully through translation of many essential resources as part of their communication strategy during 2020–22.



Policy Priority 3—Economic, social, civic, and political participation

Under this policy priority, the actions identified by agencies were associated with outcomes that enable people from CaLD backgrounds to be equitably represented in employment and on boards, committees and other decision-making bodies. There were also actions by many agencies aimed to harness the economic, social and cultural potential of WA's diverse population. The common themes and related actions identified are listed in Figure 8 below.



Figure 8: Common themes emerging from Policy Priority 3 and related actions

Example of actions for Policy Priority 3

Strengthening global connections

To improve global connections through partnerships, the Department of Jobs, Tourism, Science and Innovation aimed to develop and strengthen relationships with Western Australian businesses owned by people from CaLD backgrounds to facilitate better trade and investment outcomes for the State. The department promoted Invest and Trade WA (ITWA), and the International Trade and Invest Office Network to the WA CaLD business community, business councils and allied organisations such as chambers of commerce and industry.

Representation on government committees

As part of improving CaLD representation in government decision-making processes, the Departments of Communities, Education and Health noted actions to recommend individuals from CaLD backgrounds for relevant council and committee roles. This has included recruitment of participants from OMI's Leadership and Governance Program onto the Carers Advisory Council, Fremantle Hospitals Consumer Advisory Council and Sir Charles Gairdner Hospital's Human Research Ethics Committee.



Multicultural plan implementation examples

Child and Adolescent Health Service

As part of their 2021–2022 multicultural plan, the Child and Adolescent Health Service (CAHS) successfully:

- increased diversity of consumer representatives on peak CAHS consumer councils to better cater to the needs of CaLD consumers;
- created a new position titled 'Equity, Diversity & Inclusion Champion' on the CAHS board;
- developed a set of CaLD data indicators and consumer experience measures to better inform their service planning processes that are to be included in CAHS' Internal Audit Plan 2021–2024;
- included consumer feedback reporting that highlighted experiences of people from CaLD backgrounds; and
- hosted a 'Conversations on Culture' seminar during Harmony Week 2022 to bring staff and consumers together to discuss how to work effectively with families from diverse cultural backgrounds.



Welcome signage in different languages at Perth Children's Hospital

To inform the development of their second iteration of their multicultural plan, CAHS held consultation processes with staff and consumers from CaLD backgrounds as well as non-government organisations operating in the settlement and multicultural services sector. The new plan will span the next five years and contains 37 key actions that will continue to build CAHS' capacity in utilising best-practice equity, diversity and inclusion approaches to deliver services through a welcoming and inclusive environment.

Department of Fire and Emergency Services

As part of their 2021–2022 multicultural plan, the Department of Fire and Emergency Services (DFES):

- identified CaLD communities to be a priority group for planning and delivering community preparedness programming as part of their Areas of Community Engagement Focus;
- used targeted media channels with high viewership of people from CaLD backgrounds to promote initiatives and information relating to CaLD communities; and
- have included a statement in their volunteer recruitment advertisements that encourage people from CaLD backgrounds to apply to expand the diversity of their volunteer pool. The 2022 cohort of graduate firefighters were noted to be the most culturally diverse class in WA's history of graduates from the DFES Training Academy.

Department of the Premier and Cabinet

As part of their 2021–2022 multicultural plan, the Department of the Premier and Cabinet (DPC) successfully:

- organised ‘Train the Trainer’ sessions aimed at empowering CaLD community and faith leaders with information relating to COVID-19 and vaccinations. These sessions were based on the understanding that community and faith leaders played an important role in their communities, and that engagement with this group would result in better health outcomes for Western Australians from CaLD backgrounds;
- created platforms and channels for CaLD and faith community leaders to provide feedback on any gaps in information, understanding and key areas of concern within CaLD communities. This information was then used to inform future information campaigns;
- launched a newsletter that regularly provided information in shareable formats so CaLD community leaders could easily distribute it among their networks;
- translated TV commercials relating to COVID-19 that were played at cinemas showing Chinese and Indian movies;
- translated radio advertisements and social media messages in targeted languages; and
- translated key information documents including the COVID-19 vaccination policy for WA workforces, WA’s Safe Transition Plan and the ‘Get the facts on the vaccine’ into 33 different languages.



Figure 9: Community and faith leaders at the DPC ‘Train the trainer’ program

Department of Transport

As part of their 2021–2022 multicultural plan, the Department of Transport (DoT) successfully:

- continued their partnership with North Metropolitan TAFE to provide work experience opportunities to students enrolled in the Settlement Language Pathways to Employment and Training Program. This cohort of students are primarily from CaLD backgrounds;
- partnered with CaLD communities to create awareness about the process involved in obtaining drivers licenses, including the required identity documents; and

- had 100 per cent of new employees and 97 per cent of existing employees complete the Diverse WA online cultural competency training.

State Library of WA

As part of their 2021–2022 multicultural plan, the State Library of WA (SLWA) successfully:

- engaged with 72 local organisations to collect Western Australian materials that reflected diverse cultural stories, captured in a range of formats that will be preserved and accessible for current and future generations
- undertook conservation work on three CaLD collections and digitised two CaLD collections
- highlighted multicultural themes and content through 55 social media posts
- organised three exhibitions and events that celebrated the achievements of Western Australians from CaLD communities
- delivered four free school education programs attended by 970 students that highlighted the role migrants have played in the development of the State.

Arabic/ عربي – Ma'en Abdulla



Figure 10: 'Sharing our diverse heritage' series by SLWA

Areas of development and future actions

Although there has been positive progress in the implementation of the WAMPF across the WA public sector, with all relevant agencies now engaged in the policy framework through their respective multicultural plans, there are areas that have been identified needing further development and action to ensure the outcomes of the WAMPF are met successfully.

The areas that need to be addressed by public sector agencies based on the analysis of the implementation data captured in 2021–22 are:

- greater commitment to actions relating to the Policy Priority 3 strategy aimed at achieving equitable representation of people from culturally and linguistically diverse backgrounds at all levels and in decision-making roles. Although there have been actions noted by many agencies to meet the PSC target of 15.6 per cent CaLD representation in their workforce, there is also a need for more actions relating to equitable representation in senior roles within the public sector and on boards and committees
- a need for agencies to monitor the implementation of actions that they have committed to within their plans, ensuring that actions like increasing workforce cultural competency and understanding of language services are ongoing and inbuilt into induction processes
- progressing on actions noted by agencies in their first plan relating to reviewing existing policies and processes in areas such as recruitment and selection, procurement policy and engagement with CaLD communities. Agencies should implement the relevant review findings to ensure intended outcomes are met;
- to reexamine those actions that were not started or progressed due to COVID-19 related impacts in 2021-22, agencies should revisit those actions and make progress against them
- 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 iterations of plans developed, to ensure all outcomes of the WAMPF are met by the public sector.

Supporting implementation across WA public sector

Advocacy and support

Since 2020, the Department of Local Government, Sport and Cultural Industries, through the Office of Multicultural Interests, has been actively engaging with public sector agencies to support the development and implementation of multicultural plans. This has included:

- 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 with public sector agencies. These meetings provide a platform for agencies to gain knowledge, test ideas, network with colleagues, and share their experiences in implementing their plans. Since its launch:
 - OMI has facilitated five WAMPF Interagency Network meetings, each attended by more than 50 lead representatives from agencies implementing multicultural plans
 - key areas of discussion have included CaLD data collection, use of language services, cultural competency training, successful case studies, reporting and evaluation
 - the next network meeting is scheduled to take place in May 2023.

Diverse WA Training Program

The Diverse WA cultural competency training program, developed by the Department of Local Government, Sport and Cultural Industries through OMI, has been extensively promoted across the WA public sector as part of the workforce development strategy of the WAMPF. 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.



Module 1: An introduction to cultural competence



Module 2: An introduction to language services

As of June 2023, Diverse WA training:

- has attracted 10,551 registered users from 255 participating organisations since October 2020, that include State Government, Local Government and not-for-profit organisations
- more than 95 per cent of users have noted that the training positively impacted their cultural competency knowledge and skills and that they would recommend this training to others.

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 agency multicultural plan progress report to OMI each year. In the progress report, agencies are required to provide status updates on all actions noted in their relevant multicultural plans and any outcomes achieved. These progress reports are expected to be submitted each year by 31 August.

The WA State Government will evaluate the implementation of the WAMPF within five years of its introduction. The evaluation 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 and their impact across the public sector and wider 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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