**Western Australian Multicultural Policy Framework**

**Reporting template**

**“Type agency name here”**

**Introduction**

The **Western Australian** **Multicultural Policy Framework** (WAMPF) was launched on 17 March 2020. The framework identifies principles and desired outcomes to work towards the Government of Western Australia’s vision for the State:

An inclusive and harmonious society where everyone has a strong sense of belonging, can participate and contribute fully in all aspects of life and can achieve their goals.

Public sector agencies are required to develop multicultural plans to implement the framework. The plans should include strategies, actions and key performance indicators to measure progress.

**Monitoring and reporting**

The delivery of the WAMPF applies to all Western Australian public sector agencies. Agencies will be required to report on the outcomes of their multicultural plans in their annual report.

This template will support agencies to record and report on the outcomes and progress of their multicultural plans.

This template should be used to report on agencies’ multicultural plans according to each of the 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.

**Completing the template**

1. In the first column ‘Actions’: outline the actions the agency has taken in relation to the strategies outlined under the Multicultural Policy Framework policy priority area.
2. In the second column ‘Timeframe’: outline the expected timeframe for deliverables, for example, September 2021 to March 2022.
3. In the third column ‘Status’: identify whether the action is not started, in progress or completed
4. In the fourth column ‘Outcomes achieved’: provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant.

Note: Agencies need to report only on actions from their multicultural plans that are due this financial year, along with any ongoing actions that are across multiple years. Any actions with due dates beyond this financial year that have been completed early can also be listed on this report.

**Contact**

For information and advice, please call 6552 1607 or email [strategy@omi.wa.gov.au](mailto:strategy@omi.wa.gov.au) to liaise with a Strategy and Planning Officer who can assist you.

**Agency contact details**

Please list your agency details here:

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| **Agency name:** |  |
| **Contact name:** |  |
| **Position title:** |  |
| **Email:** |  |
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**Policy priority 1—Harmonious and inclusive communities**

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| **Strategy:** Promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally and linguistically diverse (CaLD) backgrounds   * **Actions taken to promote the benefits of cultural and linguistic diversity** * **Actions taken to celebrate the achievements of people from CaLD backgrounds**   . | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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| **Strategy:** Address racism and discrimination at both an individual and institutional/systemic level, including implementing the Policy Framework for Substantive Equality   * **Actions taken to prevent, monitor and respond to:**   + **racism**   + **individual cases of racial discrimination**   + **systemic racial discrimination**   + **workplace racial harassment and discrimination** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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**Policy priority 1—Harmonious and inclusive communities**

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| **Strategy:** Develop workplace cultures that are welcoming and inclusive of all Western Australians   * **Actions undertaken to create welcoming and inclusive workplaces for staff, customers and clients** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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| **Strategy:** Initiate and support events and projects that build mutual understanding and respect between cultures   * **Initiatives that have been delivered or supported to build intercultural understanding** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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**Policy priority 2—Culturally responsive policies, programs and services**

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| **Strategy:** Integrate multicultural policy goals into strategic and corporate planning, procurement and review processes   * **Actions taken to develop culturally responsive policies and strategies for:**   + **corporate planning and reviews**   + **procurement processes**   + **customer service and/or service delivery** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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| **Strategy:** Identify inequities in service access and outcomes for Western Australians from CaLD backgrounds and develop strategies to address them   * **Strategies/initiatives developed to identify inequalities in service access and outcomes for people from culturally and linguistically diverse backgrounds** * **Actions taken to address identified barriers** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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**Policy priority 2—Culturally responsive policies, programs and services**

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| **Strategy:** Provide language services to ensure language is not a barrier to equitable access to information and services, including complaints processes   * **Actions taken to address language service barriers to ensure equitable access to information, services and complaints processes** * **Actions to train staff on effectively engaging interpreters and translators** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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| **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   * **Actions taken to capture cultural and linguistic data** * **Actions taken to use the data to plan for policies, services and agency outcomes** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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**Policy priority 2—Culturally responsive policies, programs and services**

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| **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   * **Actions taken to create opportunities for people from CaLD backgrounds to provide meaningful input into relevant policies, programs and services** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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| **Strategy:** Implement recruitment and selection processes that facilitate workforce diversity, and provide opportunities for the development of cultural competencies across the workforce   * **Actions relating to recruitment strategies to build a culturally and linguistically diverse workforce** * **Actions taken to develop a culturally competent workforce** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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**Policy priority 3—Economic, social, cultural, civic and political participation**

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| **Strategy:** Implement recruitment and career development processes that support employment and progression of staff from CaLD backgrounds   * **Actions taken to support career development for people from CaLD backgrounds in the workplace** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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| **Strategy:** Achieve equitable representation of people from culturally and linguistically diverse backgrounds at all levels and in decision making   * **Actions taken to achieve equitable representation of people from CaLD backgrounds in all levels of the workplace, including in board roles** * **Actions to involve people from CaLD backgrounds in decision-making roles and processes** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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**Policy priority 3—Economic, social, cultural, civic and political participation**

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| **Strategy:** Identify, develop and promote initiatives that support the development of businesses and the entrepreneurial potential of Western Australia’s culturally and linguistically diverse community   * **Actions to support people from CaLD backgrounds to set up their own businesses and social enterprises** * **Actions to support CaLD backgrounds to promote and develop their businesses and other enterprises** * **Actions taken to engage with local and/or international partners to develop the entrepreneurial potential of CaLD communities** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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| **Strategy:** Identify, develop and implement initiatives that encourage social, cultural, civic and political participation by members of Western Australia’s culturally and linguistically diverse community   * **Actions taken to implement initiatives that encourage social, cultural, civic and political participation by CaLD communities** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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**Policy priority 3—Economic, social, cultural, civic and political participation**

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| **Strategy:** Develop and strengthen global connections through partnerships with Western Australia’s culturally and linguistically diverse communities and businesses   * **Actions taken to develop and strengthen global connections through the links and networks of Western Australian CaLD communities and businesses** | | | |
| **Action** | **Timeframe** | **Status**  not started, in progress or completed | **Outcomes achieved**  Please provide commentary on the action, identifying any achievements and outcomes. Include qualitative and quantitative data if available/relevant**.** |
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