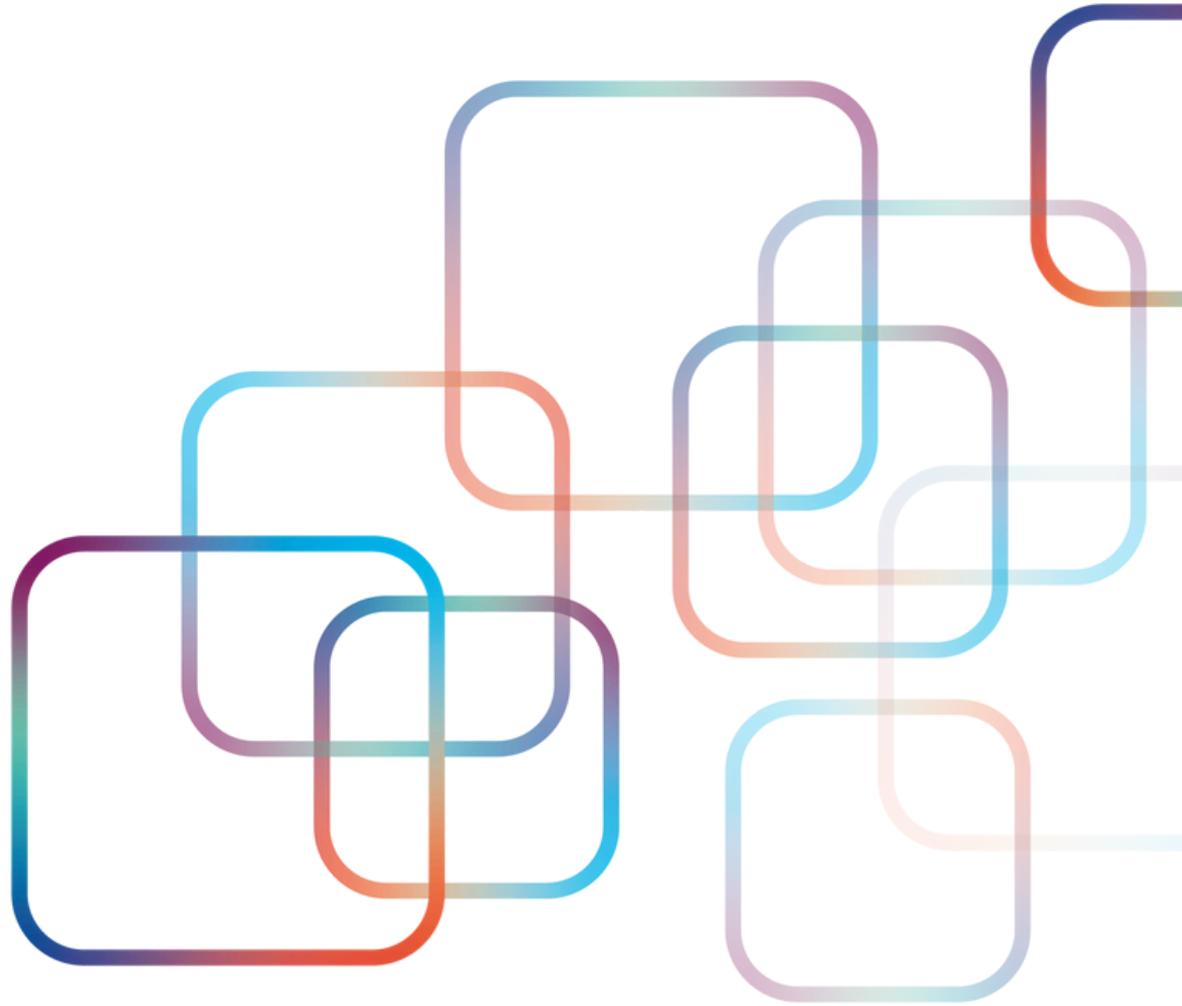




Department of
**Local Government, Sport
and Cultural Industries**



**OFFICE OF
MULTICULTURAL INTERESTS**



WESTERN AUSTRALIAN MULTICULTURAL POLICY FRAMEWORK

IMPLEMENTATION REPORT

May 2025

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Foreword

The WA Government is committed to fostering a vibrant and inclusive multicultural society in Western Australia.

By supporting equitable participation of Western Australians from culturally and linguistically diverse (CaLD) backgrounds in all aspects of civic, social, economic and cultural life, we ensure our State continues to thrive.



The WA Government, through the Department of Local Government, Sport and Cultural Industries' (DLGSC) Office of Multicultural Interests (OMI) plays a pivotal role in advocating for the aspirations and needs of Western Australians from CaLD backgrounds.

Now in its fifth year of implementation, the Western Australian Multicultural Policy Framework (WAMPF) serves as a blueprint for the public sector in realising the WA Government's vision of a cohesive and harmonious society.

Through the development and implementation of actions within multicultural plans, 64 public sector agencies have committed to the three priority areas of the WAMPF—harmonious and inclusive communities; culturally responsive policies, programs and services; and economic, social, cultural, civic and political participation.

The outcomes of the WAMPF are being realised through steps taken by WA Government agencies to ensure systemic and sustainable changes are addressed through meaningful actions across the public sector, in collaboration with WA's CaLD communities.

I commend the efforts of WA Government agencies in helping build a more inclusive and welcoming society and encourage everyone to continue championing and implementing the WAMPF.

By working together, we can build a stronger Western Australia - one that values and harnesses the diverse skills, knowledge, and experiences of our CaLD communities.

It is an honour to collaborate with government agencies and stakeholders to bring this important framework to life. Together, we are shaping a more inclusive and prosperous future for all Western Australians.

A handwritten signature in blue ink that reads "Tony Buti". The signature is fluid and cursive.

HON DR TONY BUTI MLA
MINISTER FOR MULTICULTURAL INTERESTS

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 3 policy priority areas for the public sector to implement the WA Government's commitment to multiculturalism:

- harmonious and inclusive communities
- culturally responsive policies, programs, and services
- economic, social, cultural, civic, and political participation.

The WAMPF focuses on outcomes and measures for the WA 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 WAMPF. 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, the WAMPF provides a structure for agencies to direct their efforts to achieve the WA Government's vision for multiculturalism in Western Australia—through effective leadership, planning, service provision and community engagement.

The policy priority areas of the WAMPF (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 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: WAMPF policy priority areas

Current status

As of April 2025, 64 WA 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 identifying areas for further development.

A snapshot of information relating to WA public sector multicultural plans is provided below:

- Sixty-four WA public sector agencies are identified as having reporting obligations for the WAMPF.
- As illustrated in Figure 2 below, this includes the 26 WA public sector departments under the Financial Management Act 1994, 21 Senior Executive Services (SES), 16 non-SES agencies and one Schedule 1 Entity.
- All involved WA public sector agencies are implementing multi-year multicultural plans.
- Thirty-eight agencies are currently implementing their second plan, with 5 agencies implementing their third.
- Twenty WA public sector agencies have multicultural plans that will expire in 2025.
- Appendix A lists the agencies reporting against the WAMPF.

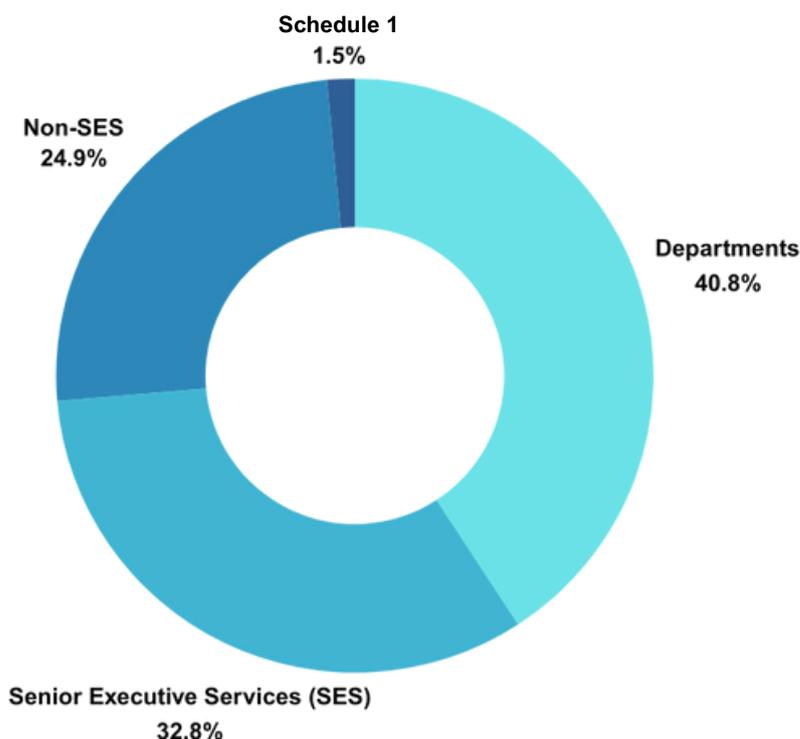


Figure 2: Multicultural plans by WA Public Sector agency type

Figure 2 illustrates the types of public sector agencies that are implementing the WAMPF through their multicultural plans in the 2023 to 2024 Financial Year. Most are departments (40.8%), followed by SES agencies (32.8%), non-SES agencies (24.9%) and a Schedule 1 entity (1.5%). It should be noted that Schedule 1 entities are not required to implement the WAMPF.

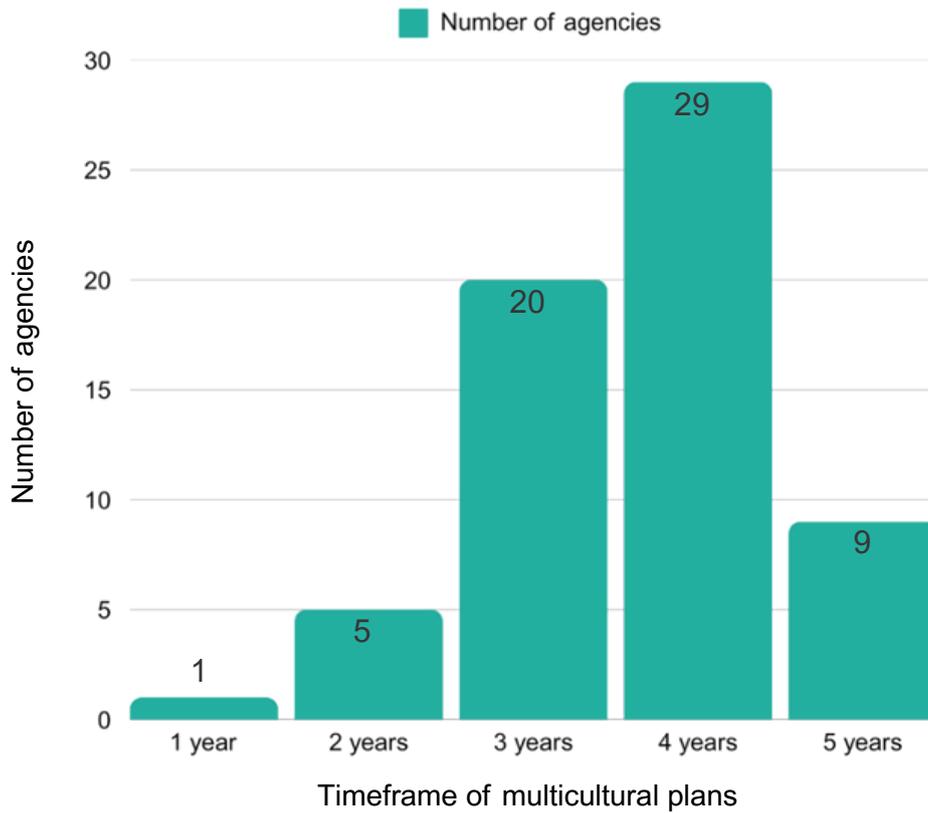


Figure 3: Multicultural plan duration of WA public sector agencies

As indicated in Figure 3 above, analysis of 2023 to 2024 Financial Year data indicates that agencies prefer implementing multi-year plans of 3 to 4 year duration. Figure 4 below provides a snapshot of total committed actions across the WA public sector in 2023 to 2024.

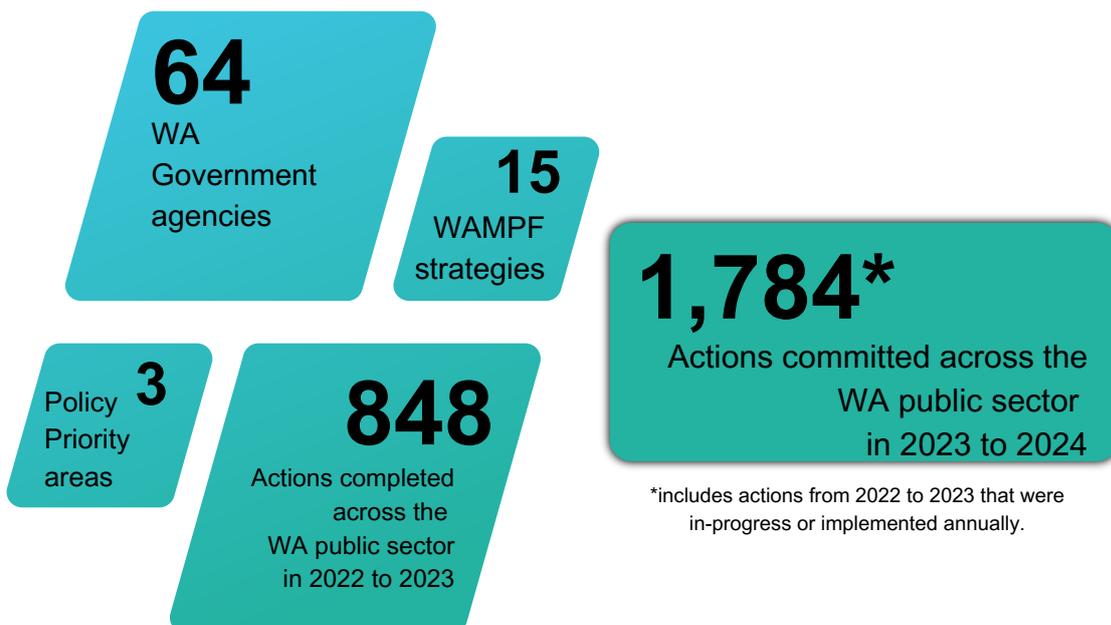


Figure 4: WAMPF total committed actions across the WA public sector in 2023 to 2024

Implementation progress

The implementation of the WAMPF in the 2023 to 2024 Financial Year was tracked through agency annual reports and multicultural plan progress reports submitted in late 2024. All 64 agencies were required to summarise their multicultural plan implementation in their annual reports and provide detailed progress reports to OMI, highlighting the status of individual actions and outcomes achieved.

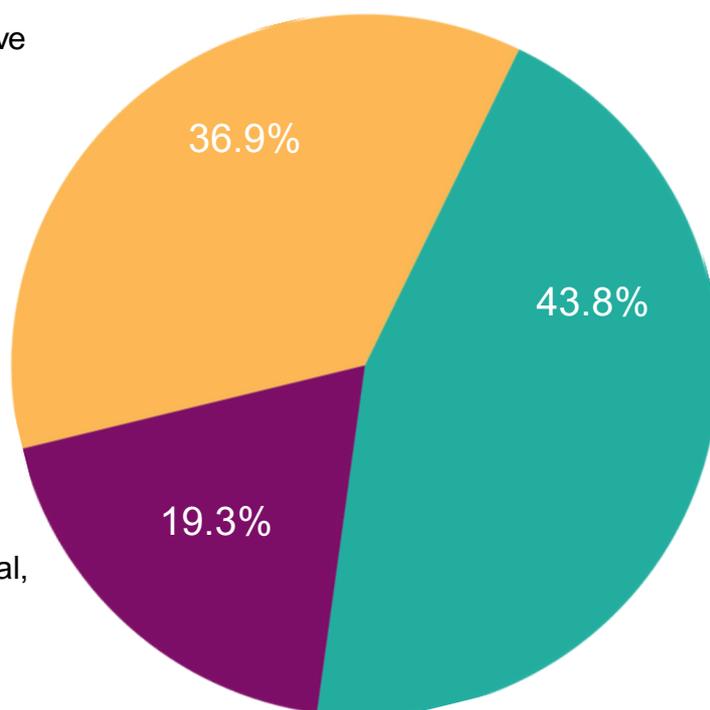
Most agencies implemented actions across all WAMPF priority areas, with the number of actions committed and completed increasing over time. In Policy Priority areas 1 and 2, as in previous years, more actions were completed with focus on specific strategies such as developing workplace cultures, building mutual understanding and respect among employees and with CaLD communities, as well as improving recruitment processes.

In the 2023 to 2024 Financial Year, WA public sector agencies committed to 1,784 actions. This total figure included actions from 2022 to 2023 which were reported as in progress or implemented annually.

Policy Priority 1:
Harmonious and inclusive
communities
(658 actions)

Policy Priority 2:
Culturally responsive
policies, programs and
services (781 actions)

Policy Priority 3:
Economic, social, cultural,
civic and political
participation
(345 actions)



Total of
1,784 actions
committed

Figure 5: WAMPF-related actions committed to in 2023 to 2024 by Policy Priority area

As indicated in Figure 5 above, of the 1,784 actions developed across the public sector, 44% related to Policy Priority 2, followed by 37% for Policy Priority 1 and 19% for Policy Priority 3. The focus on policy priorities 1 and 2 was anticipated, given the high number of actions implemented in these areas in previous years. The emphasis by agencies on actions relating to internal strategies to build inclusive workplaces, equitable services and programs seems to also be driven by its alignment with current public sector requirements outlined in the WA Public Sector Commission’s Workforce Diversity and Inclusion Strategy 2021 to 2025.

Policy Priority 3 involves strategies such as developing the entrepreneurial potential of Western Australia’s CaLD communities and strengthening global connections through partnerships with these communities. Not every WA public sector agency can implement these strategies due to their specific remits, resulting in fewer actions for this priority area.

An analysis of WAMPF reporting data from 2021 to 2024 indicates an upward trend in relation to number of actions committed to across the WA public sector (Figure 6).

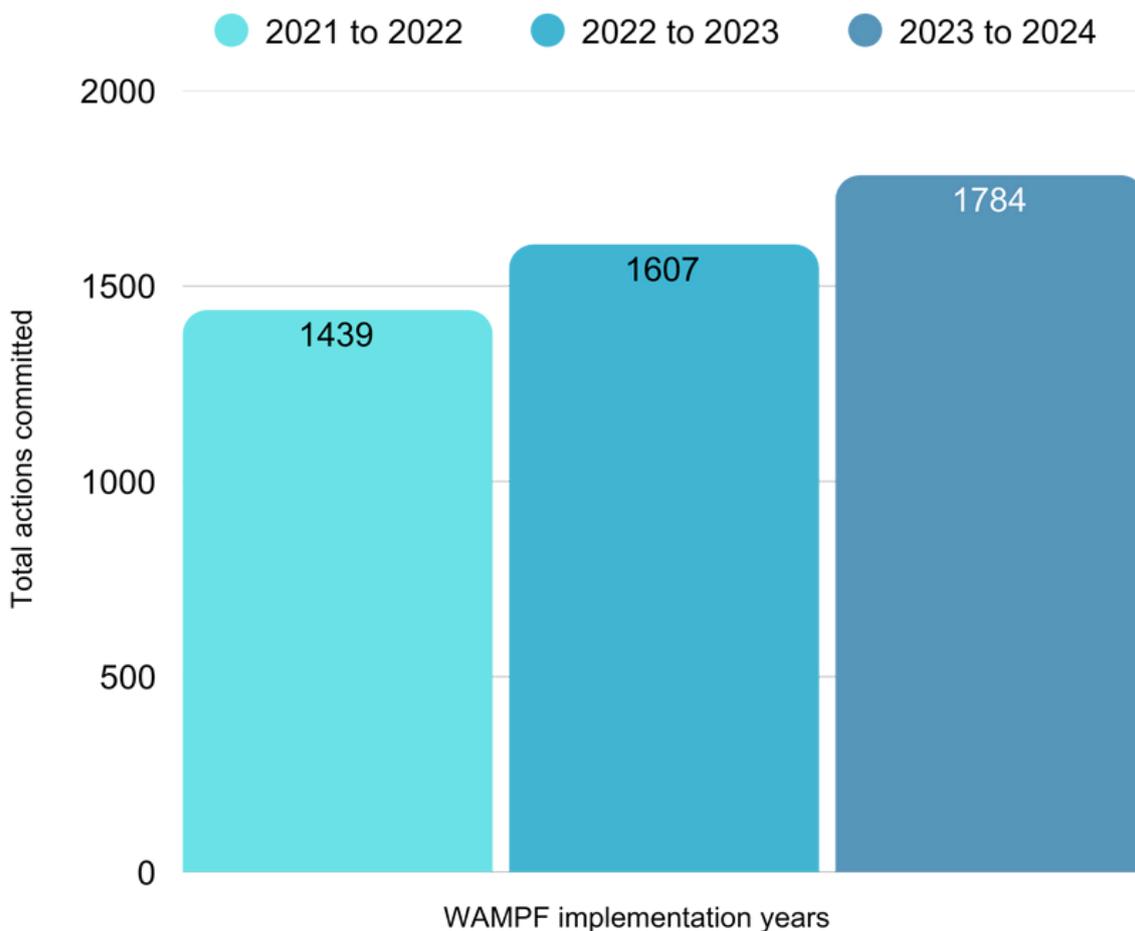


Figure 6: Total WA public sector actions committed to by progress reporting year

Figure 7 below provides an overview of the number of actions committed to across the 3 policy priority areas from 2021 to 2024 and indicates WA public sector agencies have committed to new actions during this timeframe. It is worth noting that compared to the first year of implementation data in the 2021 to 2022 Financial Year, the number of actions implemented in Policy Priority 3 has increased by 24%. This increase is likely due to more agencies dedicating internal resources to WAMPF implementation and a better understanding of the need for systemic changes across all levels of the organisation. As a result, there appears to be greater awareness and implementation of equitable recruitment strategies, enhanced career development processes for employees from CaLD backgrounds, and equitable representation at all decision-making levels.

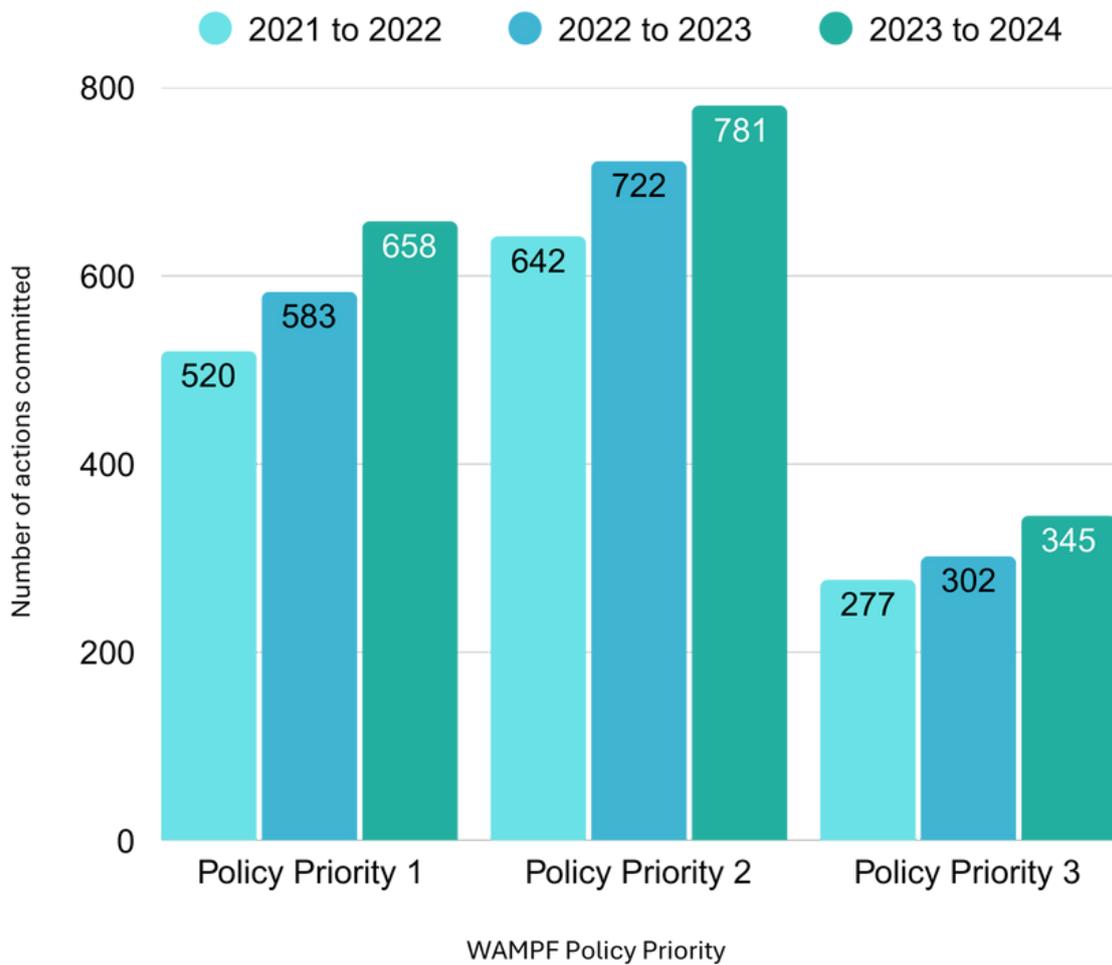


Figure 7: Total WA public sector actions committed to by policy priority and progress reporting year

As indicated in Figure 8 below, the status of actions across the policy priority areas are highlighted based on their implementation status as of April 2025. These are categorised as completed, in progress, not started and not reported.

Actions with ongoing timeframes (that were to be completed on a yearly basis for the full timeframe of the plan) and had outcomes achieved in the 2023 to 2024 Financial Year reporting period, are categorised as completed, while actions that were only partially completed in 2023 to 2024 are categorised as in progress.

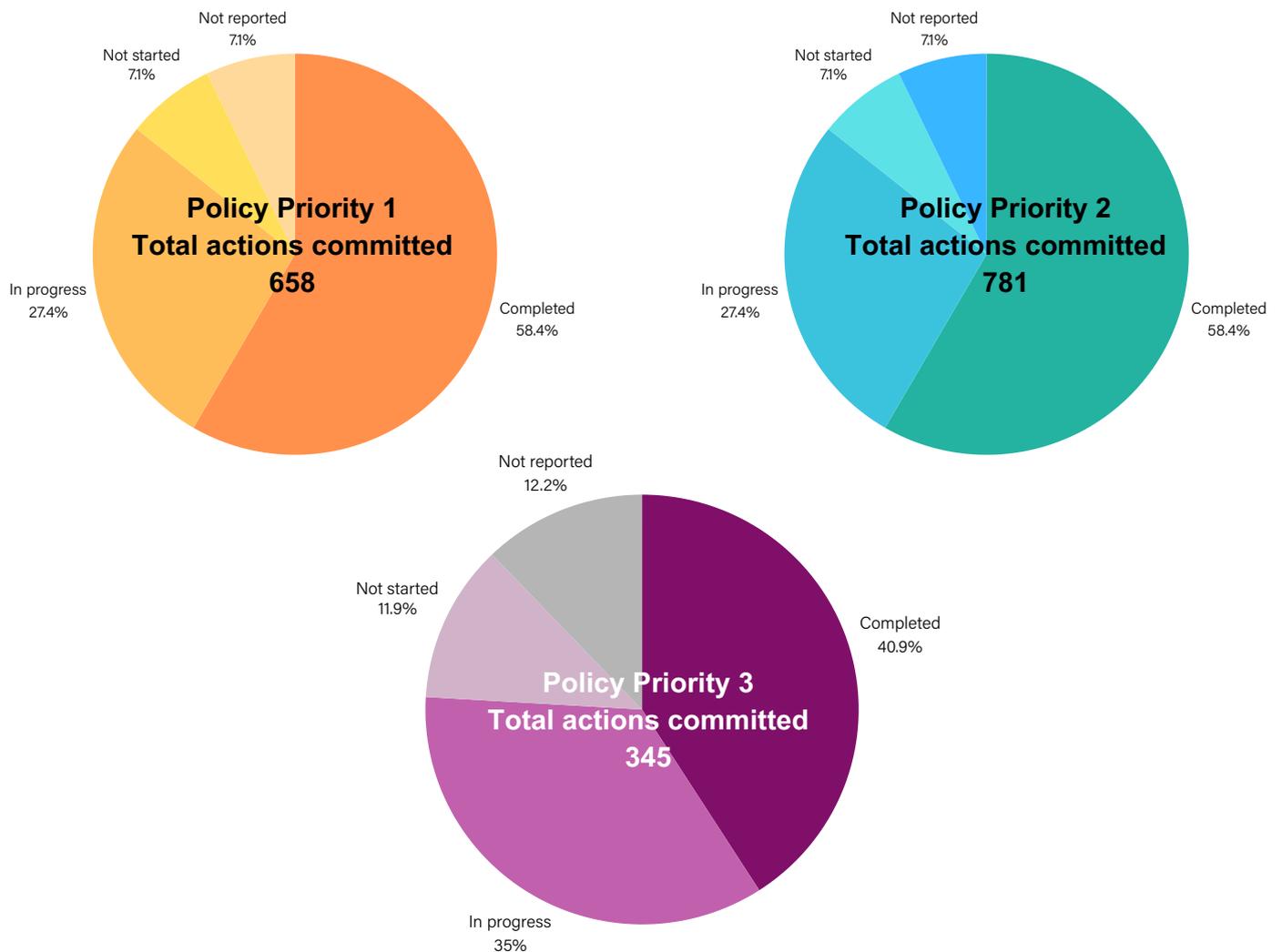


Figure 8: Status of actions across the WAMPF Policy Priority areas from 2023 to 2024 across WA public sector

As recorded in previous years, the Policy Priority 1 area continues to have the greatest percentage of completed actions (58%) followed by Policy Priority 2 (49%) and Policy Priority 3 (41%). However there was growth in the number of actions reported completed in policy priority areas 2 and 3 compared with 2022 to 2023 records (+14% and +16% respectively).

The total number of actions across all 3 policy priority areas recorded as not reported in 2023 to 2024 significantly decreased (-29%). This is likely attributed to improved employee awareness and understanding of the WAMPF and agency reporting obligations as well as more stable resources committed to WAMPF implementation across government.

Actions completed in Policy Priority 1 in 2023 to 2024 continue to focus on building inclusive workplaces through the promotion and celebration of significant events such as Harmony Week and Chinese New Year. The creation of 'multicultural' or 'diversity' working groups and champions, responsible for facilitating events and promoting multiculturalism across operational units, was more evident in the 2023 to 2024 reporting period. It is also evident in this period that agencies continued to administer intranet hubs and web pages that provided WAMPF and CaLD-related information to employees. Communication platforms like these are becoming best practice in the delivery of the WAMPF, as is the continuation of regular internal email alerts, videos and newsletters showcasing the achievements of CaLD employees and the successful outcomes of WAMPF multicultural plans.

Addressing Policy Priority 2, it is evident that awareness and understanding of the Western Australian Language Services Policy 2020 is being embedded in the induction of new employees across government. There have been improvements in employee induction packages such as making cultural competence training mandatory (including programs like Diverse WA) and understanding agency responsibilities in providing language services to clients. Many WA Government agencies have developed more translated materials and have shared them with CaLD community groups through accessible channels (e.g. on digital platforms, sending information directly to CaLD community leaders and notifying relevant service providers), especially in the portfolio areas of Health, Fire and Emergency Services, and Transport.

The number of total and completed actions in Policy Priority 3 continues to increase. Compared to the previous year, 14% more actions were committed to in this area in 2023 to 2024, along with a 13% increase in actions completed. Since the first financial year reporting cycle in 2021 to 2022, completed actions in this area have increased by 50%.

Across the WA government, CaLD representation continues to rise. An emerging trend indicates that more employees, and to some extent community members from CaLD backgrounds, are having greater input into decision-making processes.

Of the WAMPF-implementing public sector agencies, 53% reported they had CaLD representation on their boards, committees, working groups, advisory groups and/or councils. This year, 13 agencies reported they were actively tracking the diversity within government-led decision-making groups.

The prevalence of diversity and inclusion programs, and more specifically CaLD champions or ambassadors, is also an emerging trend across implementing agencies in 2023 to 2024. The 6 agencies delivering these programs have recognised the importance employees play in creating and maintaining work cultures that are welcoming, vibrant and productive. Champions may inform best practice policies, programs and service delivery tailored not only for their agency, but for their CaLD work colleagues across government and the many external clients from CaLD communities across WA.

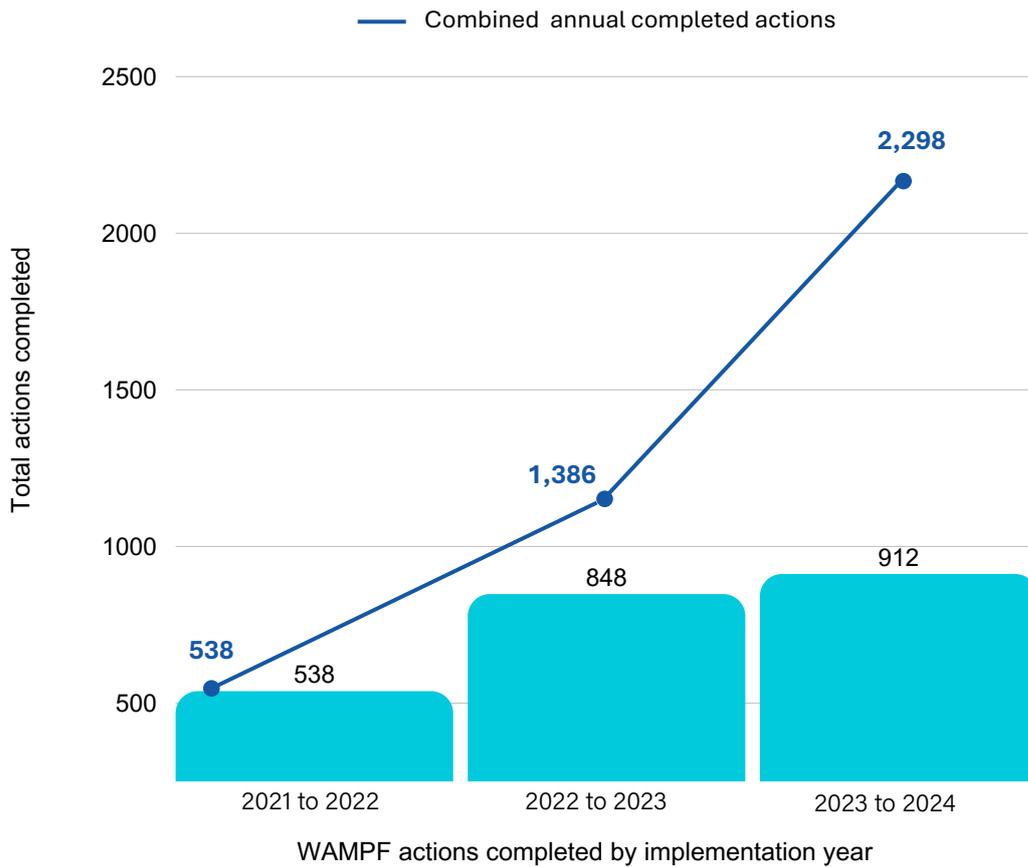


Figure 9: Total number of completed WAMPF actions from 2021 to 2024

As indicated in Figure 9, since the first financial year reporting cycle in 2021 to 2022, combined action completion rates across the three policy priority areas has increased by 70%.

The number of in-progress actions reported across all three policy priority areas (PP1 – 27%, PP2 – 34% and PP3 – 35%) remained steady in 2023 to 2024, indicating agencies continue to maintain resource allocations to achieve a greater number of actions being completed.

Actions reported as not started have decreased by 20% since the first cycle of reporting, primarily due to reallocation of resources post-pandemic resulting in more consistent and accurate annual reporting by agencies in recent years.

In recognition of their commitment to accurately reporting on their implementation of the WAMPF, there was also a 29% decrease in the total number of not reported actions identified by OMI in 2023 to 2024 compared to the total number recorded for 2022 to 2023.

Systemic change

Ensuring full participation of CaLD communities in all aspects of Western Australian civic, social, economic and cultural life requires an understanding of the barriers to equitable access and participation as well as a commitment to leading meaningful and sustainable change.

Systemic change is defined to be the changes in behavior and actions that focus on the broader population as opposed to a narrower group.¹ From the perspective of the WAMPF, the WA public sector plays a key role in creating this transformational change through a consistent whole-of-government approach to acknowledging areas for development, understanding CaLD community needs and ensuring adequate resources to support improvement initiatives. Figure 10 below outlines legislations and policy frameworks relating to multiculturalism that facilitate systemic change.

As reflected in this report, the implementation of the WAMPF across the WA public sector has yielded positive outcomes relating to inclusion, access and participation of CaLD communities. In addition to this, WAMPF implementation has resulted in heightened awareness and appetite for systemic change to ensure these initiatives are meaningful, widespread and sustainable. As multicultural plans have been consistently monitored and evaluated since their first year of WAMPF implementation in 2021, a considered approach is now taken by WA Government agencies in identifying and creating pathways, systems and structures to enact this change. To enable sustainable and effective systemic change, WA public sector agencies are encouraged to build upon these positive achievements and consider opportunities to further embed WAMPF objectives within their strategic and operational planning processes.

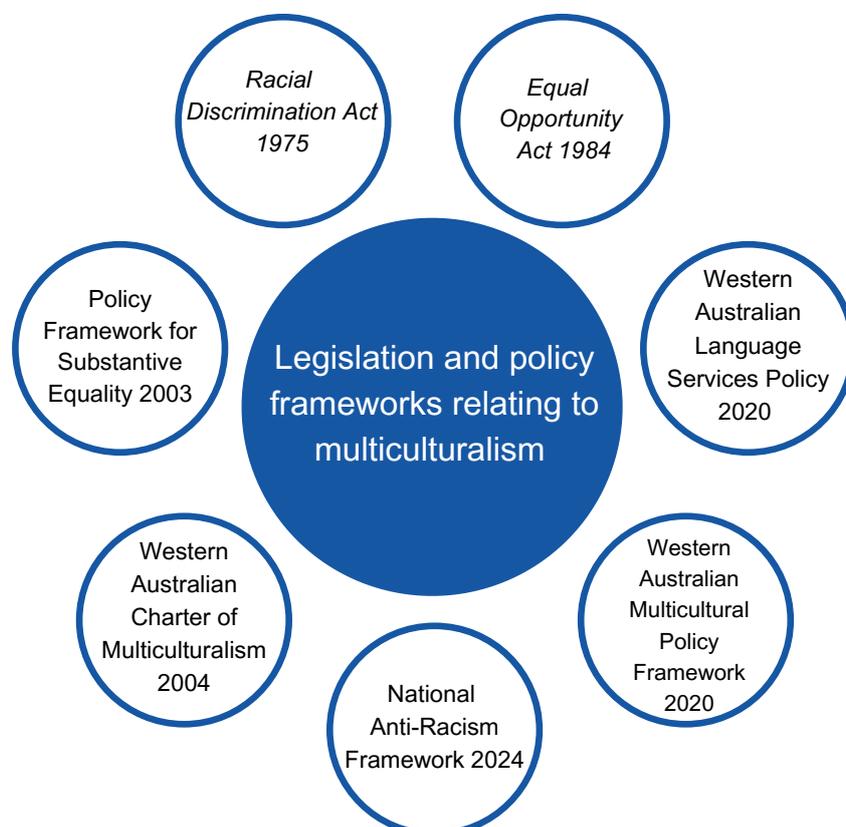


Figure 10: WA and national legislation and policy frameworks that support multiculturalism

1. Ripley, M. (2019). Systemic Change: walking the talk? International Labour Organization. <https://www.ilo.org/publications/systemic-change-walking-talk>

Drivers of systemic change

The following 5 drivers of systemic change are evident in the positive outcomes achieved across the WA public sector as a result of WAMPF implementation and play an important role in shaping future implementation strategies.



Policy reform

Public policy is designed to address specific community needs through the implementation of guidelines, regulations and principles. It serves to meet desired outcomes and ensures resources are being used effectively. Policy reform is the process of reviewing, modifying and reassessing existing policies or creating new ones to respond to evolving community needs to ensure effectiveness and efficiency. It often plays a key role in fostering inclusivity by identifying and dismantling barriers to participation and ensuring equitable access and opportunities for people from vulnerable and often marginalised communities.²

Within the WAMPF context, the opportunity for policy reform is evident across all 3 policy priority areas. These come through changes to areas such as recruitment practices and complaints processes, guiding community consultation pathways and implementing staff training requirements. The outcome of these changes is that CaLD communities have equitable access to services and feel an enhanced sense of inclusion through participating in program development and feedback.

A prime example of policy reform across the WA public sector, as a result of WAMPF implementation, is the effective implementation of the WA Language Services Policy 2020. As this policy aims to address language barriers to ensure equitable access to services and programs, successful ongoing implementation of this policy will facilitate several benefits. These include increased engagement of CaLD communities in accessing services, a more nuanced understanding of community needs and a more culturally competent workforce that can engage effectively with CaLD communities.



Data collection and evaluation

Data collection and evaluation are crucial for systemic change, capturing baseline operations, identifying gaps and informing resource allocation for improvements.³ This evidence base supports policy and program development, transparency, outcomes monitoring, accountability and also community empowerment.

The WAMPF has enhanced the WA public sector's understanding of CaLD data indicators, enabling agencies to assess service delivery gaps and barriers to engagement. This has led to targeted strategies being developed through increased awareness among agency personnel which has improved responsiveness to CaLD community needs.

2. Esquierdo-Leal, J. L., & Houmanfar, R. A. (2021). Creating Inclusive and Equitable Cultural Practices by Linking Leadership to Systemic Change. *Behavior Analysis in Practice*, 14(2), 499–512. <https://doi.org/10.1007/s40617-020-00519-7>

3. Smith, N., Mitton, C., Cornelissen, E., Gibson, J., & Peacock, S. (2012). Using evaluation theory in priority setting and resource allocation. In *Journal of Health Organization and Management*, 26(5), 655–671. <https://doi.org/10.1108/14777261211256963>

WAMPF policy priorities 1 and 2 aim to address inequities in service access and outcomes for CaLD communities in WA. Data collection and analysis are essential for understanding these inequities and developing targeted strategies to ensure equitable outcomes for all communities residing in the state.

Examples of data-driven systemic change can be seen through the Department of Health's comprehensive language services data collection across all Health Service Providers, as well as the Department of Fire and Emergency Services' strategies on improving diversity data collection within the agency so that staff can share data relating to their cultural and linguistic heritage.



Inclusive leadership and advocacy

Inclusive leadership and advocacy are key drivers of systemic change, as they amplify voices, challenge barriers like racism and discrimination, promote cultural responsiveness and influence policy and resource allocation.⁴

The 2024 Board Diversity Index report showed only 9% of ASX300 board directors were from non-Anglo-Celtic backgrounds, despite this group making up to 25% of the population (2021 Census).

The WAMPF Policy Priority 3 emphasises the need for greater participation of people from CaLD backgrounds across civic, social and economic aspects of society through strategies that remove barriers to equitable participation. It is also essential to ensure representation of people from CaLD backgrounds on decision-making bodies like boards and committees, local government councils and Parliamentary roles, as these play a crucial role in the direction of legislation, policies, funding programs and services. Ensuring diverse voices are present as part of these decision-making bodies is essential to create an inclusive future.

An example of inclusive decision-making bodies in WA Government includes the Ministerial Multicultural Advisory Council (MMAC). The MMAC provides the WA Government and Minister for Multicultural Interests with direct grassroots feedback and advice on relevant policies, issues and needs of the CaLD communities of WA.

Additionally, programs such as the Leadership and Governance Program delivered by OMI provides opportunities through training and support to enable equitable representation of people from CaLD backgrounds on boards and committees in the public, private and not-for-profit sectors.



Public awareness and engagement

Public awareness and engagement are key drivers of systemic change through shifting attitudes and reducing prejudice, promoting the need for inclusive policies and practices, empowering communities, building social cohesion and holding institutions accountable to their decision-making processes. This is achieved through increased awareness through education campaigns, media representation and community events, challenging stereotypes, empowering the public to advocate

for their rights, initiatives that promote intercultural understanding and interactions and holding institutions accountable for implementing and upholding inclusive policies.⁵

The WAMPF highlights public awareness and engagement as integral to achieving the framework's objectives across all 3 priority areas. It notes that a harmonious and inclusive community is achieved through building intercultural understanding, mutual respect and recognition, which are driven by active engagement.

The policy framework outlines strategies to effectively engage with CaLD communities through supporting culturally diverse events, targeted consultations, feedback mechanisms and co-design processes, to help foster multiculturalism and enable creation of responsive policies and services.

Actions include proactively seeking feedback from CaLD communities about service effectiveness, connecting community leaders to executive staff to build shared understanding of what successful outcomes look like, and creating safe spaces to hear the experiences of CaLD communities with staff. This is further supported by active engagement by the WA Government with CaLD communities in areas such as health, education, justice and settlement outcomes.

Cultural shift



Cultural shift underpins and supports the effectiveness of policy reform and is more than just a change in attitudes, values and behaviours.⁶ It is a change in mindset where accessing services and programs is a right, not a privilege held by all Western Australians. This shift in mindset can occur through WA Government leadership championing diversity, community awareness, proactive ownership and valuing diversity both as a concept and in practice.

Cultural shift in the context of WAMPF outcomes relate to a shift in the mindset across WA Government and wider society, when an inclusive and equitable approach is accepted as a standard mode of operation. This shift ensures that all groups, especially those that are vulnerable and marginalised, are considered as part of strategic and operational planning and are not an afterthought. These shifts are evident in the actions undertaken by the WA Government through provision of language services to ensure equitable access to essential services and programs and through targeted funding to CaLD communities and service providers so that specific needs of groups are addressed effectively.

5. BANKS, J. A. (2014). Diversity, Group Identity, and Citizenship Education in a Global Age. *The Journal of Education*, 194(3), 1–12. <http://www.jstor.org/stable/43823659>

6. Varnum, M. E. W., & Grossmann, I. (2017). Cultural Change: The How and the Why. *Perspectives on Psychological Science*, 12(6), 956–972. <https://www.jstor.org/stable/48596961>

From a societal standpoint, a cultural shift on acceptance of people from CaLD backgrounds as an equal and essential part of Western Australia society would help build a greater sense of belonging and foster a more harmonious and inclusive community. This can be achieved by highlighting cultural diversity in all areas such as arts, sport and media, and through greater recognition of contributions by people from CaLD backgrounds, as demonstrated by the annual WA Multicultural Awards administered by the Department of Local Government, Sport and Cultural Industries' Office of Multicultural Interests.



Image: Western Australian Multicultural Awards 2024. Photograph by Jess Wyld.

Key action themes

Following the analysis undertaken of agency multicultural plans since 2021, the key action themes arising have remained largely consistent through the past few years, including for the 2023 to 2024 period. The five themes identified in the last report remain a central focus in this report.

The subsequent sections provide detailed information on these action themes, the identified drivers for systemic change, the corresponding WAMPF strategies and examples of outcomes achieved in 2023 to 2024.

These themes underscore the efforts by agencies to integrate WAMPF strategies as best practice to enhance policies, programs, and services for CaLD individuals and communities, both within their internal operations and through service delivery.

The 5 systemic change drivers are reflected in the next section through the below symbols:



Policy reform



Data collection and evaluation



Inclusive leadership
and advocacy



Public awareness
and engagement



Cultural Shift

The following section provides an overview of the key themes based on 2023 to 2024 WAMPF implementation and how they contribute towards systemic change in the WA public sector, as defined by the drivers of systemic change listed above.



Key theme 1: Inclusivity

WAMPF Policy Priority 1: Harmonious and inclusive communities

WAMPF strategies

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

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

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

Notable accomplishments

- In 2023 to 2024, 91% of WAMPF-implementing agencies completed actions involving outcomes to improve inclusivity in workplaces, policies or programs.
- Of the 64 WAMPF-implementing agencies, 73% promoted and celebrated Harmony Week in March 2024. This equates to 48% more activity reported in 2023 to 2024 compared to the previous WAMPF reporting year of 2022 to 2023.
- Since the initial reporting cycle of 2021 to 2022, 9 agencies have created a cookbook as a shared initiative aimed at fostering intercultural understanding and recognising the benefits of cultural diversity.
- The promotion and celebration of culturally and linguistically diverse significant dates and celebrations is increasing over time. Forty-eight per cent of agencies reported they shared this information across their agency to foster intercultural understanding.



Key theme 1: Inclusivity

WAMPF Policy Priority 1: Harmonious and inclusive communities

Example outcomes

Department of Communities (Communities)

To promote the release and first year of implementation of Communities' Multicultural Plan, a dedicated communications strategy was developed along with a strategy to support Harmony Week 2024. The Director General promoted Harmony Week to all employees through a live broadcast on 20 March 2024. Fifteen events and activities were delivered and a 'Multicultural, Diversity, Wellness and Events Calendar' created. In addition to this, the Communities Leadership Team funded their divisions to lead events celebrating key cultural dates, such as Harmony Week, with a different division taking the lead every 6 months.

Department of Energy, Mines, Industry Regulation and Safety (DEMIRS)

DEMIRS hosted and presented a Diversity and Inclusion Excellence Awards on 7 June 2024 to recognise the impact of employees in progressing and valuing diversity and inclusion in the workplace on an individual, leadership and team level.

Department of Local Government, Sport and Cultural Industries (DLGSC)

DLGSC, through OMI, supports initiatives that promote multiculturalism such as the WA Multicultural Awards where 12 individuals and organisations were recognised in 2024 for their contributions to advancing multiculturalism in WA through advocacy, promoting intercultural understanding or breaking down barriers.

The DLGSC funded Community Languages Program supports eligible not-for-profit community organisations to teach languages other than English for students from Kindergarten to Year 12 out of school hours. Fifty-three community language schools, teaching over 10,000 students across WA, were supported with more than \$1.1 million funding through the Community Languages Program. DLGSC also provided over \$5.4 million to 37 grassroots community hubs run by volunteers to upgrade, maintain and diversify critical infrastructure to support CaLD communities.



Key theme 1: Inclusivity

WAMPF Policy Priority 1: Harmonious and inclusive communities

Example outcomes (continued)

Department of the Premier and Cabinet (DPC)

DPC's Protocol and State Events team regularly engaged with local Consular Corps representatives regarding visits to WA by foreign dignitaries. In September 2023, DPC arranged the Premier's event with the WA Consular Corps, comprising senior members of the WA diplomatic community representing 62 countries. Interpreters were engaged for the Premier's interactions with foreign dignitaries as required, and local CaLD community members were invited to events hosted in honour of visiting dignitaries, participating in their visit programs.

Department of Transport (DoT)

DoT demonstrated its commitment to multiculturalism through various initiatives and communications. This included updates on services provided for people from CaLD backgrounds having difficulties completing the computerised learners permit through South Metropolitan Youth Link to CaLD individuals as part of the Adult Migrant English Program. It also celebrated culturally significant dates like Harmony Week, Diwali, Ramadan and Eid. In collaboration with Main Roads and Perth Transport Authority (PTA), DoT developed a transport portfolio-wide multicultural plan, and partnered with Main Roads to refresh its Workforce Inclusion and Diversity Plan 2024 to 2026. A People Value Proposition was co-designed with CaLD employees to emphasise DoT's diverse workforce and encourage deeper connections between staff, embracing a shared purpose and creating a work environment where everyone feels they belong and valued.

South Metropolitan Health Service (SMHS)

During Harmony Week 2024 SMHS engaged with employees and consumers to develop and launch the *A Taste of Harmony* recipe eBook which celebrates the diversity within SMHS and was made available for download from *Put it to the People*, SMHS's online community engagement platform. In addition, articles were published in internal eBulletins and on social media platforms, highlighting positive aspects of multiculturalism, including participation in Harmony Week 2024.

Western Australia Police Force

In October 2023 Commissioner Col Blanch hosted a morning tea with CaLD community leaders, providing an opportunity to strengthen relationships and discuss community concerns. Commissioner Blanch addressed common queries about at-risk youths, discussing the importance of early intervention and providing diversion options to support young people and their families who may be at-risk. A register of key CaLD community contacts was subsequently completed and is being maintained with ongoing updates as required. The register forms the basis of a distribution list for consultation and engagement with key CaLD stakeholders including community leaders and representatives.



Key theme 2: Anti-racism and substantive equality

WAMPF Policy Priority 1: Harmonious and inclusive communities

WAMPF strategy

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

Notable accomplishments

- 51 agencies (80%) reviewed and/or updated a policy, program and/or service addressing the objectives of the Policy Framework for Substantive Equality in 2023 to 2024. The number of agencies reporting against the policy through implementation of the WAMPF increased by 16% compared to 2022 to 2023.
- 97% of agencies offered cultural competency training initiatives for employees, including Diverse WA and unconscious bias training.
- More than 5,100 people across the WA public and non-government sectors completed the Diverse WA Cultural Competency training program in 2023 to 2024 (8% increase in total users compared to 2022 to 2023). Of this total, 69% were WA Government employees.
- WA public sector employees from 52 (81%) WAMPF implementing agencies used the Diverse WA training program in 2023 to 2024.
- Four agencies reported their employees had participated in the national campaign, Racism. It Stops With Me.



Key theme 2: Anti-racism and substantive equality

WAMPF Policy Priority 1: Harmonious and inclusive communities

Example outcomes

Department of Education (DoE)

DoE updated its Countering Racism in Schools Toolkit and A World of Difference resource kit for teachers of years 7 to 10 and presented an overview of this initiative to the Ministerial Multicultural Advisory Council in November 2024. The resources, to be released in 2025, align with the current curriculum and assist teachers to inform, support and engage students with concepts relating to cultural diversity, migration journeys and perspective taking.

Department of Justice (DoJ)

The New and Emerging Communities Reference Group, hosted by the Equal Opportunity Commission, included representatives from migrant and refugee advocacy groups and humanitarian service providers, as well as WA Government agencies that actively engage with these communities. The group meets regularly to discuss issues affecting migrants and refugees in Western Australia and to develop strategies for addressing these challenges.

Department of Planning, Lands and Heritage (DPLH)

DPLH Corporate Executive launched the Workforce and Diversity Plan 2024-2027 and the Public Sector Commission Census Action Plan. Key initiatives from these plans included developing a Diversity and Inclusion Policy, encouraging employees to self-identify with diversity groups, providing training on unconscious bias and discrimination, conducting diversity and inclusion activities and establishing employee-led networks for diversity groups, including CaLD communities. Substantive Equality policy outcomes are integrated into DPLH's diversity and discrimination mandatory training online modules, with a training completion rate of 83% as of May 2024. Additionally, the Management Foundations program is under review to incorporate elements that reference and raise awareness of the Substantive Equality policy and its implications for managers.

Department of Training and Workforce Development (DTWD)

In May 2024, the DTWD launched its new Bullying and Harassment in the Workplace policy. The Workforce Diversity and Inclusion policy was also updated and outlines DTWD's commitment to cultural safety and eliminating racism and racial discrimination in the workplace, as well as strengthening the procedures associated with reporting discrimination.



Key theme 2: Anti-racism and substantive equality

WAMPF Policy Priority 1: Harmonious and inclusive communities

Example outcomes (continued)

Department of Transport (DoT)

DoT developed a new business planning process document directing business areas to incorporate actions they are responsible for under DoT's access and inclusion plans, such as the multicultural plan. The process document also provided links to these plans on the DoT intranet and encourages employees to consider additional opportunities to improve service delivery and eliminate systemic discrimination. DoT's goal is to increase the number of access and inclusion initiatives included in business plans, thereby enhancing existing governance arrangements. DoT also met with Great Southern Migrant Services in March 2024 and discussed barriers faced by the migrant community when seeking to obtain a driver's licence. Intelligence gathered is being used to inform the expansion of DoT's Driving Access and Equity Program.

In addition, DoT provided on-site driver licensing services to employment service providers and other organisations working with clients requiring high level of support, including people with English as a second language. There were also collaborations with community organisations such as Made of Italy, which focused on creating awareness of WA's driver and vehicle licensing requirements.

Department of Water and Environmental Regulation (DWER)

DWER's Safe 2 Say online platform was launched in October 2023, enabling employees to anonymously report workplace issues such as racism, harassment and discrimination. The platform complements the DWER's grievance resolution process.

State Library of Western Australia (SLWA)

As one of WA's most visited cultural institutions, the SLWA serves clients from diverse backgrounds and has strategies in place to ensure that everyone can understand and access its services. An example of this was in 2023 to 2024, when SLWA partnered with the Association of Services for Torture and Trauma Survivors (ASeTTS) to host CaLD community group meetings and quarterly library tours, connecting ASeTTS members with library resources, information services and assistance to develop communities' digital literacy skills.



Key theme 3: Provision of language services

WAMPF Policy Priority 2: Culturally responsive policies, programs and services

WAMPF strategy

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

Notable accomplishments

- The percentage of WA public sector agencies implementing the Western Australian Language Services Policy (WALSP) 2020 through WAMPF-related actions in 2023 to 2024 was 88%.
- Five WA public sector agencies updated their policy or procedures this year to ensure compliance with the WALSP 2020.



Key theme 3: Provision of language services

WAMPF Policy Priority 2: Culturally responsive policies, programs and services

Example outcomes

Child and Adolescent Health Service (CAHS)

Throughout 2023 to 2024, CAHS actively participated in Recommendation 3 of the WA Health Sustainable Health Review initiatives and continues to support broader work by the Department of Health to improve care for those from refugee backgrounds and/or with limited English proficiency.

This support included:

- Developing translated resources to support engagement with people of CaLD backgrounds, increasing understanding of health equity and health literacy and developing and delivering the Working with Consumers and Carers toolkit to promote equitable access to appropriate care
- Reviewing the use of the Perth Children's Hospital (PCH) staff interpreter for families with limited English proficiency, resulting in improvements in interpreter use for non-Refugee Health Service appointments, particularly for outpatient services
- The Complaints Improvement Project which contributed to developing information and resources in various languages to support multicultural communities in providing feedback and complaints on CAHS services
- The CAHS Communications Team co-leading a focus group with multicultural consumers to improve the accessibility of the PCH/CAHS websites for people with limited English proficiency
- An internet hub for translated resources to improve CaLD clients' access to services.

Department of Communities (Communities)

Communities released a range of translated public resources to ensure equitable access to their programs, including Elder Abuse awareness resources and the *VOL_NTEER We Need U* campaign.

As part of Housing Practice Support (Housing), additional functionality was added to the Habitat client information system, aimed at making it more responsive to the needs of people from CaLD backgrounds. The system now flags for staff when a tenant or applicant has advised Housing either in writing, over the phone or via information obtained in a housing application, if they require an interpreter. Interpreting services posters in different languages have also been displayed in relevant reception centres, advising clients that when they see an interpreter symbol it means that they can ask for help to communicate in their preferred language.



Key theme 3: Provision of language services

WAMPF Policy Priority 2: Culturally responsive policies, programs and services

Example outcomes (continued)

Department of Education (DoE)

DoE's Intensive English Centres provided a specialised English language program at 14 schools to eligible students who have newly arrived in WA. Interpreting services continue to be made available for school staff to communicate with families from CaLD backgrounds during student enrolments and parent meetings, and translation services are available to translate DoE-endorsed documents to help school staff communicate with parents who do not speak or read English. In July 2023, new Connect and Respect resources were made available in 6 languages and uploaded to the DoE's complaints and concerns page on the public-facing website. The languages included English, Chinese (Simplified), Punjabi, Tagalog, Arabic and Vietnamese.

Department of Primary Industries and Regional Development (DPIRD)

The DPIRD compliance and education team conducted surveys with key stakeholders to determine the translation requirements for recreational fishing of crabs. Videos on crab fishing and abalone were translated into 5 different languages to enhance accessibility for WA's CaLD communities. Several other guidelines were also translated to improve communication with CaLD stakeholders which included the recreational fishing guides, the WA Exporters directory and incident response information.

Department of the Premier and Cabinet (DPC)

DPC ensured the ServiceWA app, currently available in 14 languages, continued to provide CaLD communities with access to important WA Government information. This meant communities could effectively engage with the application, access the services provided and understand the necessary information. DPC provided translated materials in public awareness campaigns, such as the WA Climate Action Campaign which featured radio advertisements in Arabic, Cantonese, Hindi, Mandarin, Punjabi and Vietnamese. In addition, the Stay Well This Winter Campaign and the Don't Assume You're Immune Campaign were DPC and DoH initiatives, featuring radio advertisements in Mandarin, Punjabi, Filipino, Arabic, Vietnamese, Spanish, Hindi and Malay.



Key theme 4: Recruitment and selection

WAMPF Policy Priority 2: Culturally responsive policies, programs and services

WAMPF Policy Priority 3: Economic, social, cultural, civic and political participation

WAMPF strategies

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

3.1 Implement recruitment and career development processes that support employment and progression of staff from culturally and linguistically diverse backgrounds

Notable accomplishments

- 50% of agencies implementing the WAMPF exceeded the WA Government's current target for CaLD representation of the public sector workforce of 15.5%. These agencies included the Insurance Commission of Western Australia (29.8%), ChemCentre (28.5%), Department of Transport (27.5%), Department of Treasury (27%), Department of Fire and Emergency Services (23%) and Department of Training and Workforce Development (22%).
- The CaLD workforce target of 15.5% set as part of the WA Public Sector Commission's Workforce Diversification and Inclusion Strategy has been met and exceeded. As of June 2024, CaLD representation in the WA public sector was 17.7% (an increase of 6% compared to 16.7% in June 2023).
- 81% of agencies achieved significant progress in delivering actions addressing recruitment and selection processes that facilitate workforce diversity and provide opportunities for the development of cultural competencies across the workforce.



Key theme 4: Recruitment and selection

WAMPF Policy Priority 2: Culturally responsive policies, programs and services

WAMPF Policy Priority 3: Economic, social, cultural, civic and political participation

Example outcomes

Department of Communities (Communities)

Recruitment panels run by individual business units, such as Residential and Secure Care, applied a 'cultural lens' to recruitment processes, recognising the importance of a diverse workforce. Recruitment panels are trained to identify and address cultural and language barriers, ensuring that CaLD applicants can fully participate in the recruitment process.

Department of Health (DoH)

DoH Corporate Services revised internal recruitment processes and the promotion of employee groups under the Making a Difference banner, which highlights the contributions of different staff groups, fostering a sense of belonging and recognition within the agency. Considered and consistent messaging by DoH throughout the year promoted the importance of diversity, encouraging individuals from various backgrounds to join the team. Recruitment forms were also updated to ask staff to share their diversity information. This helped ensure that staff groups accurately reflected the diversity of the agency.

Department of Planning, Lands and Heritage (DPLH)

DPLH Youth Programs team collaborated with universities to promote DPLH's youth program, with a particular focus on the graduate program. This initiative specifically targets diversity groups, including youth and CaLD groups, fostering an inclusive environment.

Further efforts are planned to expand and enhance these initiatives, ensuring continuous improvement in promoting diversity within the youth program. The recruitment team identified future collaboration opportunities with the customised employment team to explore and implement initiatives aimed at recruiting and tailoring jobs for all diversity groups.

Department of Treasury (Treasury)

Treasury streamlined recruitment processes and entry pathways for CaLD individuals including traineeships, paid intern placements, and the Graduate Program. During the year 2,793 job applications were received, with 1,316 (42%) applicants identifying as culturally diverse.



Key theme 4: Recruitment and selection

WAMPF Policy Priority 2: Culturally responsive policies, programs and services

WAMPF Policy Priority 3: Economic, social, cultural, civic and political participation

Example outcomes (continued)

Office of the Inspector of Custodial Services (OICS)

OICS partnered with WA universities to offer internships, specifically requesting a focus on engaging candidates from Aboriginal and Torres Strait Islander and CaLD backgrounds. Fifty per cent of all internship opportunities in the WAMPF implementation period 2023 to 2024 were awarded to students from CaLD backgrounds.

Western Australia Police Force (WA Police Force)

In April 2024 WA Police Force launched an inclusive recruitment drive targeting prospective applicants from CaLD backgrounds to foster diversity and community representation. This was achieved through the development of an advertising campaign that shared inspiring stories of police officers from Asian, African, Indian and Aboriginal backgrounds about their reason for choosing to join the WA Police Force. The advertisement was broadcast in Cantonese, Mandarin, Punjabi, Hindi and Vietnamese across local radio. Advertising was also published in local printed publications including *The African Migrant Magazine*, *Epoch Times*, *Australian Chinese Times WA*, *Oriental Post WA*, *The Post*, *Indus Age* and *The Indian Link*.

Corruption and Crime Commission (CCC)

Work is underway at the CCC on the development of a Strategic Workforce Plan 2024-27 and supporting Diversity and Inclusion Plan, which will actively consider efforts to enhance the representation, inclusion and belonging of staff from diverse and under-represented backgrounds, including specific targets for CaLD representation.



Key theme 5: Equitable participation

WAMPF Policy Priority 3: Economic, social, cultural, civic and political participation

WAMPF strategies

3.2 Achieve equitable representation of people from culturally and linguistically diverse backgrounds at all levels and in decision-making roles

3.4 Identify, develop and implement initiatives that encourage social, cultural, civic and political participation by members of Western Australia's culturally and linguistically diverse community

3.5 Develop and strengthen global connections through partnerships with Western Australia's cultural and linguistic communities and businesses

Notable accomplishments

- 53% of WA public sector agencies have CaLD representation on boards, committees, working groups, councils, and/or advisory groups.
- Thirteen additional agencies reported about their CaLD representation in 2023 to 2024 compared to the previous year.
- Six agencies reported they had implemented CaLD champion or ambassador programs for employees.
- Nineteen people from CaLD backgrounds successfully completed the OMI Leadership and Governance Program in 2023 to 2024. Aimed at increasing representation of people from CaLD backgrounds on boards and committees, the total number of graduates of the program as of May 2025 is 160, many of whom are sitting on boards across private, public and non-government sectors.



Key theme 5: Equitable participation

WAMPF Policy Priority 3: Economic, social, cultural, civic and political participation

Example outcomes

Central Regional TAFE (CRTAFE)

Seventy-five per cent of CRTAFE's executive members come from CaLD backgrounds. This diversity enables the agency to make balanced decisions that are both inclusive and fair. Their leadership's representation of diverse perspectives fosters an environment that values and respects everyone.

Department of Communities (Communities)

Communities established 37 new Multicultural Champions across their agency and held meetings through the year. The role of Multicultural Champions is to foster meaningful connections and activities, championing the values of cultural diversity and inclusion to ensure these values are embedded in all aspects of Communities's work. Multicultural Champions are located across WA, from Rubibi (Broome) to Kinjarling (Albany). This wide geographic spread ensures that diverse voices from different regions are heard and included. The champions speak more than 14 languages and their cultural heritages hail from many countries including Saudi Arabia, China and the Philippines. These diverse backgrounds enhance the Multicultural Champions' abilities to connect with and represent various communities.



Image: Mike Rowe, Director General, Department of Communities with some of Communities' Multicultural Champions. Photograph courtesy of the Department of Communities.



Key theme 5: Equitable participation

WAMPF Policy Priority 3: Economic, social, cultural, civic and political participation

Example outcomes (continued)

Department of the Premier and Cabinet (DPC)

Through the Supporting Communities Forum and the Ministerial Multicultural Advisory Council, DPC ensures that CaLD communities have meaningful input into policies and programs. In partnership with OMI and the Australia Day Council of Western Australia (Auspire), DPC delivered 6 in-person workshops to local community groups. These sessions promoted civics and active citizenship for people from CaLD backgrounds, offering insights into Australian society, the democratic process, and laws, empowering participants to engage actively in Australia's diverse and inclusive society.

East Metropolitan Health Service (EMHS)

EMHS had a range of initiatives to increase participation from CaLD communities across their portfolio. Examples included:

- Armadale Kalamunda Group involving multicultural consumers in projects and working groups throughout the year. They also worked to increase membership by connecting with the Armadale, Gosnells, and Kalamunda Councils.
- St John of God Midland Public Hospital's (SJGMPH) Consumer and Community Advisory Council being endorsed in June 2024 to include representation from multicultural backgrounds. Additionally, the SJGMPH's Volunteer Coordination team identified specific areas within the hospital where CaLD volunteers could provide effective support to ensure better outcomes for patients.

North Metropolitan Health Service (NMHS)

The Women and Newborn Health Service Consumer Advisory Council (CAC) increased the diversity of consumer members in 2023 to 2024 with the addition of an Aboriginal representative and a CaLD representative. One of the criteria used to select employees for leadership development programs is whether they identify as CaLD. This enables prioritisation of CaLD employees for development opportunities.

Minerals Research Institute of Western Australia (MRIWA)

In 2023 to 2024, MRIWA updated its data collection and reporting systems to build a better understanding of CaLD representation across their agency and capture cultural and linguistic data for the MRIWA board and college. This data was included in the 2023 to 2024 annual report for the first time, highlighting:

- 43% of board members and 76% of college members were from CaLD backgrounds
- 65% of current PhD scholarship recipients were from CaLD backgrounds
- 88% of valid MRIWA scholarship applications in 2023 were received from applicants of CaLD background.



Key theme 5: Equitable participation

WAMPF Policy Priority 3: Economic, social, cultural, civic and political participation

Example outcomes (continued)

Department of Jobs, Tourism, Science and Innovation (JTSI)

JTSI draws on the knowledge and experiences of CaLD stakeholders and staff to inform the development of investment and trade events and international engagement activities, both in Western Australia and overseas markets. This includes providing advice to the Department of the Premier and Cabinet's Protocol Team when organising WA Government events and briefings for foreign dignitaries.

Some key outcomes include:

- supporting the Asian Engagement Strategy 2019-30 by organising the Premier's Indonesia Connect Roadshow, WA's largest ever overseas investment and trade mission. The roadshow involved more than 130 representatives from the WA Government, businesses, and media.
- launching round 6 of the Access Asia Business Grants Program, enabling WA businesses to access new Asian markets. Sixteen recipients shared over \$325,000 in funding, with grants of up to \$30,000 each.
- hosting JTSI-Asian business councils forums in July and December 2023 as well as April 2024. These forums provided a platform for discussion and information sharing with the councils on opportunities to strengthen investment and trade outcomes with key Asian markets
- JTSI-sponsored various Asian-focused events, including the Indonesian Entrepreneur Summit in Perth in November 2023, organised by the Indonesian Chamber of Commerce Western Australia, and the Western Australia-Korea Business Forum in Perth in May 2024, organised by the Australia-Korea Business Council.

Small Business Development Commission (SBDC)

SBDC collaborated with several CaLD stakeholders, including the Western Australian Chinese Chamber of Commerce and South Metro TAFE Adult Education Migrant Program to provide information, advice and guidance to CaLD people who were considering starting or were currently in business. This engagement in conjunction with SBDC provided ongoing support and guidance to a range of business associations and industry bodies where CaLD participants were often highly represented.

Through the year, SBDC assisted 86 business migrants to finalise their business investment into WA. This equated to \$324.9M of total net assets being invested into the WA economy. The program also created 92 new full time equivalent jobs.

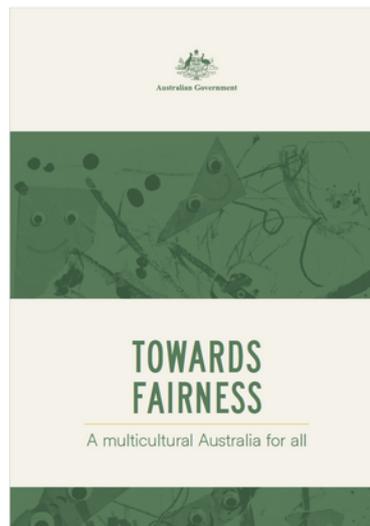
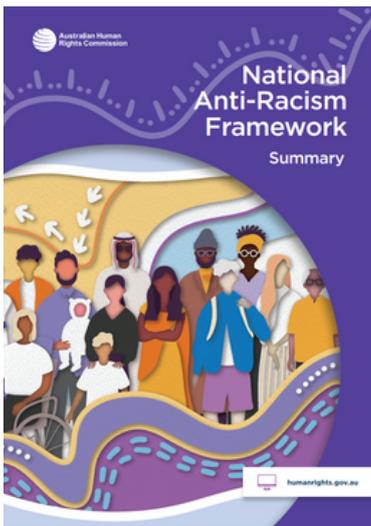
Current context in Australia

In 2024, 2 significant national frameworks and a report specific to Western Australia were released that relate to the wellbeing of CaLD communities. These documents identify existing gaps in government, non-government and community sectors that need addressing to bring about a more inclusive and harmonious society for all.

This section provides an overview of the following frameworks and report:

- The National Anti-Racism Framework
- The Multicultural Framework Review
- Report No.9: Pathways to Thriving: Enhancing Support for Humanitarian Children and Young People in Western Australia.

All three documents align closely with the objectives and outcomes of the WAMPF. Their recommendations underscore the importance of addressing systemic racism, fostering an inclusive and harmonious society, and promoting equitable access to — and participation in — government policies, programs, and services by CaLD communities.



National Anti-Racism Framework

In March 2021, the Australian Human Rights Commission (the Commission) initiated the development of a National Anti-Racism Framework in Australia.⁷ They released a concept paper and consulted with around 300 organisations, including community groups, service providers, and government agencies. The Commission facilitated 10 community consultations and received 164 submissions between October 2021 and February 2022.



In October 2022, the Australian Government allocated \$7.5 million over 4 years to support this initiative. The Commission, in collaboration with the Federation of Ethnic Communities' Councils of Australia, has since developed the National Anti-Racism Framework based on community input.

The report, published in November 2024, identifies key priority areas in need of reform and provides recommendations for transformative change to eliminate racism across Australia.

Overall, there are 63 recommendations which acts as a call to action for reform across Australia's systems and structures, including in the justice and legal system, health, education, workplaces, media, arts and data. The overarching recommendations of the Framework are as follows:

- The Commission calls on the Australian Government to lead a national response to eliminating racism that begins with truth-telling for First Nations peoples and embeds their right to self-determination.
- As a priority, the Australian Government must develop two Implementation Plans for the Framework, one of which is specific to First Nations peoples and their unique experiences of racism. These Implementation Plans must cover anti-racism action across all sectors, including health, education, the media and arts and the justice system.
- The Commission recommends the Framework be grounded in an understanding of racism that is intersectional, community-centric, and grounded in truth-telling. It should recognise the similarities and differences between forms of racism that affect different communities. This approach should inform all anti-racism action under the Framework.
- The development of a nationally recognised definition of First Nations Cultural Safety, with minimum standards, for application across sectors is also recommended.

7. Australian Human Rights Commission. (2024). *The National Anti-Racism Framework: A roadmap to eliminating racism in Australia* (Report, November 2024). https://humanrights.gov.au/sites/default/files/2024-11/NARF_Full_Report_FINAL_DIGITAL_ACCESSIBLE.pdf

Multicultural Framework Review

The Multicultural Framework Review (MFR) undertaken in 2023-24 aimed to assess and make recommendations on the institutional arrangements and policy settings required to advance a multicultural Australia and meet current and future needs at the Commonwealth level.⁸



The report highlighted a roadmap for Australia's Multicultural Framework based on 3 core principles that emerged through the MFR:

- **Connection:** setting the foundations of a multicultural Australia through leadership, planning, and accountability between three tiers of government and communities.
- **Identity and belonging:** creating a welcoming Australia through addressing discrimination and racism, English language programs, citizenship policy, and participation in arts, culture, sports and media.
- **Inclusion:** building cultural capability into public services, modernising grant programs, ensuring digital inclusion, ensuring a sustainable language services sector, meeting the unique needs of young people and regional areas.

There are 10 high-priority recommendations that are immediately actionable. These are:

- Australian Government to affirm commitment to multicultural Australia.
- Australia to formally observe the UN International Day for the Elimination of Racial Discrimination on 21 March.
- Develop a national plan to celebrate Australia's cultural diversity and synchronise existing federal, state, territory and local government initiatives such as Harmony Week to acknowledge and celebrate Australia's cultural diversity.
- Establish a Multicultural Affairs Commission and Commissioner, and standalone Department of Multicultural Affairs, Immigration and Citizenship, with a dedicated minister.
- The Department of Home Affairs, through government and non-government consultation to action an immediate review of the Australian citizenship test procedures, including considering providing the test in languages other than English and in alternative and more accessible formats.
- Leverage Australia's diversity of languages to support our economic prosperity through a revitalised language policy led by the Australian Government.
- Ensure the sustainability and quality of language services.
- Establish a fully funded TIS National capacity within the existing business unit.
- Boost National Accreditation Authority for Translators and Interpreters (NAATI) funding.
- Improve efficiency and effectiveness of multicultural grants and funding programs, with consultation and co-design of guidelines and common standards across the Australian Government, state and territory and local governments and community sectors.

Report No.9 Pathways to Thriving - Enhancing support for humanitarian children and young people in Western Australia



On 15 August 2024, the Joint Standing Committee on the Commissioner for Children and Young People tabled Report No. 9: Pathways to Thriving: Enhancing Support for Humanitarian Children and Young People in Western Australia.⁹

The report highlights specific findings and recommendations to address the unique challenges faced by children and young people who have migrated to Australia due to humanitarian crises.

The report consists of 44 findings. The findings in the report are broad, covering a range of areas and issues faced by children and young people from humanitarian backgrounds, including:

- prevalence of migration-related trauma
- access to support services
- educational challenges
- community participants
- research and programs.

The report noted 40 recommendations relating to:

- greater eligibility and accessibility to support and settlement services
- increased funding for relevant specialist service providers within government and not-for-profit sectors
- culturally responsive and trauma informed training to staff providing essential services
- improved data collection and research on the needs of children and young people from humanitarian backgrounds residing in Western Australia
- advocacy with the Australian Government to enable greater settlement services and programs for humanitarian entrants and asylum seekers.

The WA Government's response to the report was endorsed by Cabinet and tabled in Parliament on 26 November 2024.

WAMPF in action: Examples of best practice

Department of Health

Older Person Health Network

The 2024 Multicultural Awards recognised the Department of Health (DoH) as the recipient of the Premier's Public Sector Award for its exemplary Older Person Health Network (OPHN).

Established in July 2021, the OPHN provides coordinated, multi-disciplinary clinical advice across the Department of Health.

The OPHN's primary goal is to enhance health services for older individuals from culturally and linguistically diverse (CaLD) backgrounds. This is achieved through improved engagement with consumers and carers, as well as fostering internal collaboration among health professionals, hospitals, and various health services. By facilitating both internal and external engagement, the OPHN ensures better service coordination and improved health outcomes for older CaLD individuals and communities across WA.

Key initiatives and achievements:

- **Health education sessions:** In September 2022, the OPHN, in collaboration with local government, CaLD service providers, and various organisations, conducted 3 health education sessions focused on Dementia and Alzheimer's, End of Life Care, and Access to Aged Care Services. These sessions were tailored to address the specific needs of older CaLD individuals.
- **Collaborative efforts:** The OPHN played a coordinating role, bringing together partners such as the City of Canning, Hillview Intercultural Community Centre, Hindu Council of Australia, Dada Bhagwan, Indian Society of Western Australia and the International Society for Krishna Consciousness. This collaboration ensured a comprehensive approach to addressing the health needs of older CaLD individuals.
- **Consumer-centric approach:** The health education topics were directly informed by the lived experiences and needs of consumers. The program has successfully engaged the Hindi and Urdu speaking communities, reflecting its responsiveness to diverse cultural needs.
- **Impact and reach:** The sessions attracted up to 140 participants, demonstrating significant interest and engagement. The success of these sessions has sparked interest among other CaLD organisations and groups, indicating a growing demand for similar initiatives.

Building on the success of the 2022 sessions, the OPHN conducted similar collaborative health education sessions in 2024 designed to meet the needs of other language and cultural groups, ensuring continued support for the diverse communities across the state.

Through these initiatives, the OPHN has made substantial strides in improving health services for older CaLD individuals, showcasing DoH's commitment to fostering an inclusive and culturally responsive healthcare system.



Image: Hon Roger Cook MLA, Premier of Western Australia, presents Dr Bhaskar Mandal, Clinical Lead, OPHN with the Premier's Public Sector Award at the WA Multicultural Awards 2024. Photograph by Jess Wyld.

Department of Energy, Mines, Industry Regulation and Safety

Information and resources for people from CaLD backgrounds

The Consumer Protection (CP) division of the Department of Energy, Mines, Industry Regulation and Safety (DEMIRS) provides targeted resources to CaLD communities on their consumer rights and responsibilities.

In the WAMPF implementation year 2023 to 2024, the CP:

- undertook presentations to migrant communities regarding consumer education and scam awareness
- expanded its partnership with South Metropolitan TAFE Adult Migrant English Program's English Certificate I, II and III students to deliver face-to-face presentations about scams
- entered into a pilot partnership agreement with the Chung Wah Association to deliver face-to-face presentations about scams in Vietnamese and Cantonese
- increased representation and attendance at multicultural events, networks and expos.

The CP Community Education team was also actively investigating ways to improve the accessibility of consumer protection information by developing a content translation plan. The first outcomes of this plan included:

- translation of a key scams awareness video into six languages
- refreshing most collateral and publications into plain English or easy to read where applicable.

Also, in 2023 to 2024 the Building and Energy sections of DEMIRS undertook projects to identify opportunities to assist people from CaLD backgrounds with low proficiency in English to provide targeted information in different languages.

The *Building Your New Home* video, produced with translated captions in 10 languages, was released in September 2023. The video outlines the most important things to consider, ensuring that the buyer is aware of their rights and responsibilities at each stage of the build.

In addition to the video, the following resources were developed:

- *Building and Energy's top 10 tips: Choosing a building and signing a home building contract* was developed in 10 languages
- a communication and distribution service was engaged to ensure the new materials reached the intended audiences
- the Building and Energy website was moved to wa.gov.au and content was updated to incorporate plain English and improve navigation accessibility where possible. Work in this space is continuing.

Department of Fire and Emergency Services

Emergency preparedness in the Great Southern

From 2023 to 2024, the Department of Fire and Emergency Services (DFES) Community Preparedness team engaged with more than 260 culturally and linguistically diverse (CaLD) community members across WA through a series of Disaster Preparedness and Home Fire Safety sessions.

In September 2023, DFES, in partnership with the Australian Red Cross and the Albany Migrant Resource Centre, engaged with the local Karen community in Albany to share emergency preparedness information.

Across 5 sessions, Albany's Karen community learnt about:

- local bushfire risks and dangers, and how to prepare for them
- emergency public information available through Emergency WA, actions to take and where to go during a bushfire, including the location of evacuation centres in the region
- bushfire planning, the development of effective bushfire plans and the importance of preparing emergency kits
- fire safety at home and the importance of developing a fire escape plan
- property preparedness that included preparing their homes for bushfire and storm via a property walkaround.



Image: Mel Haymont, Community Preparedness Advisor, Great Southern Region with members of the Karen Community in Albany. Photograph courtesy of DFES.

When engaging with Karen community members, DFES tailored these sessions, so they were delivered in culturally sensitive ways, including:

- use of Karen interpreters who worked alongside the DFES' Community Preparedness Adviser to ensure essential information was clearly understood
- application of trauma-informed practices such as DFES employees refraining from wearing official DFES uniforms to avoid triggering trauma responses among Karen community members who had escaped government and military conflicts in Myanmar. Uniforms were instead displayed so the group could familiarise themselves with emergency personnel uniforms. The display also helped open conversations about emergency services volunteering.

These sessions were an important step for DFES to engage with and build trust within the Karen community in and around Albany. They not only ensured the community is better prepared for emergencies but also laid the groundwork to foster potential volunteering engagement with DFES.

DFES continues to offer multilingual safety resources to the many CaLD communities across WA with hazard preparedness materials translated into 20 languages and safety videos available with captions in 10 languages. These resources are available through a dedicated translations webpage on the DFES website and have reached over 60 CaLD specific and multicultural organisations across the state.



Image: DFES emergency and hazard responder workwear. Photograph courtesy of DFES.

Western Australian Museum

Fostering a sense of belonging and community for all

The Western Australian Museum (WA Museum), established in 1891, has grown to encompass 7 public sites across the state. It also manages a Collections and Research Centre that houses over eight million objects, making it a treasure trove of the state's natural, cultural and social heritage.

The WA Museum is dedicated to making this heritage accessible and engaging through its extensive research, exhibitions, education, and programming. With a people-first philosophy, it actively engages with the whole community including those from culturally and linguistically diverse (CaLD) backgrounds, to create and share knowledge, ideas, stories and experiences from the state. It explores what it means to be Western Australian, to live in Western Australia, and our relationship with the rest of the world. In short, the museum aspires to explore and express the heart of the state and the spirit of its many peoples. This commitment also extends beyond WA's borders, fostering national and global partnerships through research, exhibitions, programming and other initiatives.

In the 2023 to 2024 implementation year of the WAMPF, the WA Museum made significant strides in engaging with WA's CaLD communities:

- **Multilingual visitor guides:** Introduced guides in Simplified Chinese, German and Hindi.
- **Multilingual tours:** 352 in-person tours conducted in a number of languages, including Spanish, German and Mandarin, with frequency increasing to fortnightly due to high demand.
- **Inclusivity initiatives:** Launched "Hello" badges worn by multilingual employees to promote inclusivity and ensure visitors feel welcomed and supported.
- **Digital tours:** Rolled out Mandarin and Cantonese guided tours on the Gogo Digital App, with 493 digital tours completed.
- **My Australia Story series:** Hosted an in-person series sharing first-generation immigrants' experiences, fostering a sense of inclusion and community.
- **International Research Collaborations:** Connected with research institutions from Japan, Italy, Sweden, Germany, Netherlands, Indonesia and South Africa to share skills and knowledge.



Image: Chung Wah Dance performances as part of the Moon Festival event at WA Museum Boola Bardip.
Photograph by Grace Sanders.

Areas for development

Over the last 3 years of implementation of the WAMPF, there is strong evidence of positive steps taken by the WA public sector in implementing relevant strategies and actions to enable equitable outcomes for people from CaLD backgrounds across WA. However there are areas that need further support and development across WA Government to facilitate sustainable and effective change. These areas are outlined below:

- **Resource allocation:** Ensuring adequate resources, including funding and staffing, to support the implementation of multicultural initiatives can often be challenging amid competing demands within the public sector. However, agencies need to prioritise these resources, such as adequate operational budget provisions for procurement of interpreting and translation services, implementing processes that ensure inclusive practices and targeted research into the needs of people from CaLD backgrounds in the context of the agency's operational remit.
- **Capacity building:** Developing the skills and knowledge of WA public sector staff to effectively engage with CaLD communities requires ongoing training and support. This requires greater organisational level commitment to continuous learning and training of employees. WA public sector agencies must provide CaLD specific resources and ensure completion of essential trainings around cultural competency, substantive equality, unconscious bias and also relevant tailored programs to ensure portfolio specific trainings are responsive to needs of CaLD communities.
- **Community engagement:** While effectively engaging with diverse communities to understand their unique needs and perspectives can be complex, it is a necessary part of ensuring services, policies and programs address the needs of all members of society. Greater focus is needed on reaching CaLD communities and engaging with them to build trust and meaningful relationships, to ensure more accessible and responsive services, programs and policies.
- **Data collection and reporting:** Collecting accurate and consistent data on WA CaLD communities is fundamental to planning and delivery of initiatives by the WA Government. The WA Government Data Standards recommend specific CaLD data indicators be used across data collection measures across the WA public sector. The WA public sector needs to apply consistent CaLD terminology and data collection measures across portfolios, especially in areas of settlement services, justice, health, education, and child protection. Through collection of accurate data, agencies will be more responsive to CaLD community needs and identify trends, gaps and opportunities to enable better outcomes for all.

- **Leadership commitment:** Greater support from executive leadership across the WA public sector is needed to ensure an impactful and sustained commitment to the WAMPF. Leadership plays a crucial role in driving systemic change, therefore it is essential that the WAMPF objectives are aligned with agency strategic planning, to help embed it into agency operations. This also ensures when competing priorities arise through the course of the year, WAMPF-related actions are not considered an add on, but part of day-to-day actions.
- **Supporting systemic change:** Overcoming systemic barriers such as racism and discrimination requires a comprehensive and long-term commitment across the WA Government. This involves not only policy and process changes, but also a cultural shift within the WA public sector and the broader community, ensuring people from CaLD backgrounds are acknowledged as an essential cohort of society. Greater steps need to be taken by the WA public sector to ensure a shift in the mindset around how CaLD communities are viewed as part of wider society, ensuring multiculturalism is practiced effectively to build a harmonious and cohesive society.



Image: WAMPF Interagency Network meeting hosted by OMI in partnership with the State Library of WA, March 2024.

Supporting implementation

Advocacy and support

The DLGSC, through OMI, is committed to fostering multiculturalism within WA and across the public sector. OMI actively engages with all the relevant 64 public sectors agencies to support effective implementation of the WAMPF, through the development and implementation of agency multicultural plans. The advocacy and support provided includes:

- **One-on-One Consultations:** OMI provides advice and support to agencies to clarify the expectations of the WAMPF and its application to their specific contexts.
- **Resource Provision:** OMI offers a variety of resources to aid in the creation of multicultural plans. This includes sharing relevant CaLD data, the provision of an online demographic platform Search Diversity WA, and a collegiate network that supports the ongoing implementation across the public sector.
- **WAMPF interagency network meetings:** OMI facilitates regular interagency meetings for WA Government agencies implementing WAMPF. These network meetings serve as a platform for agencies to gain insights, test new ideas, network with peers, and share their experiences in implementing multicultural plans.

During 2023 to 2024, OMI partnered with agencies such as Lotterywest and Healthway, the State Library of WA, WA Museum and the Transport Portfolio (Department of Transport, Main Roads WA and the Public Transport Authority) to co-host WAMPF interagency network meetings. These collaborative sessions highlight best practice actions being undertaken across the WA public sector and across varied portfolios, showcasing real life examples of WAMPF creating systemic change.

Since 2021, 10 WAMPF Interagency Network meetings have been delivered, each attended by up to 50 lead representatives from the WA public sector. Through these efforts, OMI continues to support public sector agencies in creating inclusive and culturally responsive environments.

Diverse WA

DLGSC through OMI, continues to promote its Diverse WA cultural competency training program across the WA public sector. This initiative is a key component of the WAMPF workforce development strategy. The Diverse WA training program is offered free of charge to public sector employees and aims to enhance their cultural competency skills and understanding of effective provision of language services.

Key achievements in 2023 to 2024 include:

- **User growth:** The number of registered users on the Diverse WA platform increased by an impressive 40% compared to the previous year, reflecting the growing recognition and adoption of the program.
- **Broad participation:** By the end of June 2024, the platform recorded 26,060 registered users from 296 participating organisations, including WA Government, local government and not-for-profit organisations.
- **Positive feedback:** The program continues to receive positive feedback, with over 91% of participants reporting the training improved their cultural competency knowledge and skills during 2023 to 2024, and 98% of users saying they would recommend the training program to their colleagues.

Through the Diverse WA program, OMI continues to support the development of a culturally competent workforce within the WA public sector, ensuring that employees are well-equipped to serve the diverse communities of WA.

Monitoring and reporting

The WA Government, through DLGSC's OMI, monitors the implementation of the WAMPF across the public sector. This oversight ensures that public sector agencies are effectively promoting multiculturalism and inclusivity.

Reporting Requirements:

- **Annual reports:** All relevant public sector agencies are mandated to report their progress on WAMPF implementation in their annual reports. These reports must highlight key achievements in relation to the 3 policy priority areas outlined in the WAMPF.
- **Guidelines:** The Public Sector Commission releases annual guidelines for WAMPF reporting, ensuring consistency and clarity in how agencies document their progress.
- **Multicultural plan progress reports:** By 31 August each year, agencies are required to submit an annual progress report to OMI on their multicultural plans. These reports provide detailed status updates on all actions and outcomes achieved as part of their multicultural initiatives.

Evaluation and future reporting

The following monitoring and reporting processes ensures that WA public sector agencies remain accountable and committed to fostering a multicultural and inclusive environment in Western Australia:

- **Five-year evaluation:** An evaluation of the WAMPF is scheduled to assess the overall impact and effectiveness of the framework across WA public sector agencies, including identifying areas for improvement and recommendations to inform future implementation.
- **Parliamentary report:** The findings from the evaluation will be compiled into a comprehensive report to Parliament by the Minister for Multicultural Interests. This report will showcase successful initiatives undertaken by agencies, highlight systemic changes across the WA public sector and demonstrate the broader societal impact of the WAMPF.

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Appendix A: WAMPF implementing agencies 2023 to 2024

<p> Art Gallery of WA (AGWA) Burswood Park Authority (BPA) Central Regional TAFE (CRTAFE) Chemistry Centre WA (ChemCentre) Child and Adolescent Health Services (CAHS) Construction Training Fund (CTF) Corruption Crime Commission (CCC) Department of Biodiversity, Conservation and Attractions (DBCA) Department of Communities (Communities) Department of Education (DoE) Department of Finance (DoF) Department of Fire and Emergency Services (DFES) Department of Health (DoH) Department of Jobs, Science, Tourism and Innovation (JTSI) Department of Justice (DoJ) Department of Local Government, Sport and Cultural Industries (DLGSC) Department of Energy, Mining, Industry Regulation and Safety (DEMIRS) Department of Planning, Lands and Heritage (DPLH) Department of the Premier and Cabinet (DPC) Department of Primary Industries and Regional Development (DPIRD) Department of the Registrar, WA Industrial Relations Commission (WAIRC) Department of Training and Workforce Development (DTWD) Department of Transport (DoT) Department of Treasury (Treasury) Department of Water and Environmental Regulation (DWER) East Metropolitan Health Services (EMHS) Economic Regulation Authority (ERA) Forrest Products Commission (FPC) Government Employee Superannuation Board (GESB) Health & Disability Services Complaints Office (HaDSCO) </p>	<p> Health Support Services (HSS) Infrastructure WA (IWA) Insurance Commission of WA (ICWA) Landgate Lotterywest and Healthway Main Roads Mental Health Commission (MHC) Metropolitan Cemeteries Board (MCB) Minerals Research Institute (MRI) National Trust Fund (NTF) North Metropolitan Health Services (NMHS) North Metropolitan TAFE (NMTAFE) North Regional TAFE (NRTAFE) Office of the Auditor General (OAG) Office of the Director of Public Prosecutions (ODPP) Office of the Inspector of Custodial Services (OICS) Ombudsman WA (OWA) PathWest Public Sector Commission (PSC) Public Transport Authority (PTA) Small Business Development Corporation (SBDC) South Metropolitan Health Services (SMHS) South Metropolitan TAFE (SMTAFE) South Regional TAFE (SRTAFE) State Library of WA and State Records Office (SLWA) State Solicitors Office (SSO) VenuesWest (VW) Veterinary Practice Board (VPB) WA Country Health Services (WACHS) WA Electoral Commission (WAEC) WA Meat Industry Authority (WAMIA) WA Museum (WAM) Western Australia Police Force (WA Police Force) Workcover WA </p>
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WWW.OMI.WA.GOV.AU

For more information please contact:

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

PO Box 8349 Perth Business Centre WA 6849

Telephone: (08) 6552 1607
Regional freecall: 1800 620 511

Email: strategy@omi.wa.gov.au

Translating and Interpreting Service Telephone: 13 14 50