Western Australian Multicultural Policy Framework

GUIDELINES AND SUGGESTIONS

FOR WESTERN AUSTRALIAN PUBLIC SECTOR AGENCIES

Introduction

Cultural diversity is one of Western Australia's greatest strengths. Our multicultural community has contributed to the State's economic growth and has enriched our society as a whole.

Western Australia (WA) has the largest proportion of overseas born (32.2 per cent) compared to the national average (26.3 per cent). The number of people speaking languages other than English at home increased from 325,054 (14.5 per cent) to 437,869 (17.7 per cent) in WA between 2011 and 2016.

It is vital that Western Australian public sector agencies recognise and respond to the needs of all members of our diverse community. Achieving equitable participation of people from culturally and linguistically diverse (CaLD) backgrounds in all aspects of life is key to maximising the benefits of our cultural diversity.

In response to Western Australia's growing cultural diversity, the Western Australian Multicultural Policy Framework was launched on 17 March 2020.

Based on the WA Charter of Multiculturalism, the WA Multicultural Policy Framework identifies policy priorities, strategies and outcomes that will support agencies' efforts to:

- facilitate an inclusive society for people from CaLD backgrounds

- address discrimination and encourage programs, policies and strategies that respond to the needs of Western Australia's culturally diverse communities

- enhance the contribution of people from CaLD backgrounds in civic, social, economic and political environments and recognise contributions that have already been made.

The WA Multicultural Policy Framework complements existing State Government policies and frameworks including the Western Australian Language Services Policy and the Policy Framework for Substantive Equality.

Implementing the WA Multicultural Policy Framework

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

Agencies may develop one whole-of-agency plan or multiple plans for specific service areas/divisions. Agencies may choose to incorporate the framework's strategies and actions into relevant existing plans such as your agency's diversity and inclusion plan.

Progress on the implementation of the framework is reported through the agency's annual report each year.

This Guide

The Government of Western Australia acknowledges the breadth of work already occuring across the public sector to create inclusive enironments and meet the needs of CaLD communities.

This guide has been developed to provide ideas about actions agencies can take to address the framework's three policy priority areas:

- Policy Priority 1: Harmonious and inclusive communities
- Policy Priority 2: Culturally responsive policies, programs and services
- Policy Priority 3: Economic, social, cultural civic and political participation.

These ideas are suggestions only and not all will be relevant for all agencies.

Other planning documents are available to guide and support implementation of the framework, including a:

- self-assessment template
- multicultural plan template
- reporting template.

Use of these templates is optional.

Contact

For further information
or assistance, please email
strategy@omi.wa.gov.au

Harmonious and inclusive communities

Policy outcome

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

Strategy: Promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally and linguistically diverse (CaLD) backgrounds

Suggestions:

- Highlight positive examples of the benefits of cultural diversity through publications, social media and relevant promotional material.

- Hold events during Harmony Week to promote the benefits of cultural diversity and social cohesion.

- Host multicultural awards or other similar events to recognise champions who promote multiculturalism and the benefits of cultural diversity.

- Encourage nominations from people of CaLD backgrounds for awards programs.

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

Suggestions:

- Develop and communicate relevant agency anti-discrimination policies and strategies, and monitor complaints.

- Analyse agency data and recruitment strategies in relation to the cultural, religious and linguistic composition of stakeholders and clients to measure the impact of policies and programs on different groups and to identify where discrimination and marginalisation may arise.

- Consult with CaLD communities in the development and review of programs and services to identify their effectiveness and impact.

Harmonious and inclusive communities

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

Suggestions continued:

- Connect with the Equal Opportunity Commission regarding relevant awareness raising and training opportunities and the agencies' implementation of the Policy Framework for Substantive Equality, if relevant.

- Support and promote initiatives that aim to address racism and discrimination, such as funding for community projects, or internal staff development opportunities that raise awareness of discrimination and how to deal with incidents of racism.

- Organise information sessions in partnership with external organisations for people from CaLD backgrounds to raise awareness about equal rights and responsibilities.

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

Suggestions:

- Include people from CaLD backgrounds in relevant access and inclusion committees.

- Identify staff in your agency to champion, lead and promote inclusive strategies for CaLD communities.

- Organise cultural competence training for staff to increase understanding of cultural diversity and to reflect on unconscious bias.

- Provide culturally appropriate inductions/orientation for CaLD staff who are new to Australian workplace culture, such as mentoring programs or buddy systems.

- Introduce universal symbols in reception areas, signs in languages other than English and/or use cultural markers such as multicultural artwork or international flag bunting in work areas and/or meeting rooms.

Harmonious and inclusive communities

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

Suggestions continued:

- Celebrate significant weeks such as Harmony Week, Languages Week and Refugee Week. See Events and Initiatives>Harmony Week in the OMI website. You can also refer to the Department of Home Affairs Harmony Week calendar. Activities might include:

  - cultural competence training
  - cultural trivia quizzes or greeting each other in different languages during Harmony Week
  - morning or afternoon teas with guest speakers from CaLD backgrounds to share their stories
  - panel discussions where people from refugee backgrounds share their stories. (You may wish to connect with relevant non-government organisations to assist with finding guest speakers)
  - development of key messaging related to culturally significant weeks on workplace emails, relevant social media platforms or agency publications.

Policy priority 1

Harmonious and inclusive communities

Case study: **Main Roads WA has a Diversity Calendar that advertises key dates throughout the year**

Our Diversity Calendar is advertised on our intranet and promotes key dates throughout the year that are of significance to our minority groups, raises awareness about these groups and promotes the benefits of a culturally diverse workforce. Some ways of celebrating these significant dates include:

- raising awareness of diversity groups through articles on our intranet, training and guest speakers
- profiling key staff and working groups in our organisation from the relevant diversity group being celebrated and share their journeys and achievements
- participating in community projects, sponsorships and events related to the key diversity dates.

From a workforce diversity perspective, we measure actual representation of key diversity groups in our workforce and have established set targets. These are reported to government bodies and in our annual report every year.

Case study: **The Department of Finance has a diversity strategy called Diversity@Finance**

The Department of Finance progresses its diversity and inclusion agenda through a comprehensive diversity strategy called Diversity@Finance and an associated action plan. The Strategy and Action Plan set out specific actions in each focus area: gender, equality, Aboriginal and Torres Strait Islander employment, disability employment, cultural and linguistic diversity, LGBTQI+ inclusion, and managing an intergenerational workforce.

The department has networks that provide a forum for staff who identify with a particular focus area under Finances's diversity strategy. Each network is championed by Senior Executive Services (SES) sponsors who provide strong leadership on diversity and inclusion. The networks play an important role in educating Finance staff and promoting the value of a diverse workforce through a range of events and activities.

Culturally responsive policies, programs and services

Policy outcomes

> All Western Australians are informed and have equitable access to government services

> Programs and services are culturally appropriate to the needs of all Western Australians

> Customised CaLD specific services are provided for those who need them

> A workforce that is culturally competent and representative of its community, business and client needs

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

Suggestions:

- Acknowledge and highlight the cultural and linguistic diversity of the community in agency planning documents such as corporate and strategic plans.

- Identify CaLD groups when defining the customer base and analyse community needs based on research and data analysis, including consultations with CaLD communities.

- Draw on staff expertise, including their cultural backgrounds, at different levels of your agency in the development and evaluation of strategic and multicultural plans.

- Commit resources to pursue multicultural objectives identified in strategic and business plans including, where appropriate, budgeting for interpreting and translating services.

- Integrate responsibility for multicultural objectives in business plans and the performance agreements of key senior managers.

- Develop clear accountabilities and include cultural competence components in training programs for managers and senior staff to ensure cultural and religious sensitivity in policy development and planning.

- Review procurement processes to support CaLD businesses.

Policy priority 2

Culturally responsive policies, programs and services

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

Suggestions:

- Analyse agency data in relation to the cultural, religious and linguistic composition of stakeholders and customers to identify inequities in service access and outcomes for people from CaLD backgrounds.

- Consult with CaLD stakeholders and clients to identify potential barriers to service access or achievement of positive outcomes.

- Co-design with CaLD representatives and clients to develop initiatives and address barriers.

- Define areas of greatest need for information provision, through consultation with target CaLD community groups and market research findings.

| **Strategy:** | Collect and analyse cultural and linguistic data to contribute to the identification of client needs, the development of policies and programs, and evaluation of outcomes |

Suggestions:

- Identify how the agency collects cultural and linguistic data and how it is used to inform future planning for service delivery and program development.

- Consider what cultural and linguistic data is currently collected and whether it is sufficient to plan for future service delivery and program development (at a minimum, agencies should collect data in relation to a person's country of birth, ancestry, and languages other than English spoken at home).

- Identify CaLD customers by analysing relevant ABS and other data. Information on data can be found on the Office of Multicultural website www.omi.wa.gov.au>WA Diversity and Statistics and Search Diversity WA.

Culturally responsive policies, programs and services

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

Suggestions:

- Develop a specific Language Services Policy for your agency or an action plan to implement the Western Australian Language Services Policy (WA LSP).

- Review client and population data to identify the language groups most likely to require translated information (language data for WA can be found on the OMI website. See: WA Diversity and Statistics).

- Assess the level of engagement your agency has with people who do not speak English well or at all, and where interpreting services and/or multilingual communication strategies might be needed.

- Provide training for staff about how and when to work with interpreters. A list of training providers can be found on page 19 of this guide. See: WA Multicultural Policy Framework.

- Place information about the WA LSP on your agency's intranet and periodically remind staff about the importance of provision of language services to customers and clients.

- Include language services issues on the agenda of relevant meetings at various levels.

- Identify the most effective media and community channels for disseminating information and test the suitability of certain media themes and/or messages with the target audience.

- Use Interpreter/Auslan symbols to guide people to translated information online and/or in areas accessed by the public.

- Provide telephone numbers to access interpreting services on your agency website and service desks.

- Ascertain whether agency complaints processes are accessible to people who do not speak English well or at all, and identify how they could be improved.

Policy priority 2

Culturally responsive policies, programs and services

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

Suggestions continued:

- Collect and review data about procurement of interpreting services and translations and consider how the information can be used to improve services.

- Review procurement processes to ensure that language services needs are incorporated in relevant tender documents.

- Establish an interpreting and translation services budget, and monitor and review its use across the agency including, where relevant, in funded services.

Strategy: Enable culturally diverse communities to have meaningful input into policies, programs and systems through co-design and planning, co-delivery and implementation, and evaluation processes

Suggestions:

- Provide information about agency programs and services to CaLD communities and invite comments, involvement and feedback about their effectiveness and how they might be improved to better service the community.

- Develop partnerships with cultural and ethnic associations when developing programs and services. Consider how CaLD communities are involved in decision-making processes. Contact details of ethnic associations can be found on the OMI website. See: Communities and Networks
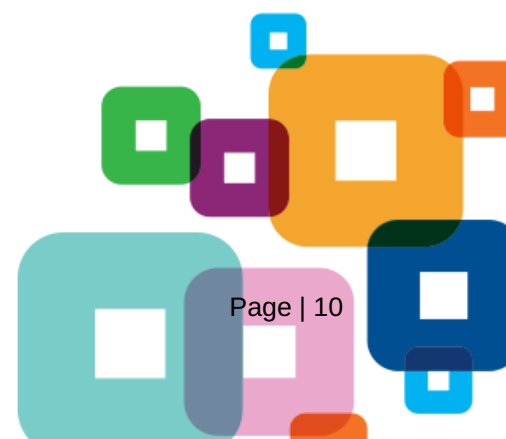
Policy priority 2

Culturally responsive policies, programs and services

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

Suggestions:

- Review current workforce data to identify the number and proportion of people from CaLD backgrounds employed by your agency and the levels at which they are employed.

- Review recruitment processes to identify barriers preventing applications from, and appointments of, people from CaLD backgrounds.

- Develop alternative recruitment strategies to widen the applicant pool such as promoting job opportunities through CaLD services providers, CaLD community organisations and ethnic media.

- If needed, set targets to increase representation of people from CaLD backgrounds and measure progress.

- Consider whether there are roles within your agency that are better suited for people from specific cultural backgrounds and, where appropriate, amend selection criteria to incorporate cultural and linguistic competencies.

- Consider using Section 51 of the *Equal Opportunity Act 1984* to recruit people from particular cultural and/or linguistic backgrounds. See: Equal Opportunity in public employment.

- Ensure that recruitment panels include a person from a CaLD background.

- Provide panel members with cultural competence and/or unconscious bias training before interviews.

- Include mandatory cultural competence training in induction processes and at regular intervals for all staff. See: Diverse WA.

Policy priority 2

Culturally responsive policies, programs and services

Case study: The Department of Health holds core data to improve services and programs

The WA health system has a number of core data collections that hold various CaLD variables such as country of birth, interpreter service required, preferred language, ethnicity, year of arrival in Australia and religious affiliation. Most core data sets collate data from Health Services via a large number of 'feeder' software packages and are maintained centrally by data custodians at the Department of Health.

CaLD-related data is used mainly for service reporting and to inform individual clinical care, interpreter provision, development of translated health information, targeting of services and interventions, program monitoring and evaluation, health research and workforce planning. The data informs health and other agencies' policy and planning.

The department also raises awareness on language services.

One way to improve awareness of language services was through release of the WA Health System Language Services Policy eLearning module. This module is for completion by health staff who have direct interaction with consumers and carers with little or no English such as some Aboriginal people, people from CaLD backgrounds and the deaf or hearing impared.

The eLearning module aims to promote understanding of the importance of language service provision, inform Health Service Provider staff of their roles and responsibilities and facilitate compliance with the WA Health System Language Services Policy and Consent to Treatment Policy. Staff completion of the e-learning package is included in the WA health system annual reporting of language services performance measures.

Case study: The Department of Transport created the DVS project

For several years, the Manager Licensing Policy, Driver and Vehicle Services, chaired a CaLD Driver Licensing Reference Group. The purpose of the group was to address the barriers faced by people from CaLD backgrounds in obtaining and keeping their driver's license, without compromising road safety.

The group were active stakeholders in the design and implementation of the department's CaLD communication strategy which included translated videos and fact sheets to provide information in a useful and meaningful way to customers from non-English speaking backgrounds.

Culturally responsive policies, programs and services

Case study: **In 2017, the WA Electoral Commission created strategies to assist people from CaLD backgrounds to vote**

In preparation for the 2017 State election, the commission personnel actively consulted with various community groups and representative bodies to better understand access requirements and to develop service programs accordingly. For example, it was found that more needed to be done to improve service delivery to electors for whom English is a second language.

Accordingly, a trial program of training representatives from different CaLD communities to be Electoral Ambassadors was implemented. In addition to attending paid face-to-face training sessions, participants were given easy-to-read resource materials in 25 languages commonly spoken in Western Australia, for distribution across the community. Program participants were also employed as Election Information Officers at polling places identified as having a concentration of electors who spoke a particular language or which had previously recorded a high rate of informality.

Policy priority 3

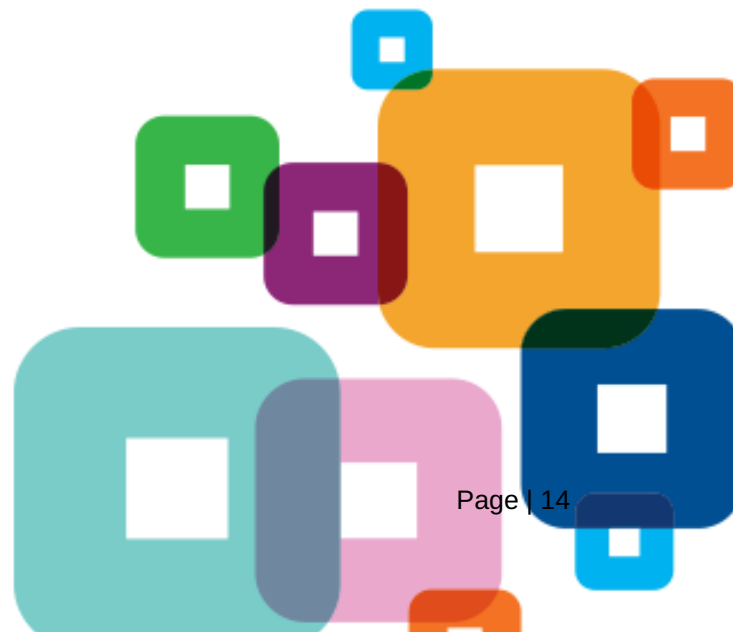## Economic, social, cultural, civic and political participation

Policy outcomes

> All Western Australians from CaLD backgrounds are equitably represented in employment and on boards, committees and other decision-making bodies

> Western Australia's CaLD community is harnessed to grow economic, social, cultural, civic and political development

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

Suggestions:

- Identify the proportion of staff from CaLD backgrounds employed in your agency and the equity index for this group through the Director of Equal Opportunity in Employment (DEOPE) reports and your agency's workforce data.

- Develop pathways to increase career opportunities for staff from CaLD backgrounds by providing support to attend relevant study programs and giving leadership opportunities in work projects.

- Support bilingual staff to maintain and improve their language skills or to become qualified and/or credentialed interpreters or translators.

Policy priority 3

Economic, social, cultural, civic and political participation

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

Suggestions:

- Review current workforce data to identify the number and proportion of people from CaLD backgrounds represented in decision-making roles with the agency.

- Explore strategies to assist staff from CaLD backgrounds to enter leadership roles.

- Consider the extent to which people from CaLD backgrounds are represented on boards and committees. Actively recruit people from CaLD backgrounds and people with CaLD expertise by:
  - advertising board roles via OMI's Leadership and Governance alumni
    (email engage@omi.wa.gov.au for further information)
  - connecting with international business councils and CaLD cultural associations to advertise board and committee roles (email engage@omi.wa.gov.au for contact details of relevant agencies and associations)
  - advertising opportunities in local and/or CaLD-focused media
  - contacting CaLD community organisations when advertising roles.

Policy priority 3

Economic, social, cultural, civic and political participation

Strategy: Identify, develop and promote initiatives that support the development of businesses and the entrepreneurial potential of Western Australia's CaLD communities

Suggestions:

- Contract CaLD businesses and consultants to deliver goods and services such as catering, equipment or training.

- Advertise tender opportunities in CaLD-targeted media, where appropriate.

- Establish accountability measures for contracted and funded services to ensure the participation and inclusion of people from CaLD backgrounds by:
  - including multicultural considerations, where appropriate, in documentation such as advertisements, tender documents and contracts
  - highlighting requirements for CaLD data collection, specific performance indicators and expected outcomes from services in relation to the culturally diverse customer base in contracts and agreements
  - including a budget allocation for interpreters and translators, where appropriate.

- Evaluate the performance and outcomes of contracted and funded services in relation to the provision of services for CaLD customer groups.

- Provide grants to support small business development, training and/or links to services and programs to support CaLD small business development and enterprise.

- Engage with and provide appropriate assistance to CaLD small business enterprises.

- Work with federal, local and other State Government and non-government agencies in job creation/mentoring initiatives that target people from CaLD backgrounds.

- Create business hubs or networks and invite people from CaLD backgrounds to share ideas and promote their businesses.

Economic, social, cultural, civic and political participation

Strategy: Identify, develop and implement initiatives that encourage social, cultural, civic and political participation by members of Western Australia's CaLD communities

Suggestions:

- Identify how your agency supports people from CaLD backgrounds to contribute to, and participate in agency events, programs and broader community initiatives.

- Encourage staff to build relationships with local CaLD organisations, elders, leaders and service providers.

- Link CaLD organisations to services and other capacity building initiatives such as training.

- Form links and partnerships with CaLD organisations in the delivery of services, joint activities and information dissemination.

- Partner with relevant non-government organisations or local government to develop workshops that will increase awareness for culturally diverse communities in relation to Australian civic and governance systems.

- Communicate information about funding opportunities to CaLD communities and groups.

- Highlight positive stories through relevant communication channels across various industries to show how people from CaLD backgrounds contribute positively to the industry sector.

Policy priority 3

Economic, social, cultural, civic and political participation

Strategy: Develop and strengthen global connections through partnerships with Western Australia's CaLD communities and businesses

Suggestions:

- Develop international, strategic, corporate or business plans in consultation with Western Australian-based CaLD communities.

- Develop international partnerships and engagement opportunities with global partners.

- Consider whether there is scope to link Western Australian-based ethnic business councils with international partners.

- Consider if your agency has scope to develop partnerships and projects that provide education and employment opportunities for international students.

- Develop employment and business strategies that can help facilitate employment opportunities for people who are newly arrived in Western Australia.

Case study: **The Department of Training and Workforce Development has a Participation-Equity Program**

The Department of Training and Workforce Development's Participation-Equity Program assists unemployed people who experience barriers in accessing mainstream training to become job ready, so they can participate fully in the workforce.

People from CaLD backgrounds are one of the target groups included under the program. Through this program individuals undertake accredited training and are provided additional support such as mentoring, counselling, and assistance with meals, transport, childcare, language and literacy to assist them to complete their training.

The department also contracts a specialist Jobs and Skills Centre to deliver career guidance and training information to people from CaLD backgrounds.

In addition, a customised employment service for CaLD job seekers has been funded by the WA Department of Training and Workforce Development for around 10 years. The Jobs and Skills Centre (CaLD) specialist service assists people from CaLD backgrounds to assess education, training and employment so that they can live independently in the community. Delivery of the service will transfer from MercyCare to Multicultural Services Centre of WA from July 2020.

Policy priority 3

Economic, social, cultural, civic and political participation

Case study:	**The Small Business Development Corporation (SBDC) provides migration and business advice**

The SBDC has two types of clients from CaLD backgrounds:
- new business migrants qualifying for State nomination to relocate to WA to invest and/or establish a business to attain permanent residency in Australia, and,
- existing migrants in Western Australia as permanent residents or citizens wanting to establish or grow a small business.

New business migrants have access to a business migration website which includes a translation into simplified Chinese and business visa information in Mandarin, Vietnamese and Bahasa Indonesian.

For both groups of migrant clients, the SBDC policy team offers migration and/or business advisory appointments and arranges a professional interpreter free of charge as required.

Resources

WA Multicultural Policy Framework Planning tools

- Step 1: WA Multicultural Policy Framework Self-Assessment template
- Step 2: WA Multicultural Policy Framework Planning template
- Step 3: WA Multicultural Policy Framework Reporting template
- WA Multicultural Policy Framework frequently asked questions

Cultural competence training

- Office of Multicultural Interests - Diverse WA
- Multicultural Futures - Tel: +61 8 9336 8282
- Association for Services to Torture and Trauma (ASeTTs) - Tel: +61 8 9227 2700
  Email: training@asetts.org.au

Working with interpreters and translators

- ASeTTS - Working with interpreters, Tel: +61 8 9227 2700
- Australian Institute of Interpreters and Translators (AUSIT) - Tel: 1800 284 181
  Email: wa@ausit.org
- WA Institute of Translators and Interpreters (WAITI) - Tel: 0422 375 396
  Email: secretary@waiti.org.au
- Australian Sign Language Interpreter's Association (ASLIA)
  Email: secretary@asliawa.org

Other useful links

- Culture and events calendar
- Search Diversity WA - Demographic information on cultural diversity
- New and emerging CaLD communities in Western Australia
- Tips for engaging with CaLD communities
- WA Diversity and Statistics
- Director of Equal Opportunity in Public Employment (DEOPE) - Diversity information

Contact
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or assistance, please email
strategy@omi.wa.gov.au
visit **www.omi.wa.gov.au**