



Department of  
Primary Industries and  
Regional Development

# Western Australian Multicultural Policy Framework

## Department of Primary Industries Multicultural Plan 2021- 2026



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## Western Australian Multicultural Policy Framework

The Western Australian Multicultural Policy Framework (the framework) was launched on 17 March 2020. The framework was developed in response to the State's growing diversity, where more than 32 per cent of people are born overseas. It translates the principles and objectives of the WA Charter of Multiculturalism (2004) into multicultural policy priorities, outcomes, strategies and measures for WA public sector agencies.

The framework encompasses 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.

### Our department

The Department of Primary Industries and Regional Development (DPIRD) is charged with protecting, managing and growing Western Australia's agricultural, fisheries, aquaculture and food industries and regional economies. For further information on the department's purpose, role and priorities, view the [DPIRD Strategic Intent 2018–21](#).

### DPIRD Multicultural Plan 2021 – 2026

The DPIRD Multicultural Plan sets out the tangible ways in which DPIRD and the relevant regional development commissions will work to achieve the policy priorities, outcomes and strategies of the framework for the Culturally and Linguistically Diverse (CaLD) community of Western Australia.

DPIRD is dedicated to taking a planned approach to identifying and creating opportunities for continuous improvement across all our services to ensure inclusivity of all people. We are committed to ensuring our services are culturally responsive in a manner that acknowledges the worth and preserves the dignity of the CaLD community. This community has had a long and unique history and place within primary industries in Western Australia with migrant communities playing a central role in the agricultural sector in horticulture, fishing, resourcing, bringing new agricultural commodities and practices, innovation and knowledge transfer.

As part of DPIRD's commitment, we strive to provide goods, services, facilities and employment opportunities in such a way that different needs and aspirations of communities are met. We uphold recognition, respect and celebration of CaLD communities and their cultures in a number of ways, including:

- appreciating and respecting every Western Australian's values, cultural, linguistic and religious diversity and fostering a sense of belonging;
- creating an environment that builds effective relationships between DPIRD, CaLD communities and other Western Australians based on mutual respect and understanding;
- promoting Western Australia's CaLD community to harness economic growth, and social, cultural, civic and political development;
- establishing linkages and partnerships with CaLD communities, individuals, government and non-government agencies to maximise DPIRD's capacity to ensure

economic prosperity for CaLD communities through participation with our services and initiatives;

- providing goods and services that are culturally appropriate and inclusive of all Western Australians;
- actively engaging our staff to improve their understanding of the needs of people from diverse cultural backgrounds, particularly to ensure we provide professional, responsible and culturally competent services to all clients; and
- increasing the representation of people from CaLD backgrounds in employment, development and management opportunities within our department.

Regional Development Commissions participating in the DPIRD Multicultural Plan:

1. Gascoyne Development Commission
2. Goldfields Esperance Development Commission
3. Great Southern Development Commission
4. Mid-West Development Commission
5. Peel Development Commission
6. Pilbara Development Commission
7. South West Development Commission
8. Wheatbelt Development Commission

I look forward to the implementation of this framework and working together to build and maintain a society where everyone has a strong sense of belonging and can participate and be fully engaged to achieve their goals.

Ralph Addis

Director General

January 2021

## Agency contact details

Please list your agency details here:

<b>Agency name</b>	Department of Primary Industry and Regional Development
<b>Division</b>	People and Culture
<b>Address</b>	140 William Street, Perth W.A. 6000
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## Policy priority 1 — Harmonious and Inclusive Communities

### Policy outcome

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

<b>Strategies</b>			
1.1 Promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally diverse backgrounds;			
1.2 Develop workplace cultures that are welcoming and inclusive of all Western Australians; and			
1.3 Address racism and discrimination at both an individual and institutional/systemic level, including implementing the Policy Framework for Substantive Equality.			
<b>Actions</b>	<b>Responsibility</b>	<b>Outcome / measure</b>	<b>Timeframe</b>
1.1 Promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally diverse backgrounds			
1.1.1 Multicultural events are acknowledged & celebrated as per the DPIRD Diversity and Inclusion Calendar	Office of the Director General: Stakeholder Engagement and Communications	<ul style="list-style-type: none"> <li>• A minimum of 2 events per annum held across department acknowledging &amp; celebrating multiculturalism;</li> </ul>	Already in Progress
1.1.2. Profile CaLD staff in the organisation and their “journey” to and in Australia.	Office of the Director General: Stakeholder Engagement and Communications	<ul style="list-style-type: none"> <li>• Regular articles developed highlighting positive aspects around multiculturalism on departmental website and social media platforms</li> </ul>	December 2021 - 26
1.2 Develop workplace cultures that are welcoming and inclusive of all Western Australians			
1.2.2 Increase awareness of Diversity and Inclusion.	Capability and Performance: People and Culture	<ul style="list-style-type: none"> <li>• Diversity and Inclusion session included in DPIRD Corporate Induction</li> </ul>	Already in Progress
1.2.3 Identify staff to become Inclusion Champions across the department.	Capability and Performance: People and Culture	<ul style="list-style-type: none"> <li>• At least 1 Inclusion champion appointed for each division;</li> </ul>	December 2021

		<ul style="list-style-type: none"> <li>◇ Eligibility Criteria and Inclusion Champion Network established with Terms of Reference and role description implemented;</li> <li>• Key set of inclusion messages developed and promoted regularly. <ul style="list-style-type: none"> <li>◇ Champions help promote key inclusion messages, support inclusive workplaces and coordinate events that relate to cultural inclusion such as Harmony Week and Languages Week.</li> </ul> </li> </ul>	
<p>1.3 Address racism and discrimination at both an individual and institutional/systemic level, including implementing the Policy Framework for Substantive Equality</p>			
<p>1.3.1 Implement a Substantive Equality Plan, which focusses on service delivery.</p> <p><i>N.B. Employment aspects of the Policy Framework Substantive Equality are addressed via the PSC D &amp; I Action Plans (2020 -2025) and actions related to strategies 1.1, 1.2, 2.6, 3.1 &amp; 3.2 of this plan. This action is related to service delivery only.</i></p>	<p>Business areas with support from Office of the Director General: Stakeholder Engagement and Communications</p>	<ul style="list-style-type: none"> <li>• Substantive Equality plan implemented including <ul style="list-style-type: none"> <li>◇ Multi-lingual publications to support community awareness e.g. brochures, banners, flyers</li> <li>◇ Targeted CaLD programs and events to support community education e.g. fishing safety</li> <li>◇ Presentations and events to support CaLD community education and awareness e.g. fishing rules.</li> <li>◇ Development of DPIRD customer service charter incorporating substantive equality policy framework.</li> </ul> </li> </ul>	<p>Ongoing</p>

<p>1.3.2 Identify “Good Allies” as part of the “Racism. It Stops with Me” Campaign</p>	<p>Capability and Performance: People and Culture</p>	<ul style="list-style-type: none"> <li>• Campaign to raise awareness of Racism and remind people of how it happens in the workplace via articles, guest speakers, events <ul style="list-style-type: none"> <li>◊ Key set of anti-racism messages developed and promoted regularly</li> </ul> </li> <li>• Appoint “Good Allies” who actively recognise and address racial inequality around them. <ul style="list-style-type: none"> <li>◊ TORs and role description implemented.</li> </ul> </li> </ul>	<p>December 2021</p>
<p><b>Desired impact</b></p>			
<ul style="list-style-type: none"> <li>• An inclusive and welcoming workplace established for all staff, stakeholders and clients;</li> <li>• Broader awareness for staff of culturally significant days and events that may impact people from CaLD backgrounds;</li> <li>• Appreciation and respect of every Western Australian’s values, cultural, linguistic and religious diversity and fostering a sense of belonging;</li> <li>• Provision of services that meet needs of people from CaLD backgrounds;</li> <li>• Improvement of staff understanding of the needs of people from diverse cultural backgrounds, particularly to ensure we provide professional, responsible and culturally competent services to all clients; and</li> <li>• Increase in the representation of people from CaLD backgrounds in employment, development and management opportunities within our department.</li> </ul>			



## Policy Priority 2 — Culturally Responsive Policies, Programs and Services

### Policy outcomes

- All Western Australians are informed and have equitable access to government services
- Programs and services are culturally appropriate to the needs of all Western Australians
- Customised culturally and linguistically diverse (CaLD) specific services are provided for those who need them
- A workforce that is culturally competent and representative of its community, and business and client needs

Strategies			
2.1 Integrate multicultural policy goals into strategic and corporate planning, procurement and review processes;			
2.2 Identify inequities in service access and outcomes for Western Australians from CaLD backgrounds and develop strategies to address them;			
2.3 Provide language services to ensure language is not a barrier to equitable access to information and services, including complaints processes;			
2.4 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;			
2.5 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; and			
2.6 Implement recruitment and selection processes that facilitate workforce diversity, and provide opportunities for the development of cultural competencies across the workforce.			
Actions	Responsibility	Outcome / measure	Timeframe
2.1 Integrate multicultural policy goals into strategic and corporate planning, procurement and review processes.			
2.1.1 Collaborate with the Department of Finance to introduce assistance for the CaLD Community for tender applications.	Capability and Performance: People and Culture	<ul style="list-style-type: none"> <li>• Discussions are undertaken and outcomes documented</li> </ul>	December 2021
2.1.2 Update Policy development principles to ensure consideration for CaLD Communities is taken into consideration in policy writing across DPIRD.	Capability and Performance: Corporate Planning and Performance	<ul style="list-style-type: none"> <li>• Included in 01.01 Policy – Management of DPIRD policies and procedures.</li> </ul>	January 2023

2.1.3 Embed Diversity and Inclusion principles into key overarching operational documents such as Business Plans.	Capability and Performance: Corporate Planning and Performance	<ul style="list-style-type: none"> <li>Business Plans include strategies and considerations around interacting with the Diversity community.</li> </ul>	December 2026
2.2 Identify inequities in service access and outcomes for Western Australians from CaLD backgrounds and develop strategies to address them.			
2.2.1 As above 1.3.1	As above 1.3.1	<ul style="list-style-type: none"> <li>As above 1.3.1</li> </ul>	December 2026
2.3 Provide data collection to ensure language is not a barrier to equitable access to information and services, including complaints processes.			
2.3.1 Establish a Language Services Policy for the department.	Office of the Director General: Stakeholder Engagement and Communications	<ul style="list-style-type: none"> <li>Departmental Language Service Policy developed and endorsed by Corporate Executive and communicated with all service areas;</li> <li>WA Language Service Policy made available on department intranet.</li> </ul>	December 2021
	Capability and Performance: People and Culture	<ul style="list-style-type: none"> <li>WA Language Service Policy included in the induction package for newly appointed staff.</li> </ul>	
2.4 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.			
2.4.1 Gather cultural and linguistic data about our clients including Language, ancestry, religion and country of birth.	Office of the Director General: Stakeholder Engagement & Communications	<ul style="list-style-type: none"> <li>CaLD data collection method established and communicated to all service areas across the department</li> </ul>	December 2026
2.5 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			

2.5.1 Develop guidelines and strategies for customer communication and consultation for clients/customers from a CaLD background.	Office of the Director General: Stakeholder Engagement & Communications	<ul style="list-style-type: none"> <li>Guidelines developed/ Stakeholder Engagement Framework updated to include guidelines around interacting with the CaLD community</li> </ul>	December 2026
2.6 Implement recruitment and selection processes that facilitate workforce diversity, and provide opportunities for the development of cultural competencies across the workforce			
2.6.1 Explore different avenues to provide regular opportunities for staff to share information about their workforce data.	Capability and Performance: People and Culture	<ul style="list-style-type: none"> <li>Strategy designed and implemented for a more frequent update of their workforce data identify.</li> </ul>	December 2026
2.6.2 Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs as identified through the department's Workforce and Diversity Plan 2019 – 22.	Capability and Performance: People and Culture	<ul style="list-style-type: none"> <li>Policies and Procedures updated as required.</li> <li>Alignment with the PSC Workforce Diversity Strategy</li> </ul>	December 2023
2.6.3 Develop and implement recruitment strategies that will increase employment of people from CaLD backgrounds.	Capability and Performance: People and Culture	<ul style="list-style-type: none"> <li>Recruitment and retention strategies developed and implemented.</li> <li>Alignment with the PSC Workforce Diversity Strategy</li> </ul>	December 2026
2.6.4 Update cultural competency training to include: <ul style="list-style-type: none"> <li>Recognising unconscious bias</li> <li>How to work with interpreters and translators</li> <li>Effective communication</li> </ul>	Capability and Performance: People and Culture	<ul style="list-style-type: none"> <li>Included in the DPIRD Learning Strategy</li> </ul>	December 2026
<b>Desired impact</b>			

- Goods and services are culturally appropriate and inclusive of all Western Australians;
- Inclusive and welcoming workplace established for all staff, stakeholders and clients; and
- Broader awareness for staff of culturally significant days and events that may impact people from CaLD backgrounds; and
- An environment that builds effective relationships between DPIRD, CaLD communities and other Western Australians based on mutual respect and understanding;

## Policy Priority 3 — Economic, Social, Cultural, Civic and Political Participation

### Policy outcomes

- Western Australians from culturally and linguistically diverse backgrounds are equitably represented in employment and on boards, committees and other decision-making bodies; and
- Western Australia’s culturally and linguistically diverse community is harnessed to grow economic, social, cultural, civic and political development

<b>Strategies</b>			
3.1 Implement recruitment and career development processes that support employment and progression of staff from CaLD backgrounds;			
3.2 Achieve equitable representation of people from CaLD backgrounds at all levels and in decision-making roles;			
3.3 Identify, develop and promote initiatives that support the development of businesses and the entrepreneurial potential of Western Australia’s CaLD community;			
3.4 Identify, develop and implement initiatives that encourage social, cultural, civic and political participation by members of Western Australia’s CaLD community; and			
3.5 Develop and strengthen global connections through partnerships with Western Australia’s CaLD communities and businesses.			
<b>Actions</b>	<b>Responsibility</b>	<b>Outcome / measure</b>	<b>Timeframe</b>
3.1 Implement recruitment and career development processes that support employment and progression of staff from CaLD backgrounds;			
3.1.1 As above 2.6.2-3	Capability and Performance: People and Culture	<ul style="list-style-type: none"> <li>• Recruitment and career development processes that support employment and progression of staff from CaLD backgrounds implemented.</li> <li>• Alignment with the PSC Workforce Diversity Strategy</li> </ul>	December 2026
3.2 Achieve equitable representation of people from CaLD backgrounds at all levels and in decision-making roles;			
3.2.1 Develop initiatives that support people from CaLD backgrounds to enter into department leadership roles, boards and committees.	Capability and Performance: People and Culture	<ul style="list-style-type: none"> <li>• Initiatives developed and implemented</li> <li>• Alignment with the PSC Workforce Diversity Strategy</li> </ul>	December 2026

3.3 Identify, develop and promote initiatives that support the development of businesses and the entrepreneurial potential of Western Australia's CaLD community;

3.3.1 Identify, develop and promote initiatives that support the development of businesses and the entrepreneurial potential of Western Australia's CaLD community;

Industry & Economic Development:  
Agribusiness Food and Trade - Primary Industries Trade

DPIRD assists the WA agrifood and beverage sector to take advantage of export opportunities by:

- Supporting WA agribusinesses to improve export capability and international competitiveness by providing research and business intelligence;
- Identifying and developing international export market opportunities, working together with Department of Foreign Affairs and Trade including Austrade, Department of Jobs, Tourism, Science and Innovation WA, and the overseas WA Government offices;
- Providing market insights, including industry specific market reports, created by DPIRD or commissioned or outsourced by DPIRD from a third party;
- Providing a fully integrated suite of support services within workshops, seminars and voucher programs that are tailored for agribusinesses based on specific steps to export; and
- Making available a range of publications and resources including:
  - ◇ WA agrifood and beverage trade profiles – updated annually - information on WA export

**Core Business**  
Already in progress

		<p>performance and market opportunities in key markets;</p> <ul style="list-style-type: none"> <li>◇ The Western Australian Agrifood Export eNews – a regular e-newsletter which provides up-to-date news related to agrifood, beverage and fisheries exports to anyone involved, or interested, in WA’s agribusiness, commercial fishing and aquaculture industries; and</li> <li>◇ an online export services portal enabling agribusiness to identify key export related services provided by all state and federal government departments and industry bodies.</li> </ul>	
<b>3.4 Identify and promote CaLD Stakeholders/partners and the work they do with DPIRD and the wider Community.</b>			
3.4.1 Identify and promote CaLD Stakeholders/partners and the work they do with DPIRD and the wider Community.	Office of the Director General: Stakeholder Engagement & Communications	<ul style="list-style-type: none"> <li>• Regular articles developed highlighting positive aspects around multiculturalism on departmental website and social media platforms</li> </ul>	December 2021
<b>3.5 Develop and strengthen global connections through partnerships with Western Australia’s CaLD communities and businesses.</b>			
3.5.1 Develop and strengthen global connections through partnerships with Western Australia’s CaLD communities and businesses.	Industry & Economic Development: Agribusiness Food and Trade - Primary Industries Trade	<p>DPIRD connects the WA agrifood and beverage sector to overseas markets by:</p> <ul style="list-style-type: none"> <li>• providing a business matching service between prospective exporters, importers and other interested parties, in conjunction with the WA Government’s network of overseas offices;</li> <li>• developing visit programs for in-coming and out-going buyer delegations; and</li> </ul>	<b>Core Business</b> Already in progress

		<ul style="list-style-type: none"> <li>• coordinating WA participation at selected international trade exhibitions in key markets such as Gulfood (Middle East), HOFEX (Hong Kong), Food and Hotel Asia (Singapore), Food and Hotel China, FOODEX (Japan) independently or in conjunction with other partners.</li> </ul>	
<b>Desired impact</b>			
<ul style="list-style-type: none"> <li>• Staff improvement in their understanding of the needs of people from diverse cultural backgrounds;</li> <li>• Increase in representation of people from CaLD backgrounds in employment, development and management opportunities within our department;</li> <li>• Promotion of Western Australia’s culturally and linguistically diverse community;</li> <li>• Improved economic growth, and social, cultural, civic and political development of the CaLD community; and</li> <li>• Linkages and partnerships with CaLD communities, individuals, government and non-government agencies.</li> </ul>			



## Monitoring and reporting

The Multicultural Policy Framework is reported by agencies through their annual reports, which are tabled in Parliament, noting progress in:

- development and implementation of the agency's multicultural plan
- achievement of outcomes and Key Performance Indicators identified in the plan.

Information provided in the annual report should include details of the:

- goals and strategies to increase cultural awareness within the workplace and improve cultural diversity in the workforce and on its boards, committees and other decision-making bodies;
- demand for and provision of language services, including interpreting and translating services and other multilingual communication strategies;
- collection and analysis of cultural and linguistic data in relation to the agency's workforce, customers, clients and stakeholders, including birthplace and language, to develop future strategies;
- initiatives developed to address identified needs of Western Australia's culturally and linguistically diverse communities and achieve equitable outcomes relevant to the agency's portfolio;
- initiatives that support and develop the entrepreneurial capacity of people from culturally and linguistically diverse backgrounds to facilitate participation in social, cultural, civic and political activities; and
- strategic and corporate planning, procurement and review processes that integrate multicultural policy goals.

The Multicultural Policy Framework annual reporting requirements can incorporate or be incorporated in agencies' reporting in relation to the Policy Framework for Substantive Equality and other relevant policies and plans.

## Evaluation

The Government will evaluate the implementation of the Western Australian Multicultural Policy Framework within five years of its introduction. The evaluation will form the basis of a report to Parliament by the Minister for Citizenship and Multicultural Interests. The report will highlight progress by agencies in implementing the Framework and showcase examples of initiatives undertaken across the WA public sector.

# Appendix

## Definitions

**Culturally and linguistically diverse (CaLD)** - applies to groups and individuals who differ according to religion, language and ethnicity and whose ancestry is other than Aboriginal or Torres Strait Islander, Anglo Saxon or Anglo Celtic.

**Culturally responsive** - the ability of individuals and systems to respond respectfully and effectively to people of all cultures, in a manner that acknowledges their worth and preserves the dignity of individuals, families, and communities.

**Institutional/systemic discrimination** - discrimination that is embedded in the policies and practices of an organisation.

**Intersectionality** - recognises that individual characteristics do not exist independently of each other but rather inform our social identity and can intersect to create complex forms of oppression as a result of systems and structures that do not take this diversity into consideration.

**Substantive equality** - means achieving equitable outcomes as well as providing equal opportunity.

**Unconscious bias** - social stereotypes about certain groups of people that individuals form outside their own conscious awareness

## Contact us

Email: [diversityandinclusion@dpird.wa.gov.au](mailto:diversityandinclusion@dpird.wa.gov.au)

For clients with hearing impairments who use TTY or a computer with a modem, phone 133 677

For clients with speech impairments who use the speak and listen service, phone 1300 555 727

SMS relay number 0423 677 767 Internet:

[dpird.wa.gov.au](http://dpird.wa.gov.au)

### Important disclaimer

The Chief Executive Officer of the Department of Primary Industries and Regional Development and the State of Western Australia accept no liability whatsoever by reason of negligence or otherwise arising from the use or release of this information or any part of it.

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