



INFRASTRUCTURE WA

Multicultural Plan

March 2024 – March 2027



Infrastructure WA

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Acknowledgement of Country

Infrastructure WA acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders both past and present.

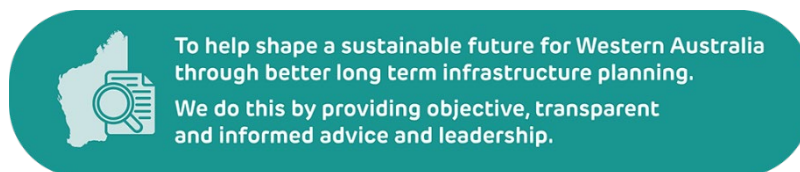
About Infrastructure WA

Infrastructure WA (IWA) commenced operation on 24 July 2019 under the *Infrastructure Western Australia Act 2019* (the Act) and reports to the Premier.

IWA is governed by a Board, with an independent Chairperson, Deputy Chairperson and eight other members, including a mix of industry leaders with expertise in infrastructure and some of the State's most senior public servants. Additionally, the Act requires that the number of government employee Board members must not exceed the number of Board members who are not.

IWA provides expert advice and assistance to the Western Australian Government on a range of infrastructure matters, particularly regarding the State's infrastructure needs and priorities. IWA also assists in enhancing the efficiency and effectiveness of infrastructure planning and coordination and promotes the adoption and use of policies, practices, information and analysis to support sound decision-making in relation to infrastructure.

Our purpose



Our values



Strategic objectives



Scope

IWA's Multicultural Plan (the Plan) assists IWA to achieve Equal Employment Opportunity Management Plan (EEOMP) outcomes in relation to people from culturally and linguistically diverse (CaLD) backgrounds.

As part of its EEOMP, IWA is developing and implementing strategies and practices to create an equitable and diverse workplace. To implement other outcomes within the EEOMP, IWA currently has the following strategies in place for different diversity groups:

- Aboriginal and Torres Strait Islanders
 - Aboriginal Engagement Plan
 - A Reflect Reconciliation Action Plan
- People with disability
 - Disability Access and Inclusion Plan

Diversity at Infrastructure WA

The table below provides a snapshot of IWA's CaLD representation against the aspirational target from the Public Sector Commission's (PSC) [Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020-2025](#).

	2020	2021	2022	2023	2024	2020-20258 PSC Target
CaLD people	0% ¹	6.3% ¹	15.8% ¹	25% ¹	17.4% ¹	15.5%

Note 1: figures represent equal employment opportunity annual collection data.

Western Australian Multicultural Framework

As evidenced by the [2021 Census](#) Western Australia's cultural diversity continues to grow with 38% of Western Australians reporting that they had been born overseas and 55.6% of respondents identifying that one or both of their parents were born overseas.

Based on the [Western Australian Charter of Multiculturalism](#) (the Charter), the [Western Australian Multicultural Policy Framework](#) (WAMPF) was launched in 2020 by the Office of Multicultural Interests, Department of Local Government, Sport and Cultural Industries to address the state's increasing diversity. Outlining policy priorities, strategies and outcomes, the WAMPF aims to support state agencies 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.

As an aid to help translate and implement the Charter, the WAMPF outlines policy priorities and acts as a guide to state agencies to put the Charter into action. The three policy priorities in the WAMPF are:

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.

To implement the framework, IWA is required to develop multicultural plans, including strategies, actions and key performance indicators to measure the progress against each policy.

IWA sets out the actions it intends to undertake to address the three priorities over the period 2024 to 2027. Reporting on implementation of the Plan will be included in IWA's annual reports.

Policy priority 1—Harmonious and inclusive communities

Policy outcome

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

Strategies:

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

Actions	Timeframe	Responsibility	Targets
Increase staff cultural competency skills through training and development programs.	Ongoing	Executive Manager, Business Services	Mandatory completion of cultural competency training and refresher training at regular intervals. Inclusion of cultural training in the induction program.
Promote inclusion messages, including workplace culture, through an internal events committee that co-ordinates events and/or activities to support and foster multicultural and religious events.	Ongoing	Executive Manager, Business Services Events committee	Host at least three scheduled events in each calendar year, with support and participation from the whole of IWA, to acknowledge and celebrate a diversity of cultures and religions.

Desired Impacts:

- An inclusive and welcoming workplace for all staff, Board members and stakeholders.
- Increased awareness by staff of culturally significant dates, events and issues faced by the CaLD communities.

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 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:

- 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.

Actions	Timeframe	Responsibility	Targets
Collect cultural and linguistic data about the workforce to identify diversity characteristics of current employees.	Ongoing	Executive Manager, Business Services	Promote the disclosure of diversity data through the annual organisational health survey.
Ensure all IWA's publications for public access use inclusive language, are readily available and able to be provided in alternative formats on request.	Ongoing	Senior Communications Officer	Ensure suitable accessibility of IWA's publications for public use is provided when requested.
Ensure documentation regarding services, facilities and customer feedback in an appropriate format and using clear and concise language.	Ongoing	Executive Manager, Business Services	Ensure suitable accessibility of IWA's services, facilities and customer feedback documentation when requested.

Actions	Timeframe	Responsibility	Targets
Identify multicultural forums for advertising engagement events.	Ongoing	Senior Communications Officer	Identification of multicultural forums to broaden future engagement advertising.
Review of recruitment policies and processes.	Ongoing	Executive Manager, Business Services	Management to complete unconscious bias training. Recruitment process reviewed and modified (if necessary) to minimise systemic bias.

Desired Impacts:

- CaLD data collection used for strategic planning.
- CaLD representation across all employment levels.
- People in the CaLD community are able to access information from IWA as readily as other people.

Policy priority 3—Economic, social, cultural, civic and political participation

Policy outcomes

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

Strategies:

- Achieve equitable representation of people from CaLD backgrounds at all levels and in decision-making role.

Actions	Timeframe	Responsibility	Targets
Board and Executive CaLD representation	Ongoing	Executive Manager, Business Services	Collect cultural and linguistic data and monitor CaLD representation on the IWA Board and Executive.

Desired Impacts:

- Monitoring of CaLD representation within IWA's governing Board and Executive.