



**State Library of Western Australia
and
State Records Office of Western Australia**

Multicultural Plan 2021 - 2022

This document is available in alternative formats upon request, see page 4 for how to request a copy.

The State Library of Western Australia and the State Records Office of Western Australia acknowledge the traditional owners of Country throughout Western Australia and their continuing connection to land and culture. We pay our respects to Elders past, present and emerging. We are honoured to be located on Whadjuk Country, the ancestral lands of the Noongar people.

Foreword

The State Library of Western Australia and State Records Office of Western Australia are legislated to collect, preserve and make available the documentary history of Western Australia. In this, we recognise the importance of collecting and making available the story of all Western Australians no matter their cultural heritage, economic or social circumstances or beliefs.

We support the implementation of the WA Multicultural Policy Framework acknowledging that:

“Aboriginal peoples, as First Peoples of Australia... and people from migrant and refugee backgrounds have vastly different starting points and there are different challenges for each in terms of achieving equitable outcomes...The Framework is therefore primarily focused on Western Australians from culturally and linguistically diverse backgrounds while identifying areas of intersection between the two groups.”¹

The State Library and State Records Office will work to deliver the outcomes of this plan for the betterment of all Western Australians.

Margaret Allen PSM
CEO and State Librarian
State Library of Western Australia

Damian Shepherd
Director State Records
State Records Office of Western Australia

Outline of organisations

The State Library of Western Australia is administratively responsible for the State Records Office of Western Australia. The organisations are both located in the Alexander Library Building in the Perth Cultural Centre and offer a collocated reference service to the community. The organisations have a shared Disability Access and Inclusion Plan.

The State Library and State Records Office have agreed to work together to fulfil a joint Multicultural Plan that addresses the needs of culturally and linguistically diverse (CALD) communities and individuals across Western Australia.

State Library of Western Australia

The State Library has a strong commitment to ensuring that all Western Australians have access to free library and information services. The Library’s key objective is to be a State Library for everyone; one that embraces digital transformation and builds skills for the future.

This is achieved by providing an extensive range of resources, services, programs and facilities to clients of all ages and abilities who visit the State Library in person or online. The State Library is legislated to form partnerships for the provision of public library services to

¹ [WA Multicultural Policy Framework](#)

the community and to collect, preserve and make accessible Western Australian publications under legal deposit legislation.

The State Library welcomes everyone and aims to ensure that all collections, services, programs and facilities are accessible.

Further information about the State Library can be found at www.slwa.wa.gov.au.

State Records Office of Western Australia

The State Records Office is responsible for managing, preserving and providing access to the Western Australian government archives, delivering best practice records management services to State and local government organisations, and providing the community with access to the State's government archives. It is also the government information management authority which, on behalf of the State Records Commission, regulates information management practices through the development of a whole-of-government framework.

The State Records Office welcomes everyone and aims to ensure that all collections, services, programs and facilities are accessible.

Further information about the State Records Office can be found at www.wa.gov.au/organisation/state-records-office-of-western-australia.

Background

The Western Australian Multicultural Policy Framework was released in February 2020. It translates the principles and objectives of the WA Charter of Multiculturalism into three multicultural policy priorities for public sector agencies:

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

Development of the plan

Under the Framework, all State Government agencies must develop a plan that addresses each of the priority areas. Progress on the implementation of the framework is to be reported through the agency's annual report each year.

The Multicultural Plan was prepared by the State Library and State Records Office and approved by the Library Board of Western Australia in March 2021.

Communication and implementation of the plan

The Multicultural Plan will be published on the State Library and State Records Office's websites and promoted on relevant social platforms including email lists, social media and the newsletters. Public library staff will be made aware via the Public Librarians Online website. The Plan will be made available in alternative formats upon request.

Implementation of the Multicultural Plan is the responsibility of all State Library and State Records Office staff, volunteers and contractors.

Review and reporting on the plan

The Multicultural Plan will be monitored by the Library Board and State Library Executive Team (that includes a member from State Records Office).

Outcomes of the Multicultural Plan will be reported through the organisation's respective annual reports.

This Multicultural Plan has a single year time-frame, allowing for the next iteration of the plan to match the cycle of the agency's respective strategic plans that will align with the Multicultural Plan and the Disability Access and Inclusion Plan.

Feedback on the plan

Feedback on the Multicultural Plan is welcome at any time. Feedback can be given:

- In person to any staff member. Verbal feedback can be recorded by a staff member and submitted upon request.
- In writing on a feedback form available at all service desks in the State Library building or online at www.slwa.wa.gov.au/feedback.
- By email to info@slwa.wa.gov.au.
- By letter addressed to:
 - Manager Policy and Research
 - State Library of Western Australia
 - Perth Cultural Centre
 - PERTH WA 6000
- By telephone on 61 8 9427 3111 or 61 8 9427 3600.

How to get a copy of the plan in an alternative format

Any of the above feedback methods can be used to request a copy of the plan in an alternative format including standard and large print, digital, in audio format on disc or Braille.

State Library of Western Australia and State Records Office of Western Australia Multicultural Plan

Outcome 1: Harmonious and inclusive communities

Policy Outcome - Every Western Australian values cultural, linguistic and religious diversity and feels that they belong.²

| Action | Deliverables | Timeframe |
|---|---|-----------|
| Collect, preserve and make accessible the documentary history of Western Australian CaLD communities and organisations. | Collaboration with CaLD communities, businesses and organisations to collect materials that are published in Western Australia in languages other than English and reflect diverse cultural perspectives and stories. | Ongoing |

² [WA Multicultural Policy Framework](#)

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|---|---|--------------|
| | Collections preserved and made accessible for the long term future. | Ongoing |
| | Stories from our collections published via social media that acknowledge the contributions of people from culturally diverse backgrounds to life in Western Australia. | Ongoing |
| Make available library materials in languages other than English to satisfy the life-long educational, enterprise and recreational needs of CaLD communities. | In partnership with local governments across Western Australia, physical and online public library resources in languages other than English freely made available to communities. | Ongoing |
| Support the learning of languages other than in English in our communities. | Teaching aids and resources suitable for Community Language School teachers freely made available. | Ongoing |
| Support early childhood literacy in CaLD communities. | State Library's Better Beginnings family literacy program delivered to all Western Australian families with newborn and kindergarten aged children, offering culturally diverse resources where required. | Ongoing |
| Share the stories of multicultural Western Australia. | Community engagement program of free exhibitions, events and programs delivered that celebrate the achievements of all West Australian including those from different migrant groups. | Ongoing |
| | Free education program delivered to school groups based on our unique Western Australian collections to increase understanding of the role migrants have played in the development of the State. | Ongoing |
| Ensure members of CaLD communities can give feedback, including making complaints. | State Library clients from CaLD backgrounds provided with the means to make complaints and receive a response in the language of their choosing. | 30 June 2022 |

Outcome 2: Build culturally responsive policies, programs and services

Policy Outcome - All Western Australians are informed of and have equitable access to government services. Programs and services are culturally appropriate and responsive 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.³

| Action | Deliverables | Timeframe |
|--|---|-----------|
| Assist members of CaLD communities to actively participate in society. | Free service delivered to assist State Library clients with access to technology, support in using technology and engaging with government and essential business services only available online. A particular focus of this service is assisting clients from diverse backgrounds and abilities. | Ongoing |
| | Group sessions conducted for State Library clients for different linguistic backgrounds to come together and support each other in learning English. | Ongoing |
| | Early childhood literacy sessions provided in languages other than English. | Ongoing |
| Provide workplace training and development in cultural diversity. | Code of Ethics and Code of Conduct training provided to all staff at induction. | Ongoing |

Outcome 3: Economic, social, cultural and civic participation

Policy Outcome - Western Australians from culturally and linguistically diverse 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.⁴

| Action | Deliverables | Timeframe |
|---|---|--------------|
| Quantify the cultural diversity in our workforce. | Report the diversity of our staff in comparison to public sector targets. | 30 June 2022 |

Contact details

State Library of Western Australia
25 Francis Street
Perth Cultural Centre, PERTH WA 6000

³ [WA Multicultural Policy Framework](#)

⁴ [WA Multicultural Policy Framework](#)

Email: info@slwa.wa.gov.au

Telephone: 61 8 9427 3111

Country WA: 1800 198 107 (Western Australian country callers only)

State Records Office of Western Australia

Alexander Library Building

Perth Cultural Centre, PERTH WA 6000

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