

Western Australian Multicultural Plan 2022-2023

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

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 and present. We are honoured to be located on Whadjuk Country, the ancestral lands of the Noongar people.

This document is available in alternative formats upon request. See page 5 for further information.

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.

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¹ [WA Multicultural Policy Framework](#)

Outline of organisations

The State Library of Western Australia and the State Records Office of Western Australia are both located in the Alexander Library Building in the Perth Cultural Centre and offer a co-located reference service to the community. The State Library is a Statutory Authority established under the *Library Board of Western Australia Act 1951*. It is part of the culture and the arts portfolio of the Department of Local Government, Sport and Cultural Industries while the State Records Office is part of the Department.

A level of shared clientele and spaces for the State Library and State Records Office has led to agreement 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 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 <https://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.sro.wa.gov.au.

Background

The *WA 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 current 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 first Multicultural Plan for the State Library and State Records Office expired on 30 June 2022.

Library achievements under this plan included:

- Engaging with 72 local organisations to collect and preserve for future generations Western Australian materials that reflect diverse cultural stories including: Western Australia Multicultural Association, Somali Community Association of WA, Indian Society of WA, Hakka Association of WA, Brazilian WA, Australia-Japan Society WA and Vietnamese Community WA.
- Making 3,300 items available in a Community Languages Collection to support community-based teaching of over 40 languages. The collection comprises a range of hardcopy, digital, audio and visual resources that can be used by community language teachers in classes or in the development of lesson plans. The Library has also developed teacher resources for use by community language teachers.
- During the year, 55 Library Facebook posts had multicultural themes or content relating to the experiences of people who have made Western Australia their home.
- Making available the *uTalk* app freely available to Library members (any Western Australian can become a member for free). During the year, 1,271 people accessed the *uTalk* language learning app which offers over 140 languages. The top five languages accessed (other than English) were Japanese, French, Russian, German and Cantonese.
- Presented a free exhibition that celebrated the achievements of Abraham 'Izzy' Orloff, a Jewish migrant who came to Western Australia after growing up in Ukraine and Palestine. Izzy became a renowned photographer and many of his images are in the collections of the Library. More than 21,500 people visited the exhibition.
- Providing free education programs to increase primary and secondary students' understanding of the role migrants have played in the development of the State. Programs available included:
 - Suitcases – students open a suitcase and use items from the Library's collections to piece together migration stories (460 student participants).
 - Northbridge migration walking trail – students explore the city of Perth's migrant heritage on this self-guided walking trail (276 student participants).
 - Izzy – a curated selection of photographs from the Abraham 'Izzy' Orloff exhibition (141 student participants).
 - New Places, New Lives - self-guided workshops that compare and contrast migration stories as told in children's picture books (93 student participants).
- Providing materials in Languages Other than English (LOTE) to public libraries across the State. More than 71,000 items in 103 languages are made available to any of the State's 232 public libraries to satisfy their local demand. The types of materials in the collections include books, and DVDs for all age ranges. The top five languages represented in the collections are: Chinese, Japanese, French, Italian and Vietnamese. The Library also provides free access to online LOTE resources such as ebooks, emagazines and enewspapers. Members of a public library or the State Library can freely access online services like Libby (Overdrive) that includes more than 9,000 ebooks, emagazines and eaudiobooks in 45 different languages and PressReader that includes more than 4,400 enewspapers and emagazines from 146 countries around the world in their published language.

The new Multicultural Plan 2022-2023 continues and builds on the work done to fulfil the first plan.

Communication and implementation of the plan

The Multicultural Plan will be published on the State Library and State Records Office's websites and promoted through relevant communication channels including email lists, social media and newsletters. Public library staff will be made aware via the State Library's 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, the State Library Executive Team and the Multicultural Plan Committee (which includes a member from State Records Office).

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

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.

Please note that teams or directorates listed in these tables relate to State Library staff unless otherwise stated.

Policy priority 1—Harmonious and inclusive communities

Strategy: Promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally and linguistically diverse (CaLD) backgrounds. <ul style="list-style-type: none"> • Actions taken to promote the benefits of cultural and linguistic diversity. • Actions taken to celebrate the achievements of people from CaLD backgrounds. 					
Action	Deliverable	Timeframe	Status	Responsibility	Measure
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.	1 July 2022 to 30 June 2023	Current	Liaison, Acquisition and Description	Number of collaborations with CaLD communities to collect WA publications. Names of collaborators also available. New measure - Number of CaLD publications added to State Library collections from community collaborations.
	Collections preserved and made accessible for the long-term future.	1 July 2022 to 30 June 2023	Current	Collection Care	Number of CaLD items preserved or digitised. Where digitised and made available online, a selection of links should be provided.
	Stories from our collections published via social media and other media channels that acknowledge the contributions of people from culturally diverse backgrounds to life in Western Australia.	1 July 2022 to 30 June 2023	Current	Communications and Marketing	15% of posts featuring content relevant to CaLD communities. Links to a few of the most popular posts should be provided. New measure – content added to other social media platforms i.e., websites (including SLWA Intranet), podcasts, etc. Counts by platform.
	Stories based on material in the State archives collection published to social media and other channels acknowledge the contributions of people from culturally diverse backgrounds to life in Western Australia where relevant.	1 July 2022 to 30 June 2023	Current	State Records Office	Number of stories based on material in the State archives collection published to social media and other channels that acknowledge the contributions of people from culturally diverse backgrounds to life in Western Australia where relevant.
	Identify material in the State archives collection that is relevant to the importance of cultural and linguistic diversity.	1 July 2022 to 30 June 2023	Current	State Records Office	Collection items are able to be identified as relevant. Number of collection items identified as relevant to the importance of cultural and linguistic diversity.
Strategy: Address racism and discrimination at both an individual and institutional/systemic level, including implementing the Policy Framework for Substantive Equality. <ul style="list-style-type: none"> • Actions taken to prevent, monitor and respond to: <ul style="list-style-type: none"> ○ racism ○ individual cases of racial discrimination ○ systemic racial discrimination ○ workplace racial harassment and discrimination. 					
Action	Deliverables	Timeframe	Status	Responsibility	Measure
Use the grievance process to address staff instances of racism in the workplace.	Monitor staff reports of breaches of the Code of Conduct based on racism.	1 July 2022 to 30 June 2023	Current	Human Resources Director State Records (for SRO)	Number staff reports of breaches of the Code of Conduct based on racism.

Strategy: Develop workplace cultures that are welcoming and inclusive of all Western Australians.					
<ul style="list-style-type: none"> Actions undertaken to create welcoming and inclusive workplaces for staff, customers and clients. 					
Action	Deliverable	Timeframe	Status	Responsibility	
Provide workplace training and development in cultural diversity.	<i>Code of Ethics</i> and <i>Code of Conduct</i> training provided to all staff at induction.	1 July 2022 to 30 June 2023	Current	All Managers and Team Leaders responsible for inducting staff / volunteers	Number of staff and volunteers inducted.
	<i>Accountable and Ethical Decision Making</i> (AEDM) training available to staff.	1 July 2022 to 30 June 2023	Current	All Managers and Team Leaders responsible for staff that require ethical decision-making training	Percentage of total staff who are up to date with AEDM training by 30 June 2023.
	<i>Diverse WA</i> training available to all staff and volunteers.	1 July 2022 to 30 June 2023	Current	All staff and volunteers State Records Office	New count – percentage of staff and volunteers who have completed Diverse WA training – module 1 (OMI).
	<i>Working with People from Refugee & Asylum Seeker Background: Impacts of trauma, recovery practice and working with interpreters</i> training (delivered by the Association to Services for Torture and Trauma Survivors) available to staff in front-facing roles.	27 September & third quarter of FY	Current	Client Services	Number of staff in front-facing roles who have completed this workshop.
Strategy: Initiate and support events and projects that build mutual understanding and respect between cultures.					
<ul style="list-style-type: none"> Initiatives that have been delivered or supported to build intercultural understanding. 					
Action	Deliverable	Timeframe	Status	Responsibility	Measure
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.	1 July 2022 to 30 June 2023	Current	Liaison, Acquisition and Description	Number of resources available in the Community Languages Collection. Reported by format.
Share the stories of multicultural Western Australia.	Community engagement program of free exhibitions, events and programs delivered that celebrate the achievements of all West Australians including those from different migrant groups.	1 July 2022 to 30 June 2023	Current	Heritage and Engagement	Number of exhibitions, events and programs delivered to celebrate CaLD communities. Reporting includes number of attendees and participants.
	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.	1 July 2022 to 30 June 2023	Current	Heritage and Engagement	Number of participants in free education programs that increase the understanding of the role of migrants. Reporting includes a separate breakdown of primary and high school students.

Policy priority 2—Culturally responsive policies, programs and services

Strategy: Integrate multicultural policy goals into strategic and corporate planning, procurement and review processes. <ul style="list-style-type: none"> Actions taken to develop culturally responsive policies and strategies for: <ul style="list-style-type: none"> corporate planning and reviews procurement processes customer service and/or service delivery. 					
Action	Deliverable	Timeframe	Status	Responsibility	Measure
Incorporate findings from the stakeholder consultation process held in 2021-2022 into the Collection Strategy and the Interpretation Strategy.	Publish the Collection Strategy and the Interpretation Strategy.	December 2022	Current	Library Services Collection Services	That the Collection Strategy and the Interpretation Strategy are published and accessible to the general public.
Strategy: Identify inequities in service access and outcomes for Western Australians from CaLD backgrounds and develop strategies to address them. <ul style="list-style-type: none"> Strategies/initiatives developed to identify inequalities in service access and outcomes for people from culturally and linguistically diverse backgrounds Actions taken to address identified barriers. 					
Action	Deliverable	Timeframe	Status	Responsibility	Measure
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.	1 July 2022 to 30 June 2023	Current	Liaison, Acquisition and Description	Number of physical and online materials in languages other than English purchased with State Government funding available in public libraries State-wide. Reported by format.
Support early childhood literacy in CaLD communities.	State Library's Better Beginnings family literacy program delivered to all Western Australian families with children aged zero to five years-old. Better Beginnings promotes public libraries as great places for families to find early childhood literacy resources.	1 July 2022 to 30 June 2023	Current	Public Libraries and Literacy Liaison, Acquisition and Description	Learning English Through Storytime (LETS) program aimed at CALD families with children under 5 – number of programs and number of families participating in each. Number of readings of Baby Ways translated into languages other than English recorded and uploaded to BB You Tube channel. Number of culturally diverse resources purchased with State Government funding available in public libraries State-wide suitable for children (Junior and Junior Kindergarten items).
Ensure members of CaLD communities can give feedback in their native language if required.	State Library clients from CaLD backgrounds provided with an accessible means to give feedback.	1 July 2022 to 30 June 2023	Current	Policy and Research	New measure - mechanism and budget in place for people from CaLD backgrounds to give feedback and be provided with a response supported by interpreter services (if required). Number of feedback reports received from people in a language other than English. Number of responses to feedback supplied in languages other than English.
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,	1 July 2022 to 30 June 2023	Current	Client Services	Percentage of clients who speak a language other than English. List of most frequently reported first languages.

	including for clients from diverse backgrounds and abilities.				
When developing stories, written material and events, consider delivering it in language and/or a culturally appropriate way.	OMI and other parties engaged in development of stories, written material and events as appropriate.	1 July 2022 to 30 June 2023	Current	State Records Office	Number of stories, written materials and events for which OMI and other parties are engaged to inform the approach.
Strategy: Provide language services to ensure language is not a barrier to equitable access to information and services, including complaints processes. <ul style="list-style-type: none"> • Actions taken to address language service barriers to ensure equitable access to information, services and complaints processes. • Actions to train staff on effectively engaging interpreters and translators. 					
Action	Deliverable	Timeframe	Status	Responsibility	Measure
Provide procedures and training to staff in engaging interpreter services.	Staff have access to a listing of staff and volunteers who can provide support in languages other than English.	1 July 2022 to 30 June 2023	Current	Client Services	Language list updated annually and available on staff Intranet.
	Staff identify when to use interpreter services and use them effectively.	1 July 2022 to 30 June 2023	Current	Client Services	Interpreter service process and procedure available. Number of staff trained to engage interpreter services. Number of times an interpreter or translator is used.
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. <ul style="list-style-type: none"> • Actions taken to capture cultural and linguistic data. • Actions taken to use the data to plan for policies, services and agency outcomes. 					
Action	Deliverable	Timeframe	Status	Responsibility	Measure
Provide clients with the means to identify as having English as a second language. Use the data collected to inform collection practices and general library services.	Client Survey includes questions to determine if English is a second language, and if so, what the first language is. Services and collections reflect the needs and interests of CaLD community members.	1 July 2022 to 30 June 2023	Current	Client Services All directorates	Percentage of clients who speak a language other than English. List of most frequently reported first languages. List of activities completed.
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. <ul style="list-style-type: none"> • Actions taken to create opportunities for people from CaLD backgrounds to provide meaningful input into relevant policies, programs and services. 					
Action	Deliverable	Timeframe	Status	Responsibility	Measure
Stakeholder consultation or evaluation processes to incorporate the input of culturally diverse communities.	All stakeholder consultation or evaluation processes are accessible and advertised to culturally diverse communities.	As required	Current	Library Services Collection Services Policy and Research State Records Office	Number and type of consultation and evaluation processes conducted.
Strategy: Implement recruitment and selection processes that facilitate workforce diversity and provide opportunities for the development of cultural competencies across the workforce. <ul style="list-style-type: none"> • Actions relating to recruitment strategies to build a culturally and linguistically diverse workforce. • Actions taken to develop a culturally competent workforce. 					
Action	Deliverable	Timeframe	Status	Responsibility	Measure
Ensure that all job advertisements include a statement encouraging people from diverse backgrounds to apply.	All job advertisements are compliant.	1 July 2022 to 30 June 2023	Current	Human Resources Director State Records (for SRO)	Percentage of job advertisements that are compliant with containing a statement encouraging diversity.

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

Strategy: Implement recruitment and career development processes that support employment and progression of staff from CaLD backgrounds. <ul style="list-style-type: none"> Actions taken to support career development for people from CaLD backgrounds in the workplace. 					
Action	Deliverable	Timeframe	Status	Responsibility	Measure
Nil.					
Strategy: Achieve equitable representation of people from culturally and linguistically diverse backgrounds at all levels and in decision making. <ul style="list-style-type: none"> Actions taken to achieve equitable representation of people from CaLD backgrounds in all levels of the workplace, including in board roles. Actions to involve people from CaLD backgrounds in decision-making roles and processes. 					
Action	Deliverables	Timeframe	Status	Responsibility	Measure
Quantify the self-reported cultural diversity in our workforce.	Record the self-reported diversity of our staff in comparison to public sector targets.	1 July 2022 to 30 June 2023	Current	Human Resources DLGSC HR (for the SRO)	Compare the cultural diversity of staff with the State Government target of 15% of staff with CaLD backgrounds. Percentage of staff from a culturally and linguistically diverse background, including in the front of house staff.
	Record the self-reported diversity of people who volunteer at the State Library.	1 July 2022 to 30 June 2023	Current	Volunteers Team Leader	New count - number of volunteers from a culturally and linguistically diverse background.
Strategy: Identify, develop and promote initiatives that support the development of businesses and the entrepreneurial potential of Western Australia's culturally and linguistically diverse community. <ul style="list-style-type: none"> Actions to support people from CaLD backgrounds to set up their own businesses and social enterprises Actions to support CaLD backgrounds to promote and develop their businesses and other enterprises Actions taken to engage with local and/or international partners to develop the entrepreneurial potential of CaLD communities. 					
Action	Deliverables	Timeframe	Status	Responsibility	Measure
Nil.					
Strategy: Identify, develop and implement initiatives that encourage social, cultural, civic and political participation by members of Western Australia's culturally and linguistically diverse community. <ul style="list-style-type: none"> Actions taken to implement initiatives that encourage social, cultural, civic and political participation by CaLD communities. 					
Action	Deliverables	Timeframe	Status	Responsibility	Measure
Nil.					
Strategy: Develop and strengthen global connections through partnerships with Western Australia's culturally and linguistically diverse communities and businesses. <ul style="list-style-type: none"> Actions taken to develop and strengthen global connections through the links and networks of Western Australian CaLD communities and businesses. 					
Action	Deliverables	Timeframe	Status	Responsibility	Measure
Nil.					