

# Treasure Stories Inspire Possibilities Strengthen Communities

MULTICULTURAL PLAN 2023-2027  
STATE LIBRARY OF WESTERN AUSTRALIA



**STATE LIBRARY**

**WESTERN AUSTRALIA**



## ACKNOWLEDGEMENT OF COUNTRY

State Library of Western Australia kadij Wadjak Noongar boodjar-ak wer kendjil Marawar boodjar kalyakool moondang-ak kaaradjiny.

Ngalak kadij ngala bibool kadadjiny-dandjoo kangowiny Indigenous yoongar dirdong Australian boodjar, ngannilak.

Ngalak boola moort noondak-marar yoongi keny baam-ak kadadjiny nyidiyang-ak kaaratjiny.

Ngalak kadij Birdiya, koora wer yeyi, ngiyan Noongar kadadjiny moort yanginy.

The State Library of Western Australia acknowledges the Whadjuk Noongar people on whose land we are located.

We acknowledge the traditional lands of all the Western Australian Aboriginal communities and their cultural practices and knowledge and kinship systems.

We recognise that our collections hold traditional cultural knowledge belonging to Aboriginal and Torres Strait Islander communities around the country.

We support communities to protect the integrity of this information, gathered from their ancestors in the colonial period.

We pay our respects to Elders, past and present, who have handed down these systems of practice to each new generation for millennia.

*Image: Mowanjum Dancers, Western Australia, ca. 1975*



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IMIGANI

22 Igiptu naho wogisekura impeke mw isekuru, kucje umuhini. Ubupfu bgaco nibgok...

23 Gira umwete imikuku yaw No kuraba ca...

24 Kukw itunga ni Canke mbeg... ihabe vyose? Ubgatai buten...

25 Ubgatai buten rwaaho, ubun... ivyatsi vyo ku geranywa.

26 Imyigani y'imbika, Kazid' amasugi ivyo kugura... Amaza y'imper...

27 Amaza y'imper n'abo mu Kazid' azoguru bagakorerwa.



28 Abanyakibi ba birakany'e, Arikw abagoroti umutima n'ub...

29 Iyo bayituye um gashya abashig...

30 Arikw abantu b keraburwe bat iboraho.

31 Umuntu w'impu haza abagorwa Ni nk'imvura y'...

32 Abatsye ivyagez abanyakibi, Arikw abitondera barabaranywa.

33 Abantu babi nibabanyama 107-108

34 Uhoraho roranyi, Arikw abarondera batahura vyose.

35 Umworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

36 Aruta zigoramange kijana inзира zibitiri, nah' ar' unu-tunzi.

37 Uwirondera ivyagezwe wese aba ar' umwana w'ubgenge, 746

Arikw igoramange kijana inзира zibitiri, kikagwa mur' imwe.

38 Umworo w'imworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

39 Umworo w'imworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

40 Umworo w'imworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

41 Umworo w'imworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

42 Umworo w'imworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

43 Umworo w'imworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

44 Umworo w'imworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

45 Umworo w'imworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

46 Umworo w'imworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

47 Umworo w'imworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

48 Umworo w'imworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

49 Umworo w'imworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

50 Umworo w'imworo agendera mu bu-gororotsi bguwe kijana Aruta zigoramange...

3 Okunda ubgenge anezereza se, Arikw uwifatanya na ba maraya yaya ivyive.

4 Umwami akomerasha igihugu imanza zitoranye, Arikw ubongerwa aracubika.

5 Umuntu abgira mugenzi we amagambo y'agahemano Aba amutuze umuriba mu nzira.

6 Igicumuro c'umunyakibi kimbura umutego, Arikw umugorotsi araririmba akanezerwa.

7 Umugorotsi ababara urubanza rw'abafafara, Arikw umunyakibi ararwiye-bagiza.

8 Abakoranyi badomeka igisagara umugararizo, Arikw abanyabgenge bahwamika uburake.

9 Umunyabgenge y'ahariye n'igipfu, Kirataka kikitwengera, amahoro akabura.

10 Abicanyi banka itunganye, Arikw abagorotsi barondera ingene bomukiza.

11 Igiptu gihogomboka ivyuburake bgose, Arikw umunyabgenge we, iyo buje arabutsindagira, akabuhwamika.

12 Uganza, iyo yumvira ibinyoma Abasavyi biwe bese baba ar' abanyavyaha.

13 Umworo n'uhahaza barahura: Uhoraho ni we yahaye amaso ya bomp kubona.

14 Ingoma y'umwami acira abafafara imanza z'ukuri Izokomezwa gushitsa ibihe bidashira.

15 Inkoni n'indero nziza bicisha ubgenge, Arikw umwana bapfa kurekera aho atereza nyina.

16 Abanyakibi iyo bagwiriyeye ibicumuro biragwira:

# Foreword



I am pleased to present the State Library of Western Australia's *Multicultural Plan 2023–2027*. The plan was developed in response to the Western Australian Government's Multicultural Policy Framework for the public sector which recognises cultural diversity as one of Western Australia's greatest strengths.

The Western Australian Multicultural Policy Framework aims to create inclusive and welcoming communities for everyone to participate equitably in all aspects of Western Australia's civic, social, economic and cultural life.

The Library is committed to ensuring that people from culturally and linguistically diverse (CaLD) backgrounds are afforded equity and fairness in access to our collections, events, exhibitions, awards and services.

According to the Diversity Council of Australia, inclusion 'fuels team performance and employee satisfaction, success and security, while minimising the risk of harassment and discrimination ... benefitting everyone, not only the intended targets of diversity and inclusion strategies and initiatives'.

It's equally important to me that the Library is also a place that is a welcoming, inclusive and safe space for everyone who works here. I am proud of our diverse and multicultural workforce as this brings a greater range of perspectives, experiences, skills and knowledge to the library.

Finally, I would like to thank the Office of Multicultural Interests within the Department of Local Government, Sport and Cultural Industries for their advice and support in the development of this plan. I look forward to sharing our progress with them and you over the next few years.

**Catherine Clark**  
CEO and State Librarian

*Front page: Perth Chinese New Year celebrations  
January 2023 | Photo: Kerry Faulkner*

*Previous page: Photographs of the Twa Refugee community of Katanning,  
Burundi Band and Peace Choir, January 2013 | Photo: David Maurice Smith*

*Next page: Members of the public using the State Library's Discovery Lounge*



**ACCESSIBILITY**

This report is available in alternative formats and languages other than English on request



Several photos featured in this document are from the State Library collections. For more information visit the State Library website

# About the State Library of Western Australia

**The State Library of Western Australia is a valued cultural institution, recognised for the outstanding services it provides to the people of Western Australia.**

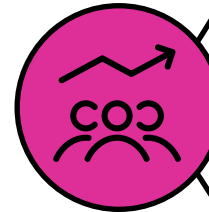
The Library's mission is to treasure stories, inspire possibilities and strengthen communities. The Library collects, preserves, treasures and shares knowledge and stories from the past, the present and those yet to unfold as a vibrant record of Western Australia's shared history. Collections represent the richness and diversity of the Western Australian community and can facilitate a better understanding of the past, discovery of new ideas and shaping a stronger future.

Visitors to the State Library building and online services will find vibrant and welcoming spaces for learning, recreation and enterprise. Using innovative services and technologies, we connect with all Western Australians to offer exciting and fulfilling experiences.

Our work for 2023-2027 is guided by four priority areas:



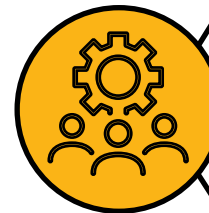
**Reflect the rich diversity of our community in how we collect, preserve and share our unique Western Australian stories.**



**Deliver services that are responsive to the needs of the community and offer opportunities for growth, connection and empowerment.**



**Champion the essential role of local public libraries in our communities in supporting innovation and providing a sense of belonging.**



**Realise our potential through fostering a dynamic staff culture and an efficient and sustainable operating environment.**

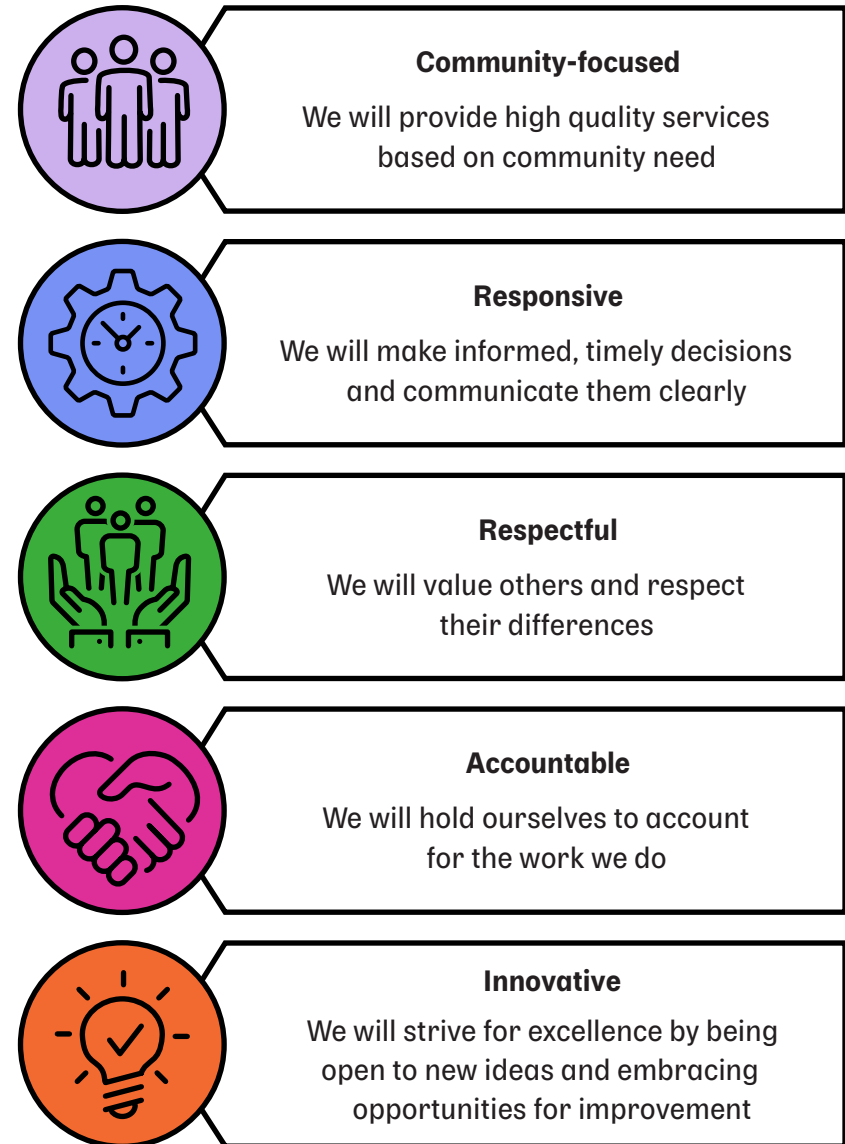
*Next page: Izzy: Exhibition of Abraham 'Izzy' Orloff's photographs, January 2022*





# Organisational Values

The following values underpin the State Library's Multicultural Plan and guide how actions from the plan are developed and implemented.



Above: Chinatown, Broome, 2022 | Photo: Gary Peters

# State Library of Western Australia's Multicultural Plan

The State Library of Western Australia's Multicultural Plan has been developed in line with the State Library's *Strategic Plan 2023-2027*.

This plan will guide the Library's initiatives to continuously improve access and outcomes for people with culturally and linguistically diverse needs.

The Multicultural Plan also aligns with the Public Sector Commission's *Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020-2025*. The twin goals of the strategy are to increase the representation of culturally and linguistically diverse people employed in the public sector to 17.7% and to ensure all staff in the sector experience a sense of belonging and inclusion in the work environment.

The Library aims to achieve equitable representation of people from culturally and linguistically diverse backgrounds at all levels of our organisation, including strategic decision-making roles.

Our Multicultural Plan Committee will champion multicultural-focused access and inclusion initiatives across the Library. The committee is chaired by the Director Collection Services, who, as a member of the State Library's executive team, provides strategic leadership to ensure the Library's programs and services are accessible to all Western Australians and deliver equitable outcomes, regardless of cultural and linguistic backgrounds.

Progress on the plan will be reported publicly through the State Library's annual report and via a progress report to the Office of Multicultural Interests by 31 August each year.

## Definition

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.



Above: Vaso Kos, Boulder, December 2021 | Photo: Nic Duncan

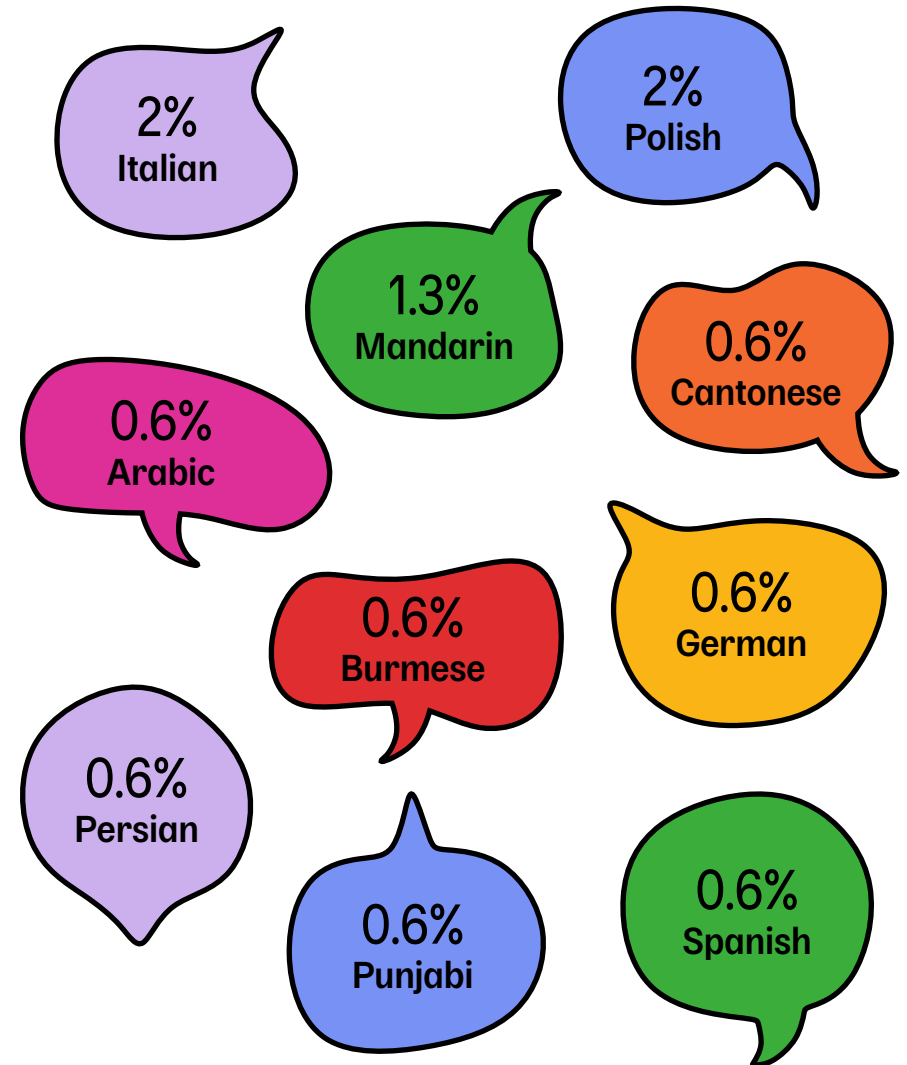
# Snapshot of State Library Workforce Cultural Diversity

The 2021 Australian Bureau of Statistics Census revealed the percentage of Western Australians born overseas was 32.2% with the top three countries of birth being England (7.4%), New Zealand (2.8%) and India (2.3%).

In 2021, most people reported only using English at home (75.3%). After English, the most common languages reported as being used at home were Mandarin (1.9%), Italian (1.0%), Vietnamese (0.9%) and Punjabi (0.8%).

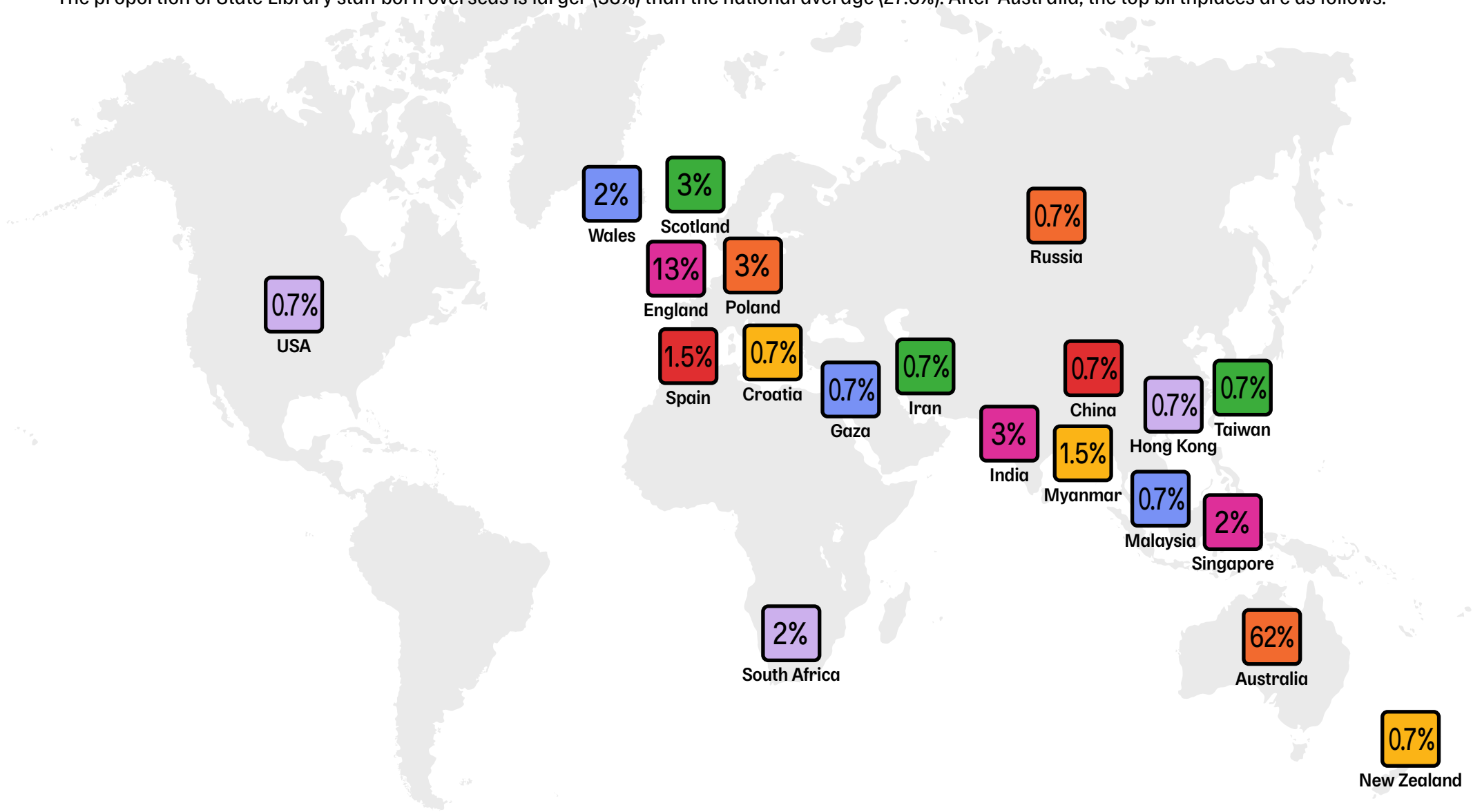
According to Equal Employment Opportunity data, 15.7% of the State Library workforce identify as having a culturally and linguistically diverse background. Although the *Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020-2025* originally set a CaLD target of 15.5%, since the strategy was published the target has been increased to 17.7%. The Library aspires to reach beyond this target with a workforce reflecting the community we serve. People from culturally and linguistically diverse backgrounds work at a variety of levels throughout the library, including senior management roles.

## Top 10 languages other than English (LOTE) spoken by Library staff at home:



## Top Birthplaces

The proportion of State Library staff born overseas is larger (36%) than the national average (27.6%). After Australia, the top birthplaces are as follows:



# State Library Visitor Cultural Diversity

According to the last three years of data from the State Library's client survey, 31.8% of visitors to the State Library Building have a primary language other than English.

The most common first languages are Mandarin, Cantonese, Japanese, Vietnamese, Filipino, Indonesian, Spanish, French and Burmese.



Above: *Humans of the Library* photo series, 2019 | Photos: Libby Holmsen

## Harmonious and inclusive communities

### WA Multicultural Framework Policy Outcome

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



Left: A Place to Call Home exhibition, February 2020

### WA Multicultural Policy Framework strategy

Promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally and linguistically diverse backgrounds  
Initiate and support events and projects that build mutual understanding and respect between cultures.

**Collect, preserve and make accessible the documentary history of Western Australian CaLD communities and organisations**  
CaLD collections refers to materials in languages other than English and materials in English that are about and/or published by CaLD communities.

Action	Timeframe	Measures
1. Collaborate with CaLD organisations to collect materials published in Western Australia that reflect diverse cultural perspectives and stories	June 2027	Number of collaborations with CaLD communities to collect Western Australian CaLD materials
2. Treat CaLD collections and make them accessible	June 2027	Number of CaLD items treated
3. Digitise CaLD collections and make them accessible	June 2027	Number of CaLD digital files added to the Library catalogue
4. Share collections that acknowledge and celebrate the contributions of people from culturally diverse backgrounds to life in Western Australia through public engagement and interpretation programs	June 2027	<p>Fifteen per cent of social media posts featuring content relevant to CaLD communities</p> <p>Number of exhibitions with a CaLD focus planned or held during the year, with reporting to acknowledge if the exhibition is in partnership with a CaLD organisation</p> <p>Number of occasions CaLD content is featured on the Stories page of the State Library website or through radio interviews</p>

*Next page: Young members of the Twa community playing outside in Katanning  
January 2013 | Photo: David Maurice Smith*





**WA Multicultural Policy Framework strategy**

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

**Ensure the library addresses racism and discrimination within the workplace.**

Action	Timeframe	Measures
5. Monitor reports of breaches of the <i>Code of Conduct</i> by staff related to racism and discrimination	June 2027	Number of reports of breaches of the <i>Code of Conduct</i> by staff related to racism and discrimination

**WA Multicultural Policy Framework strategy**

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

**Ensure the library is a culturally safe workplace and provide staff training and development in cultural diversity.**

Action	Timeframe	Measures
6. All State Library employees to complete Equal Employment Opportunity and anti-discrimination training as part of induction via online training modules: <ul style="list-style-type: none"> <li>- Accountable and Ethical Decision Making</li> <li>- <i>Code of Conduct</i> Acknowledgement</li> <li>- Public Sector Online Induction</li> </ul>	June 2027	100% of new employees complete online training modules: <ul style="list-style-type: none"> <li>- Accountable and Ethical Decision Making</li> <li>- <i>Code of Conduct</i> Acknowledgement</li> <li>- Public Sector Online Induction</li> </ul> 90% of employees complete refresher training every two years
7. Raise cultural awareness among staff by making Diverse WA training mandatory for new starter inductions	June 2027	100% of new starters complete Diverse WA training module 1 within three months of commencing employment
8. Staff to receive multicultural competence training	June 2027	Range of courses offered and number of staff participating

**WA Multicultural Policy Framework strategy**

Initiate and support events and projects that build mutual understanding and respect between cultures.

**Support the learning of languages other than English in our communities.  
Share the stories of multicultural Western Australia.**

Action	Timeframe	Measures
<b>9.</b> Provide free physical access to language learning aids and resources in the Community Languages Collection	June 2027	Total items available in the Community Languages Collection Number of items loaned Number of items used in the Library building
<b>10.</b> Provide free language learning apps	June 2027	Number of language learning apps available Number of people accessing each app Top five languages per app
<b>11.</b> Deliver a community engagement program that acknowledges and celebrates the contributions of people from culturally diverse backgrounds to life in Western Australia through public engagement and interpretation programs	June 2027	Number of participants in programs, events or exhibitions with a CaLD focus planned or held during the year, with reporting to acknowledge if the activities were held in partnership with a CaLD organisation
<b>12.</b> Deliver a free education program 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	June 2027	Number of participants (breakdown of primary and high school student numbers)

## Culturally Responsive Policies, Programs and Services

### WA Multicultural Framework 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 to those who need them
- A workforce that is culturally competent and representative of its community and business and client needs



Above: Children attending Learning English Through Story Time

**WA Multicultural Policy Framework strategy**

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

**Provide library materials in languages other than English to satisfy the life-long educational, enterprise and recreational needs of CaLD communities.**

Action	Timeframe	Measures
<b>13.</b> Provide free physical and online public library resources in languages other than English	June 2027	Number of physical and online resources in languages other than English available in public libraries across Western Australia Usage of physical and electronic resources
<b>14.</b> Develop a communication strategy to promote awareness of multilingual information and services offered by the State Library to CaLD communities	June 2027	Number of languages used to translate information about State Library services Number of OMI newsletters distributing information about State Library services
<b>15.</b> Ensure that information about resources in languages other than English can be easily accessed from the State Library homepage	June 2027	The State Library website has a translate function on every page Information about resources in languages other than English can be accessed via a one click link from the State Library home page

**WA Multicultural Policy Framework strategy**

Identify inequities in service access and outcomes for Western Australians from CaLD backgrounds and develop strategies to address them.

**Support early childhood literacy in CaLD communities.**

	<b>Action</b>	<b>Timeframe</b>	<b>Measures</b>
<b>16.</b>	Deliver Learning English Through Storytime (LETS) program aimed at culturally diverse families with children aged 3 to 4 years	June 2027	Number of participants in Learning English Through Storytime (LETS) sessions
<b>17.</b>	Fund innovative public library and community group programs that explore new ways to engage CaLD families and communities in early literacy activities (2021 WA Government election commitment funding)	June 2027	Number of Better Beginnings Grants (micro or innovation) awarded which have a focus on CaLD communities
<b>18.</b>	Promote awareness of the importance of early literacy activities in CaLD families by leveraging strategic partnerships with community organisations	June 2027	Number of partnerships developed and maintained with key community organisations Number of events and resources developed through the partnerships and promoted to CaLD families
<b>19.</b>	Provide resources in languages other than English in public libraries across Western Australia that are suitable for children	June 2027	Number of Junior and Junior Kindergarten items in languages other than English made available in Western Australian public libraries

**Assist members of CaLD communities to actively participate in State Library events, exhibitions, awards and services.**

	<b>Action</b>	<b>Timeframe</b>	<b>Measures</b>
<b>20.</b>	Promote State Library services, programs, exhibitions, facilities and resources to CaLD communities	June 2027	Number of times staff promote awareness of State Library services, programs, exhibitions, facilities and resources to CaLD communities

**WA Multicultural Policy Framework strategy**

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

**Ensure members of CaLD communities can give feedback in their first language if required.  
Provide procedures and training to relevant staff in engaging interpreter services.**

	<b>Action</b>	<b>Timeframe</b>	<b>Measures</b>
<b>21.</b>	Provide training to support staff to identify when to engage interpreter services and use them effectively	June 2027	Number of training sessions and number of staff trained to engage interpreter services Number of times an interpreter or translator is used
<b>22.</b>	Ensure the State Library’s feedback processes can be easily accessed by clients from CaLD backgrounds	June 2024	Support and funding for interpreter services (if required) Number of feedback reports related to CaLD collections, events and programs
<b>23.</b>	Maintain a list of staff and volunteers who can provide informal assistance in languages other than English	June 2027	Language list updated annually and available on staff intranet

**WA Multicultural Policy Framework strategy**

Collect and analyse CaLD data to contribute to the identification of client needs, the development of policies and programs, and evaluation of outcomes.

**Provide clients with the means to identify as having a primary language other than English.  
Use the data collected to inform collection practices and general library services.**

	<b>Action</b>	<b>Timeframe</b>	<b>Measures</b>
<b>24.</b>	Provide clients with the means to identify as having a primary language other than English through the Client Survey and make this information available to staff	June 2027	Percentage of clients who speak a primary language other than English who complete the Client Survey When reporting, list the most frequently reported first languages

**WA Multicultural Policy Framework 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.

**State Library consultation and evaluation processes incorporate the input of culturally diverse communities.  
Consider the needs of culturally diverse groups in the development of new policies, programs and services.**

Action	Timeframe	Measures
<p><b>25.</b> Ensure stakeholder consultation processes are accessible for CaLD communities including strategies such as:</p> <ul style="list-style-type: none"> <li>- targeted advertising to CALD communities</li> <li>- use of interpreters</li> <li>- translation or conversion of consultation documents into accessible formats</li> </ul>	As required	<p>All formal stakeholder consultation processes are inclusive of CaLD communities</p> <p>Number of strategies used to engage with CaLD communities</p>
<p><b>26.</b> Promote to staff relevant seminars, workshops, forums and information sessions provided by Equal Opportunity Commission, Office of Multicultural Interests, Public Sector Commission and other relevant organisations to inform planning, service design, procurement and review processes</p>	June 2027	<p>Number of staff who attend relevant seminars, workshops, forums and information sessions with a CaLD focus</p>

## WA Multicultural Policy Framework strategy

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

### State Library recruitment and selection processes are culturally inclusive.

Action	Timeframe	Measures
27. Cultural diversity training to include recruitment and selection information such as conscious and unconscious bias, to ensure recruitment processes are free from discrimination and bias	June 2027	Number of staff who attend relevant training sessions



Left: Books from the Library's Community Languages Collection



## Economic, Social, Cultural, Civic and Political Participation

### WA Multicultural Framework Policy Outcomes

- ▣ 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



*Right: Providing refurbished laptops for migrants in partnership with Channel 10 and the Australian Red Cross, June 2020*

**WA Multicultural Policy Framework strategy**

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

**Have equitable representation of people from CaLD backgrounds at all levels, including decision-making roles.**

	<b>Action</b>	<b>Timeframe</b>	<b>Measures</b>
<b>28.</b>	Quantify the percentage of cultural diversity of employees, volunteers and Board members in comparison to public sector targets	June 2027	Percentage of employees, volunteers and Board members from a CaLD background in comparison with the State Government target of 17.7%
<b>29.</b>	Seek opportunities for new Board members to be recruited from the Office of Multicultural Interest's Leadership and Governance Program	June 2027	Number of times graduates from OMI's Leadership and Governance Program are considered for Board vacancies (in accordance with the <i>Library Board of Western Australia Act 1951</i> )

**WA Multicultural Policy Framework strategy**

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

**Identify, develop and implement initiatives that encourage social, cultural, civic and political participation of Western Australia's CaLD community.**

	<b>Action</b>	<b>Timeframe</b>	<b>Measures</b>
<b>30.</b>	Promote State Library venues to CaLD organisations	June 2027	Number of venue bookings from CaLD organisations
<b>31.</b>	Explore opportunities for multicultural related partnerships or memorandum of understanding (MOU) with: <ul style="list-style-type: none"> <li>- tenants within the State Library building</li> <li>- CaLD organisations and businesses within the library, education and language learning sectors</li> </ul>	June 2027	Number of new partnerships or MOUs each year Number of overall partnerships and MOUs

## Discover More

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