



Multicultural Action Plan 2021-24

Landgate

June 2022

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Introduction

I am pleased to provide Landgate's Multicultural Action Plan, which builds on the key strategies outlined within our Workforce and Diversity Plan. It ensures Landgate has a planned approach to diversity, so we can create a workforce that is representative of our community and supports inclusivity of all people.

Landgate's Multicultural Action Plan was developed in accordance with the Office of Multicultural Interests guidelines and aligns with the Western Australian Multicultural Policy Framework (WA MPF), which was developed in response to the State's growing diversity, where 38 per cent of people are born overseas.

As part of the Western Australian public sector, Landgate is committed to supporting the capacity and contribution of people from culturally and linguistically diverse (CaLD) backgrounds in Western Australia's civic, social and economic environments. I am proud of Landgate's ongoing success in relation to this diversity group, with our workforce continuing to have a higher representation of individuals from CaLD backgrounds than the WA public sector average. Whilst we can celebrate these achievements, there is always more to do.

I encourage all staff to view the plan and to consider ways how they can help to create an environment where all individuals, regardless of their unique backgrounds, talents and views are truly valued.

Graeme Gammie
CHIEF EXECUTIVE

Acknowledgement of Country

Landgate acknowledges the Traditional Owners of Country throughout Western Australia, and we pay our respects to their Elders past, present and future. We acknowledge Noongar people as the original custodians of the Land on which our Midland, Perth and Bunbury offices sit.

Our Purpose

Landgate is Western Australia's Land Information Authority.

Our role is to support the sustainable economic, social and environmental management and development of land to deliver value for the State.

We honour the deep connection that exists between people and land in Western Australia, particularly Aboriginal and Torres Strait Islander peoples, recognising its timeless importance to our communities and to their sense of identity, purpose and belonging.

As the State's trusted source of location information, Landgate's priority is to support the needs of all Western Australian's – our customers – across government, industry and community.

Our data, products and services underpin Western Australian land titles, property information and valuations, maps and location-based information.

Landgate's Multicultural Plan

Landgate's Multicultural Action Plan supports Landgate's commitment to diversity and inclusion and identifies the key actions to meet the policy priority areas of the WA MPF. It addresses the WA MPF's three policy priorities:

- harmonious and inclusive communities
- culturally responsive policies, programs and services
- economic, social, cultural, civic and political participation.

The actions are informed by Landgate's Workforce and Diversity Plan and builds upon the directions set out in key internal documents including the Strategic Development Plan and Statement of Corporate Intent.

This plan has been developed in accordance with guidance documents provided by the Department of Local Government, Sport and Cultural Industries, Office of Multicultural Interests. It is a living document, monitored throughout its three-year phase to track actions and is reviewed at its completion. Progress on the plan will be reported through Landgate's annual report.

Contact Details

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Policy priority 1 – Harmonious and inclusive Communities

Harmonious and inclusive communities are where people understand, appreciate and celebrate difference; recognise the vast potential and benefits that diversity offers us as individuals and communities; embrace new perspectives and develop together.

Strategies

- Promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally diverse backgrounds.
- Address racism and discrimination at both an individual and institutional/systemic level, including the Policy Framework for Substantive Equality.
- 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

Outcomes

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

Action	Timeframe	Responsible	Outcome / Measure	Desired Impact
Appoint an executive champion (from CorpEx) for CaLD employees and promote this to the business to ensure there is executive sponsorship and support for CaLD initiatives.	30 June 2021	People & Culture (Strategic)	Landgate has an executive champion for CaLD employees	There is a greater focus and senior support for CaLD initiatives within Landgate.
Increase cultural competency skills of employees through the promotion of relevant training programs.	30 June 2023	People & Culture (Strategic)	50% of employees have completed Diverse WA-Cultural Competence Training.	All Landgate employees are aware of and can complete the Cultural Competence and Unconscious Bias training and gain a broader understanding of issues impacting CaLD communities.

			<p>All new incoming employees undertake the Diverse WA training as part of their Induction.</p> <p>Unconscious bias training is rolled out within our new Learning Management System.</p> <p>Quarterly reminders are sent to employees who have yet to undertake training.</p>	
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Action	Timeframe	Responsible	Outcome / Measure	Desired Impact
Multicultural events are held and promoted to celebrate the CaLD community.	Annually (prior to 31 December)	<p>People & Culture (Strategic)</p> <p>Strategic Communications</p>	<p>Up to three events are held across Landgate annually, such as Luna New Year, Harmony Week, and Diwali</p> <p>Landgate acknowledges, celebrates and supports multiculturalism and through regular articles on intranet.</p> <p>Culturally safe spaces and private facilities are available to employees, and will continue to be</p>	Colleagues from CaLD backgrounds feel included and employees have a greater awareness of WAs cultural diversity.

			made available in the refurbished Landgate building (expected completion 2024)	
Landgate's intranet diversity page (including content relevant to the CaLD community) is regularly updated to ensure currency of information.	Annually (prior to 30 June)	People & Culture (Strategic)	Intranet diversity page is up to date and accurate.	Landgate employees can more easily access details or links to relevant information, community support and outreach organisations.
Promote the Australian Human Rights Commission's Racism It Stops with Me campaign with a particular focus during Harmony Week.	Annually (Harmony Week)	People & Culture (Strategic) Strategic Communications	The campaign is promoted through intranet and all employee email in line with the agreed dates.	Landgate employees learn about racism and stand against it by acting for positive change.
Integrate information to support diversity awareness into induction and onboarding processes.	30 June 2022	People & Culture (Strategic)	100% of new employees understand the importance Landgate's internal policies and practices in relation to diversity.	Employees are better informed about the diversity practices from the commencement of their employment with Landgate.
Promote EEO self-reporting in induction processes and annually through Web Kiosk for all employees to ensure accuracy of diversity data.	Annually (prior to 30 June)	People & Culture (Strategic)	Employee diversity information is up to date and accurate.	Landgate's diversity data is an accurate representation of our workforce.

Policy priority 2 – Culturally responsive policies, programs and services

Cultural responsiveness refers to Landgate services that are respectful of, and relevant to the beliefs, practices, culture and linguistic needs of its diverse customers and colleagues and the capacity Landgate has to respond to those needs through systemic, organisational, professional and individual interventions.

Strategies

- Integrate multicultural policy goals into strategic and corporate planning, procurement and review processes.
- Identify inequities in service access and outcomes for Western Australians from culturally and linguistically diverse backgrounds and develop strategies to address them
- 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 codesign 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.

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.

Action	Timeframe	Responsible	Outcome / Measure	Desired Impact
Implement recruitment and selection strategies that will increase employment of people from CaLD	30 June 2021	People & Culture (Operations)	Landgate’s recruitment and selection strategies are reviewed to consider the needs of individuals from a CaLD background. All Landgate panel members have an increased awareness of cultural considerations (including unconscious bias).	Landgate’s recruitment processes and practices are

backgrounds and develop the cultural competency of Landgate employees participating on panels.				conducive to the employment of all individuals.
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Action	Timeframe	Responsible	Outcome / Measure	Desired Impact
Continue to measure CaLD employee diversity targets (to include equity index) through MOIR and monitor this in accordance with Landgate's Workforce and Diversity Plan.	Quarterly (to align with PSC requirements)	People & Culture (Operations and Strategic)	All relevant internal stakeholders have visibility of Landgate's summary diversity data.	There is ongoing oversight regarding Landgate's progress and measures are put in place (where necessary) to address any issues that are identified.
Implement Western Australia's Language Service Policy (LSP) at Landgate	30 June 2023	Customer Service People & Culture (Operations) Strategic Communications	Landgate's frontline employees are culturally competent in effective communication with customers and working with interpreters. Access to interpreters is facilitated for Landgate employees as and when required. Translation of Landgate materials is facilitated for customers and employees as and when appropriate. The WA LSP is communicated	Equitable access to Western Australian public sector services, through the provision of language services

			<p>to employees and is available on Landgate's intranet.</p> <p>Options to supplement existing customer records with CaLD information are explored, to gain further understanding of client needs and inform future strategies.</p>	
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Policy priority 3 – Economic, social, cultural, civic and political participation

A stable and skilled population flourishes within a community where everyone has access to opportunities and resources to make a contribution, whether that contribution is through social, cultural, civic or economic participation.

Strategies

- Implement recruitment and career development processes that support employment and progression of employees from CaLD backgrounds.
- Achieve equitable representation of people from CaLD backgrounds at all levels and in decision-making roles.
- Identify, develop and promote initiatives that support the development of businesses and the entrepreneurial potential of Western Australia’s CaLD community.
- Identify, develop and implement initiatives that encourage social, cultural, civic and political participation by members of Western Australia’s CaLD community.
- Develop and strengthen global connections through partnerships with Western Australia’s cultural and linguistic communities and businesses

Outcomes

- 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.

Action	Timeframe	Responsible	Outcome / Measure	Desired Impact
Explore CaLD profile at leadership levels (including within Board, CorpEx and Strategic Leadership Team) and investigate strategies to address Equity Index.	30 June 2023 (in line with Landgate W&DP)	People & Culture (Strategic)	The Equity Index for CaLD increases.	There is a better representation across the business in relation to CaLD employees.
Through Landgate’s grants program, explore opportunities to support and provide information to CaLD start-up business.	30 June 2022	Location Services	WA’s CaLD community is aware of and have access to support and information	Increased participation of CaLD start-ups in our grants program.

			on applying for grants.	
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