

ChemCentre's Multicultural Plan

2025 - 2028



WESTERN AUSTRALIAN MULTICULTURAL POLICY FRAMEWORK

The [Western Australian Multicultural Policy Framework](#) (WAMPF) translates the principles and objectives of the [WA Charter of Multiculturalism](#) into policy priorities, outcomes, strategies and measures for the public sector.

The WAMPF requires public sector agencies to have multicultural plans in place addressing the three (3) policy priority areas of the Government of Western Australia (WA)'s commitment to multiculturalism:

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

OUR AGENCY

ChemCentre is an independent statutory authority within the WA public sector operating under the *Chemistry Centre (WA) Act 2007*. We provide specialised chemical and forensic science services including high quality, independent chemical information, applied research, expert advice, emergency incident support, and complex analytical services with our core skills in chemistry recognised at national and international levels. We work from analytical laboratories within the Resources and Chemistry Precinct at Curtin University, Bentley.

Our overarching strategic objectives are to:

- mitigate known (and unknown) risks to Government associated with public health, public safety and the environment;
- keep the State safe during times of emergency and crisis;
- support the State's justice and policing systems, and thoroughbred, harness and greyhound racing industries;
- support the State's sustainable economic development, and science capability and engagement;
- develop our people, maintain and enhance organisational capability, and strive for financial sustainability; and
- to earn revenue by engaging in commercial activities that are not inconsistent with the performance of our other functions.

Our major clients include the Government of Western Australia (directly and through client Departments), Government Trading Enterprises (GTEs), research funding bodies, universities and industry.



OUR MULTICULTURAL PLAN

Our Strategic Plan 2023 – 2028 outlines our vision, values, purpose and mission to provide excellence and innovation in chemical and forensic science, emergency response and research, to support the administration of justice and a safe and a prosperous WA. ChemCentre's workforce representation of Culturally and Linguistically Diverse¹ (CaLD) people is 28.7%², which exceeds the target of 15.5% set in the *Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020 - 2025*.

Our Multicultural Plan articulates how our vision will be achieved within the context of our cultural and linguistic diversity, demonstrating how we will enact the multicultural priorities and actions from the WAMPF. It outlines our commitment to:

- improve engagement with people of cultural and linguistically diverse backgrounds;
- build the capacity of our employees, leaders and systems in meeting the needs of our culturally diverse State; and
- communicate with inclusiveness and consult with our culturally diverse communities.

We look forward to the implementation of our Multicultural Plan and working together to build and maintain a society where everyone has a strong sense of belonging and can participate and be fully engaged in achieving their goals.

¹ 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 – WAMPF

² Public Sector Commission Chemistry Centre (WA) Entity Profile – March 2025



HARMONIOUS AND INCLUSIVE COMMUNITIES

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

STRATEGY	ACTION	RESPONSIBILITY	OUTCOME	TIMEFRAME
Promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally diverse backgrounds	Maintain and update the diversity and inclusion calendar on our intranet page	Marketing and Communications Human Resources and Information Services	Information about events is published to celebrate multiculturalism	Ongoing
	Celebrate the stories and achievements of our CaLD workforce through intranet news, staff communication sessions, publications and social media	Marketing and Communications Human Resources and Information Services	Recognition of our CaLD employees	Ongoing
Address racism and discrimination at both an individual and institutional/systemic level, including implementing the Policy Framework for Substantive Equality	Continue to implement our Psychosocial Risk Management Policy to proactively prevent and manage psychosocial risks in our workplace	Safety Committee All staff	Themes identified through employee surveys and reported incidents are progressively addressed Our staff are engaged and contribute towards creating and maintaining a safe and inclusive place to work	Ongoing
	Reinvigorate the peer support network by reviewing the role, recruitment and training of Contact Officers	Human Resources and Information Services	Our workforce has a variety of avenues for support in raising and addressing workplace concerns, including racism and discrimination	By June 2026

STRATEGY	ACTION	RESPONSIBILITY	OUTCOME	TIMEFRAME
Develop workplace cultures that are welcoming and inclusive of all Western Australians	Promote and role model the expected workplace behaviours outlined in the WA Public Sector Code of Ethics, and our Values, and Code of Conduct	Senior Executive Managers Marketing and Communications Human Resources and Information Services	Appropriate behaviours are reiterated through leadership and individual staff performance development planning	Ongoing
	Review of policies and procedures relating to diversity and inclusion in the workplace	Human Resources and Information Services	Policies and procedures are reviewed at least every three (3) years	Ongoing
	Develop a suite of key messages for workplace emails, intranet news, social media and publications concerning diversity and inclusion which are reiterated in our policies	Human Resources and Information Services Marketing and Communications	Key messages are communicated regularly to promote inclusive workplace practices	Ongoing
Initiate and support events and projects that build mutual understanding and respect between cultures	Undertake workplace activities related to Harmony Week using resources on the Office of Multicultural Interests website	Marketing and Communications Human Resources and Information Services	Our staff acknowledge and celebrate multiculturalism	Every year
	Hold workplace functions, such as morning teas, on culturally significant days relevant to our workforce	Marketing and Communications Human Resources and Information Services	Our staff understand cultural diversity and traditions of others	Every year

CULTURALLY RESPONSIVE POLICIES, PROGRAMS AND SERVICES

- 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

STRATEGY	ACTION	RESPONSIBILITY	OUTCOME	TIMEFRAME
Integrate multicultural policy goals into strategic and corporate planning, procurement and review processes	Draw on staff expertise, including their cultural backgrounds, in the development and evaluation of strategic and multicultural plans	Senior Executive	Selected plans reviewed by staff at different levels of ChemCentre	Ongoing
	Integrate responsibility for multicultural objectives in business plans and the performance agreements of the Senior Management Group	Senior Executive	Business plans and performance agreements of leaders include strategies and considerations	Ongoing
Identify inequities in service access and outcomes for Western Australians from CaLD backgrounds and develop strategies to address them	Consult with CaLD stakeholders and clients to identify potential barriers to service access or achievement of positive outcomes	Senior Executive Marketing and Communication	Annual client engagement surveys include questions concerning access to services for people from a CaLD background.	Ongoing
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	Consider what CaLD data is currently collected and whether it is sufficient to plan for future service delivery and program development	Senior Executive Marketing and Communication	Data is collected on country of birth, ancestry and languages other than English spoken at home	December 2026

STRATEGY	ACTION	RESPONSIBILITY	OUTCOME	TIMEFRAME
Provide language services to ensure language is not a barrier to equitable access to information and services, including complaints processes	Develop an action plan to implement the Western Australian Language Services Policy	Senior Executive Marketing and Communication	Where warranted, language services are available to customers and clients	December 2027
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	Where circumstances arise, develop partnerships and consultation mechanisms (including through peak cultural organisations/networks) with cultural and ethnic associations when developing programs and services	Senior Executive Marketing and Communication	CaLD communities are involved in decision-making processes where applicable	Ongoing
Implement recruitment and selection processes that facilitate workforce diversity, and provide opportunities for the development of cultural competencies across the workforce	Recruitment training to those on selection panels to include unconscious bias	Human Resources and Information Services	Barriers to workforce diversity are mitigated	December 2028
	Onboarding of new employees includes online cultural awareness training and existing staff receive refresher training on contemporary multicultural themes	Human Resources and Information Services	Our workforce understand the importance of inclusivity and the challenges faced by people from CaLD backgrounds Training is completed within three (3) months of commencing employment with refresher training provided at least every three (3) years	Ongoing

ECONOMIC, SOCIAL, CULTURAL, CIVIC AND POLITICAL PARTICIPATION

- All 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

STRATEGY	ACTION	RESPONSIBILITY	OUTCOME	TIMEFRAME
Implement recruitment and career development processes that support employment and progression of staff from CaLD backgrounds	Encourage staff to share information about their identity and diversity status	Human Resources and Information Services	News intranet article is published	Annually
	Analyse workforce data in our bi-annual Public Sector Commission Chemistry Centre (WA) Entity Profile	Human Resources and Information Services	Our CaLD representation and the equity index ³ are monitored to track workforce trends	Bi-annually
	Consult with our CaLD workforce on policies and procedures for recruitment and criteria progression for our technical and scientific staff	Human Resources and Information Services	Our CaLD workforce contributes to the development and evaluation of our recruitment and promotional mechanisms	Ongoing
Achieve equitable representation of people from CaLD backgrounds at all levels and in decision-making roles	Address any barriers to the progression or promotion of people for CaLD backgrounds, including through the exemptions of the <i>Equal Employment Act 1984</i>	Human Resources and Information Services	Improvement in the equity index in the bi-annual Public Sector Commission Chemistry Centre (WA) Entity Profile	Ongoing

³ The equity index measures the distribution of a particular group across all levels of the workforce and compares it to the distribution of the workforce as a whole

STRATEGY	ACTION	RESPONSIBILITY	OUTCOME	TIMEFRAME
Identify, develop and promote initiatives that support the development of businesses and the entrepreneurial potential of Western Australia's CaLD community	As circumstances arise, consider the links of our research and innovation programs to CaLD communities through peak cultural organisations/networks	Senior Executive Marketing and Communications	CaLD communities are supported in the development of business opportunities where applicable	Ongoing
Identify, develop and implement initiatives that encourage social, cultural, civic and political participation by members of Western Australia's CaLD community	Identify and promote our Science, Technology, Engineering and Mathematics (STEM) representatives and the work that they do in the CaLD community	Marketing and Communications	Regular articles and communication, on our website and social media platforms, highlighting our community activities	Ongoing
Develop and strengthen global connections through partnerships with Western Australia's CaLD communities and businesses	Consider educational opportunities in chemistry for international students	Senior Executive Marketing and Communications	Existing partnerships with WA universities are expanded to include educational opportunities for international students	Ongoing