



Department of **Transport**  
**Main Roads** Western Australia  
Public Transport Authority

**Connecting**  
people and places

Transport Portfolio

# Multicultural Plan 2025-28



# Acknowledgement of Country

The Transport Portfolio acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders both past and present.



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### Accessibility

This plan is available in alternative formats upon request.

# Director General's Foreword



**I am pleased to present the Transport Portfolio's Multicultural Plan 2025-28.**

This is our first Portfolio Multicultural Plan. It builds on our past successes and achievements and will further enhance cross-Portfolio collaboration in delivering on our shared commitment to providing services and infrastructure to Western Australia's diverse community in a fair and non-discriminatory manner.

I thank all those involved in development of the Plan. This includes officers from within the Portfolio, community members who provided feedback, and the Office of Multicultural Interests within the Department of Local Government, Sport and Cultural Industries.

Looking ahead, the Plan sets out the actions we will take in support of the Western Australian Multicultural Policy Framework.

The Transport Portfolio interacts daily with people from culturally and linguistically diverse backgrounds, including customers, employees, projects partners and other stakeholders.

Optimising the benefits of cultural diversity and delivering culturally responsive policies, programs, workplaces, information and services enables the Transport Portfolio to achieve better outcomes for the Western Australian community.

A handwritten signature in black ink, appearing to read 'Peter Woronzow', written over a horizontal line.

**Peter Woronzow**  
Director General  
Transport Portfolio



A Portfolio Plan to benefit the Western Australian community





## About the Transport Portfolio

**The Transport Portfolio includes the three key transport agencies - the Department of Transport (DoT), Main Roads Western Australia (Main Roads) and the Public Transport Authority (PTA) - and the Office of Major Transport Infrastructure Delivery (OMTID), METRONET and Westport.**

Our Vision is for a better future for Western Australians through connected, resilient, safe and sustainable transport solutions. Together, we strive to provide world-class outcomes for our community, all Western Australians, and visitors to our State. The Transport Portfolio exists to deliver an intelligent, interconnected transport network that responds to Western Australia's way of life and ensure well-designed transport infrastructure and services that support vibrant, healthy and sustainable communities.

We provide a range of transport systems and services. DoT services include licensing for people, vehicles and vessels, integrated transport planning for people and freight, planning and improving active transport infrastructure and behaviours, and strategic policy for maritime, aviation and land transport. DoT also regulates the on-demand transport industry, is responsible for marine safety regulation and education, develops and manages coastal infrastructure and administers a range of grants and subsidies.

Main Roads is responsible for planning, building, maintaining and operating the state's road network including freeways, major roads, bridges, roadside rest areas and cycling and walking paths. They are also responsible for traffic signals, road signs, school zones, road markings, speed zoning and traffic data to provide a well-connected, safe and sustainable integrated transport network.

The PTA provides a wide range of public transport services to metropolitan and regional Western Australia including bus, road coach, train and ferry services. This includes support services such as InfoLine which can provide information on accessible public transport services, SmartRider assistance, brochures and timetables.

Together, METRONET, Westport and OMTID are responsible for the planning and delivery of major transport infrastructure.

Through collaboration the Portfolio approaches transport planning and delivery in an integrated, strategic and innovative way to achieve improved outcomes.

Working together



## Diversity, equity and inclusion

The Portfolio has other plans and strategies to improve access and inclusion in our information and services (including employment) for people with different needs, that are regularly monitored and reported on. This includes the Transport Portfolio Disability Access and Inclusion Plan, Reconciliation Action Plans, and Workforce Diversity and Inclusion Plans.

**CaLD 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.



Linking with other Portfolio access and inclusion plans



## Multicultural Plan successes

**We continue to work collaboratively to improve our services and outcomes for the CaLD community.**

Some achievements in recent years include: Celebrating key multicultural dates and events including Diwali, Lunar New Year, Ramadan and Eid, Easter and Harmony Week. These events were celebrated in a range of ways, including lighting up our assets, like the Matagarup bridge, sharing employee stories via our intranets and a bespoke book of recipes, promoting the events on our email banners and raising awareness on our social media channels.

All three Portfolio agencies are members of Diversity Council Australia (DCA) and participated in DCA's Inclusive Employer Index. This involves an employee survey to measure employee diversity and inclusion experiences in the workplace and enables organisations to benchmark their successes. Main Roads and DoT achieved Inclusive Employer status in 2024 and PTA is working towards this.



Celebrating and learning from shared experiences



**Diversity and inclusion principles and capability development are incorporated into leadership and management programs.**

The PTA's Respectful Workplace Program has increased the focus on managers' knowledge and skills to support a respectful and inclusive culture. All managers and employees also complete four online modules that address an introduction to legislation, rights and responsibilities; sexual harassment; bullying, and discrimination in the workplace.

The Management Skills Development Program at Main Roads commenced in September 2024 for all Managers and covers modules such as 'Diverse Teams are Strong Teams', Building Relationships and Managing Others' and 'Bullying, Harassment and Discrimination Awareness'.

DoT offers a range of learning as part of its commitment to building leadership capability. There are four foundational learning courses for all people leaders to support skill development and enhanced understanding of inclusive work practices. These include:

- Work Health and Safety for Managers (includes psychosocial hazards);
- Managing Workplace Behaviour
  - Bullying, harassment and discrimination;
  - Unconscious Bias; and
  - How to be Inclusive.



Strong foundations in respect and leadership



## **Cultural awareness training for all new starters across the Transport Portfolio.**

Diverse WA is one example of cultural competence online training undertaken in the Portfolio. Developed by the Office of Multicultural Interests, the training enhances employees' cultural awareness and understanding and supports effective communication and engagement with people from all backgrounds.

## **A corporate commitment to Diversity, Equity and Inclusion (DEI), with a focus on CaLD employees.**

This has been evident through the establishment of the PTA Diversity and Inclusion Working Group and Executive Advocates in 2023 to encourage tolerance, inclusion and increased participation in diversity and inclusion initiatives. Main Roads also launched its DEI foundational document 'Road to Diversity, Equity and Inclusion: Main Roads DEI Framework'. Main Roads created a new DEI Council to oversee delivery and provide direction and it established a Diversity Reference group for CaLD People, with an advocate from Corporate Executive, a champion who is a senior member of staff, supported by a group of interested people with lived experience or who are keen to make a difference to workplace culture.



Cultural awareness and corporate commitment





**Creating connections** through a ‘Harmony Hub’ teams chat channel, which has been created by the CaLD Diversity Reference Groups at Main Roads. It is open to all staff, including metropolitan and regional employees to promote multicultural interests, provide facts, and explain cultural similarities and differences. The Hub also promotes upcoming CaLD activities, such as supporting the Centre for Asylum Seekers, Refugees and Detainee Christmas collection or participating in a cultural walk. The Harmony Hub has been active in sharing information throughout the organisation.

**Diversity trend data** methods have been developed and maintained to collect feedback from current and ex-employees to assess organisational maturity and guide strategy evaluation and future development.

**Provision of work placement opportunities for students enrolled in the Settlement Language Pathways to Employment and Training Program (SLPET)** at North Metropolitan TAFE. In line with DoT’s commitment to workplace diversity and inclusion the program assists students to learn vocation-specific English and to become familiar with Australian workplace culture and practices. DoT provided placements for 19 students from 2021 to 2024, with some SLPET students accepting subsequent offers of employment with DoT.

**Familiarisation of CaLD community members with WA’s driver and vehicle licensing requirements.** This has included DoT providing information through participation in community events, delivering information sessions to participants of TAFE’s Adult Migrant English Program, and presentations delivered in collaboration with community organisations.



Sharing knowledge to support and encourage diversity

# How the Transport Portfolio Multicultural Plan was developed

Western Australia is a home to people from around 221 birthplaces, speaking over 249 languages and dialects and following over 130 religious faiths ([Census 2021, Office of Multicultural Interests](#)).

The Transport Portfolio developed its Multicultural Plan in collaboration with extensive external and internal networks to ensure it is relevant, inclusive and effective in addressing the needs of our diverse community.

Members of the public, including CaLD community members, were invited to provide feedback on improving our transport services, information and facilities for CaLD people through an online My Say Transport survey in July 2024. The survey was promoted on the Portfolio partner websites, social media accounts and through established networks and reference groups.

The survey was also promoted via the Office of Multicultural Interests' weekly newsletter, which is distributed to community members, community associations, service providers and organisations working in the CaLD sector. The community input resulted in over 500 responses.

Input to the plan's development was also sought from employees across DoT, PTA and Main Roads via a range of methods, to draw on their invaluable knowledge gained through firsthand experience interacting with CaLD community members, and/or as CaLD community members themselves.

The collated feedback from community consultation has been considered, key themes identified and discussed with internal stakeholders to ensure that the interpretation aligns with community sentiments and to inform the actions included in this plan.



Quantative and qualitative data from stakeholder consultation



# Western Australian Multicultural Policy Framework

The Western Australian Multicultural Policy Framework (the Framework) was launched by the State Government in March 2020.

It has been developed 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 Framework guides the public sector in achieving the government's vision for multiculturalism in Western Australia, and includes the following three policy priority areas:

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

The following pages set out the actions the Transport Portfolio will take in implementing the Framework.



Priorities and actions leading to positive outcomes



## Policy Priority 1 **Harmonious and inclusive communities**

### **Outcome:**

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



### **Strategy 1a. Promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally diverse backgrounds.**

Action 1. Communicate the Portfolio's commitment to multiculturalism publicly and report on achievements.

### **Strategy 1b. Address racism and discrimination at both an individual and institutional/systemic level, including implementing the Policy Framework for Substantive Equality**

Action 2. Continue to monitor feedback received to identify potential systemic discrimination or business improvement opportunities for CaLD people, including opportunities to improve accessibility of feedback processes.

Action 3. Biennial review of Portfolio Access and Inclusion Policy to ensure clear guidance on access and inclusion considerations.

### **Strategy 1c. Develop workplace cultures that are welcoming and inclusive of all Western Australians.**

Action 4. All employees are provided with learning opportunities that foster inclusive mindsets and behaviours.

Action 5. Foster safe and inclusive workplace environments through wellbeing initiatives.

Action 6. Support employee access to diversity and inclusion resources.

Action 7. Celebrate multicultural events of significance to build cultural understanding, and awareness of inclusion and diversity.

### **Strategy 1d. Initiate and support events and projects that build mutual understanding and respect between cultures.**

Action 8. Cross Portfolio collaboration to share information and develop multicultural strategies and initiatives.



## Policy Priority 2

### **Culturally responsive policies, programs and services**

#### **Outcomes:**

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 2a. Integrate multicultural policy goals into strategic and corporate planning, procurement and review processes.**

Action 9. Consider opportunities for improved alignment between business planning and the WA Multicultural Policy Framework.

Action 10. Consider opportunities to improve services and outcomes for the CaLD community, including through use of customer data and consultation where required.

Action 11. Participate in the WA Multicultural Policy Framework (WAMPF) Interagency Government Network to identify and share information on key issues affecting WA CaLD communities to facilitate the development of strategic responses.

#### **Strategy 2b. Identify inequities in service access and outcomes for Western Australians from culturally and linguistically diverse backgrounds and develop strategies to address them.**

Action 12. Information on agency websites provides guidance to people with different needs, including the CaLD community.

#### **Strategy 2c. Provide language services to ensure language is not a barrier to equitable access to information and services, including complaints processes.**

Action 13. Promote and raise employee awareness of the WA Language Services Policy, including requirements for the provision of translation and interpreter services.

Action 14. Internal language services practices / procedures implemented, maintained and communicated to employees.

Action 15. Methods for customer communication consider and respond to needs of people from CaLD backgrounds.

#### **Strategy 2d. 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.**

Action 16. Monitor and evaluate CaLD workforce diversity and inclusion data to inform solution design.

#### **Strategy 2e. 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.**

Action 17. Demonstrate active and visible leadership of the inclusion and diversity agenda, including CaLD initiatives.

Action 18. Identify opportunities to engage with people from CaLD backgrounds to inform policy, programs and service delivery.

#### **Strategy 2f. Implement recruitment and selection processes that facilitate workforce diversity, and provide opportunities for the development of cultural competencies across the workforce.**

Action 19. Continue to improve inclusive recruitment practices to attract diverse talent.

## Policy Priority 3

### **Economic, social, cultural, civic and political participation**

#### **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



**Strategy 3a. Implement recruitment and career development processes that support employment and progression of staff from culturally and linguistically diverse backgrounds.**

Action 20. Continue to ensure job descriptions and advertisements are free from biased language, emphasise the value of diversity, and encourage applications from people from all backgrounds.

**Strategy 3d. Identify, develop and implement initiatives that encourage social, cultural, civic and political participation by members of Western Australia's culturally and linguistically diverse community**

Action 21. Engage with relevant groups where possible, to improve access to Portfolio services that support participation by CaLD community members.

## **Monitoring and reporting**

Each Transport Portfolio agency has internal governance arrangements in place and is responsible for delivering actions within their implementation plans, which will support this Multicultural Plan. The Portfolio will review the implementation of agency actions supporting the WA Multicultural Policy Framework's policy priority areas annually and provide an update to the Transport Portfolio Governance Council.

In addition, Portfolio agencies will report annually to the Office of Multicultural Interests on progress against the actions in their implementation plans. Key achievements will be highlighted in the respective agency annual reports.

A Portfolio access and inclusion working group also collaborates regularly on the plan's implementation.

Regular reviews and optimised collaboration



# Contact us

To share your thoughts or if you would like this plan provided in an alternative format, please contact us:

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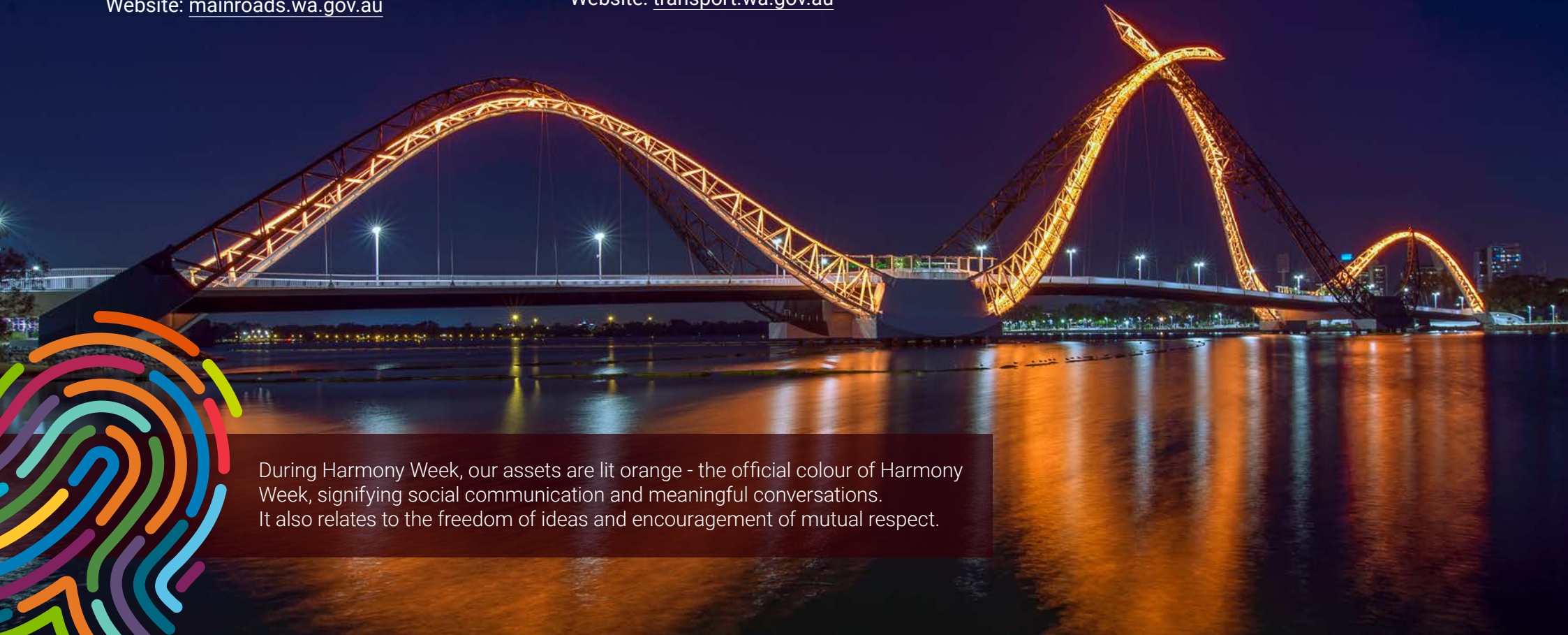
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During Harmony Week, our assets are lit orange - the official colour of Harmony Week, signifying social communication and meaningful conversations. It also relates to the freedom of ideas and encouragement of mutual respect.