



Economic Regulation Authority

# MULTICULTURAL PLAN





The Economic Regulation Authority is one of the most diverse workplaces in which I have been fortunate enough to work. Around 60 per cent of our staff are from culturally and linguistically diverse backgrounds, creating an inclusive and open workplace culture which is a privilege to be a part of.

More broadly, Western Australia's multiculturalism plays a considerable role in its economic success as well as contributing to a vibrant and diverse society.

This plan meets the requirement of the State Government's Multicultural Policy Framework, which recognises the leadership role that public sector agencies must play to embrace all aspects of Western Australia's cultural and linguistic diversity.

The ERA's role is to ensure that vital utility services are delivered in the long-term interests of the Western Australian community. While the ERA is not a frontline service agency, it is still essential for us to understand how our decisions affect all members of the community.

The ERA is committed to achieving the outcomes in this plan, to ensure that we conduct our responsibilities for the benefit of all Western Australians.

**Jenness Gardner**  
Chief Executive Officer



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## Introduction

The ERA is Western Australia's independent economic regulator.

Our role is to regulate the gas, electricity and rail industries, and license providers of gas, electricity and water services. We also conduct inquiries into economic matters referred to us by the Treasurer and have regulatory and review roles in the Wholesale Electricity Market and retail gas market.

We aim to ensure that the delivery of water, electricity, gas and rail services in Western Australia is in the long-term interest of consumers. Our functions are designed to maintain a competitive, efficient and fair commercial environment.

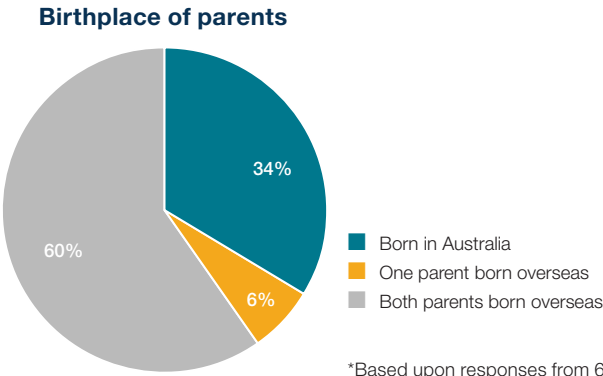
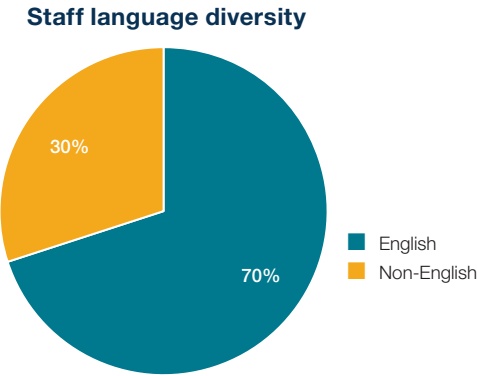
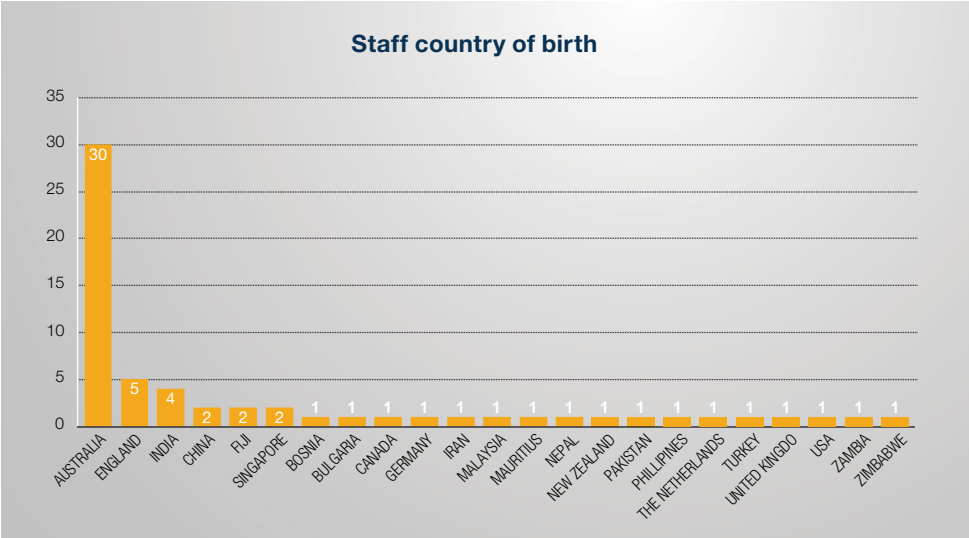
We make our decisions independently of industry, government and other interests, and are not subject to government or ministerial directions when carrying out our regulatory functions.





The ERA has prepared this plan in accordance with the Western Australian Multicultural Policy Framework (WAMPF). It sets out the actions the ERA intends to take over the next three years under each of the three policy priorities set out in the framework:

- Harmonious and inclusive communities.
- Culturally responsive policies, programs and services.
- Economic, social, cultural, civic and political participation.



\*Based upon responses from 62 staff

## Policy Priority 1 – Harmonious and inclusive communities

### WAMPF strategies:

- Promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally diverse backgrounds.
- Initiate and support events and projects that build mutual understanding and respect between cultures.
- Develop workplace cultures that are welcoming and inclusive of all Western Australians.

Action	Responsibility	Key Performance Indicators	Timeframe
<b>Workplace</b>			
Increase cultural competency skills of staff members through delivery of relevant training programs.	All staff	100 per cent of staff have completed cultural awareness training.	31 December 2021
Identify staff to become inclusion champions across the agency. Champions will form a committee and promote inclusion messages, support inclusive workplace culture and coordinate celebration of events like Harmony Week and Language Week.	Executive Directors	Two champions per division identified. Set of inclusion messages developed and promoted regularly. A space designated in the office to be used for diverse cultural needs (for example, a prayer room). Articles shared on the intranet on multiculturalism.	31 May 2021
Acknowledge and celebrate multicultural events such as Harmony Week, Diwali and Chinese New Year.	All staff	Celebrate three annual events acknowledging and celebrating multiculturalism.	31 December 2021

### Desired impact:

- An inclusive and welcoming workplace established for all staff and stakeholders.
- Broader awareness about issues affecting Culturally and Linguistically Diverse (CaLD) communities.
- Broader awareness by staff of culturally significant days and events that affect people from CaLD backgrounds.





## Policy Priority 2 – Culturally responsive policies, programs and services

### WAMPF strategies:

- Provide language services to ensure language is not a barrier to equitable access to information and services, including complaints processes.
- Collect and analyse CaLD data to contribute to the identification of client needs, the development of policies and programs and evaluation of outcomes.
- Implement recruitment and selection processes that facilitate workforce diversity, and provide opportunities for the development of cultural competencies across the workforce.

Action	Responsibility	Key Performance Indicators	Timeframe
<b>Information Collection</b>			
Collect cultural and linguistic data about the workforce to identify current number of employees from CaLD backgrounds at all levels.	Human Resources	Cultural and linguistic workforce data collected for all staff, including identifying culturally diverse staff given opportunities to work in senior roles.	30 March 2021
<b>Recruitment</b>			
Recruitment policies and processes	Human Resources	Recruitment and talent management process reviewed and modified to minimise systemic bias (including unconscious bias).	30 June 2021
<b>Workplace training and development</b>			
Ensure all staff complete cultural competency training when commencing at the agency. Training should include: <ul style="list-style-type: none"> <li>• Recognising unconscious bias.</li> <li>• How to work with interpreters and translators.</li> <li>• Effective communication.</li> </ul>	Human Resources	Mandatory cultural competency training included in induction package for all new staff. 100 per cent of staff have completed cultural competency training. All Administration Assistants have received training on engaging interpreters.	31 December 2021  31 December 2021  30 June 2021
<b>Communications and language services</b>			
Establish a Language Services Policy for the ERA.	Office of the CEO/ Communications	A language services policy developed and endorsed by Corporate Executive. The policy to be made available on the ERA's intranet and in the induction pack	30 June 2022

## Policy Priority 2 – Culturally responsive policies, programs and services (continued)

### Desired impact:

- CaLD representation at all employment levels across the ERA.
- CaLD data collection process established and used for strategic planning across relevant departments and for procurement purposes.
- Cultural awareness training completed by all staff to ensure a more confident workforce that works holistically with CaLD communities.

## Policy Priority 3 – Economic, social, cultural, civic and political participation

### WAMPF strategies:

- Implement recruitment and career development processes that support employment and progression of staff 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 WA's CaLD community.
- Identify, develop and implement initiatives that encourage social, cultural, civic and political participation by members of WA's CaLD community.

Action	Responsibility	Key Performance Indicators	Timeframe
<b><i>Increase capacity to move into decision making roles</i></b>			
Develop initiatives that support people from CaLD backgrounds to enter into agency leadership roles.	Corporate Executive	Equitable CaLD representation at Level 7 and higher roles.	30 June 2024

### Desired impact:

- Increase employment prospects for people of CaLD background in the Western Australian public sector.



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