



**Small Business  
Development Corporation**



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# **Multicultural Plan**

2024 -2027



## Foreword

The Small Business Development Corporation (SBDC) takes a planned approach to identifying and creating opportunities for continuous improvement across all of its services to ensure inclusivity of all people. This includes taking action to support people from culturally and linguistically diverse (CaLD) backgrounds to reach their full potential within the Corporation's workplace and have opportunities to participate in all aspects of the community and the small business sector.

In 2020, the Western Australian Government launched the inaugural Western Australian Multicultural Policy Framework (WAMPF) for the WA public sector. The WAMPF was developed in response to the state's growing diversity, where over 32 per cent of people are born overseas. Public sector agencies are required to develop and implement a Multicultural Plan to develop actions that meet the policy priorities of the WAMPF.

As part of the Western Australian public sector, the SBDC is committed to support the capacity and contribution of people from CaLD backgrounds in Western Australia's civic, social and economic environments.

A handwritten signature in black ink, appearing to read 'D. Eaton'.

David Eaton

SMALL BUSINESS COMMISSIONER



# Small Business Development Corporation

The SBDC is an independent statutory authority, established in 1984 under the Small Business Development Corporation Act 1983.

Our vision is for a strong and enterprising small business sector in Western Australia and we support this through our mission to deliver and facilitate relevant, practical support to small businesses and advocate on their behalf.

## Small Business Development Corporation Multicultural plan

The Multicultural Plan is a three-year plan and will act as a key document to guide the Corporation's service responsiveness, employment opportunities and community outputs for people of CaLD backgrounds. The plan will be monitored throughout its three-year life to track actions and will be reviewed at its completion. Progress of the plan will be reported annually through the Corporation's annual report.



## Contact details

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The SBDC Multicultural Plan is available in alternative formats upon request including electronic format, in standard and large print, audio disc and on the website at [www.smallbusiness.wa.gov.au](http://www.smallbusiness.wa.gov.au)

## 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.
- Address racism and discrimination at both an individual and institutional/systemic level, including implementing 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

Action	Responsibility	KPIs	Timeframe
Promote and raise awareness of multiculturalism.	Diversity and Inclusion committee	Minimum of 3 events held across the Corporation acknowledging and celebrating multiculturalism including but not limited to: Harmony Week, Lunar New Year, Refugee Day, Eid-al-Fit.	Ongoing and annually
Regularly review policies/ procedures to support inclusion and ensure anti-discrimination	Human Resources	EEO, grievance management and bullying and harassment policies are reviewed to ensure they reflect best practice and support inclusion.	Ongoing and formally review every two years
Ongoing commitment to ensure that we represent CaLD diversity in our publications, presentation, website, uniforms, and image library.	Strategy, Marketing and Communications	Consider multicultural art and design when reviewing or developing publications, presentation, uniforms etc.	Ongoing
Increase cultural competency skills of staff members through completion of the online inclusion program offered to staff.	Human Resources  All staff	100 percent of staff have completed cultural awareness training. Staff have broader awareness about issues impacting CaLD communities.	30 June 2025

### Desired impact:

- An inclusive and welcoming workplace established for all staff, stakeholders and clients
- Staff and stakeholders have broader awareness about issues impacting CaLD communities
- Broader awareness for staff of culturally significant days and events that may impact people from CaLD backgrounds

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

### WAMPF 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 CaLD 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 CaLD data to contribute to the identification of client needs, the development of policies and programs and evaluation of outcomes.
- Enable CaLD communities to have meaningful input into policies, programs and systems through co-design 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.

Action	Responsibility	KPIs	Timeframe
Deliver services that consider multiculturalism.	All organisational units	Tender evaluation panels to include a CaLD representative where possible	Ongoing
	Business Skills Development	Third party service providers are required to implement strategies which encourage CaLD participation in SBDC funded services as part of their contract.	Ongoing
Review the Language Services Policy to ensure currency	Business Advisory Services	WA Language Service Policy and resources are made available on the Corporation intranet and is reviewed biennial.  Training for frontline staff is delivered on how to engage with language services such as interpreters.	Ongoing and biennial review.  As required.
Regular review of the SBDC website to ensure it still meets access and inclusion requirements.	Strategy, Marketing and Communications	Website includes the national interpreter and universal Auslan symbols. Video and written content is clear, simple and in plain English. Images and icons are included throughout content.  Consider specific needs of CALD customers during the phases of designing a service, including research, persona creation and client needs.	Annually

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

Action	Responsibility	KPIs	Timeframe
Review the Corporation's complaints and feedback processes to ensure accessibility for people from CaLD backgrounds.	Corporate Services	Information and complaints processes/policy is regularly reviewed and updated to ensure better access and are in line with CaLD client needs.	June 2026
Consider developing a CaLD data collection methodology for client services as part of the implementation of a new service delivery platform.	Business Skills Development, Dispute Resolution Services and Business Advisory	Develop data collection mechanisms to collect diversity data from services.	June 2025
Collect cultural and linguistic data in the workplace to identify current number of employees from CaLD backgrounds at all levels.	Human Resources	All new staff are asked to complete their diversity details in the HRMIS system, this is then reported through HR MOIR data to Public Sector Commission CaLD data collected is used to inform workforce planning.	Ongoing
Create opportunities for people from CaLD backgrounds to provide meaningful input into relevant policies, programs and services	Business Skills Development, Dispute Resolution Services and Business Advisory	Identify opportunities to improve service delivery by engaging and liaising with small business owners from CaLD backgrounds through improved client records.	Ongoing
	Strategy, Marketing and Communications	Engage and participate in three events hosted by CaLD industry bodies or organisations.	Annually
Ensure recruitment selection processes are free from discrimination and unconscious bias	Human Resources	Panel members are provided with training to ensure that decision making is free from discrimination.  Recruitment and selection policy and procedures are reviewed to ensure they are contemporary and include tools aimed at eliminating discrimination.	Ongoing  Biennial

### Desired impact:

- Greater CaLD representation at all employment levels across the Corporation.
- Information and complaints processes reviewed and updated to ensure better access for people with English language barriers.
- 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 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 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	KPIs	Timeframe
Ensure recruitment processes and development opportunities are inclusive and equitable to attract and retain staff and supports employment and progression of staff from CaLD backgrounds.	Human Resources	Review of recruitment and selection procedures to ensure that it aimed at eliminating indirect discrimination and unconscious bias.  All staff are provided with access to ongoing development opportunities to support career progression.	Biennial  Ongoing
Staff from CaLD backgrounds are able to have input into decision making through team meetings and Corporation wide meetings.	All staff	Corporation wide meetings are held monthly. This provides staff the opportunity to raise or provide input into current initiatives / projects that SBDC are undertaking.	Ongoing on monthly basis
Develop capacity and networks of CaLD businesses in WA to maximise their potential.	Business Skills Development	Explore business training needs of CaLD businesses to help develop capacity and networks.  Partnerships developed with relevant departments and CaLD business councils to support CaLD businesses.	June 2026  Ongoing
Continue to manage the WA Business Migration program on behalf of the State Government.	Business Skills Development	Successful business migrants continue to make a significant contribution to the State's economy through investment, establishing businesses, generating export income and creating new employment.	Ongoing
Consider opportunities to encourage people with CaLD backgrounds to attend or participate in SBDC workshops and initiatives.	Strategy, Marketing and Communications	Promote workshop and programs through channels use by CaLD communities.	Ongoing

### Desired impact:

- Increase employment prospects for people of CaLD background in the WA public sector.
- Increase participation of people from CaLD background in civic, social and economic environments to strengthen innovation for future planning of initiatives across various sectors.
- Partnerships established with CaLD small businesses and CaLD business councils to support CaLD business development.