



TOGETHER WE
thrive

MULTICULTURAL NSW
ANNUAL REPORT 2017-2018



Multicultural
NSW



OUR PURPOSE

To build and maintain a cohesive and harmonious multicultural society that enriches the lives of all the people of NSW

OUR VISION

A stronger NSW: Through excellence in promoting and advancing cultural diversity, social cohesion and community harmony

OUR STRATEGIC PRIORITIES

Community: Embracing a shared and active commitment to cultural diversity by sustaining wide-reaching, accessible and robust relationships

Language: Cultivating participation through language services for all the people of NSW

Capability: Utilising cultural diversity as an asset to improve social cohesion and community harmony

LETTER OF SUBMISSION



**Multicultural
NSW**

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The Hon. Gladys Berejiklian MP

Premier of New South Wales
GPO Box 5341
Sydney NSW 2001

The Hon. Ray Williams MP

Minister for Multiculturalism
GPO Box 5341
Sydney NSW 2001

Dear Premier and Minister

On behalf of Multicultural NSW, I have pleasure in submitting the Annual Report for the year ended 30 June 2018. This report is for presentation by the Minister to the Parliament of New South Wales.

The report has been prepared in accordance with the requirements of the Annual Reports (Statutory Bodies) Act 1984 and the Annual Reports (Statutory Bodies) Regulation 2010.

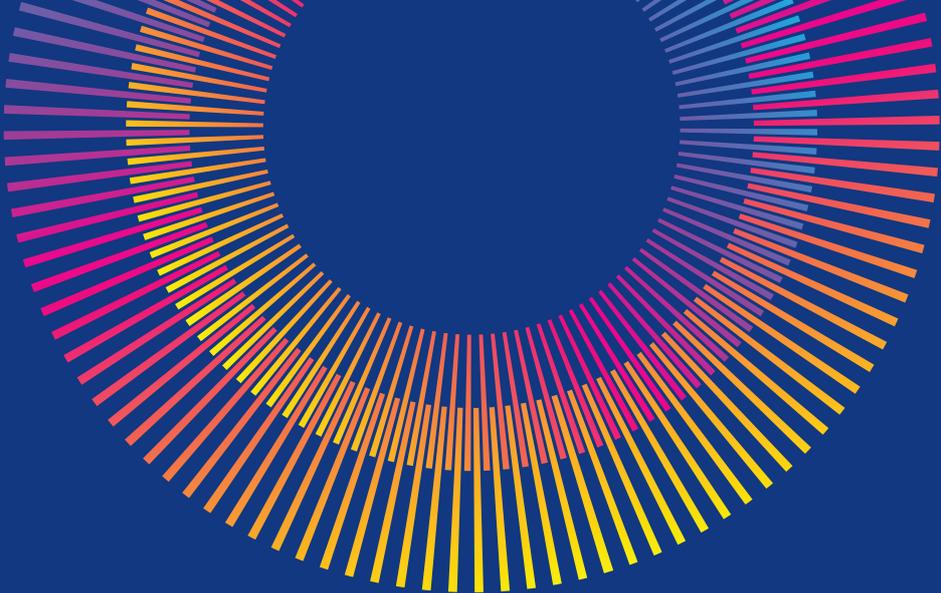
Yours sincerely

A handwritten signature in black ink, appearing to read 'Ross Hawkey'.

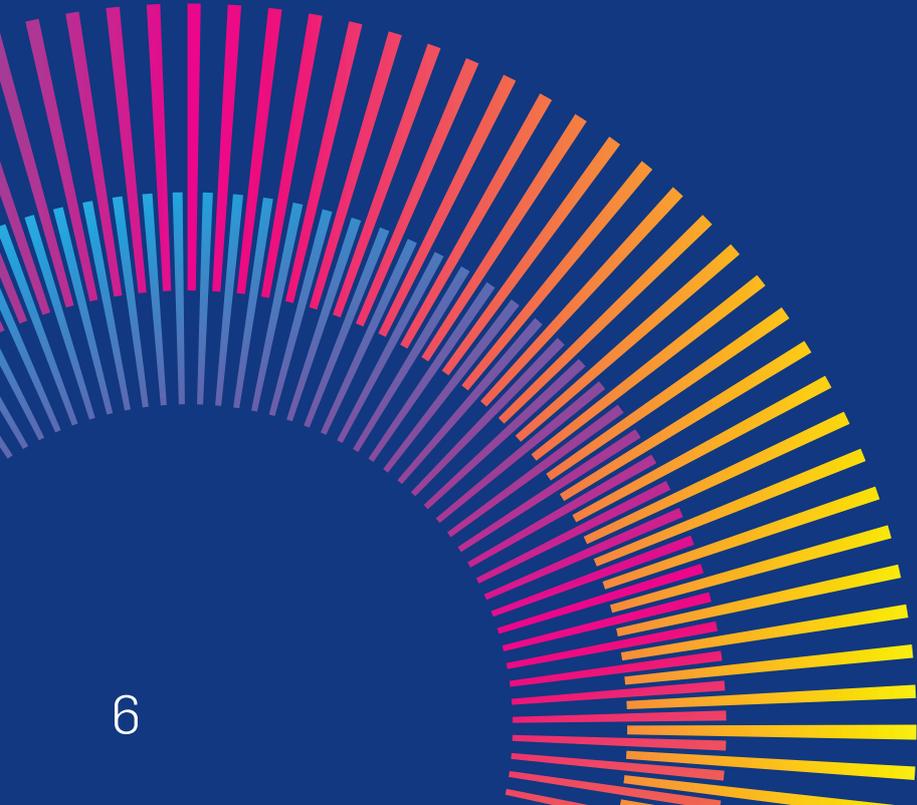
Ross Hawkey
Acting Chief Executive Officer
31 October 2018

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01 ABOUT US



FROM OUR ACTING CHIEF EXECUTIVE OFFICER AND ADVISORY BOARD CHAIR

It is our pleasure to present the Multicultural NSW Annual Report for 2017-18.

Our multicultural identity is one of New South Wales' greatest assets and is recognised as a social and economic advantage. Building on the accomplishments of our predecessors, the Ethnic Affairs Commission and Community Relations Commission, Multicultural NSW has been actively contributing to our State's social tapestry for over four decades.

Our Annual Report showcases the hard work and dedication of Multicultural NSW in promoting and advancing cultural diversity, social cohesion and community harmony. We are proud of what the Agency has accomplished during 2017-18. Many of the programs and initiatives that were implemented this year were driven by our strategic priorities: Community, Language and Capability.

Community engagement is a central focus of our work and touches every aspect of our Agency. This year, Multicultural NSW continued to strengthen existing networks and engage with new and emerging communities across NSW. We achieved this through ongoing work with our Regional Advisory Councils (RACs), our Religious Leaders Forum, and our grants program and partnerships, such as the Community Hubs program. This Program aims to reduce social isolation, particularly of migrant and refugee women and children, by encouraging new friendships and support networks. This year, the hubs engaged around 9,500 families across NSW and during this time, provided volunteering opportunities for 2,522 adults, and assisted 162 individuals gain employment.

In striving to cultivate participation through language services for all people of NSW, Multicultural NSW is transforming the way we deliver our services. We're doing this by enhancing existing offerings and by introducing new services, such as our telephone interpreting services. We also launched Language Services Guidelines. These Guidelines provide a best practice model for NSW Government agencies and their partners, to engage and effectively use interpreter and translator services. We also partnered with an international media monitoring service to deliver multicultural media monitoring to NSW Government.

Building on our work embedding cultural diversity into the operations of all NSW Government agencies through the Multicultural Policies and Services Program (MPSP), we are developing a Planning for Cultural Diversity Toolkit. This toolkit will complement the MPSP Framework by identifying best practice tools to develop, implement and evaluate cultural diversity plans.

Guiding our work, the Multicultural NSW Advisory Board offers direction to the Agency in strategic planning, assessing grants applications, and providing insights to the annual report on the state of community relations in NSW. The Advisory Board's passionate and comprehensive breadth of knowledge provides an understanding of the key issues affecting our State's diverse communities. We would like to take the opportunity to thank the dedicated members of the Multicultural NSW Advisory Board for their determined efforts in supporting the Agency.

We would also like to express our sincere thanks to the Agency's key stakeholders across Government, the corporate and not for profit sectors, and the communities that make up our state. Without their commitment, and without the leadership of the Premier and the Minister for Multiculturalism, and the devoted and talented staff across the Agency, these achievements would not have been possible.

Finally, we would like to extend our heartfelt thanks to former CEO, Hakan Harman who we farewelled in September 2018. During his five years as CEO, Hakan developed and implemented governance changes that transformed the former Community Relations Commission into Multicultural NSW. Through his leadership, Hakan also developed, led and implemented the foundational blueprint for Multicultural NSW, the Harmony In Action Strategic Plan.

While it's important to celebrate our many achievements this year, it is also a time to reflect and look to the future. NSW is a peaceful and harmonious society, but we cannot take our social cohesion for granted. Community harmony takes commitment and a concerted effort from all sections of our society. We all need to stand united as champions for Australia's peaceful and harmonious way of life. Together, we thrive.



Dr G.K (Hari) Harinath
Chair Multicultural NSW Advisory Board



Ross Hawkey
Acting Chief Executive Officer



ADVISORY BOARD MEMBERS



Dr G.K. (Hari) Harinath OAM

Chair
MB BS, DT M&H (Syd)
Appointed 1 July 2013
Appointment expires 5 August 2021



Mr Hakan Harman

Chief Executive Officer
B.Com (UWS) MP Admin (Syd) FCPA
Multicultural NSW
Resigned 30 September 2018



Simon Chan

B.Arch (Hons.) B.Sc.(Arch)
Appointed 31 January 2018
Appointment expires 31 January 2021



Prof Sandra Hale

BA, Dip.Ed., M.App.Ling., PhD, NAATI
Appointed 1 August 2015
Appointment expires 5 August 2021



Mr Kyung (Kenneth) Hong

B.Laws (Bond)
Appointed 15 Sept 2014
Appointment expires 25 October 2020



Prof Andrew Jakubowicz

BA (Hons), PhD, MAICD
Appointed 1 August 2015
Appointment expired 1 August 2018



Joseph La Posta

B App Sci (Town Planning) RMIT
Appointed 31 January 2018
Appointment expires 31 January 2021



Ms Dai Le

B.Arts Political Science (Macquarie)
Appointed 1 Aug 2012
Appointment expires 5 August 2021



Cav. Felice Montrone OAM

Appointed 1 Dec 2012
Appointment expires 5 August 2021



Ms Sage Nemra

LLB (First Class Hon) B.Bus
(Financial Services)
Appointed 7 Dec 2016
Resigned 8 August 2018



Ms Margaret Piper AM

B.Ed (Hons) M.Ed (Syd)
Appointed 15 Sept 2014
Appointment expires 25 October 2020



Sonia Sadiq Gandhi

M.Com
Appointed 31 January 2018
Appointment expires 31 January 2021



Mr Devpaal Singh

Youth Member
Civil Engineering & Law student (Syd)
Appointed 15 Sept 2014
Appointment expires 25 October 2020



Ms Cristina Talacko

Appointed 31 January 2018
Appointment expires 31 January 2021



Albert Vella

Appointed 31 January 2018
Appointment expires 31 January 2021



Mr Steve Widders

Appointed 15 Sept 2014
Appointment expires 25 October 2020

ADVISORY BOARD ATTENDANCE

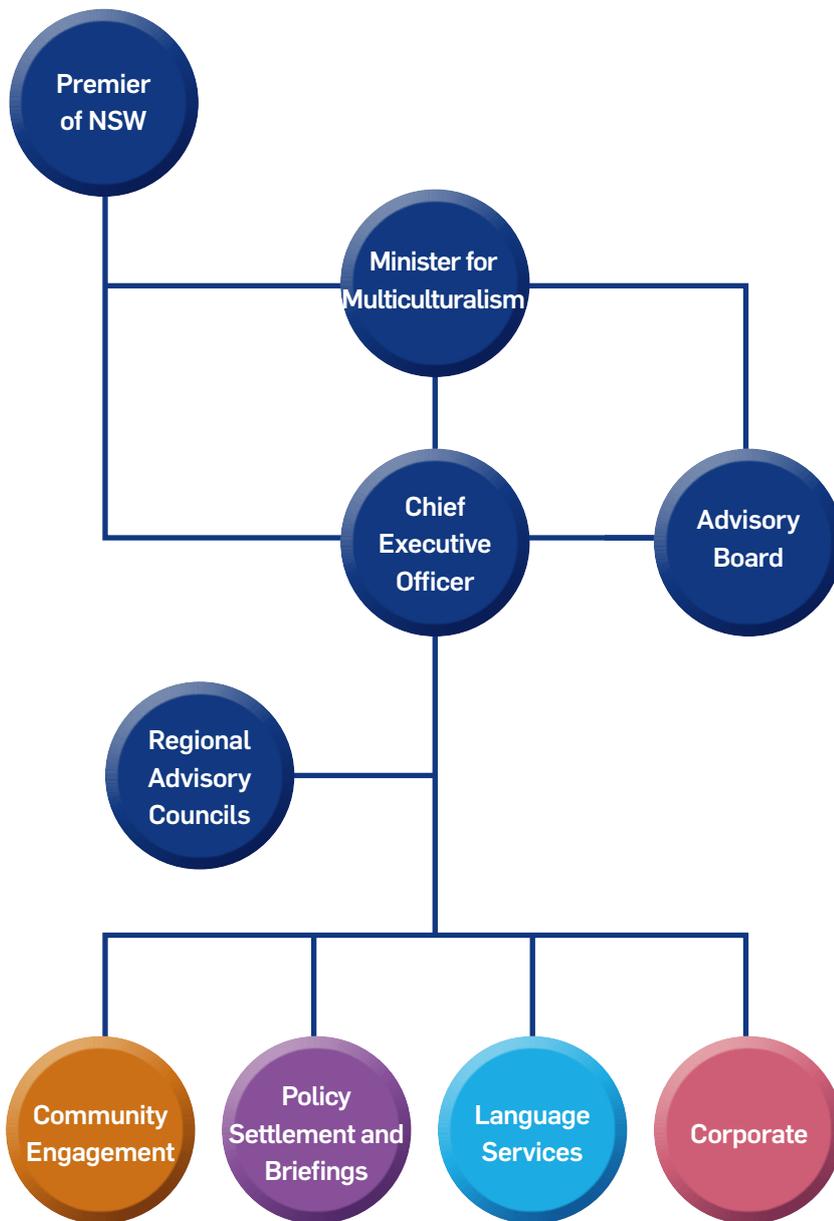
ADVISORY BOARD MEMBERS	25/8/17	27/10/17	15/12/17	16/2/18	10/4/18	22/6/18	Eligible	No of mtgs
Dr G K (Hari) HARINATH OAM	●	●	●	●	●	●	6	6
Mr Hakan HARMAN – resigned 30.9.18	●	●	●	●	●	A	6	5
Mr Simon CHAN	■			●	A	A	3	1
Prof Sandra HALE	●	A	●	●	●	●	6	5
Mr Kenneth HONG	●	LOA	A	●	●	A	5	3
Prof Andrew JAKUBOWICZ – expired 1.8.18	●	●	●	●	●	●	6	6
Mr Joseph LA POSTA	■			A	●	●	3	2
Ms Dai LE	●	A	●	●	●	A	6	4
Mr Felice MONTRONE OAM	LOA	●	●	●	●	●	5	5
Ms Sage NEMRA – resigned 8.8.18	●	●	●	●	●	●	6	6
Ms Margaret PIPER AM	●	LOA	●	●	●	●	5	5
Ms Sonia SADIQ GANDHI	■			●	A	●	3	2
Mr Devpaal SINGH	●	LOA	A	●	●	●	5	4
Ms Cristina TALACKO	■			●	A	●	3	2
Mr Albert VELLA OAM	■			●	●	●	3	3
Ms Steve WIDDERS	A	LOA	●	A	●	●	5	3
S Chan, A Vella, C Talacko, J La Posta, S Sadiq Gandhi - All Appointed 31/1/18								

FORMER ADVISORY BOARD MEMBERS	25/8/17	27/10/17	15/12/17	16/2/18	10/4/18	22/6/18	Eligible	No of mtgs
Mr Peter EL KHOURI – resigned 20.9.17	A	■					0	0
Ms Cathy GUO – appointment expired 14.9.17	●	■					1	1
Mr David KNOLL AM – appointment expired 14.9.17	●	■					1	1

Key: A = Apology, LOA = Leave of Absence, ■ Outside Dates of Appointment

OUR FUNCTIONAL STRUCTURE

OUR EXECUTIVE TEAM



- Community Engagement
- Regional Advisory Councils
- COMPACT
- Communications and Marketing
- Awards
- Events and Forums
- Community Resilience
- Emailink

- Multicultural Policies and Services Program
- Settlement and Immigration Planning
- Research and Investigation
- Policy and Advice
- Ministerial Liaison
- Community Profiles

- Interpreting
- Translations
- Medialink
- Language Testing
- Cultural Competence

- Finance
- Human Resources
- Information Technology
- Governance
- Risk Management
- Grants
- Secretariat

Mr Hakan Harman

Chief Executive Officer
 B.Com (UWS) MP Admin (Syd) FCPA
 Multicultural NSW
 Resigned 30 September 2018

Ross Hawkey

BBS, CA, JP,
 Acting Chief Executive Officer,
 Director, Corporate, CFO/CIO

Megan Lancaster

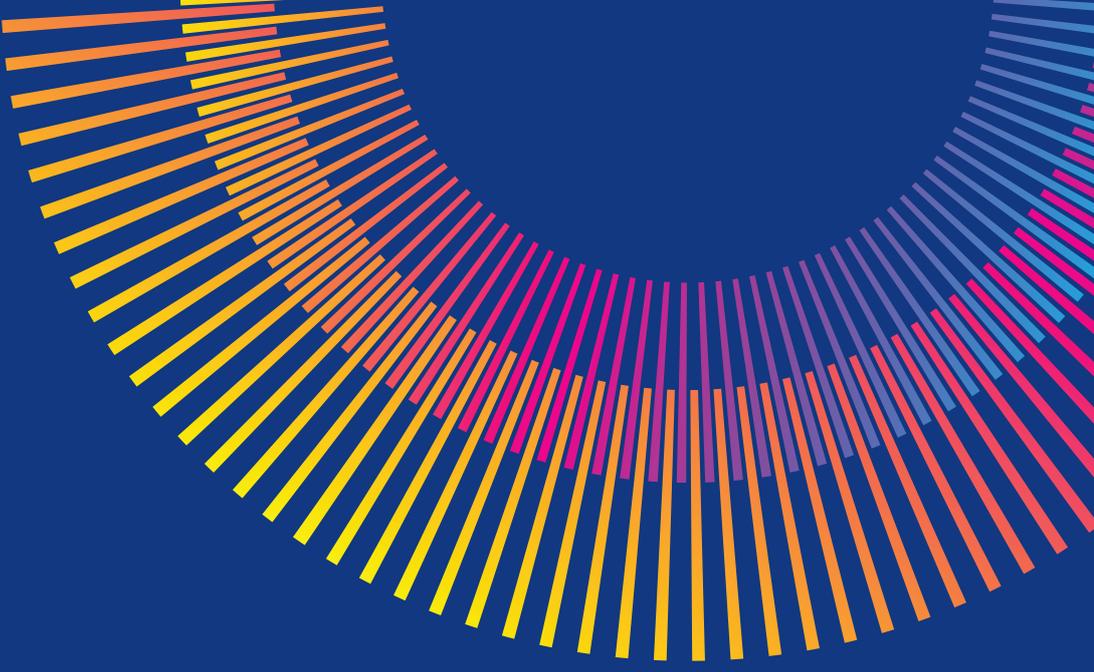
Honorary Fellow, Institute for Governance and Policy Analysis, University of Canberra,
 B. Comm.
 Director, Community Engagement

Victor Duranti

BSc (Psych), Grad Dip PSM
 Director, Policy, Settlement and Briefings

George Bisas

BA
 Director, Language Services



02 SPOTLIGHT

Each year, Multicultural NSW assists hundreds of community organisations deliver meaningful projects to support our diverse society.



A community founded on the power of sport, education and leadership...

PCYC SAVANNAH PRIDE BASKETBALL PROGRAM

In 2017-18, Multicultural NSW provided Savannah Pride a \$20,000 Premier's Fund for Social Cohesion grant to engage 100 young people.

"Since I joined the PCYC Savannah Pride basketball program, I have grown as a person and an athlete, learning a lot about attitude, drive, staying consistent with everything I do, whether its basketball or my education. Joining Savannah Pride definitely taught me how to carry myself as an athlete, learning many skills that has elevated my basketball game throughout my time in Savannah Pride. Thanks to this program and coach Mayor I was given an opportunity to travel to South Africa for the NBA basketball without borders camp, I learnt some experience. Also receiving basketball scholarship which is another step closer to achieving my goal to play college basketball and being a successful person in life."

Paul Tako

A community founded on the power of sport, education and leadership, Savannah Pride is proudly supported by PCYC NSW as part of our mission to get young people active in life, develop the skills, character and leadership of young people and to prevent crime by and against young people.

As one of PCYC NSW numerous youth activities the Savannah Pride program is dedicated to inspiring young people in NSW through Basketball.

Established in 2006 by Mayor Chagai, the Police Citizens Youth Clubs NSW Savannah Pride program has supported more than 1,000 young people in Western Sydney with notable successes both on and off the court.

Savannah Pride currently has 250 members, including coaches and mentors, players and alumni players. Multicultural NSW provided Savannah Pride a \$20,000 Premier's Fund for Social Cohesion grant to commence a pilot program engaging 100 young people aged 12 to 17 in Greater Western Sydney from all cultural backgrounds. The focus of the grant was to develop a sustainable model for the program to continue in the future, and to promote active interaction and engagement from young people of all backgrounds.

A core pillar of the program is the homework and tuition stream, operating on a 'no study, no play' basis. The grant has allowed Savannah Pride to invest in club homework tutors, uniforms for participants and to cover coaching, mentoring and competition costs.

Paul Tako is a 16-year-old Savannah Pride player. Savannah Pride supported Paul to attend international NBA basketball camps and he is a recent recipient of a scholarship to play basketball in the United States.

Girl SKILS developed the young women's communication, interpersonal problem-solving and negotiation skills.



MOUNT DRUITT ETHNIC COMMUNITIES AGENCY

Multicultural NSW supported the Mount Druitt Ethnic Communities Agency (MECA) with a \$10,000 Support Grant to provide skills-based support to twelve young women with refugee backgrounds aged between 14 and 16 living in Mount Druitt.

"It's really hard coming to school from another country. I felt like the girls program gave me some breathing space to understand myself and share my journey with others. I also learnt how to stand up for myself without getting angry and responding badly to others. I feel really happy that I have learnt all these new skills and that I now have an idea about what are my really great strengths and what I can do with them for my future career."

Bandu (name changed) age 15

The 'Girl SKILS (Smarts, Know-How, Intelligence, Leadership, Strength) – Positive Pathways for the Future' program provided female participants with educational and mentoring support over a period of nine weeks.

The program applied positive psychology principles and cognitive behavioural and instructional methods to effectively reduce behavioural issues and teach conflict management skills.

Based on these principles, the program reduced interpersonal conflict and supported the female participants with positive life skills.

Girl SKILS developed the young women's communication, interpersonal, problem-solving and negotiation skills.

In addition, the program assisted the young women to develop effective time management and study skills, and supported them to explore pathways and goal setting for school and beyond.

The successes of the program included a demonstrated increase in skills development and confidence among the young participants.

Other program partners included Creative Training & Coaching, Westpac Banking Corporation, The Westpac Foundation and Chifley College Mount Druitt.

The festival promoted cross-cultural dialogue and showcased the diverse performance art of South Asia.



Nautanki Theatre

NAUTANKI THEATRE

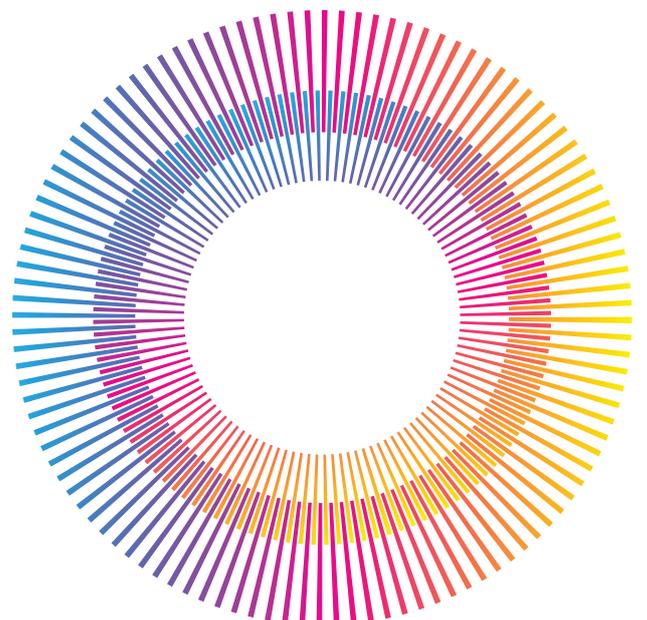
In 2017-18, Multicultural NSW supported the Nautanki Theatre with a \$5,000 Celebration Grant to partially fund their second South East Asian Theatre Festival.

"For the first time in Australia, an experiment has occurred with live theatre that transcends language as a dominant mode of communication. It challenges the performers as well as the audience, to find an alternate way to communicate."
 Neel Banerjee, Festival Director

Nautanki Theatre is an independent theatre company in Western Sydney promoting cultural development, community engagement, education and training through the performing arts. The theatre company operates thanks to five volunteer staff members.

The festival promoted cross-cultural dialogue and showcased the diverse performance art of South Asia. Three plays were presented by various established South Asian theatre groups, which have been performing plays for many years in their own communities.

Over two nights, Nautanki Theatre presented three one-act plays including a Sinhalese, Urdu and Gujarati play. Held in November 2017, the festival was a great success with 200 people from diverse backgrounds attending over the two nights.





ART-OPEN-ARMS

In 2017-18, Multicultural NSW supported the 'Art-Open-Arms' project with a \$7,000 Unity Grant to build a greater sense of belonging, community and encouraging the participation of new migrant families in Tamworth through art.

Tamworth Regional Council, in partnership with Multicultural Tamworth, received a Multicultural NSW Unity Grant in 17/18 to deliver the 'Art-Open-Arms' project. The project consists of a series of art and digital storytelling clay animation, or claymation, workshops.

Every month two artists deliver free claymation workshops for a group of newly arrived families from around the world including Venezuela, Columbia, Iran, Argentina and Mexico. The families tell their stories and share their cultural backgrounds through the unique and playful medium of claymation. The project has engaged five families to date.

This project breaks language and cultural barriers and encourages participants to find their feet in Tamworth with new friendships and support networks, while expressing themselves through the universal language of art.

The claymation videos will be projected in Tamworth during the 2018 Tamworth Fiesta La Peel multicultural festival. The project will continue engaging newly arrived families in Tamworth, one animation at a time, until 2019.

"Being in the workshop was a very nice experience. It made us remember our origins, our roots, to remember those people and places that identity us with the place where we were born and grew up.

Starting a new life in a country so different is not easy and we really need activities like this to feel for a moment back home and alleviate in some way the lack of our land and our loved ones.

Another important aspect of this activity was to be able to show people, who do not know our country, in a didactic and simple way where we came from and how wonderful and beautiful is the place that saw us grow."

Carlos Andrés Ramírez, Jimena Ocampo and Valeria Ramírez (daughter) -
A family from Colombia.



So far, 12,000 students have been engaged in the program over 25 schools in NSW

HIGH RESOLVES

High Resolves is the recipient of a \$750,000 Multicultural NSW COMPACT Grant to deliver the High Resolves Global Citizens program.

"Not everyone is the same, but they should be treated equally. Today's Personal Impact module taught me that I want to be the type of person who stands up for people that don't really have a voice of their own."
Hoxton Park High School student

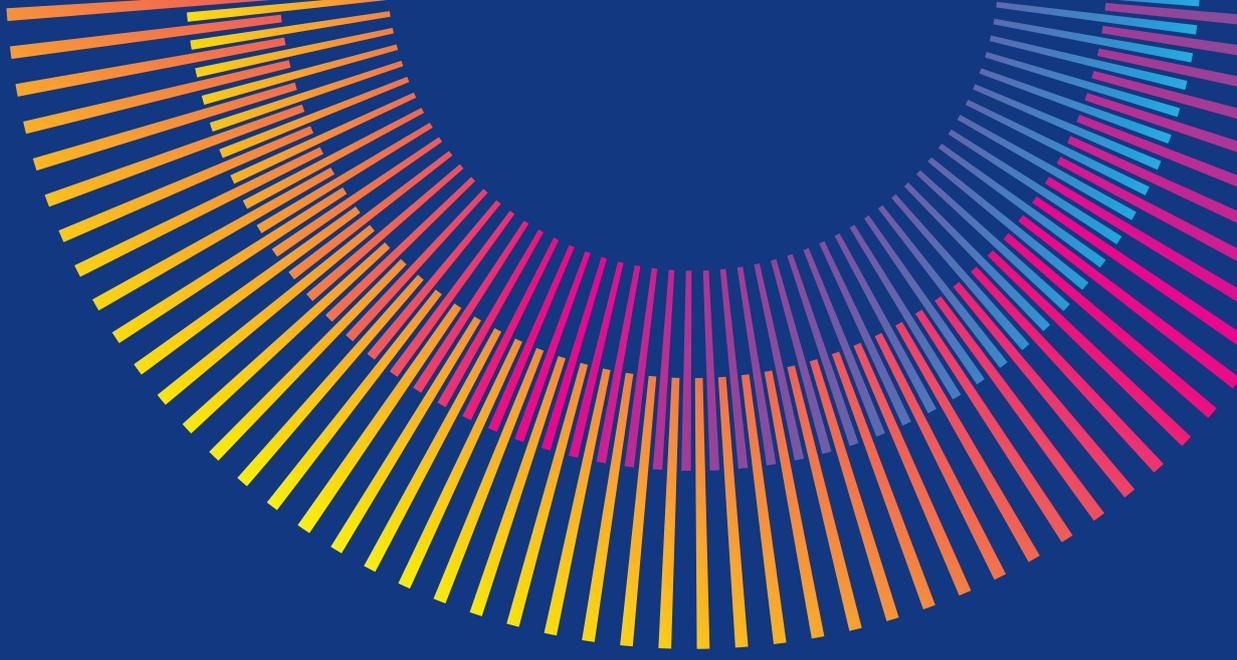
High Resolves helps secondary school students and communities develop the knowledge, skills and personal attributes necessary to make a positive contribution to society, both locally and globally.

The program engages students from years 7 to 10 in eight educational modules covering a range of competencies to help young people build resilience and social cohesion. The modules develop critical thinking skills and encourage self-awareness, including independent thinking, social justice, digital citizenship, collective action, collaboration and conflict resolution.

The Global Citizens program also supports teachers to supplement learning in the classroom.

So far, 12,000 students from over 25 schools have been engaged in the program in NSW.

Further to this work, High Resolves have also expanded their free resources to support secondary schools who cannot afford to participate in the paid program.



03 OUR STRATEGIC PRIORITIES



OUR NSW POPULATION (2016 CENSUS)



NSW Population in 2016: **7,480,228**
 NSW Population in 2011: **6,917,601**
 An increase of **562,627 (8.1%)**



NSW is home to **33.6% of Australia's overseas-born population**
27.6% of the NSW population was born overseas
 (compared with 26.3% for total Australian population)



21% of the NSW population was from a non-English speaking background (compared with 17.9% for total Australian population)



People from **around 225 birthplaces** have made NSW their home.



Sydney had the largest overseas-born population of all the capital cities (1,773,496), followed by Melbourne (1,520,253) and Perth (702,545).



In NSW, we come from **307 ancestries**, practice **146 religions** and speak more than **215 languages**



As our society becomes more culturally diverse, maintaining and building social cohesion and community harmony become increasingly important. Primarily, social cohesion and community harmony result in:

- The well-being of all the people of NSW (health, social and personal security, childhood outcomes, upward mobility)
- Improved collective participation
- Higher levels of trust in government, institutions and community
- Reduced rates of crime and other anti-social behaviour

Conversely, low levels of social cohesion can lead to social problems such as:

- Polarisation, leading to anti-social behaviour
- Disengagement and a lack of participation in society and community
- Health issues, both physically and mentally, reducing life expectancy

STRATEGIC PRIORITIES



STRATEGIC PRIORITY 1. COMMUNITY

Embracing a shared and active commitment to cultural diversity by sustaining wide-reaching, accessible and robust relationships.

Increased community participation and engagement at grass-roots, online and cross-sector collaborations. Supporting the Minister for Multiculturalism to enhance engagement opportunities.



STRATEGIC PRIORITY 2. LANGUAGE

Cultivating participation through language services for all the people of NSW.

People of NSW have access to quality and sustainable language services in accordance with national certification standards, with secure digital service delivery platforms across NSW.



STRATEGIC PRIORITY 3. CAPABILITY

Utilising cultural diversity as an asset to improve social cohesion and community harmony.

Enhanced communication, coordination and capability across private sector, local communities, and government on priority issues.

MULTICULTURAL NSW – AT A GLANCE



OUR PURPOSE

To build and maintain a cohesive and harmonious multicultural society that enriches the lives of all the people of NSW

Cultural	Cultural diversity is central to where we've come from, who we are and where we're heading. We are Australians from different cultural, linguistic, religious and ancestral backgrounds. We share the same hopes and aspirations, and we value a fair go for all.	Linguistic
Religious	Cultural diversity makes us strong, prosperous & confident in taking our place in the world. It contributes to our success as a state, our sense of belonging and our common connection as the people of NSW.	Ancestral



OUR VISION

A Stronger NSW: Through excellence in promoting and advancing cultural diversity, social cohesion and community harmony



WE WILL ACHIEVE OUR VISION BY

Community – embracing a shared and active commitment to cultural diversity by sustaining wide-reaching, accessible and robust relationships.

Language – Cultivating participation through language services for all the people of NSW.

Capability – Utilising cultural diversity as an asset to improve social cohesion and community harmony.



MULTICULTURAL PRINCIPLES THAT GUIDE OUR WORK

Shared values: Shared democratic values are at our core. We believe in a fair go for all and a unified commitment to Australia — irrespective of an individual's cultural, linguistic, religious and ancestral backgrounds.

Valuable asset: Cultural diversity is a strength and an asset that opens global opportunities and gives NSW a creative edge.

Respect: All people of NSW are free to profess, practise and maintain their beliefs and heritage, within the rule of law. English is the common language, and all languages are respected and valued.

Engagement: Strong relationships across all sections of society enhance participation and build social cohesion.



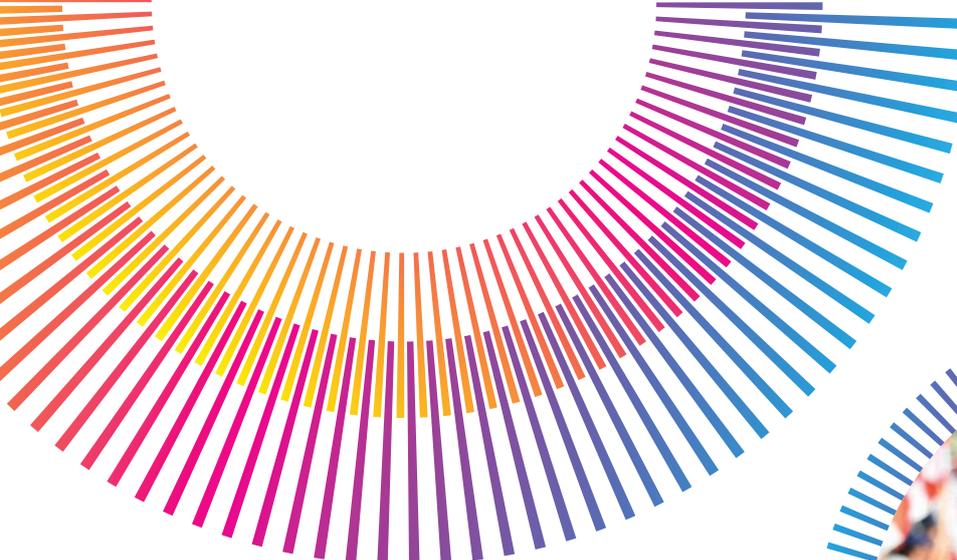
OUR MANDATE

Multicultural NSW Act 2000:

(a) promotes the equal rights and responsibilities of all the people of NSW within a cohesive and multicultural society in which:

- i) individuals share a commitment to NSW and to Australia, and
- ii) diversity is regarded as a strength and an asset, and
- iii) English is the common language

(b) recognises and values the different linguistic, religious and ancestral backgrounds of the people of NSW.



STRATEGIC PRIORITY 1 COMMUNITY

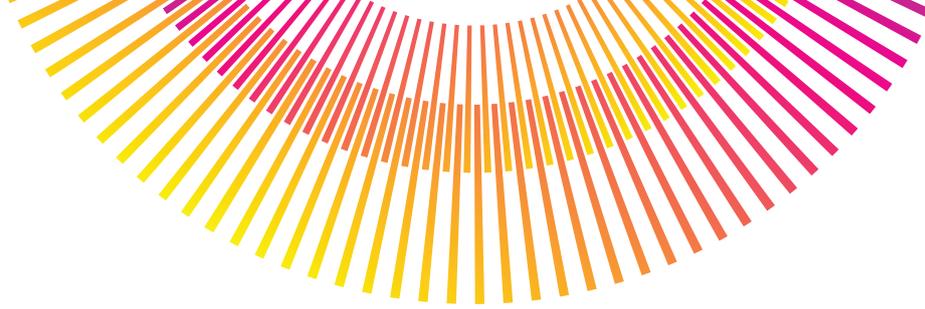
Embracing a shared and active commitment to cultural diversity by sustaining wide-reaching, accessible and robust relationships.

This strategic priority addresses the core of our success as a multicultural society. Our cultural, linguistic, religious and ancestral diversity gives us a social, economic and cultural advantage that is the envy of the world. To flourish as a society, we need to continually create an environment that brings out the best in our people. This starts with developing a collective understanding of the value that cultural diversity brings to NSW across our community, and cultivating an inclusive and harmonious environment.

Community is central to everything we do. By building our understanding and knowledge of issues faced by our culturally and linguistically diverse communities, the NSW Government is better equipped to respond, plan and prioritise for the future.

Multicultural NSW has to be well-connected to our vast and diverse communities in order to advocate for them and ensure their needs are serviced in the best possible way. From engagement at grassroots level to relationships with community leaders and the private sector, we need to continually focus on maintaining the delicate balance of social cohesion and community harmony in the face of rapidly changing global, national and local environments. We plan to meet this objective through stronger community engagement, positive public conversations and partnerships, and planning for issues that impact social cohesion.

We believe in our communities and our united ability to face challenges together, continually build trust, and strengthen our diverse communities through strong and active relationships.



We are committed to developing strong community connections and a flourishing multicultural society through:



COMMUNITY ENGAGEMENT

- Collaborating with communities to design programs that empower local communities at the grassroots to proactively identify and address challenges to cultural diversity, social cohesion and community harmony
- Strengthening communities by fostering strong, active relationships between people from diverse cultural, linguistic, religious and ancestral backgrounds through ongoing and new forums, alliances and working groups
- Protecting and developing trust between NSW government and communities through transparent community engagement and report back on actions in response to community concerns
- Supporting the Minister for Multiculturalism to maintain effective relationships with community groups
- Empowering young people to become active citizens through grassroots civic engagement programs



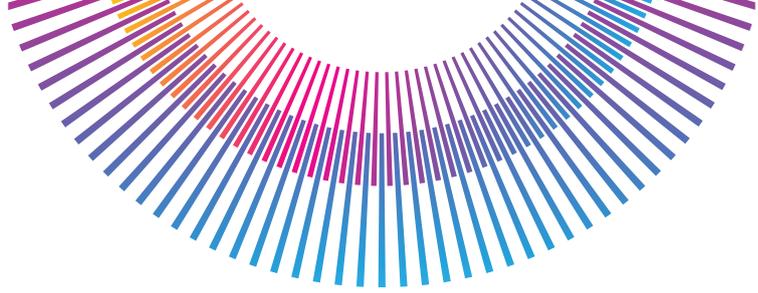
POSITIVE PUBLIC CONVERSATIONS AND PARTNERSHIPS

- Promoting a shared and active commitment to the multicultural principles enshrined in the *Multicultural NSW Act 2000*
- Further developing connections and relationships with the private sector and community organisations at the grassroots
- Positively influencing public conversations about cultural diversity through all sections of society, and directing activities that promote social inclusion and community harmony
- Recognising the contribution of individuals and community groups who help to build social cohesion and community harmony
- Supporting non-government, corporate and community initiatives that promote cultural diversity



PLANNING FOR ISSUES THAT IMPACT ON SOCIAL COHESION

- Working with communities to build resilience by taking an evidence-based approach to identify and assess ever-changing impacts on social cohesion and community harmony
- Building and consolidating our understanding of the community by increasing the use of online engagement, community profiles and community mapping
- Enhancing whole-of-government coordination to prepare, prevent and respond to issues that negatively impact on community harmony



A STORY OF RESILIENCE, SUPPORT AND COURAGE

Donya Shames, aged 21, grew up in Lakemba in Sydney's west. Unlike other young people, Donya became the full-time carer of her mother who was diagnosed with an auto-immune disease when she was just in year 8. Being a carer meant that Donya accompanied her mother to all doctor's appointments and interpreted for her mother from her native Arabic. She also had to learn how to cook and clean for the family and in her own words "became really good at spaghetti bolognese." Donya has two sisters and one brother who she also cared for and supported growing up.

Donya's father passed away in 2006 just before Ramadan. Not having much family in Australia this tragic event made the family band together and showed how resilient they were. Donya says "we had to grow up earlier than expected."

When her younger brother had some trouble with paying off debts from parking fines, she happened to walk past the Youth Off the Streets (YOTS) Bankstown office. Noticing the word 'youth' on the window, she thought she might try her luck to gain some advice. It was at this chance encounter she met a youth worker who supported her and heard her story.

The youth worker recognised Donya's feelings of isolation, and connected her with FAMILY – *Future Australian Muslim Leaders in Youth*. FAMILY members undertake fundraising for NGOs such as Benevolence Australia, leadership training and volunteer work on relevant issues in the community. It is a strong support network.

Donya has volunteered to pack food parcels for newly arrived refugee families. "I was very excited that something like this existed. Youth are usually silenced citizens, and this organisation makes our voices heard."

Donya has always been fascinated by what motivates people and is now studying Bachelor of Psychology at Sydney University. She is the first person in her family to go to university.

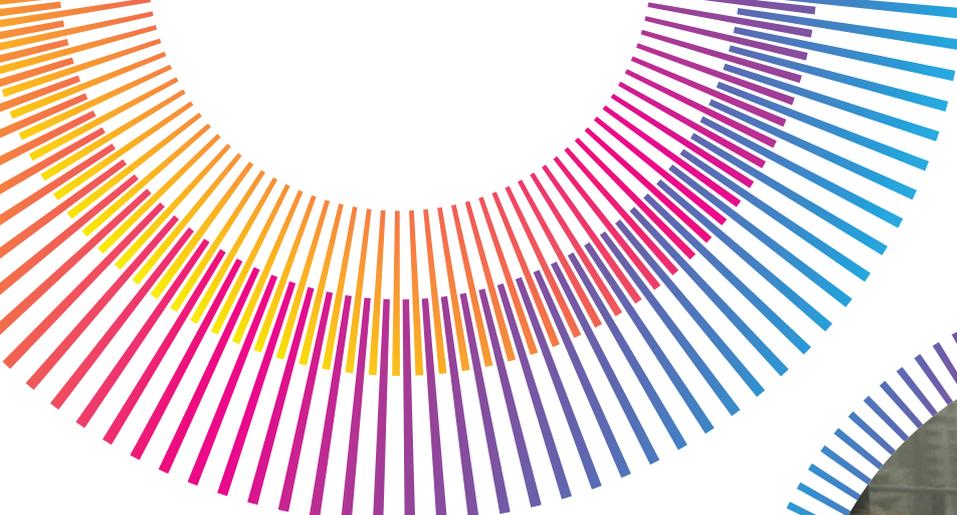
"One person can go through the darkest part of their life, but with resilience and support they can change their life," said Donya.

Donya was recently nominated for the NSW Youth Achiever of the Year, and the Coleman Grieg Young Woman of the West Award.



FAMILY and Youth off the Streets are funded under the four-year Multicultural NSW COMPACT (Community Partnership Action Program).

Youth Off the Streets work with the Australian Multicultural Foundation to re-engage young people in South West Sydney by building community resilience and a sense of belonging. The project is delivered by a specialist team of culturally competent case workers using a range of strengths-based community development support activities, including street work, outreach activities, educational workshops, camps, mentoring and case management.



STRATEGIC PRIORITY 2 LANGUAGE

Cultivating participation through language for all the people of NSW.

The NSW Government is committed to ensuring that the people of NSW enjoy equal access to services, programs and opportunities across the state. Multicultural NSW plays an essential role in ensuring that language is not a barrier to accessing information or services, and to facilitate government planning and capability to overcome language barriers to government services.

Multicultural NSW has embarked on a redesign of our Language Services to ensure that the NSW Government remains a quality and competitive provider of interpreting and translation services. The Language Service transformation will adapt services to a digital landscape, providing more user-friendly technology-based applications, including secure telephone and audio-visual link capabilities — connecting NSW regions with world-class language services more efficiently.

We provide Language Services through over 80 state-wide Service NSW shopfronts. Our strategic approach ensures the NSW Government can sustainably provide credible and trusted language services, and services to minority, new and emerging communities.

Multicultural NSW is also dedicated to promoting the sustainability and standards of the interpreting and translating industry.



We are committed to ensuring that language is not a barrier to services by:



QUALITY INTERPRETING AND TRANSLATION SERVICES

- Improving whole-of-government planning to overcome language barriers to government services
- Promoting the sustainability and standards of the interpreting and translating industry
- Continuing the Improvement Program in the provision of Multicultural NSW language services in partnership with Service NSW



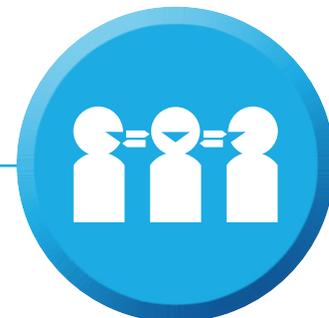
PARTICIPATION THROUGH COMMUNICATION

- Promoting the use and value of interpreting and translation services to ensure full and equitable participation
- Promoting and supporting English language learning as the key to participation
- Promoting and supporting community language learning as a linguistic asset for the State



EVIDENCE

- Consolidating and developing language services policy and research
- Embedding data capture of language services usage to the Multicultural Policies and Services Program (MPSP) and other voluntary statistical collation
- Partnering with major users of language services to develop and collate data to aid in better decision-making and improve outcomes for the clients of language services



A NIGHT IN THE LIFE OF A MULTICULTURAL NSW MANDARIN INTERPRETER

"It was 11:20pm. My phone rang. It was from the Multicultural NSW Language Services after hours contact centre. Half an hour later, I was standing in the charge room at Bankstown Police Station, face-to-face with a 56-year-old Chinese man who the police would allege had punched his wife in front of their 9-year-old daughter, and then pushed his mother-in-law to the ground.

'Let's Part 9 him first,' said the Custody Manager.

Part 9 of the Law Enforcement (Powers and Responsibilities) Act 2002 is piece of legislation that every interpreter knows by heart. Legal concepts such as 'you don't have to say or do anything while in police custody' is foreign to many migrants if they have never been arrested in Australia. Even words like 'in police custody' mean something quite different to people who have come from a country where police and legal systems operate differently. There are always questions as well as further explanations needed from the police officer.

It took 30 minutes to complete Part 9 for the person in custody (PIC). I noted down his responses to various questions and relayed them to the Custody Manager. At the PIC's request, investigating officers then conducted an electronic record of the interview during which numerous questions were asked of the PIC who gave his account of the event. Each question was interpreted to ensure the PIC understood it fully, and every answer was interpreted to ensure the police officers were able to make an accurate assessment of the evidence.

Interpreters often have to communicate complex information for which there may not be an equivalent word or term in the other language, and simple word-for-word equivalency may not be possible. I am always aware of the gravity of my role as an interpreter. Any mistake on the part of interpreter could have serious consequences in later proceedings.

The interview lasted around 90 minutes. However, this was not the end of my night (or early morning). Police came with piles of documents: interim Apprehended Domestic Violence Order, fact sheet, court attendance notice, reasons for granting bail, bail acknowledgement, etc. I read the ADVO and bail conditions to the PIC and relayed any questions from him to the Custody Manager. The role of the interpreter is critical here. The PIC has to understand the ADVO and bail conditions. The PIC was released on bail. My shift finally came to an end when I walked out of the police station at 3:30am.

It's a typical late-night police interpreting call-out for a domestic violence incident and standard police actions. Like many of my colleagues, I have repeated the same process hundreds of times over the years. I know that I am playing an indispensable, albeit small role, in our legal system — ensuring people are fully informed of their rights, responsibilities and entitlements under our legal system, and that their language ability doesn't put them in a disadvantaged position."



STRATEGIC PRIORITY 3 CAPABILITY

Utilising cultural diversity as an asset to improve social cohesion and community harmony.

Multicultural NSW recognises that no single NSW agency can deliver the benefits of a multicultural society. It is up to us to build capability across government, private sector and community to improve outcomes for the people of NSW. The case for cultural diversity within organisations can be emphatically made. There is mounting evidence that more diverse organisations make for better decision-making and achieve better performance¹. This becomes more important in an increasingly interconnected global economy with a shift in power to rising economies². NSW has a great opportunity to use our cultural diversity to be more competitive on the international business stage.

The NSW Public Service Commission's State of the NSW Public Sector 2017 report notes that diverse workforces are more innovative, productive and better able to deliver high-quality services.

Migration has and will continue to shape our State. By 2021 an estimated 62% of NSW population growth will be from net overseas migration. Economic and social participation underpin the successful future of new migrants. Multicultural NSW will enhance new migrant and local community capability by building strong collaborative partnerships between government, local communities, corporate and not-for-profit sectors to result in positive settlement outcomes.

1. Leading for Change. A blueprint for cultural diversity and inclusive leadership, Australian Human Rights Commission 2016.

2. Australia 2030, CSIRO FUTURES, May 2016 & The World in 2050: Will the shift in global economic power continue? PWC Report, February 2015.

We are committed to developing cross-sector capability by:



BEST PRACTICE THROUGH EVIDENCE AND COLLABORATION

- Developing and advocating for the use of better research to support decision-making and sharing knowledge across government, private sector and communities to improve outcomes for the people of NSW
- Encouraging and engaging NSW departments to be cultural diversity champions in all aspects of government decision-making
- Partnering with non-government and corporate sectors to promote best-practice approach to using cultural diversity as an asset to improve organisational performance
- Ensuring continued objective reporting on the state of community relations in NSW



PLANNING, LEADERSHIP AND ACCOUNTABILITY

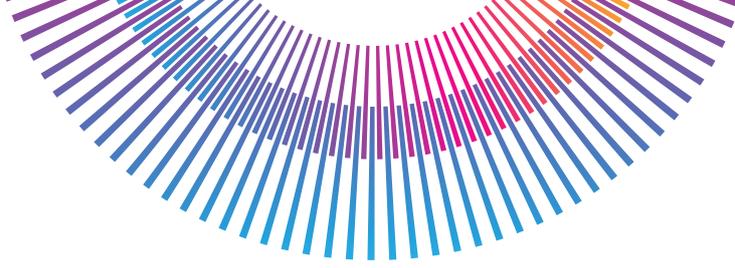
- Providing improved support for public sector, private sector and non-government organisations to apply the Multicultural Policies and Services Program (MPSP) Framework to develop better cultural diversity plans
- Encouraging leadership and strategic collaboration through forums such as the NSW Government Multicultural Coordinators' Forum, Religious Leaders Forum, NSW Government Immigration Settlement Planning Committee, Joint Partnership Working Group, NSW Language Services Forum, and the COMPACT alliance and the Community Resilience and Response Plan Committee
- Creating new collaboration capability through a Multicultural Business Forum, Sports Forum, and Arts and Culture Forum, ensuring the National Settlement Framework informs settlement planning across our State by strengthening communication and coordination between regional and metropolitan NSW in planning for successful settlement
- Partnerships with the private sector and small business community including by identifying advocates for change among high profile corporates, and by creating platforms that enable knowledge exchange and growth. Creating tailored training packages for target industries with a focus on culturally and linguistically diverse sections of the NSW community, such as small medium enterprises, banking, insurance and professional services



BUILDING GRASS-ROOTS CAPABILITY

- Facilitating opportunities for communities, business and government agencies to participate in the planning, implementation and evaluation of services and policies at the local level
- Small businesses are the engine room for the thriving NSW economy³, with many of the State's small business owners being culturally and linguistically diverse. Multicultural NSW will contribute to the work plans of the Office of the NSW Small Business Commissioner, the NSW Department of Industry, Small Business Unit, and engage with chambers of commerce to ensure that small businesses from culturally and linguistically diverse sections of the NSW community are well supported
- Building strong collaborative partnerships between government, local communities, corporate and not-for-profit sectors to results in positive settlement outcomes
- Building the capacity and capability of local communities to integrate newly-arrived community members to ensure successful settlement

3. NSW Small Business Strategy available at http://www.industry.nsw.gov.au/__data/assets/pdf_file/0003/107643/nsw-small-business-strategy.pdf



THE POWERFUL STORY OF OBED KARWHIN, LEAGUE IN HARMONY AMBASSADOR

Surviving and succeeding in Australia's National Rugby League takes strength, courage and resilience — but nothing compared to surviving a civil war in Africa's Ivory Coast.

Not that he would tell you, but these are qualities rising Rugby League winger, Obed Karwhin, has in abundance. In his own softly-spoken words, at the age of five, Obed witnessed “many innocent souls being taken away” when militants opened fire on preschool students in his hometown of Yamoussoukro. Even though UN peacekeepers were sent to stop the slaughter, 1,600 people were estimated killed.

“I was one of the few lucky people to escape and start afresh.”

Like many people who survive such traumatic childhoods, Obed used this experience to drive him on, not hold him back. Arriving in Australia, he decided it was time to honour the one person who had done so much to help him: “his hero, his lifesaver” — his mother.

Obed's mother registered him for Rugby League when he was 14. With the help of mentor Steve Warwick, President of the Africa United Rugby League team, Obed discovered Rugby League and found he had a natural talent for the game. More importantly, it took him away from the drugs and alcohol attracting many of his young peers. With typical humility and gratitude, Obed notes, “my mother saved my life in the Ivory Coast and Steve Warwick saved it again in Australia”.

Obed played for the Wests Tigers in the under-20s, then for the North Sydney Bears. He is now playing for the Redcliffe Dolphins.

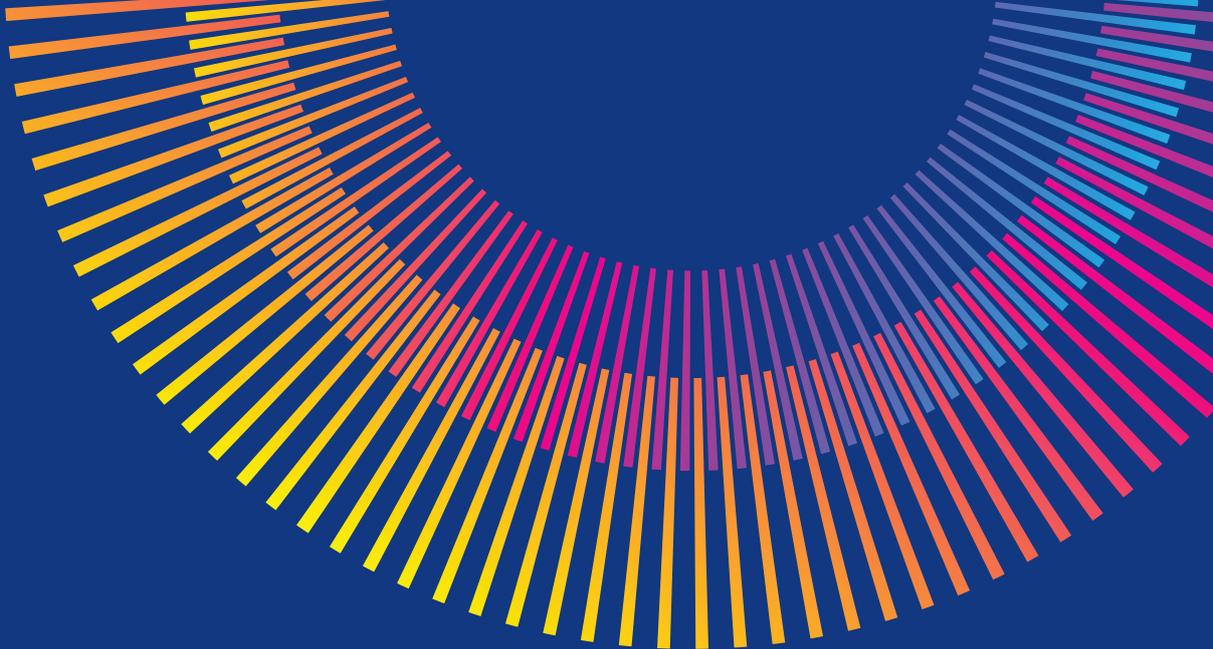
As Obed's success grew, so too did his desire to give back to his community. The NRL's *League in Harmony* program provided the perfect vehicle for this. The program is based on the simple insight that League is a team sport made up of diverse individuals — just like a community. The more they respect and understand each other, the greater chance for success for all.

The program focuses on high schools, juvenile justice and intensive English centres, and teaches young people not just the basics of Rugby League but, importantly, the basics of communication for everyday life. As Obed well knows, playing Rugby League helped him make friends and learn a new culture, and he is now using his experience to help make it easier for others.

In his life so far, Obed has learned much from a traumatic childhood, an inspiring mother, a caring mentor, and the generosity of the Rugby League community. These lessons are now being passed to another generation, thanks to a humble young man named Obed.

League in Harmony receives grant funding from the Multicultural NSW COMPACT program, which takes a community-led, whole-of-society approach to community resilience, youth engagement and conflict resolution.

The program supports local solutions-based projects that bring young Australians together to promote positive behaviours. COMPACT also helps young Australians engage critically, creatively and constructively on local and global issues impacting on social cohesion and community harmony.



04 THE YEAR IN REVIEW





COMMUNITY ENGAGEMENT

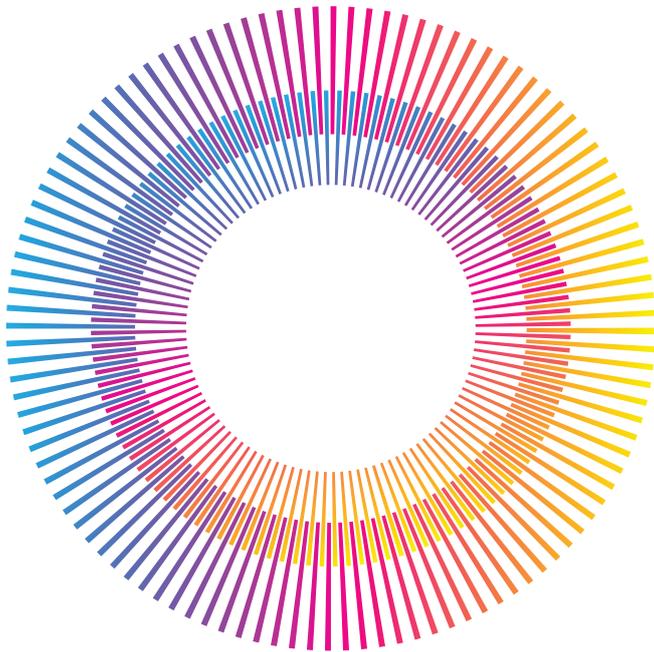
New South Wales sets an example for the rest of the world as a peaceful and harmonious multicultural society. However, we cannot take our social cohesion for granted. Community engagement remains at the front and centre of our work and touches every aspect of our Agency.

This year, Multicultural NSW continued our frontline community engagement by strengthening our existing networks and relationships with communities across NSW, and by engaging with new and emerging communities.

Forging links with and developing sustainable relationships between diverse communities in our State and the NSW Government remains a priority of the Agency. This is reflected in the growth of our partnerships, our extensive regional community networks, our robust events program, and our increased social media presence.

As part of our work, we actively plan for threats against community harmony and map ways to strengthen community resilience and safeguard social cohesion.

COMMUNITY RESILIENCE



Multicultural NSW uses the concept of “community resilience” to describe the willingness and capacity of people from different linguistic, religious and ancestral backgrounds in New South Wales to work together to prevent, limit, withstand, respond to, and recover from situations that may threaten community harmony and to maintain, build and promote community harmony into the future.

The Community Resilience team works to build and maintain strong, cooperative networks that operate across communities and sectors, and that can mobilise to respond to challenges and threats to community harmony, resolve conflict, and actively promote social cohesion.

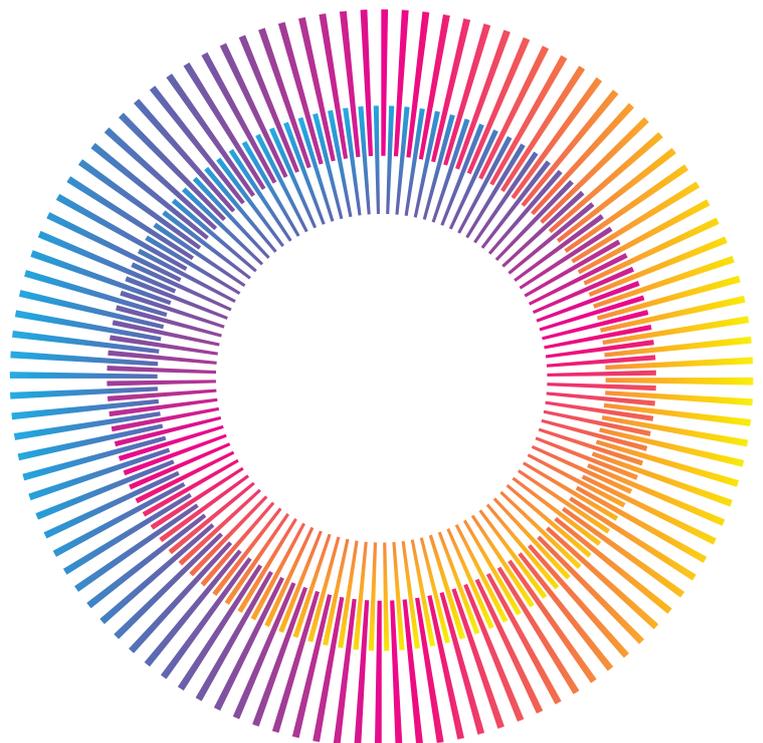
Working closely with community partners, academic experts, police and government agencies, the team develops evidence-based policy and delivers key strategic projects at the local, state and national levels. The team's pioneering projects are well supported by communities and have attracted interest from international stakeholders and policy-makers.

NSW COMMUNITY RESILIENCE AND RESPONSE PLAN

The NSW Community Resilience and Response Plan (COMPLAN) was established as a NSW Government plan in late 2017. COMPLAN aims to maintain and promote community harmony, build community resilience and better equip the State to prevent, limit, withstand, respond to and recover from situations that threaten community harmony in New South Wales.

The COMPLAN Committee, chaired by Multicultural NSW, is a senior officers group dedicated to addressing issues relating to social cohesion and community resilience. Committee members include Department of Education, Department of Justice, Department of Family and Community Services, NSW Police Force, NSW Health, Anti-Discrimination Board of NSW and Local Government NSW.

The COMPLAN Committee held its first official meeting on 2 March 2018 and meets quarterly to progress work detailed under the Preparedness phase of COMPLAN.



COMPACT (COMMUNITY PARTNERSHIP ACTION)

In June 2018, the Minister for Multiculturalism announced \$1.2 million for a new round of community partnership grants under the Community Partnership Action (COMPACT) program.

The launch of the new funding round was attended by 200 community leaders, including established members of the COMPACT Alliance.

The new funding round makes COMPACT a \$9.2m four-year program and the single largest program in the 40-year history of Multicultural NSW. Established in 2016, COMPACT aims to inspire young people to stand up and stand united as champions for community harmony against the divisive forces of hate, fear and violence. In its first two years (2016-17 to 2017-18):

- 20,000 young people are estimated to have participated in COMPACT projects
- 80 high schools across NSW hosted COMPACT projects
- Hundreds of instances of casework and online interventions were delivered to vulnerable young people
- Multiple youth councils, youth ambassadors and youth leadership programs were established across greater Sydney
- Hundreds of young people gained new skills in countering hate speech, digital storytelling, emergency preparedness, mental health first aid, values and citizenship, and more in COMPACT supported training workshops.



THE COMPACT ALLIANCE

“Communities standing united for Australia’s peaceful and harmonious way of life”



Safeguarding Social Cohesion Project: building community capacity, preparedness and resilience in an uncertain world

In addition to implementing funded projects, the COMPACT Alliance of over 30 community organisations is implementing a program of joint activities designed to strengthen community harmony and support a COMPACT Community of Practice.

The COMPACT Alliance met regularly throughout 2017-18 to progress a range of practical work items on program evaluation, safety and wellbeing, practitioner training and communications.

On 20 July 2017, the COMPACT Alliance came together for its second annual Summit at Old Parliament House, Parramatta. The annual COMPACT Alliance Summit, hosted by the Minister for Multiculturalism, is a forum for showcasing COMPACT initiatives, learning and adapting from shared experience, and forging new collaborations for future projects.

The COMPACT Alliance was nominated for an Outstanding Partnership award at the 2017 NSW Youth Work Awards held on 26 October 2017.

In February 2018, Multicultural NSW was invited by the Department of Foreign Affairs and Trade to present on the COMPACT Evaluation Framework at an international Monitoring and Evaluation conference in Abu Dhabi, United Arab Emirates.

In June 2018, Multicultural NSW and community partners from the COMPACT Alliance came together to start work on the *Safeguarding Social Cohesion* Project. *Safeguarding Social Cohesion* is a community resilience-building initiative that aims to enhance community preparedness and empower communities to take a proactive role in responding to local or global events that potentially threaten community harmony in New South Wales.

Safeguarding Social Cohesion draws on lessons from real historical cases where community leaders played a role in safeguarding social cohesion in response to unfolding events. The project will explore community-based response and recovery arrangements, including community-based crisis communication strategies. The project will build community capacity by training and upskilling community members in crisis management and media messaging, and build knowledge and trust among community organisations.



WITNESS TO WAR

Supporting communities impacted by overseas conflict

In January 2018, Multicultural NSW entered into a partnership with the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) to deliver a 12-month project to support NSW communities impacted by overseas conflicts.

The project works on the assumption that individuals, families and communities directly exposed to or otherwise impacted by overseas conflicts may present a range of health, social and other issues. It is hoped through the provision of information and support to individuals, families and communities, a project of this kind will be able to build community resilience and reduce the negative health, social and other impacts on NSW communities resulting from overseas conflicts.

For more information, visit the Witness to War project page on the STARTTS website, www.startts.org.au.

REMOVE HATE FROM THE DEBATE

The *Remove Hate from the Debate* campaign was launched in September 2017. The campaign aims to build community resilience by empowering a team of credible community influencers and role models to stand as champions for community harmony and lead communities in NSW with a strong, united, public response to extremist hate, fear, division and conflict.

The campaign reached over 130,000 people through Multicultural NSW social media channels.

The campaign's Fearless Ambassadors include the Sikh Australian rapper L-Fresh the Lion and the youngest survivor of the Martin Place siege, Jarrod Morton-Hoffman.

RELIGIOUS LEADERS FORUM

Members of the NSW Religious Leaders Forum include representatives from Christian, Buddhist, Hindu, Jewish, Muslim, Baha'i, Mandaean and Zoroastrian faith communities.

Members come together four times a year in different places of worship, symbolic of their openness to learning about each other, working together, and building connections.

In 2017-18, Forum meetings were hosted in the peaceful grounds of the Baha'i Temple on Sydney's Northern Beaches, at the largest mosque in Australia at Lakemba, and at the Indo-Fijian community's Hindu Temple in Austral.

Religious Leaders Forum members also participated in the "Coffee and Conversation" video series published online in the October 2017 edition of *The Point Magazine*. "Coffee and Conversation" aims to model casual, thoughtful conversations between people across age, gender, and faith differences, and break down assumed barriers to social cohesion.



COMMUNITY ENGAGEMENT

The Community Engagement team continues to strengthen our existing networks and relationships with communities across NSW, through regular frontline engagement with new and emerging communities.

Our engagement helps us to develop wide-ranging knowledge of communities across the State as well as robust, sustainable relationships with numerous stakeholders.

The team's place-based engagement approach helps to connect us with and learn from community. Our 12 Regional Advisory Councils form the geographical areas that support this approach.

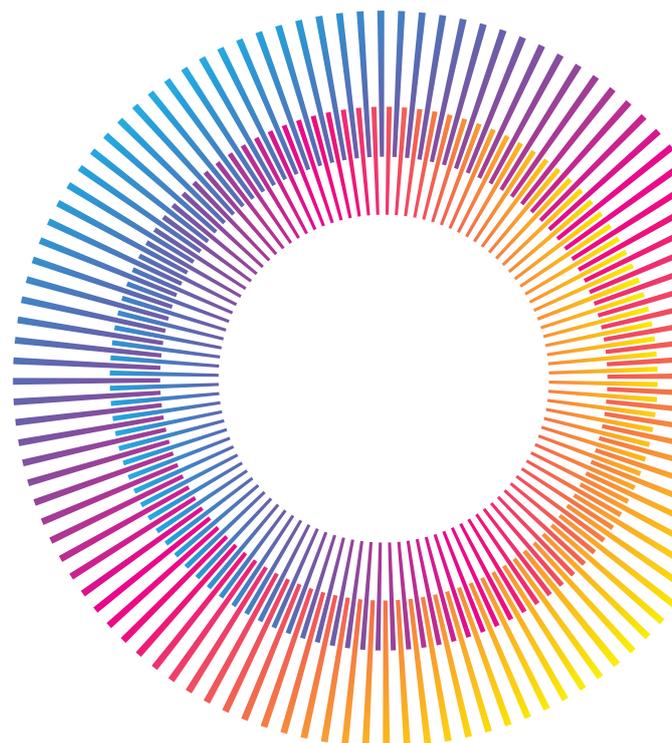
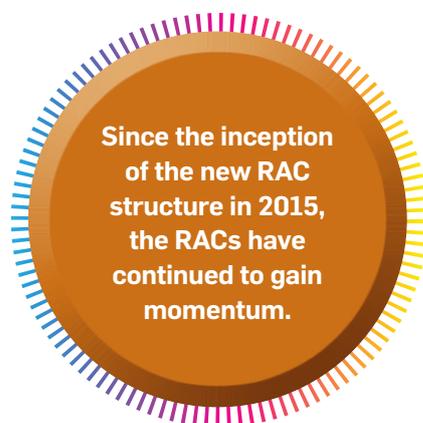
REGIONAL ADVISORY COUNCILS

Regional Advisory Councils (RACs) are an important part of the Multicultural NSW Community Engagement strategy. They are a key engagement mechanism implemented by the Agency to engage with communities across all areas of NSW. Government and community representatives from the seven regional and five metropolitan RAC regions, keep Multicultural NSW informed regarding issues affecting our diverse communities and help facilitate solutions at a local level.

Since the inception of the new RAC structure in 2015, the RACs have continued to gain momentum and have been recognised by Government, community organisations and multicultural groups as a valuable way to communicate broadly with NSW communities. NSW Fire and Rescue took advantage of this communication network by tapping into all 12 RACs across the state to inform them and their wider communities of the Fire Safety Checks Program.

As a result of their regular engagement through the RACs, Multicultural NSW witnessed robust relationships forged between local government agencies and like-minded community groups. In 2017-18, the RACs also connected with Women NSW, the Department of Justice and NSW National Parks and Wildlife. These government organisations all participated at different RAC meetings throughout the year to communicate their messages to the greater NSW community.

A total of 36 meetings took place across the state this year, with every RAC meeting three times each.





RIVERINA RAC SUPPORTING LOCAL SOLUTIONS IN GRIFFITH

This year, members of the Riverina RAC worked to identify and assess key challenges faced by their local community and took action to drive change. This process highlighted barriers faced by people of migrant and refugee backgrounds, as well as temporary working visa holders in Griffith, in their attempt to access community information.

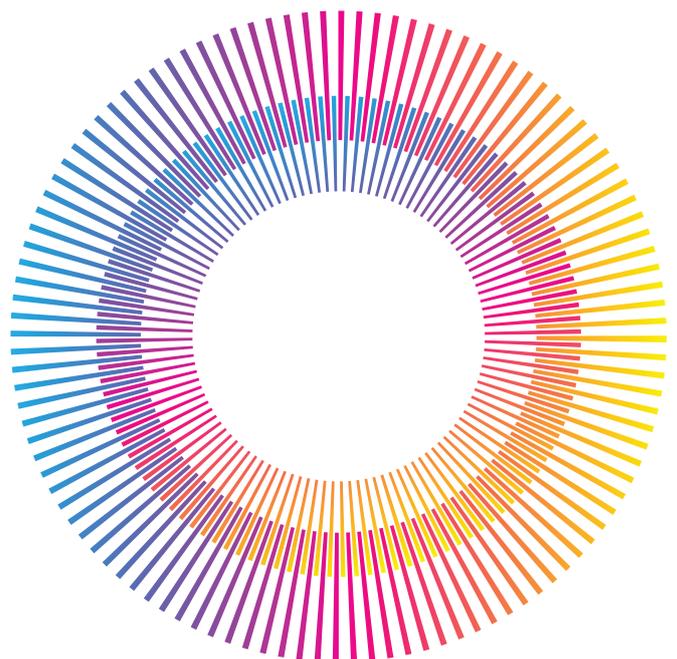
The RAC members managed the mobilisation of knowledge and resources from other parts of the region, which resulted in the creation of the first Griffith Community Connections Hot Desk at Griffith Library. The Griffith Community Connections Hot Desk has been providing valuable community information to newly arrived migrants since March 2018.

Source: <https://www.arennews.com.au/story/5287180/griffith-city-library-hotdesk-becomes-one-stop-shop-for-anyone-in-need/#slide=2>

METRO RACS CONTRIBUTING TO RESILIENT SYDNEY STRATEGY

In May 2017, Resilient Sydney engaged with four RACs across metropolitan Sydney to identify local needs and opportunities that will address the goals of the upcoming *Resilient Sydney Strategy*.

These four RACs are comprised of community leaders and organisations who represent their respective diverse communities. The RACs discussed and shared their insights with Resilient Sydney, regarding their four identified goals. These goals were centred around ensuring that cities become: capable and prepared, sustainable and healthy, harmonious and cohesive and equitable.



MULTICULTURAL NSW ADVISORY BOARD VISITS

The members of the Multicultural NSW Advisory Board provide valuable advice, conduct regional and metropolitan visits, and chair RACs as part of our broader community engagement activities.

In 2017-18, the Multicultural NSW Advisory Board met with community groups and local organisations during planned visits to Albury and Penrith.

THE ALBURY VISIT

Multicultural NSW Advisory Board members visited Albury in November 2017. They met with a broad range of stakeholders from the Murray Lower Darling region for a robust exploration of regional settlement.

The Advisory Board explored the topic of refugee settlement in the region in their discussions throughout the Murray Lower Darling RAC meeting. In this meeting, they were also briefed on their participation at the Refugee Regional Settlement Forum to follow later that day.

Albury is a primary location for refugee settlement and since 2005, approximately 1,500 humanitarian entrants have settled there. The differences between primary and secondary refugee settlement were discussed in the RAC meeting and it was noted that if Albury is interested in secondary settlement, the region would need to actively promote itself to refugee communities in Sydney and other major cities.

Discussions also highlighted the challenges and successes of refugee settlement in the Murray Lower Darling region. The following key learnings were identified from this conversation:

- employment programs need to be tailored towards people from refugee and migrant backgrounds obtaining the adequate skills to find employment
- the development of relationships between new communities and government services needs to start early
- it takes a whole of community commitment and the constructive leadership of the Local Council, to stay actively involved in and to build on social inclusion and community harmony.

Following the RAC meeting, Multicultural NSW hosted the Refugee Resettlement Forum: *Enhancing business performance and building communities*. The attending Advisory Board members had the opportunity to hear from regional communities and guest presenters on the potential mutual benefits of targeted strategies that aim to attract people from refugee backgrounds to move to regional areas.

Advisory Board members also played a vital role in the facilitation of table discussions, in which participants committed their individual regional communities to supporting the attraction of people from refugee backgrounds to their communities, organisations and businesses.

Forum participants and guest presenters comprised a diverse cross-section of stakeholders in the region, such as: employers and industry groups, Chambers of Commerce, Councils, other State and Commonwealth government agencies, training organisations, community groups and people of refugee backgrounds. The Minister for Multiculturalism, the Hon Ray Williams MP, also attended the Forum as a guest presenter.

THE PENRITH VISIT

Multicultural NSW partnered with Penrith City Council and two local organisations, SydWest and Nepean Multicultural Access, to plan and conduct the Advisory Board's visit to Penrith in May 2018.

The Multicultural NSW Advisory Board was warmly received by over 55 members of the Penrith community. These members represented a range of groups and organisations from culturally, linguistically and religiously diverse backgrounds.

During the visit, a roundtable discussion occurred between student representatives from Cambridge Park Public School and Chifley College Dunheved Campus. The conversation highlighted the ever-growing diversity in Penrith and the positive outlook of our young people, on achieving a harmonious multicultural society.

These conversations also emphasised the importance of maintaining visible engagement with local communities. The Multicultural NSW Advisory Board acknowledged the importance of actively engaging with community members to note factual aspirations and challenges.

COMMUNICATIONS AND MARKETING

Our Communications and Marketing team supports the whole Agency in developing communications strategies and campaigns to promote the multicultural principles of our State and to ensure our strategic priorities are communicated.

The Communications and Marketing team promotes the work of Multicultural NSW and encourages community engagement through social media, our relations with the multicultural media, and through our external sponsorships and partnerships. The team celebrates and showcases our cultural diversity by delivering our annual flagship events that unify our community, including the Premier's Harmony Dinner, the Premier's Multicultural Media Awards, and the Australian Multicultural Marketing Awards.

SOCIAL MEDIA

Since the launch of the Multicultural NSW Facebook, Twitter, LinkedIn and YouTube channels in November 2016, they have continued to demonstrate contemporary community engagement by fostering two-way conversations with people who may choose not to interact with an organisation face to face, or engage in a community event.

Focusing on celebrating diversity and demonstrating the positive, human side of social cohesion and harmony, these social media channels are used to engage directly with and give voice to the people and communities that make up New South Wales.

Having attracted over 1,000 followers a month, these channels provide the Agency with a powerful tool for listening to, monitoring and responding to online commentary. Highlighting issues and concerns of the community, these social media channels have cultivated an environment for two-way dialogue.



MULTICULTURAL NSW WEBSITE

The Multicultural NSW website received 128,976 website visits in 2017-18, achieving an average of 353 visits a day. We have experienced an increase to 47.8% of our organic traffic from Google Searches. A further 4.8% of our website traffic can be attributed to Social Media.

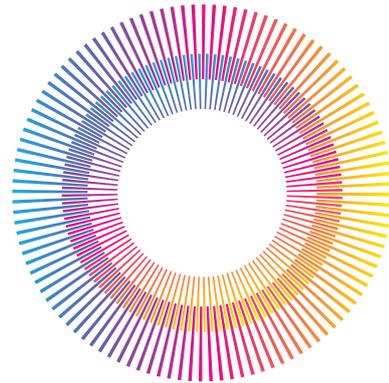
Website visitors peaked well above 800 visits per day on two notable occasions. These were both directly linked to social media activity during the announcement of Premier's Multicultural Media Award winners and the release of the Harmony Dinner photos for download.

The most frequented webpages in 2017-18 were Language Services, Grants, and the List of NSW Community Organisations.

Website Feature: It's My Story

Throughout the year, we published a regular series of 'It's My Story' interviews with outstanding members of the NSW community who make noteworthy contributions to our diverse society.

From refugees who catapulted into professional sports stardom, to an educator breaking down barriers to education for Western Sydney youth, It's My Story shares real-life experiences of inspirational people in NSW. Forty stories have been shared on our website to date.

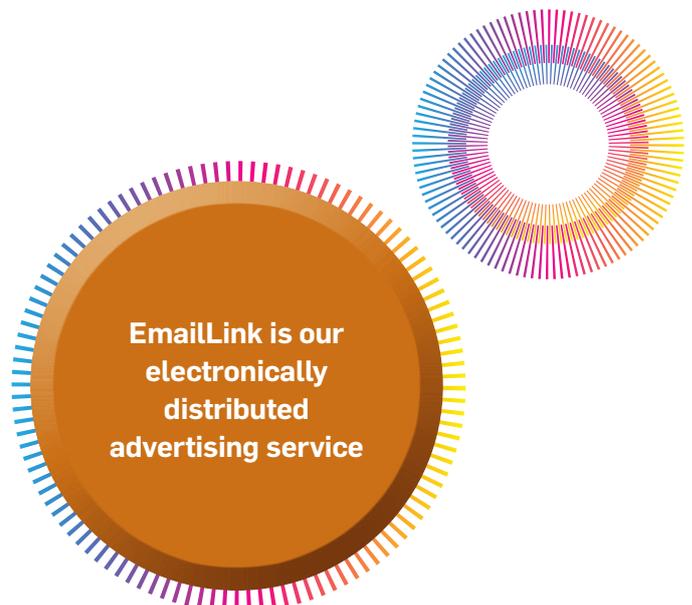


EMAILLINK

Multicultural NSW maintains a database of more than 6,000 individuals, media outlets and community organisations representing NSW's multicultural community. EmailLink is our electronically distributed advertising service that is available to business, government agencies, community organisations and non-government organisations.

EmailLink customers are given the option to nominate their target audience by cultural background, or to distribute to the entire database to maximise their message reach. Multicultural NSW advises on appropriate language, message layout and effective calls to action.

In 2017-18, there were 181 EmailLink messages sent to our database and to selected invitees for events.



PARTNERSHIPS

Multicultural NSW works in partnership with a range of organisations on programs that support social cohesion and harmony.

A four-year partnership with AFL NSW/ACT is underway, having secured ongoing partnership in February 2017. Through this partnership, we provide support, resources and advice in relation to cultural diversity in the workforce and throughout the Australian Football League. Our partnership also secured the AFL's annual Multicultural Festival and marquee match, which will be held in Western Sydney until 2021. This year's marquee Multicultural Festival and match was held in July in Sydney.

Multicultural NSW also secured on going partnership with the Commonwealth Bank of Australia. This partnership enables us to work with the Commonwealth Bank to drive diversity through business and more broadly in NSW.

Parramasala plays a vital role in bridging divides and building community by bringing people from all backgrounds together through a shared love of music, food, dance and art. Through our continued support of Parramasala, Multicultural NSW assists with the delivery of this vibrant and innovative three-day festival in Western Sydney. Multicultural NSW is represented on the Parramasala Board and brings skills and expertise to the event through community and Government relationships.



MULTICULTURAL MARCH

One of the ways in which the NSW Government shows its commitment to building and maintaining a cohesive and harmonious multicultural society that enriches the lives of all the people of NSW, is by celebrating Multicultural March.

Coinciding with Harmony Day on 21 March, we coordinated a calendar of events that provided the community with a register of more than 100 events and initiatives run by local councils, government agencies and corporations, ranging from cultural events to food festivals and concerts.

PREMIER'S HARMONY DINNER

2018 welcomed the celebration of the seventh annual Premier's Harmony Dinner during Multicultural March at Rosehill Gardens. With nearly 1,500 people in attendance, this highly-anticipated event was hosted by the Minister for Multiculturalism, the Hon Williams MP in the presence of the NSW Premier, the Hon Gladys Berejiklian MP.

Guests enjoyed a colourful evening celebrating our cultural diversity and were entertained by a plethora of diverse cultural acts from across the globe.

Representative of more than 60 diverse cultures, the Premier's Harmony Dinner recognised and celebrated the significant contributions made by our multicultural leaders. A special part of the evening featured the Premier's presentation of the Multicultural Community Medals and the announcement of the new inductees onto the Multicultural Honour Roll.

2018 PREMIER'S MULTICULTURAL COMMUNITY MEDALS AND MULTICULTURAL HONOUR ROLL

The Premier's Multicultural Community Medals were presented at this year's Harmony Dinner on 21 March. New members were also inducted onto the Multicultural Honour Roll.

The 2018 Premier's Multicultural Community Medals were awarded to:

- **NSW Human Rights Medal:**
Angela Manson
- **Regional Communities Medal:**
Promila Gupta
- **Youth Medal:**
Bassam Maaliki
- **Arts and Culture Medal:**
Shireen Taweel
- **Lifetime Community Service Medal:**
Ambrose Dinh
- **Stepan Kerkyasharian AO Harmony Medal:**
Bilal El-Hayek.

The Multicultural Honour Roll posthumously records the legacy of the inductees' exceptional multicultural service in NSW. The 2018 inductees were:

- **Ellie Mournehis Kambos (1932 – 2017)**
for outstanding service to the Cypriot Community of NSW for over 55 years
- **Edna McGill OAM (1927 – 2016)**
for her commitment and desire to help her fellow Australians from diverse backgrounds
- **Biaggio Signorelli (1937 – 2008)**
for unwavering support to the Australian Italian community
- **Antonio Caputo OAM (1921 – 2015)**
for outstanding service to the Italian community in Australia.

2017 PREMIER'S MULTICULTURAL MEDIA AWARDS

The 2017 NSW Premier's Multicultural Media Awards (PMMAs) were hosted by the Hon Ray Williams MP, Minister for Multiculturalism, in the presence of the NSW Premier, Gladys Berejiklian MP, with over 300 guests in attendance.

Held at Waterview in Bicentennial Park on 30 August, the Awards recognised excellence among journalists, photographers, editors and publishers across all mediums and acknowledged the valuable contribution multicultural media plays in our society by connecting people to their culture, identity and language.

The 2017 PMMA winners were:

- **Best Investigative Story**
Xinyu Li – Australian New Express Daily
- **Best Editorial/Commentary**
Vijay Badhwar – Indian Down Under
- **Photo of the Year**
Noel Kessel – The Australian Jewish News
- **Best News Report**
Joshua Levi – The Australian Jewish News
- **Best Radio/Audio Report**
Soraya Caicedo, Esther Lozano, Claudianna Blanco – SBS Spanish

- **Best TV/Audio Report**
Omar Dabbagh – SBS
- **Best Use of Digital Media**
Boris Etingof, Gina McKeon, Joh-Paul Marin and Matt Smith – SBS
- **Publication of the Year**
The Australian Jewish News
- **Best Short-Form Feature**
Michele Grigoletti and Silva Pianelli – Migrants Foundation
- **Young Journalist of the Year**
Tia Singh – Indian Link Media Group
- **Best Long-Form Feature**
Trinh Nguyen and Olivia Nguyen – SBS
- **Public Interest Award**
Ben Hills, Simon Vandore and Marshall Heald – SBS
- **Student Award**
Yenee Saw
- **Lifetime Achievement**
Endre Csapó

2017 AUSTRALIAN MULTICULTURAL MARKETING AWARDS

In its 28th year, the Australian Multicultural Marketing Awards (AMMAs) recognise the best and brightest marketing and communications professionals who communicate cultural diversity through innovative and creative marketing campaigns.

Building on the momentum of the 2016 awards, following extensive outreach to over 800 marketing and advertising agencies, the 2017 awards program received over 50 nominations across 11 categories.

Last year's gala event was held at the Sydney Opera House on 28 November and saw more than 200 of Australia's leading marketing and advertising professionals in attendance.

The winners of the 2017 AMMAs were:

- **Communication Award Winner:**
The Monkeys, for 'Celebrate Australia'
- **Public Sector Award Winner:**
Australian Bureau of Statistics and Etcom, for 'Census 2016'
- **Big Business Award Winner:**
Westpac and Etcom, for 'International Students Campaign'
- **Small Business Award Winner:**
BizCover Pty Ltd, for 'Small Business Insurance Made Even Easier'
- **Business Diversity Award and People's Choice Award Winner:**
Australian Hearing, for 'You Can Count On Me'
- **Sport Award Winner:**
KWP! and Surf Life Saving Australia, for 'The Ocean'
- **Arts and Culture Winner:**
NSW Multicultural Health Communication Service and Pink Sari Inc, for 'Pink Sari Project: National Song Writing Competition'
- **Communities Award Winner:**
SBS, for 'Lunar New Year 2017'
- **Education Award Winner:**
Access Employment Services, for 'Access Employment Services'
- **Youth Award Winner:**
SBS, for 'SBS National Languages Competition'



PREMIER'S IFTAR DINNER

Literally meaning to 'break the fast', Iftar commemorates one of the most important religious events in Islam, when according to Islamic teachings, the holy Qu'ran was revealed to the Prophet Mohammed.

In celebration of breaking the fast, the Hon Gladys Berejiklian MP, NSW Premier hosted an interfaith Iftar dinner at Waterview in Bicentennial Park on 8 June 2018. Attended by more than 200 Muslim community representatives, religious leaders and members of Parliament, the event was led by Ms Widyan Fares and GWS GIANTS representative Mr Ali Faraj as co-masters of ceremonies. A poignant recitation of the Qu'ran was also performed by Mr Mustafa Al Ashrafi.



DIWALI CELEBRATIONS

On 17 October 2017, the Minister for Multiculturalism, the Hon Ray Williams MP hosted a Diwali celebration at the Museum of Contemporary Art with the Hon Gladys Berejiklian MP, NSW Premier and Mr B Vanlalvawna, Indian Consul-General in Sydney as guests of honour.

Diwali is recognised as the festival of lights and is celebrated by Hindus across the world. Diwali celebrations recognise the contributions made by Australians of Indian and sub-continental heritage to the ongoing success and vibrancy of our state's multicultural society.

Hindu Priests chanted hymns, cultural performances were enjoyed and the Premier and the Minister participated in the ceremonial lighting of the lamp. In a true celebration of light, approximately 200 people watched as the sails of the Sydney Opera House were illuminated gold to close the night.



CHANUKAH FESTIVITIES

Chanukah is the eight-day Jewish festival of lights that celebrates the universal triumph of light over darkness, freedom over oppression and good over evil. At the heart of the Chanukah festivities is the Menorah lighting ceremony. Last year, the Hon Ray Williams MP, Minister for Multiculturalism hosted a pre-Chanukah reception at NSW Parliament House on 22 November.

The celebration was attended by approximately 200 Jewish community representatives, religious leaders and Members of Parliament. Chanukah blessings were delivered by Rabbi Eli Feldman and eight members of the NSW Jewish community participated in the lighting of the Menorah.



POLICY, SETTLEMENT AND BRIEFINGS

In 2017-18, there continued to be a spotlight on settlement planning as Multicultural NSW assumed responsibility for supporting the work of the Coordinator General for Refugee Resettlement, Professor Peter Shergold AC. Strategic priorities in this portfolio area included strengthening cross-sectoral collaboration, exploring opportunities for regional settlement and secondary settlement, evaluating the NSW Government's additional investment in services and programs, linking new arrivals with employment pathways, and connecting with communities to understand the challenges and opportunities.

The division has been closely involved in undertaking analysis and providing advice on a wide range of NSW and Commonwealth initiatives, including in the context of our leadership role with the Multicultural Policies and Services Program (MPSP).

We also continued to support the Multicultural Women's Hub and SkillME projects which deliver programs that empower members of our multicultural communities to participate more deeply in social and cultural opportunities and engage with employment pathways.

Ongoing support is provided to the offices of the Minister for Multiculturalism and the Premier, as well as the Department of Premier and Cabinet, in the provision of briefs and correspondence associated with the Multiculturalism portfolio.

- Settlement policy coordination and collaborative planning
- The Multicultural Policies and Services Program (MPSP)
- Support to the Minister for Multiculturalism and the Premier of NSW
- Multicultural Policy Advice
- Partnerships to deliver Community Programs

MULTICULTURAL POLICIES AND SERVICES PROGRAM (MPSP)

The MPSP is a planning and reporting framework to help ensure that all NSW Government agencies implement the multicultural principles set out in the *Multicultural NSW Act 2000*.

The MPSP Framework helps agencies to embed multicultural planning within their operations through the preparation of multicultural plans addressing:

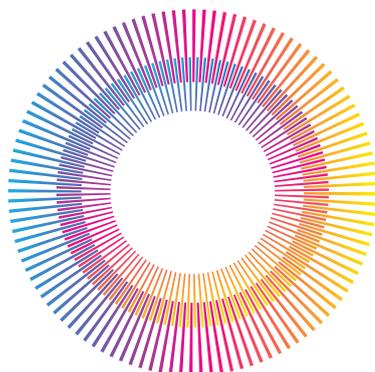
- 4 Focus Areas: Service Delivery, Planning, Leadership and Engagement
- 9 Outcomes in which agencies are expected to develop a set of specific targets against the agreed focus areas.

Agencies are also required to report publicly on their multicultural planning in their annual reports.

Multicultural NSW reports to Parliament on the government's progress in implementing multicultural principles through our annual Community Relations Report. This includes agency highlights and examples of best practice.

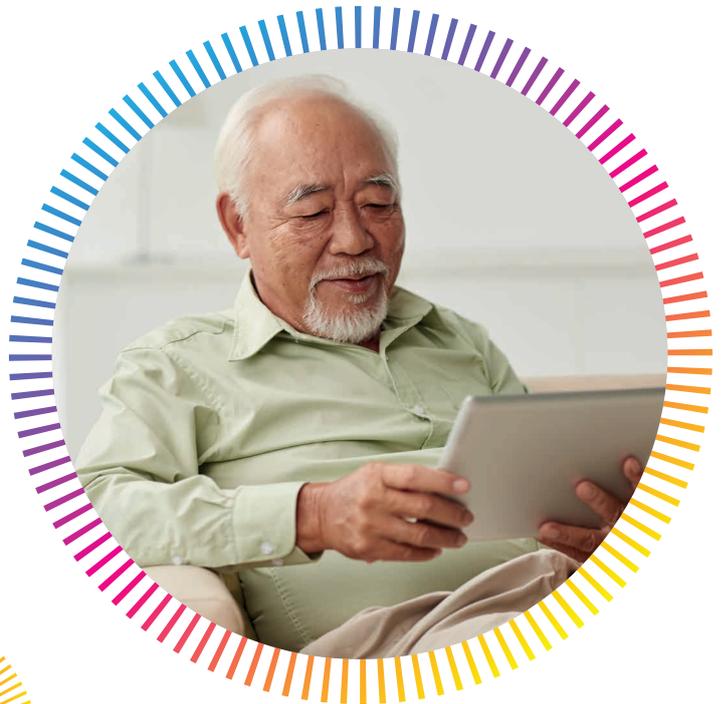
In 2017-18, we assessed in detail the implementation reports of:

- icare
- Transport for NSW
- Fair Trading
- Legal Aid



PLANNING FOR CULTURAL DIVERSITY TOOLKIT

Multicultural NSW engaged consultants DiverseWerks and Beasley Intercultural to develop the *Planning for Cultural Diversity Toolkit*. The toolkit will complement the MPSP Framework by identifying best practice tools for use by a broad range of organisations to develop, implement and evaluate their plans for cultural diversity. The toolkit is expected to be available online by the end of 2018.



SETTLEMENT

Coordinator General for Refugee Resettlement

In 2017, support for Professor Peter Shergold AC, in his capacity as Coordinator General for Refugee Resettlement, transitioned from the Department of Premier and Cabinet to Multicultural NSW. Multicultural NSW is now the central point of contact for NSW Government settlement policy coordination and planning across the State.

To help support the settlement in NSW of the increased intake of refugees from Syria and Iraq, the NSW Government invested more than \$146 million to develop new, and expand existing services in the areas of education, health, trauma support, legal aid and employment.

The Coordinator General for Refugee Resettlement's priorities and achievements for 2017-18 included:

- engaging a range of refugee community leaders, religious leaders and community organisations to better understand issues and connect people to programs and services
- supporting and launching the Fairfield City Settlement Action Plan with Fairfield City Council and CORE Community Services
- supporting regional communities to explore opportunities to attract people with refugee backgrounds to settle locally
- focusing on the client centred approach to policy and program development.



GOVERNANCE

NSW Government Immigration and Settlement Planning

During 2017-18, Multicultural NSW strengthened governance frameworks to ensure better collaboration across government and non-government agencies in settlement policy and planning.

Most notably, the NSW Government Immigration and Settlement Planning Committee (GISPC) developed the NSW National Settlement Framework (NSF) Implementation Plan. The Plan formalises the role of the GISPC as a strategic coordination point for raising, escalating and resolving emerging issues through clear processes and protocols. We continue to co-chair the GISPC with the Department of Premier and Cabinet.

Joint Partnership Working Group

The Joint Partnership Working Group on Refugee Resettlement (JPWG) communicates key community issues for strategic consideration by GISPC.

This strengthens the voice of the non government settlement sectors in NSW government settlement policy deliberations. The Coordinator General for Refugee Resettlement, chairs the JPWG with support from Multicultural NSW.

Senior Officials Settlement Outcomes Group

Settlement issues identified by the JPWG and GISPC that fall within the scope of Commonwealth policies and programs can be escalated to the Senior Officials Settlement Outcomes Group (SOSOG). SOSOG meets bi annually and includes representatives from all jurisdictions. Multicultural NSW and the Department of Premier and Cabinet were the NSW Government representatives on SOSOG in 2017-18.

Interagency Policy Collaboration

Multicultural NSW is responsible for a broad remit of policy engagement across NSW Government under the *Multicultural NSW Act 2000*. In 2017-18, we collaborated with a number of key government, non-government and community stakeholders in consultations on policy reforms.

A significant policy reform we continue to engage with is the development of the NSW Ageing Strategy 2016-2020. NSW demographics demonstrate that we have an ageing population and there are a substantial number of elderly people across several culturally and linguistically diverse (CALD) communities in NSW. Our work in this area highlights the importance of awareness and capacity within the aged care sector to develop and deliver culturally appropriate programs and services.

Multicultural NSW is also represented on the NSW Steering Committee for the Prevention of Elder Abuse, providing advice on the distinct characteristics of abuse that may exist in CALD communities and the need for service providers to develop skills to better understand particular cultural dynamics.

Multicultural NSW has actively participated in the development of SafeWork NSW's 'At Risk Worker Strategy 2018-2022'. Our work has helped to highlight the vulnerability of CALD workers in the context of workplace health and safety and in relation to their workplace rights and responsibilities.

PARTNERSHIPS AND PROJECTS

Community Hubs

The National Community Hubs Program aims to connect individuals and communities. The Program has proven to be an effective model to engage women with young children and is based on a funding arrangement between government, community, and philanthropic organisations.

The NSW Government, through Multicultural NSW, continued its funding commitment of \$720,000 over four years to the Community Hubs program to support existing hubs and to increase the number of hubs in NSW as extra support to new arrival families. This agreement was announced in 2016-17.

By June 2018, this funding had helped to increase the number of hubs in NSW from 12 to 23, including 3 new hubs in Wollongong.

Hubs programs aim to reduce social isolation, particularly of migrant and refugee women and children, by encouraging new friendships and support networks.

Activities enhance opportunities for volunteering, employment and improving English language proficiency. Skills training and English classes aim to increase job readiness and self-confidence. Community Hubs also act as an important gateway for accessing local services.

In 2017-18, the hubs engaged around 9,500 families across NSW and during this time, the hubs provided volunteering opportunities for 2,522 adults, while 162 individuals were assisted in gaining employment.



Multicultural Women's Hub

Many women face extra barriers and challenges while settling in a new country. Multicultural NSW is committed to facilitating opportunities for women who require extra support to reach their potential and participate fully in their new community.

The Multicultural Women's Hub project, which is administered by Information and Cultural Exchange, provides women with opportunities and pathways to build their confidence and skills. The Hub supports its clients to develop social enterprises, access training and employment, and strengthen community connections.

Hub Projects

Didi's Tribe is a design enterprise that creates bespoke homewares for sale through a range of corporate, retail and online platforms. All participants come from South Asian (Indian) backgrounds.

Spellbound Storytime Auburn is a multilingual publication and storytelling enterprise developed and delivered by migrant women to childcare centres, libraries, children's festivals and bookshops.

In March 2018, the group was invited to perform bilingual storytelling at the NSW State Library "*Family Fun – Stories from the Globe celebrating Multicultural March*".

The *Sewing project* in Fairfield aims to train the women in seamstress and alteration skills. The group was formed in March 2018.

The *Kitchen* in Granville is exploring the potential of linking multicultural women with a commercial kitchen to develop a social enterprise.

The 2017-18 Multicultural Women's Hub had more than 120 registered participants. During this time migrant women attended Hub activities more than 700 times.

SkillME

Employment is considered one of the most essential aspects of migrant settlement. In 2015, Multicultural NSW developed SkillME, a three-year demonstration project in partnership with Metro Assist, to trial a person-centred, case-management approach to assist migrants to enter and gain employment at a level appropriate to their skills and qualifications.

In 2017-18, working with partner agencies, SkillME provided assistance with:

- job-seeking strategies
- gaining work experience or volunteering
- overseas qualification assessments
- re-training.

SkillME works extensively with potential employers to generate apprenticeships, training, work experience and employment opportunities. Some of the employers it worked with in 2017-18 included Multiplex, Commonwealth Bank and Engineers Without Borders.

SkillME works extensively with potential employers to generate apprenticeships, training, work experience and employment opportunities.



Community Relations Report

Multicultural NSW prepared the 2016-17 Community Relations Report and submitted it to the Minister for Multiculturalism, as required by the *Multicultural NSW Act 2000*.

The report reviewed the state of community relations, social cohesion and community harmony in NSW in 2016-17 and highlighted the work of Multicultural NSW, selected NSW government agencies, community and sport organisations, in identifying and responding to community relations issues. It also includes a report of the performance and initiatives of the four designated agencies: icare, Legal Aid NSW, NSW Fair Trading and Transport NSW, with regards to their implementation of the multicultural principles through the Multicultural Policies and Services Program.

Briefings and Correspondence 2017-18

Multicultural NSW provides an important support role to the Minister for Multiculturalism, the Premier and their representatives when attending community events and meetings, and delivering community messages.

In 2017-18, we provided advisory and support functions to the Minister and the Premier, delivering 1,493 registered ministerial requests. This included 149 responses to Ministerial correspondence, and 572 meeting and event briefs.

We also provide services to support the Minister in Parliament and Cabinet, including written advice, responses to questions, preparations for Question Time, speeches and material to assist with Budget Estimates.



LANGUAGE SERVICES

In 2017/18, Language Services continued to focus on two key objectives – firstly the delivery of high quality professional interpreting and translating services and secondly to ensure NSW has a sustainable language services industry. The emphasis remains on providing high quality, cost effective services to enable access for people from culturally and linguistically diverse backgrounds.

We are transforming the way we deliver our own services by enhancing existing offerings and introducing new and exciting state of the art services. We are engaged with the language services industry, the providers and users of the services, the educational institutions and the representative and credentialing bodies to develop strategies to ensure an ongoing supply of trained and qualified language professionals.

KEY LANGUAGE SERVICES INITIATIVES

A Best Practice Framework for Language Services in NSW

The NSW Government's Multicultural Principles, as outlined in the *Multicultural NSW Act 2000*, require that all individuals have the greatest possible opportunity to make use of, and participate in, relevant activities and programs provided by or administered by the Government of NSW.

The provision of language services makes services and programs provided by the NSW Government agencies and funded organisations more accessible to people who have limited English, or who prefer to communicate in a language other than English.

In 2017-18, Multicultural NSW launched Language Services Guidelines. These guidelines were designed to provide a best practice model for NSW Government agencies and their partners, to engage and effectively utilise interpreter and translator services.

The guidelines cover all aspects an agency needs to know when using interpreting and translating services. The publication details how to plan and purchase the service, data collection, and best practice for effective use of interpreter and translation services.

The guidelines have been distributed widely throughout NSW Government agencies and funded organisations. Whilst the guidelines provide an overarching framework for using language services, individual departments are encouraged to develop and maintain guidelines and policies specific to their own operations.

Ensuring a Sustainable Language Services Industry

Since June 2016, key stakeholders from the language services industry in NSW have met regularly to provide advice and input to government about the issues facing the industry, as well as identifying strategies to address these issues.

Known as the Multicultural NSW Language Services Forum, the advisory group is made up of representatives from private and public language service providers, the main educational institutions, interpreter associations and the main users of these services within the NSW government: Justice, Police and Health.

One notable industry change that the forum focused on this year was the change to the way interpreters and translators receive their professional credentials. On 1 January 2018, the National Accreditation Authority for Translators and Interpreters (NAATI) introduced a new credentialing system, replacing the current accreditation system with a new certification model. Reforms resulted from strong engagement with industry bodies and key stakeholders to introduce a new certification system, to ensure a sustainable and skilled workforce.

Key elements of the reforms, include:

- NAATI credentials reflect international best practice in standards
- every three years interpreters and translators will be required to provide evidence of their continuing work practice and professional development
- to maintain a high calibre of language services professionals.

MEDIALINK

MediaLink was established approximately 15 years ago by the then Community Relations Commission. The service provided media monitoring of foreign language hard copy publications in up to 16 languages.

In 2017, Multicultural NSW undertook a major review of the service. It had a limited client base and was time consuming and resource intensive in its operations. Significant changes have since been introduced, both in terms of technical systems and work processes, that have made the service more efficient and cost effective. The team has expanded the monitoring from hard copy newspapers to online newspapers and social media sites.

Multicultural NSW has partnered with international media monitoring service, Meltwater to deliver a whole of NSW government delivery of comprehensive media monitoring services. For the first time, the NSW Government has included the monitoring of CALD media as a mandatory component of this contract. That service is being delivered by Multicultural NSW through Medialink.

We are confident that the demand for MediaLink and the interest in monitoring what the CALD community is reading and discussing in print and online will continue to grow. National interest in the service has already been received.

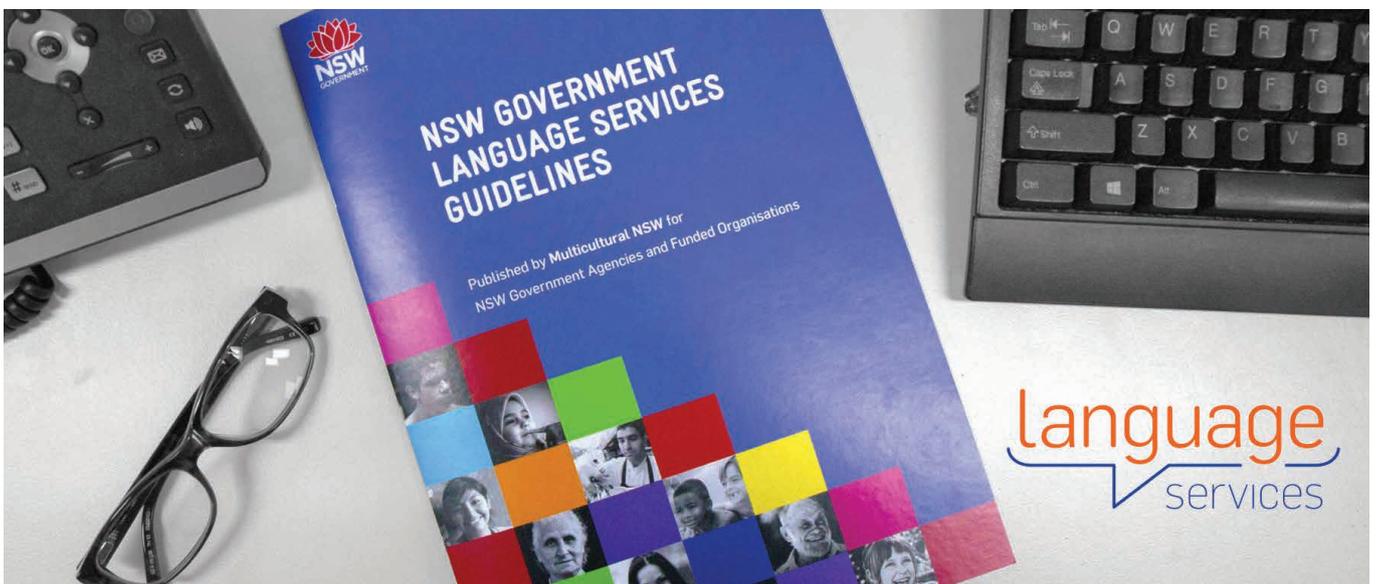
Today, MediaLink is a flexible CALD media monitoring service that is designed to be able to integrate with any English monitoring service to provide a unique and holistic service delivery.

Cultural Competency Training Program (CCP)

The Cultural Competence Program (CCP) is an innovative range of online training courses and online resources designed to enable organisations to cost effectively train large numbers of people in the areas of cultural competence, diversity and inclusion.

Courses are designed to build capability around cultural diversity and inclusion, whilst the Cultural Atlas provides detailed, useful and practical information about a range of cultures.

CCP is a collaboration between Multicultural NSW, SBS and International Education Services (IES). The Program has rolled out nationally, with a growing client list that includes: Juvenile Justice NSW, Office of Police, Service NSW, SafeWork NSW, Audit Office of NSW, Sydney City Council, State Library of NSW, SydWest Multicultural Services, Department of Social Services, Family and Community Services, Macquarie University, National Rugby League, Office of Fair Work Ombudsman, Commonwealth Bank, AFL, and Screen Australia.



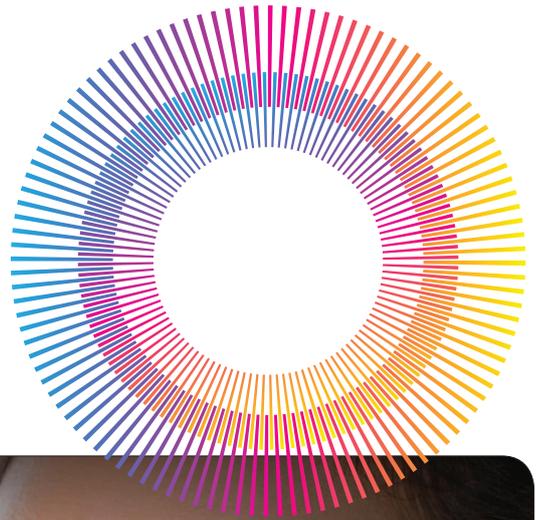
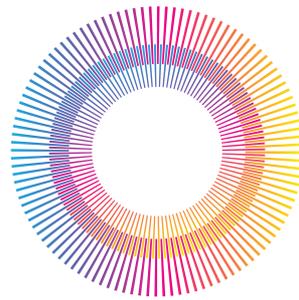
New Telephone Interpreting Service

Multicultural NSW has commenced with the system build, recruitment and communication strategy to launch a new state of the art telephone interpreting service in early 2019.

This exciting service will provide on-demand and pre-booked telephone interpreting services to clients, government agencies and the non-government sector 24 hours a day, seven days a week.

Some of the key benefits of the service are:

- accessibility: for example individuals residing in rural and remote locations
- cost effectiveness for clients and agencies
- client confidentiality
- the ability to conquer language barriers
- flexibility of service delivery for clients and agencies
- quick utilisation in emergency and crisis situations and responses.



Multicultural
NSW

language
services

DELIVERING QUALITY LANGUAGE SERVICES

Our Services

Interpreting Services

Language Services delivered consistent and quality interpreting 24 hours a day, seven days a week to New South Wales Government departments and agencies, private and commercial organisations, community groups and individuals.

This year's highlights included:

- approximately 21,000 interpreting assignments performed in over 92 languages and dialects by a panel of NAATI qualified practitioners
- continued delivery of specialised legal interpreting to the NSW Courts. This year, the number of interpreting assignments performed for the NSW Courts increased by over 17%
- 584 interpreting assignments were delivered via Audio Visual Link (AVL) facilities in rural and regional areas of NSW. This represents an increase of 38% from the previous year, resulting in increased access to interpreting services in rural and regional areas and significant cost saving to the agency
- 73% of interpreting requests were booked directly into the online booking system by the account customers.

Translation Services

Multicultural NSW Language Services offered a complete suite of translation services. Our quality management processes ensured that a translated document was edited and checked for accuracy, prior to approval and release to the client.

A range of the translation work offered by Multicultural NSW, includes:

- translation of all personal documents
- translations of publications including leaflets, brochures, posters, flyers, banners and information material (translation from English into multiple community languages)
- media and press releases
- translation of web contents
- digital media advertisements
- transcription of audio/video recording, including telephone intercepts
- translation of scripts/subtitles and voice over recording
- checking and proofreading of Desktop published (translated) material

2017-18 highlights include:

- approximately 2.8 million words and 18,000 documents translated by a panel of NAATI qualified practitioners
- continued delivery of quality translation services of all personal documents to individuals via 90 Service NSW locations
- a significant increase in demand for the translation of nonstandard documents and project work.



Our People

Supporting and Engaging with Our Panel

Multicultural NSW is one of the key NSW government providers of language services. We currently employ and manage a state-wide panel of over 600 language services professionals (interpreters and translators), who speak over 104 different languages, including AUSLAN interpreters.

Multicultural NSW also operates a customer service centre that manages interpreter and translation requests from community, government agencies and the non-government sector across NSW, including rural and remote areas.

Through its Language Services Division, we primarily deliver specialised legal and police interpreting through our high-quality language services professionals. Our interpreting service provides onsite and video interpreting using the latest technologies.

In 2017-18, the Language Services Division implemented several initiatives to continue to deliver accessible and responsive services. These included:

- launching quarterly newsletters for our language services professionals, to provide them with the latest industry news and organisational strategic priorities
- strengthening the collaboration with our language services professionals
- streamlining systems and business processes, such as enhancements to the SMS notification system to interpreting and translation assignments
- commencing recruitment campaigns to attract new professionals.

Implementing a Workforce and Recruitment Strategy

The Language Services Division approach is to continue to build a talented and flexible workforce to meet current and future needs of our community and government agencies, to ensure that their clients and customers have equal access to services and information within NSW.

The demand for interpreters and translators is projected to grow due to large increases in the number of non-English speaking people and the settlement of newly arrived migrants.

In 2017-18, Multicultural NSW implemented recruitment initiatives to meet the demand for language services, for people from new and emerging communities and those in regional locations. These initiatives included:

- targeted recruitment of interpreters and translators with specific languages and skill sets
- I work for NSW recruitment campaign
- a local recruitment drive through communities and organisations within NSW.

These efforts resulted in Multicultural NSW recruiting 146 new NAATI certified language professionals, in most languages, from both NSW and other states.

Building Industry Capability

Multicultural NSW continues to focus on building the capability of our own staff, language services professionals and government agencies who use language services.

In 2016-17, Multicultural NSW partnered with the Education Centre Against Violence to deliver training for interpreters. Seven workshops for interpreters and two Forums for Interpreters and Bilingual Community Educators were delivered.

The workshops focused on interpreting for people who have experienced trauma, such as domestic and family violence, or sexual assault. These workshops were in response to the Royal Commission investigating Institutional Responses to Child Sexual Abuse.



CORPORATE

Corporate Services supports the whole of Multicultural NSW to ensure the Agency can operationally deliver our objectives and responsibilities.

In 2017-18, the Agency successfully migrated to a new financial reporting system hosted by the FACS Cluster to facilitate more timely reporting and analysis. New IT infrastructure was also implemented in the NSW Government data centre to provide greater information security and compliance. A comprehensive IT strategic plan was developed to identify areas of focus to ensure emerging IT&T trends were incorporated into the Agency's strategic plan.

A whole of Agency risk management assessment was undertaken during the year with strategic and operational risks re-evaluated in light of organisational and community changes. These risk areas have been incorporated into Multicultural NSW's ongoing strategic priorities and initiatives.

Multicultural NSW continues to demonstrate effective and efficient corporate governance processes through unmodified financial statements that give a true and fair view of the financial position of the Agency.



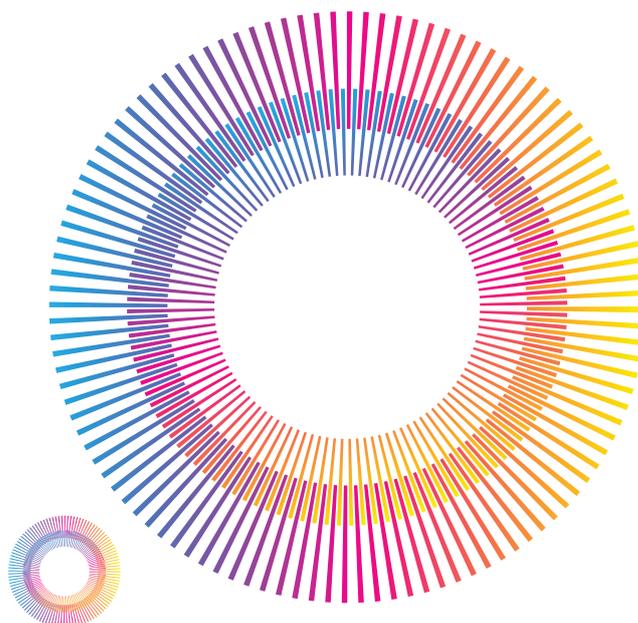
FINANCIAL HIGHLIGHTS

Multicultural NSW operated within its budgetary limits for 2017-18. Financial statements prepared for the financial year ended 30 June 2018 received an unmodified audit from the Audit Office of NSW.

CORPORATE GOVERNANCE

Multicultural NSW has an established, independent Audit and Risk Committee that oversees compliance with the Internal Audit and Risk Management Policy for the NSW public sector. The Agency has a robust risk management framework that ensures compliance with all laws, regulations, internal policies and procedures including:

- assessment, understanding and mitigation of organisational risks
- workplace health and safety
- ensuring maximum benefit from relationships with public and private sector organisations
- providing reliable, timely and accurate financial and management reporting
- maintaining business continuity



MULTICULTURAL NSW GRANTS PROGRAM

The Multicultural NSW Grants Program plays a key role in connecting the NSW Government with the community. By investing in community projects, activities and partnerships, we promote community harmony, build social cohesion, and celebrate cultural diversity as one of NSW's greatest assets.

There have been continued improvements and efficiencies in the grants administration process. The SmartyGrants system provides an online application process, detailed analysis of grant applications and the ability for online grants assessments.

Each year, the Advisory Board of Multicultural NSW recommends priority areas for our Grants Program, to respond to key issues that impact social cohesion and harmony.

In 2017-18, the key priorities were identified as the following:

- the promotion of strong intercultural networks
- arts and sports programs that target young people across all communities
- partnerships and programs that promote employment, volunteering and participation for new arrivals and migrants, including programs focused on women, youth and seniors
- supporting participation of people with disability and aged care needs from diverse backgrounds

This year, 195 grants were awarded under the various Multicultural NSW Grants Programs. Over 40 per cent of these grants were awarded to regional communities.

UNITY GRANTS

Grants of up to \$30,000 are available for projects that bring culturally diverse communities together to promote social cohesion.

The 2017-18 Unity grants were awarded in recognition of projects that addressed the following priority areas (with some grant recipients addressing multiple priority areas through the one project):



SUPPORT GRANTS

Grants of up to \$10,000 per organisation and \$500 per individual are available to assist individuals and communities to participate fully in community life and build community capacity.

The 2017-18 Support grants were awarded in recognition of projects that addressed the following priority areas (with some recipients addressing multiple priority areas through the one grant):





CELEBRATION GRANTS

Celebration grants of up to \$5,000 are available for events and festivals that bring communities together and showcase the benefits of cultural diversity. Sixty five events were provided with grant funding during 2017-18, with over 300,000 people attending various festivals and events to celebrate cultural diversity in NSW.

PREMIER'S FUND FOR SOCIAL COHESION

The Fund aims to build on the strengths of our multicultural society, develop stronger social cohesion and community resilience, particularly among young people aged 12-25 and to inspire young people to stand up against the divisive forces of fear, hate and violence. 36 organisations were awarded funding totalling in excess of \$550,000 this financial year.

PARTNERSHIP GRANTS

Partnership grants are awarded to projects that build social cohesion and community harmony. Projects funded under this program are expected to make a significant contribution and have demonstrable outcomes for NSW. These grants are applied for by expression of interest for specific, identified projects.

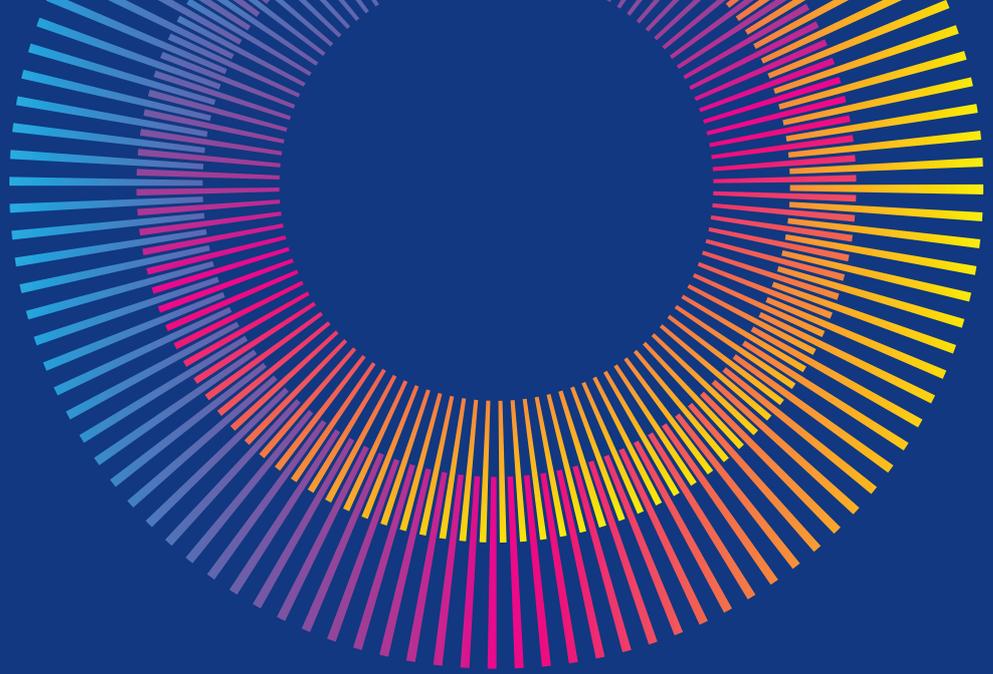
In 2017-18, nine organisations received funding for ongoing Partnership Grants. These organisations were:

- Community Hubs Australia
- Information and Cultural Exchange
- Ethnic Communities Council of NSW Inc
- Multicultural Communities Council of Illawarra
- Hunter Multicultural Communities
- Multicultural Council of Wagga Wagga Inc
- NSW Federation of Community Language Schools Inc
- AFL NSW/ACT
- NAATI



2017–2018 PERFORMANCE DASHBOARD – HARMONY IN ACTION

	COMMUNITY ENGAGEMENT <small>STATUS</small>	GOVERNMENT POLICY AND RESEARCH <small>STATUS</small>	LANGUAGE SERVICES <small>STATUS</small>	CORPORATE <small>STATUS</small>
STRATEGIC PRIORITY	ACCESS AND OPPORTUNITY	MULTICULTURAL POLICY CENTRE OF EXCELLENCE	CAPABILITY RICH	REPUTATION AS A LEADER
DESIRED OUTCOME	Equitable access to NSW Government services and programs	Acknowledged centre of multicultural policy with professional high quality outputs	Adopt innovative approaches to our work including maximising online opportunities	Multicultural NSW is renowned locally and internationally for multicultural leadership
PERFORMANCE INDICATORS	<ul style="list-style-type: none"> Improved MPSP performance by NSW agencies as assessed by Multicultural NSW Increased customer satisfaction with services <small>ADVANCED</small>	<ul style="list-style-type: none"> Evaluation of Policy Framework Improved satisfaction with advice and policy outputs <small>ONGOING</small>	<ul style="list-style-type: none"> Increased use of website and e-resources Growth of existing and development of new value added services such as EmailLink and MediaLink <small>ADVANCED</small>	<ul style="list-style-type: none"> Increased international access to our e-resources Initiatives to develop NSW as an internationally recognised leader in cultural diversity are implemented <small>ADVANCED</small>
STRATEGIC PRIORITY	PARTICIPATION	MPSP FRAMEWORK	INDUSTRY LEADING LANGUAGE SERVICES	FINANCIALLY SOUND
DESIRED OUTCOME	All NSW residents are able to contribute to and participate in community life and the public decision making process	Simplify the program framework with improved tools for the public sector and beyond	Multicultural NSW is a pillar of support for and incubator of a high quality interpreting and translating profession	Multicultural NSW has the resources needed to achieve its objectives
PERFORMANCE INDICATORS	<ul style="list-style-type: none"> Increase participation in Multicultural NSW community engagement initiatives by 10% High stakeholder satisfaction with Multicultural NSW engagements <small>ADVANCED</small>	<ul style="list-style-type: none"> Evaluation of MPSP Program Positive stakeholder assessment of MPSP tools Utilisation of the MPSP beyond the public sector <small>ADVANCED</small>	<ul style="list-style-type: none"> New operating model established for Language Services Increased customer satisfaction evidenced by surveys <small>ONGOING</small>	<ul style="list-style-type: none"> Government Financial targets are achieved Revenue generation opportunities are developed <small>ONGOING</small>
STRATEGIC PRIORITY	VISIBLY EFFECTIVE COMMUNITY ENGAGEMENT STRATEGY	COLLABORATIVE STRATEGIC PARTNERSHIPS	DIVERSITY CELEBRATED AS AN ASSET	ROBUST SYSTEMS
DESIRED OUTCOME	Structured and transparent consultation mechanism is implemented	Effective and structured collaboration at Local, State and Federal Government level	Widespread support for our multicultural society with a common core of rights and responsibilities	Demonstrated effective and efficient corporate governance processes in place
PERFORMANCE INDICATORS	<ul style="list-style-type: none"> High stakeholder satisfaction with consultation processes Ongoing evaluation and improvement <small>ADVANCED</small>	<ul style="list-style-type: none"> High priority collaborative initiatives achieved High stakeholder satisfaction with level of collaboration <small>ADVANCED</small>	<ul style="list-style-type: none"> Growing number of nominations for awards High level of stakeholder satisfaction with events Continued community support for Multicultural NSW <small>ADVANCED</small>	<ul style="list-style-type: none"> 80% of register issues resolved within agreed timeframes Compliance with NSW Government policies <small>ADVANCED</small>
STRATEGIC PRIORITY	OUTCOMES FOCUS	EVIDENCE-BASED DECISIONS	TRANSPARENCY AND ACCOUNTABILITY	ENVIRONMENTAL IMPACT
DESIRED OUTCOME	Community engagement activities focus on building social cohesion	Quality research data for informed decision making by Multicultural NSW and the public sector	Transparent accountability and effective leadership throughout the organisation	Reduced environmental impact through improvements to facilities and processes
PERFORMANCE INDICATORS	<ul style="list-style-type: none"> High social cohesion rating for NSW Continued community support for a multicultural society <small>ADVANCED</small>	<ul style="list-style-type: none"> Multicultural NSW recognised as a key source of information Priority information gaps filled through research High stakeholder satisfaction with Multicultural NSW research projects <small>ADVANCED</small>	<ul style="list-style-type: none"> Engagement factor higher than the public sector and cluster average High effective leadership rating by staff Clear Advisory Board and governance policies are developed and implemented <small>ADVANCED</small>	<ul style="list-style-type: none"> Increased recycling and reduced energy consumption Monitor and report on our environmental footprint <small>ADVANCED</small>



05 MANAGEMENT ACTIVITIES



MANAGEMENT ACTIVITIES

Structure and Function

This report was prepared in compliance with s125 of the *Government Information (Public Access) Act 2009*. It describes the structure and function of Multicultural NSW and information that will be made publicly available either free of charge or at cost.

Multicultural NSW is established under the *Multicultural NSW Act 2000* and commenced operation on 13 March 2001 as the Community Relations Commission for a multicultural NSW.

Our Act provides for the appointment by the Governor on advice of the Minister of up to 15 Advisory Board members. Advisory Board members are appointed on the basis of their skills, experience, knowledge and understanding of multicultural issues. Two youth members aged between 18 and 24 are appointed to represent young people in NSW.

Multicultural NSW is administered by a full-time Chief Executive Officer who has responsibility for the Agency's operations, staff and functions. The CEO is also a member of the Advisory Board and is supported by an Executive Committee.

As at 30 June 2018, Multicultural NSW operated with four divisions:

- Community Engagement
- Policy, Settlement and Briefings
- Language Services
- Corporate.

Community Engagement

The Community Engagement division oversees all community engagement functions of Multicultural NSW as well as media, communication and marketing, and community resilience programs.

Policy, Settlement and Briefings

The Policy, Settlement and Briefings division is responsible for the Multicultural Policies and Services Program, settlement immigration planning, research and investigations, policy and advice, ministerial briefings and correspondence, and producing the annual report on the state of community relations in NSW.

Language Services

The Language Services division has two key functions. The first is to work with the NSW community to ensure that there is a sustainable and effective language services industry. The second is to provide a range of services including interpreting, translating, MediaLink, language testing and cultural competence training programs.

Corporate

Corporate provides core administrative services ensuring Multicultural NSW functions effectively and meets its objectives. This includes management and control over Finance, Information Management, Governance, Human Resources, Facilities Management and Procurement, Information Technology and administering the Multicultural NSW Grants Program.



- Community Engagement
- Regional Advisory Councils
 - COMPACT
- Communications and Marketing
 - Awards
- Events and Forums
- Community Resilience
 - Emailink



- Multicultural Policies and Services Program
- Settlement and Immigration Planning
- Research and Investigation
 - Policy and Advice
 - Ministerial Liaison
 - Community Profiles



- Interpreting
- Translations
 - Medialink
- Language Testing
- Cultural Competence



- Finance
- Human Resources
- Information Technology
 - Governance
 - Risk Management
 - Grants
 - Secretariat

MANAGEMENT ACTIVITIES

PLANNING MECHANISMS

Strategic Priorities 2018-19

Our strategic priorities are guided by extensive consultation with our stakeholders including communities, government agencies, individuals and experts. The strategic priorities provide us with measurable goals and objectives and breaks our work into three focus areas:

- Community
- Language
- Capability

Each area has clear objectives and goals articulated in a work plan. Through a work plan broken down by strategic priority and actions, we identify and monitor our progress and achievements.

Effects of Multicultural NSW's functions on members of the public

The activities of Multicultural NSW affect the public in the following ways:

- the provision of interpreter and translation services have immediate benefits for non-English speaking clients of Multicultural NSW, both in personal matters and in dealing with government department translations
- our community engagement program, through its consultative work and the work of the Regional Advisory Councils, identifies the needs of community groups and brings them to the attention of the government as appropriate
- the Multicultural NSW Grants Program provides funding for projects and events that benefit the people of NSW
- reactions by the community to policy decisions are closely monitored by Multicultural NSW and feedback provided to the Minister for Multiculturalism and the Advisory Board as appropriate.

Performance Measurement

We assess our performance through:

1. **Strategic Plan – Performance Dashboard**
Measures our performance against our key performance indicators, outlined in our performance dashboard (refer to page 63 of this report).
2. **Enterprise risk management**
Multicultural NSW has a mature risk management framework. Independent audit and risk scrutiny, internal audit and a suite of policy's internal controls ensure a robust performance culture govern the agency.
3. **Independent evaluation**
Major responsibility areas are subjected to independent evaluation. Evaluations are embedded into program design and the policy life-cycle.
4. **Surveys**
Our major events and community engagement activities are followed up with participant surveys. This input enables us to monitor and improve our services.

Access Arrangements

Multicultural NSW welcomes comments from the public on issues relating to community relations and service delivery. This is achieved through our seminars and forums, the distribution of documents for public discussion and feedback, community feedback to Regional Advisory Councils and consultation with communities on specific areas of concern.

Information is available from our Right to Information Officer who can be contacted during business hours on 02 8255 6767. Charges for access to documents are in accordance with the guidelines established by the Information Commissioner.

Nature of application	Application fee	Processing charge
Access to records by natural persons about personal affairs	\$30.00	\$30.00 per hour after first 20 minutes
All other requests	\$30.00	\$30.00 per hour
Internal review	\$40.00	Nil
Amendment of records	Nil	Nil

MANAGEMENT ACTIVITIES

FINANCIAL OVERVIEW

REVENUE

Multicultural NSW's revenue in 2017-18 was \$25.572 million which was drawn from four sources:

- grant funding from the Department of Family and Community Services
- government contributions for acceptance of employee liabilities
- user-pays revenue derived from the provision of language services
- other revenue including grants for special projects

The appropriation for each agency cluster is received by the principal department of the cluster. In 2017-18 the principal department of the cluster was the Department of Family and Community Services.

Source	2015/16 \$ 000	2016/17 \$ 000	2017/18 \$ 000
Government appropriation and contribution	578	448	113
Grant funding from the Department of Family and Community Services	11,850	18,984	16,722
User Charges	5,367	4,840	4,925
Other	1,871	1,448	3,812
	\$19,666	\$25,720	\$25,572

EXPENSES

Multicultural NSW's total expenses for the year ended 30 June 2018 were \$26.763 million. The following table provides a comparison to the expenditure of Multicultural NSW over the past three financial years.

Category	2015/16 \$ 000	2016/17 \$ 000	2017/18 \$ 000
Employee related expenses	17,035	14,557	15,120
Other operating expenses	4,785	3,285	4,189
Maintenance	16	23	32
Depreciation	214	349	925
Grants and Community Outreach	4,365	6,507	6,497
	\$26,415	\$24,721	\$26,763

MANAGEMENT ACTIVITIES

Payment of accounts for goods and services

In accordance with Treasury Policy TPP17-09, Multicultural NSW is rolling out implementation of procurement cards for purchases under \$3,000 to appropriately delegated officers.

Accounts due or paid within each quarter				
Measure	September 2017	December 2017	March 2018	June 2018
Invoices due for payment (#)	457	488	692	559
Invoices paid on time	457	488	692	559
	100%	100%	100%	100%
Amount due for payment (\$)	2,491,831	2,430,316	2,749,780	2,345,291
Amount paid on time (\$)	2,491,831	2,430,316	2,749,780	2,345,291
Number of payments for interest on overdue accounts (#)	-	-	-	-
Interest paid to business on late payments (\$)	-	-	-	-
Number of payments to small business for interest on overdue accounts (#)	-	-	-	-
Interest paid to small business on late payments (\$)	-	-	-	-
Invoices due for repayment received for small business (#)	-	-	-	-
Invoices from small business paid on time (#)	-	-	-	-
Amount due for payment to small business (\$)	-	-	-	-
Amount due to small business paid on time (\$)	-	-	-	-

Aged analysis at the end of each quarter				
	Current within due date \$ 000	<30 days overdue \$ 000	30-60 days overdue \$ 000	61-90 days overdue \$ 000
All suppliers				
September 2017	-	-	-	-
December 2017	11	-	-	-
March 2018	5	-	-	-
June 2018	19	-	-	-
Small business suppliers				
September 2017	-	-	-	-
December 2017	-	-	-	-
March 2018	-	-	-	-
June 2018	-	-	-	-

MANAGEMENT ACTIVITIES

ENGAGEMENT OF CONSULTANTS

Consultant	Project	Amount	Category
ARTD Consultants	Strategic Plan and Community Engagement Review	\$20,000	Management Services
BDO	Review of Translator and Interpreter Services	\$16,800	Management Services
Inca Consulting	Needs Analysis of Community based CVE Practitioners	\$40,000	Management Services
NSW STARTTS	Witness to War Project	\$275,000	Management Services
Risk Logic	Crisis Management Services	\$59,865	Management Services
	Total	\$411,665	

ACCOMMODATION

Accommodation services includes procurement, stores, facilities, energy, waste management, maintenance, acquisition and disposal of fixed assets.

The Director Corporate is responsible for ensuring our compliance with regulatory and social objectives and prepares and monitors the Agency's performance in respect of:

- asset management plans
- office accommodation strategies
- compliance with state procurement policies and procedures
- waste reduction
- purchasing plans

The Director Corporate also manages one fleet vehicle which is garaged at Multicultural NSW's Parramatta premises.

The Multicultural NSW office is located at 56 Station Street East, Parramatta 2150.

OVERSEAS TRAVEL

The Senior Manager, Community Resilience, Multicultural NSW undertook one overseas visit in 2017-18. The Department of Foreign Affairs and Trade (DFAT) invited the Senior Manager, Community Resilience, to speak on "Co-designing the COMPACT Program Evaluation Architecture" at the Global Counter Terrorism Forum Countering Violent Extremism Monitoring and Evaluation Workshop in Abu Dhabi, United Arab Emirates, held on 19-20 February 2018. The international workshop was co-hosted by the governments of Australian and Indonesia. The visit was fully funded by the Australian Government through DFAT.

MANAGEMENT ACTIVITIES

GOVERNMENT INFORMATION (PUBLIC ACCESS) ACT 2009 GIPA

Under section s7(3) of the *Government Information (Public Access) Act 2009* (GIPA Act) Multicultural NSW continued to review and assess information that is in the public interest and should be made publicly available.

We regularly identify information that should be made publicly available and information that is pro-actively released via our website and our 'EmailLink' service. New and updated information is released in relation to projects and initiatives, events and activities, publications and media releases, as well as our multicultural calendar for events, meetings and days of religious significance.

During 2017-18 we determined that there were no particular categories of information that were being regularly requested. No formal applications for access to information were received under the GIPA Act.

Multicultural NSW did not refuse any access applications, either wholly or in part, in relation to the disclosure of information referred to in schedule 1 of the GIPA Act. Detailed information is available in Appendix 2.

PRIVACY

We are committed to respecting the privacy rights of all individuals and take our obligations in relation to the management of personal and health information seriously.

Our Privacy Policy and Privacy Management Plan details how personal information is managed in accordance with the requirements of the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*.

The Plan applies to all employees, contractors and stakeholders who have access to personal information.

There were no internal reviews conducted by Multicultural NSW during the reporting year.

MANAGEMENT ACTIVITIES

PUBLIC INTEREST DISCLOSURES

Section 31 of the *Public Interest Disclosures Act 1994* requires each public authority report information about their obligations under the Act. As set out in the *Public Interest Disclosures Regulation 2011*, the following information is reported for 2017-18:

a. number of public officials who made public interest disclosures	-
b. number of public interest disclosures received in total	-
in relation to:	-
• corrupt conduct	-
• maladministration	-
• serious and substantial waste of public money	-
• government information contraventions	-
• local government pecuniary interest contraventions	-
Total number of public interest disclosures	-
c. total number of public interest disclosures finalised	-
d. Multicultural NSW has a public interest disclosures policy in place that sets out how obligations are met under the <i>Public Interest Disclosures Act 1994</i>	-
e. action taken to ensure staff awareness of the policy include:	-
• induction training provided to new staff	-
• references to the <i>Public Interest Disclosures Act 1994</i> has been included in other policies of Multicultural NSW	-
• the public interest disclosures policy guidelines are readily available to all staff in Multicultural NSW's directory of policies.	-
Additional information required under sub-clause (2) (a) and (b) of the Regulation include:	-
a. number of public officials who made public interest disclosures while performing their day to day functions as public officials	-
b. number of public interest disclosures not within paragraph (a) that are made under a statutory or other legal obligation	-
c. all other public interest disclosures	-

MANAGEMENT ACTIVITIES

HUMAN RESOURCES

Human Resources policies continue to be reviewed and updated in accordance with the requirements of the *Government Sector Employment Act 2013* (GSE Act).

INDUSTRIAL RELATIONS POLICY AND PRACTICE

Multicultural NSW did not appear before any industrial tribunal in its capacity as an employer.

CONDITIONS OF EMPLOYMENT

Multicultural NSW's employment practices are in accordance with industrial relations policies and practices contained in public sector legislation and policy documents, namely the *Crown Employees (Public Service Conditions of Employment) Award 2009* and the GSE Act.

WORK HEALTH AND SAFETY POLICY AND PRACTICE

Multicultural NSW provided a range of initiatives to promote positive and sustainable health and lifestyle opportunities for employees. In 2017-18 these included:

- flexible working hours and part-time work arrangements
- seasonal influenza vaccination program
- promoting and providing access to an Employee Assistance Program (EAP) to all staff and their immediate family members. This service provides professional and confidential services to assist with a broad range of personal and work-related issues
- distributing online resources from our EAP provider and organising an in-house tailored program
- access to Fitness Passport to enhance staff wellbeing

There were no reported injuries during the reporting period.

WORKERS COMPENSATION CLAIM STATUS

Multicultural NSW had no workers compensation claims during 2017-18.

MANAGEMENT ACTIVITIES

HUMAN RESOURCES

Disability Plan

Progress has continued over the last three years against targets set in the Disability Action Plan. Multicultural NSW's premises have been fitted out according to Australian Standards AS 1428 design for access and mobility. Multicultural NSW has unisex accessible toilets.

The Language Services unit also continued to provide Auslan interpreting services over the last three years.

Exceptional movements in wages and salaries and allowances

There were no exceptional movements recorded in employee wages, salaries and allowances during 2017-18.

Number of employees by division	2016-17	2017-18
Executive	6	6
Policy, Settlement and Briefings	12	15
Community Engagement	17	16
Language Services	10	13
Corporate	11	12

Executive salaries

Band	2016-17		2017-18	
	Female	Male	Female	Male
Band 2 (CEO)	0	1	0	1
Band 1 (Directors)	1	3	1	3
Totals	1	4	1	4
	5		5	

Band	Range	Average Remuneration	
	2017-18	2016-17	2017-18
Band 2 (CEO)	\$261,451 - \$328,900	\$278,150	\$285,000
Band 1 (Directors)	\$183,300 - \$261,450	\$216,269	\$223,174

8.33% of Multicultural NSW's employee related expenditure in 2017-18 was related to senior executives compared with 8.28% in 2016-17.

MANAGEMENT ACTIVITIES

WORKFORCE DIVERSITY

For the three-year period 2015 – 2018, Multicultural NSW exceeded the NSW Government benchmark targets for workforce diversity in the employment groups of women and people whose first language spoken as a child was not English.

TRENDS IN THE REPRESENTATION OF WORKFORCE DIVERSITY GROUPS

Workforce Diversity Group	Benchmark	2016	2017	2018
Women	50%	73.6%	73.2%	68.4%
Aboriginal and Torres Strait Islanders	3.3%	0.0%	0.0%	0.0%
People whose first language spoken at home was not English	19.0%	22.6%	10.7%	14.0%
People with a disability	N/A	1.9%	0.0%	0.0%
People with a disability requiring a work-related adjustment	N/A	0.0%	0.0%	0.0%

TRENDS IN THE DISTRIBUTION OF WORKFORCE DIVERSITY GROUPS

Workforce Diversity Group	Benchmark	2016	2017	2018
Women	100	N/A	N/A	N/A
Aboriginal and Torres Strait Islanders	100	N/A	N/A	N/A
People whose first language spoken at home was not English	100	N/A	N/A	N/A
People with a disability	100	N/A	N/A	N/A
People with a disability requiring a work-related adjustment	100	N/A	N/A	N/A

Note 1: A Distribution Index 100 indicates that the centre of the distribution of the Workforce Diversity group across salary levels is equivalent to that of other staff. Values less than 100 mean that the Workforce Diversity group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases the index may be more than 100, indicating that the Workforce Diversity group is concentrated at lower salary levels.

Note 2: The Distribution Index is not calculated where Workforce Diversity group or non-Workforce Diversity group numbers are less than 20.

MANAGEMENT ACTIVITIES

INTERNAL AUDIT AND RISK MANAGEMENT

The Multicultural NSW Audit and Risk Committee:

- oversees the internal audit function, risk management, corporate governance, and other internal assurance processes
- assesses risks arising from Multicultural NSW operations and the adequacy of measures in place to control these risks
- liaises with external audit
- assures the integrity of Multicultural NSW's external financial reporting and internal management reporting.

Multicultural NSW's Audit and Risk Management Committee oversees audits and reviews of Multicultural NSW's activities, which are scheduled in an annual internal audit plan. The areas to be audited are determined based on exposure to potential financial or other strategic or operating risk.

During 2017-18 the committee operated with three independent members:

Mr John Hunter
independent Chair – retired 10 April 2018

Mr Paul Crombie
independent Chair – from 10 April 2018

Mr Paul Crombie
independent member – until 10 April 2018

Ms Gayle Ginnane
independent member

Mr Henry Capra
independent member – from 10 April 2018

Meetings were also regularly attended by our Chief Executive Officer, the Chief Audit Executive and representatives of the NSW Audit Office and O'Connor Marsden (the outsourced provider of internal audit services to Multicultural NSW).

The Committee met on five occasions during the reporting period:

- 21 July 2017
- 21 September 2017
- 6 December 2017
- 20 February 2018
- 10 April 2018

On these occasions, the committee:

- endorsed the 2017-18 internal audit program
- reviewed Multicultural NSW's responses to completed internal audits and reviews
- reviewed and monitored revised internal policies and procedures that provide governance and direction for senior management of Multicultural NSW

MANAGEMENT ACTIVITIES

AUDIT AND RISK MANAGEMENT STATEMENT OF 2017-18 FINANCIAL YEAR

I, Ross Hawkey, A/CEO of Multicultural NSW, am of the opinion that Multicultural NSW has internal audit and risk management processes in operation that are compliant with the eight (8) core requirements set out in the Internal Audit and Risk Management Policy for the NSW Public Sector, specifically:

Risk Management Framework

- 1.1 The agency head is ultimately responsible and accountable for risk management in the agency
- 1.2 A risk management framework that is appropriate to the agency has been established and maintained and the framework is consistent with AS/NZS ISO 31000:2009

Internal Audit Function

- 2.1 An internal audit function has been established and maintained
- 2.2 The operation of the internal audit function is consistent with the International Standards for the Professional Practice of Internal Auditing
- 2.3 The agency has an Internal Audit Charter that is consistent with the content of the 'model charter'

Audit and Risk Committee

- 3.1 An independent Audit and Risk Committee with appropriate expertise has been established
- 3.2 The Audit and Risk Committee is an advisory committee providing assistance to the agency head on the agency's governance processes, risk management and control frameworks, and its external accountability obligations
- 3.3 The Audit and Risk Committee has a Charter that is consistent with the content of the 'model charter'

The Chair and members of the Audit and Risk Committee are:

Independent Chair
John Hunter (13/4/14 – 10/4/18)

Independent Chair
Paul Crombie (10/4/18 – 10/4/21)

Independent member
Paul Crombie (12/6/14 – 10/4/18)

Independent member
Gayle Ginnane (28/5/16 – 28/5/19)

Independent member
Henry Capra (10/4/18 – 10/4/21)



Ross Hawkey
Acting Chief Executive Officer
Multicultural NSW
31 October 2018

MANAGEMENT ACTIVITIES

INFORMATION SECURITY ANNUAL ATTESTATION STATEMENT FOR THE 2017-2018 FINANCIAL YEAR FOR MULTICULTURAL NSW

I, Ross Hawkey, A/CEO of Multicultural NSW am of the opinion that Multicultural NSW had an Information Security Management System in place during the 2017–2018 financial year that is consistent with the Core Requirements set out in the NSW Government Digital Information Security Policy.

The controls in place to mitigate identified risks to the digital information and digital information systems of Multicultural NSW are adequate.

There is no agency under the control of Multicultural NSW which is required to develop an independent ISMS in accordance with the NSW Government Digital Information Security Policy.



Ross Hawkey

Acting Chief Executive Officer
Multicultural NSW
31 October 2018

MANAGEMENT ACTIVITIES

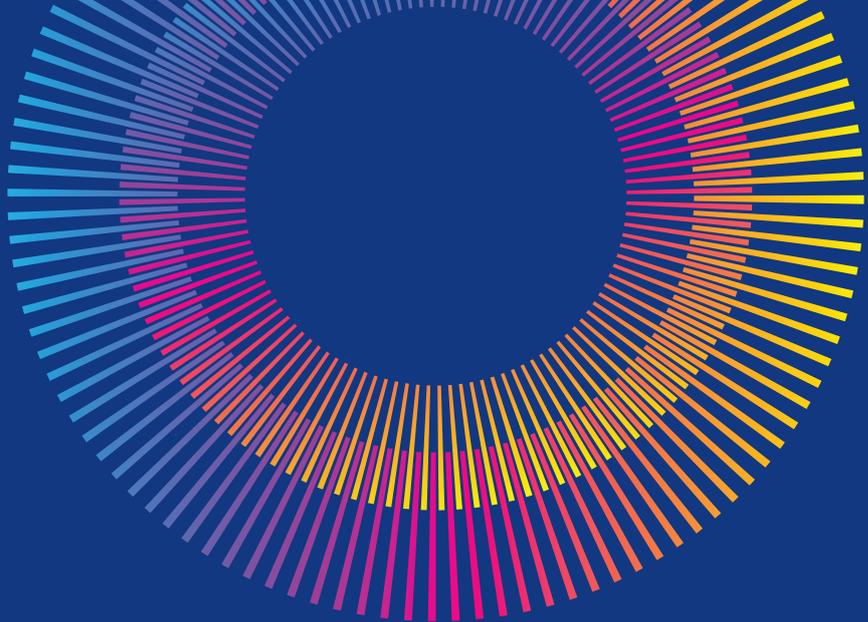
ENVIRONMENTAL IMPACT

Reduced environmental impact through improvements to facilities and processes

Multicultural NSW continued throughout the year to reduce its environmental impact through more sustainable office practices such as improved information management processes to reduce reliance on paper-based processes. We halved our vehicle fleet and encouraged use of public transport options amongst staff to reduce the carbon footprint and save costs. Energy consumption continues to be reduced through improved office practices and energy efficient lighting.

Waste Management

Recycling Measures	2015-2016	2016-2017	2017-2018
Use of recycled toner cartridges	●	●	●
Recycling empty toner cartridges	●	●	●
Use of scanners to minimise paper use	●	●	●
Using scrap paper for drafting documents	●	●	●
Direct capture of electronic mail in lieu of printing	●	●	●
Providing centralised recycling	●	●	●



06 FINANCIAL STATEMENTS





INDEPENDENT AUDITOR'S REPORT

Multicultural NSW

To Members of the New South Wales Parliament

Opinion

I have audited the accompanying financial statements of Multicultural NSW, which comprise the Statements of Comprehensive Income for the year ended 30 June 2018, the Statements of Financial Position as at 30 June 2018, the Statements of Changes in Equity and the Statements of Cash Flows for the year then ended, notes comprising a Statement of Significant Accounting Policies and other explanatory information of Multicultural NSW and the consolidated entity. The consolidated entity comprises Multicultural NSW and the entities it controlled at the year's end or from time to time during the financial year.

In my opinion, the financial statements:

- give a true and fair view of the financial position of Multicultural NSW and the consolidated entity as at 30 June 2018, and of their financial performance and cash flows for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 41B of *Public Finance and Audit Act 1983* (PF&A Act) and the Public Finance and Audit Regulation 2015.

My opinion should be read in conjunction with the rest of this report.

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under the standards are described in the 'Auditor's Responsibilities for the Audit of the Financial Statements' section of my report.

I am independent of Multicultural NSW and the consolidated entity in accordance with the requirements of the:

- Australian Auditing Standards
- Accounting Professional and Ethical Standards Board's APES 110 'Code of Ethics for Professional Accountants' (APES 110).

I have fulfilled my other ethical responsibilities in accordance with APES 110.

Parliament promotes independence by ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their roles by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies
- precluding the Auditor-General from providing non-audit services.

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Other Information

Other information comprises the information included in the annual report of Multicultural NSW and the consolidated entity for the year ended 30 June 2018, other than the financial statements and my Independent Auditor's Report thereon. The Chief Executive Officer (CEO) of Multicultural NSW is responsible for the other information. At the date of this Independent Auditor's Report, the other information I have received comprise the Statement by the Chief Executive Officer.

My opinion on the financial statements does not cover the other information. Accordingly, I do not express any form of assurance conclusion on the other information.

In connection with my audit of the financial statements, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work I have performed, I conclude there is a material misstatement of the other information, I must report that fact.

I have nothing to report in this regard.

The Chief Executive Officer's Responsibilities for the Financial Statements

The CEO is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the PF&A Act, and for such internal control as the CEO determines is necessary to enable the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the CEO is responsible for assessing the ability of Multicultural NSW and the consolidated entity to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting except where the Multicultural NSW will be dissolved by an Act of Parliament or otherwise cease.

Auditor's Responsibilities for the Audit of the Financial Statements

My objectives are to:

- obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and
- issue an Independent Auditor's Report including my opinion.

Reasonable assurance is a high level of assurance, but does not guarantee an audit conducted in accordance with Australian Auditing Standards will always detect material misstatements. Misstatements can arise from fraud or error. Misstatements are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions users take based on the financial statements.

A description of my responsibilities for the audit of the financial statements is located at the Auditing and Assurance Standards Board website at: www.auasb.gov.au/auditors_responsibilities/ar3.pdf. The description forms part of my auditor's report.

My opinion does *not* provide assurance:

- that Multicultural NSW or the consolidated entity carried out their activities effectively, efficiently and economically
- about the assumptions used in formulating the budget figures disclosed in the financial statements
- about the security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about any other information which may have been hyperlinked to/from the financial statements.



Chris Harper
Director, Financial Audit Services

21 September 2018
SYDNEY

STATEMENT BY ACTING CHIEF EXECUTIVE OFFICER

Pursuant to section 41C (1B) of *Public Finance and Audit Act 1983*, I state that:

- a) The accompanying financial statements have been prepared in accordance with the requirements of applicable Australian Accounting Standards (which include Australian Accounting Interpretations), the *Public Finance & Audit Act 1983*, *Public Finance and Audit Regulation 2015* and the Treasurer's Directions.
 - b) These financial statements and notes exhibit a true and fair view of the financial position and transactions of Multicultural NSW and its controlled entity as at 30 June 2018 and its performance for the year ended on that date, and
 - c) There are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.
-



Ross Hawkey

Acting Chief Executive Officer
Multicultural NSW
20 September 2018

This page is unaudited.

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2018

	Notes	Parent Actual 2018 \$'000	Economic Entity Actual 2018 \$'000	Economic Entity Budget 2018 \$'000	Parent Actual 2017 \$'000	Economic Entity Actual 2017 \$'000
CONTINUING OPERATIONS						
Expenses excluding losses						
Employee related expenses	2(a)	-	15,120	16,046	-	14,557
Operating expenses	2(b)	4,221	4,221	2,882	3,308	3,308
Depreciation and amortisation	2(c)	925	925	648	349	349
Grants and subsidies	2(d)	6,497	6,497	3,107	6,507	6,507
Personnel services	2(a)	15,120	-	-	14,557	-
Total expenses excluding losses		26,763	26,763	22,683	24,721	24,721
Revenue						
Sale of goods and services	3(a)	4,925	4,925	5,630	4,840	4,840
Grants and other contributions	3(b)	20,257	20,257	17,122	20,239	20,239
Acceptance by the Crown Entity of employee benefits and other liabilities	3(c)	-	113	694	-	448
Other income	3(d)	390	277	25	641	193
Total revenue		25,572	25,572	23,471	25,720	25,720
Net result		(1,191)	(1,191)	788	999	999
Other comprehensive income		-	-	-	-	-
Total other comprehensive income		-	-	-	-	-
TOTAL COMPREHENSIVE INCOME		(1,191)	(1,191)	788	999	999

The accompanying notes form part of these financial statements.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

		Parent Actual	Economic Entity Actual	Economic Entity Budget	Parent Actual	Economic Entity Actual
	Notes	2018 \$'000	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
ASSETS						
Current assets						
Cash and cash equivalents	4	1,107	1,107	753	653	653
Receivables	5	1,047	1,047	1,156	862	862
Total Current Assets		2,154	2,154	1,909	1,515	1,515
Non-Current Assets						
Property, plant & equipment	6	1,622	1,622	1,987	1,661	1,661
Intangible assets	7	1,145	1,145	1,501	883	883
Total Non-Current Assets		2,767	2,767	3,488	2,544	2,544
Total Assets		4,921	4,921	5,397	4,059	4,059
LIABILITIES						
Current Liabilities						
Payables	8	4,005	4,005	2,258	2,124	2,124
Provisions	9	1,143	1,143	1,171	973	973
Total Current Liabilities		5,148	5,148	3,429	3,097	3,097
Non-Current Liabilities						
Provisions	10	175	175	174	173	173
Total Non-Current Liabilities		175	175	174	173	173
Total Liabilities		5,323	5,323	3,603	3,270	3,270
Net Assets		(402)	(402)	1,794	789	789
EQUITY						
	11					
Accumulated funds		(402)	(402)	1,794	789	789
Total Equity		(402)	(402)	1,794	789	789

The accompanying notes form part of these financial statements.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2018

	Parent Actual	Economic Entity Actual	Economic Entity Budget	Parent Actual	Economic Entity Actual
Notes	2018 \$'000	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
Balance at 1 July	789	789	1,006	(210)	(210)
Net result for the year	(1,191)	(1,191)	788	999	999
Other comprehensive income	-	-	-	-	-
Total other comprehensive income	-	-	-	-	-
Balance at 30 June	(402)	(402)	1,794	789	789

Multicultural NSW's only category of equity is Accumulated Funds.
The accompanying notes form part of these financial statements.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2018

	Parent Actual	Economic Entity Actual	Economic Entity Budget	Parent Actual	Economic Entity Actual
Notes	2018 \$'000	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES					
Payments					
Employee related	-	(14,472)	(15,339)	-	(16,038)
Personnel services	(14,472)	-	-	(16,038)	-
Grants and subsidies	(6,497)	(6,497)	(3,107)	(6,507)	(6,507)
Other	(2,954)	(2,954)	(3,332)	(5,131)	(5,131)
Total Payments	(23,923)	(23,923)	(21,778)	(27,676)	(27,676)
Receipts					
Sale of goods and services	4,935	4,935	5,630	4,934	4,934
Grants and other contributions	20,257	20,257	17,122	20,239	20,239
Other	333	333	474	1,968	1,968
Total Receipts	25,525	25,525	23,226	27,141	27,141
NET CASH FLOWS FROM OPERATING ACTIVITIES	15	1,602	1,602	(535)	(535)
CASH FLOWS FROM INVESTING ACTIVITIES					
Purchases of property, plant and equipment	(449)	(449)	(350)	(1,479)	(1,479)
Purchases of intangible assets	(699)	(699)	(1,200)	(478)	(478)
NET CASH FLOWS FROM INVESTING ACTIVITIES	(1,148)	(1,148)	(1,550)	(1,957)	(1,957)
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	454	454	(102)	(2,492)	(2,492)
Opening cash and cash equivalents	653	653	855	3,145	3,145
CLOSING CASH AND CASH EQUIVALENTS	4	1,107	1,107	653	653

The accompanying notes form part of these financial statements. The Budget Statement of Cash Flows was not reported to Parliament in the 2017-18 Budget Paper No.3 and instead was published online at www.budget.nsw.gov.au

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

a) Reporting Entity

Multicultural NSW is a NSW government entity and is controlled by the State of New South Wales, which is the ultimate parent. Multicultural NSW is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units.

Multicultural NSW as a reporting entity comprises the entity under its control, namely the Multicultural New South Wales Staff Agency that supplies personnel services to Multicultural NSW.

In the process of preparing the consolidated financial statements for the economic entity, consisting of the controlling and controlled entities, all inter-entity transactions and balances have been eliminated, and like transactions and other events are accounted for using uniform accounting policies.

These financial statements for the year ended 30 June 2018 have been authorised for issue by the Acting Chief Executive Officer on 20 September 2018.

b) Basis of Preparation

Multicultural NSW's financial statements are general purpose financial statements which have been prepared on an accruals basis and in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations);
- the requirements of the *Public Finance and Audit Act 1983* and *Public Finance and Audit Regulation 2015*; and
- the Financial Reporting Directions mandated by the Treasurer.

NSW Treasury has approved Multicultural NSW's future budgeted expenditure for the period 2019 - 2022. Multicultural NSW's financial statements have been prepared on a going concern basis, which contemplates the continuity of normal operating activity and the realisation of assets and the settlement of liabilities in the normal course of operations. Multicultural NSW held cash on hand and at bank as at 30 June 2018 of \$1,107,000. Multicultural NSW receives a grant from the Department of Family and Community Services which is sufficient to fund its ongoing operations.

Property, plant and equipment and financial assets at 'fair value through profit or loss' are measured at fair value. Other financial statement items are prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations management has made are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency, which is Multicultural NSW's presentation and functional currency.

c) Statement of Compliance

The financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

d) Accounting for the Goods and Services Tax (GST)

Income, expenses and assets are recognised net of the amount of GST, except that the:

- amount of GST incurred by Multicultural NSW as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of an asset's cost of acquisition or as part of an item of expense; and
- receivables and payables are stated with the amount of GST included.

Cash flows are included in the Statement of Cash Flows on a gross basis. However, the GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

e) Comparative information

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is presented in respect of the previous period for all amounts reported in the financial statements.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

f) New or revised Australian Accounting Standards

(i) Effective for the first time in 2017-18

The accounting policies applied in 2017-18 are consistent with those of the previous financial year except as a result of the following new or revised Australian Accounting Standards that have been applied for the first time in 2017-18. Management has determined that these standards do not have a material impact on the financial statements in 2017-18.

- AASB 2016-1
Amendments to Australian Accounting Standards – Recognition of Deferred Tax Assets for Unrealised Losses
- AASB 2016-2
Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 107
- AASB 2016-4
Amendments to Australian Accounting Standards – Recoverable Amount of Non-Cash-Generating Specialised Assets of Not-for-Profit Entities
- AASB 2016-7
Amendments to Australian Accounting Standards – Deferring of AASB 15 for Not-for-Profit Entities
- AASB 2017-2
Amendments to Australian Accounting Standards – Further Annual Improvements 2014-2016 Cycle

(ii) Issued but not yet effective

New South Wales public sector entities are not permitted to early adopt new Australian Accounting Standards unless NSW Treasury determines otherwise. In accordance with NSW Treasury mandate (Treasury Circular TC18-01), Multicultural NSW did not apply any of the following accounting standards and interpretations which are not yet effective. Management has determined that the most significant impact of these standards on Multicultural NSW's financial statements in the period of their initial application will arise from AASB 16 Leases. The standard introduces a single, on-balance lease accounting model for lessees

whereby Multicultural NSW will recognise right-of-use-assets representing its right to use the underlying assets and lease liabilities representing its obligation to make lease payments.

The following new Accounting Standards and Interpretations have not been applied and are not yet effective.

- AASB 9
Financial Instruments
(Application date 1 July 2018)
- AASB 15
Revenue from Contracts with Customers
(Application date 1 July 2018)
- AASB 16
Leases (Application date 1 July 2019)
- AASB 17
Insurance Contracts (Application date 1 July 2021)
- AASB 1058
Income of Not-for-Profit Entities
(Application date 1 July 2019)
- AASB 1059
Service Concession Arrangements: Grantors
(Application date 1 July 2019)
- AASB 2014-5
Amendments to Australian Accounting Standards arising from AASB 15
(Application date 1 July 2018)
- AASB 2015-8
Amendments to Australian Accounting Standards – Effective date of AASB 15
(Application date 1 July 2018)
- AASB 2016-3
Amendments to Australian Accounting Standards – Clarifications to AASB 15
(Application date 1 July 2018)
- AASB 2016-6
Amendments to Australian Accounting Standards – Applying AASB 9 with AASB 4 Insurance Contracts
(Application date 1 July 2018)

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

- AASB 2016-7
Amendments to Australian Accounting Standards –
Deferral of AASB 15 for Not-for-Profit Entities
(Application date 1 July 2019)
- AASB 2016-8
Amendments to Australian Accounting Standards –
Australian Implementation Guidance for Not-for-
Profit Entities (Application date 1 July 2019)
- AASB 2017-1
Amendments to Australian Accounting Standards –
Transfer of Investment Property, Annual
Improvements 2014-2016 Cycle and Other
Amendments (Application date 1 July 2019)
- AASB 2017-3
Amendments to Australian Accounting Standards –
Clarifications to AASB 4
(Application date 1 July 2018)
- AASB 2017-4
Amendments to Australian Accounting Standards –
Uncertainty over Income Tax Treatments
(Application date 1 July 2019)
- AASB 2017-5
Amendments to Australian Accounting Standards –
Effective Date of Amendments to AASB 10 and
AASB 128 and Editorial Corrections
(Application date 1 July 2018)
- AASB 2017-7
Amendments to Australian Accounting Standards –
Long-term Interests in Associates and Joint
Ventures (Application date 1 July 2019)
- AASB 2018-1
Amendments to Australian Accounting Standards –
Annual Improvements 2015-2017 Cycle
(Application date 1 July 2019)
- AASB 2018-2
Amendments to Australian Accounting Standards –
Plan Amendment, Curtailment or Settlement
(Application date 1 July 2019)
- Interpretation 23
Uncertainty over Income Tax Treatments
(Application date 1 July 2019)

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

2. EXPENSES EXCLUDING LOSSES

	Parent	Economic Entity	Parent	Economic Entity
	2018	2018	2017	2017
	\$'000	\$'000	\$'000	\$'000
(A) EMPLOYEE RELATED EXPENSES				
Salaries and wages (including annual leave)	-	13,181	-	12,500
Superannuation - defined benefit plans	-	6	-	247
Superannuation - defined contribution plans	-	1,081	-	1,062
Long service leave	-	107	-	189
Workers' compensation insurance	-	37	-	48
Payroll tax and fringe benefits tax	-	708	-	511
Personnel services	15,120	-	14,557	-
	15,120	15,120	14,557	14,557

	2018	2018	2017	2017
	\$'000	\$'000	\$'000	\$'000
(B) OTHER OPERATING EXPENSES INCLUDE THE FOLLOWING:				
Auditor's remuneration - audit of the financial statements	77	77	69	69
Operating lease rental expense - minimum lease payments	439	439	677	677
Maintenance	32	32	23	23
Insurance	23	23	23	23
Travel	309	309	245	245
Consultants	412	412	29	29
Fees to contractors	777	777	471	471
Fees for services/general expenses	488	488	234	234
Fees for outsourced booking services	433	433	388	388
Printing, postage and telephone expenses	178	178	205	205
Advertising and promotion	45	45	27	27
Internet charges	80	80	132	132
Computer software and maintenance	403	403	267	267
Internal audit fees	41	41	52	52
Training and development	48	48	47	47
Other running expenses	436	436	419	419
	4,221	4,221	3,308	3,308
<i>Reconciliation - Total maintenance</i>				
Maintenance expense - contracted labour and other (non-employee related) as above	32	32	23	23
Employee related maintenance expense included in Note 2(a)	-	-	-	-
Total maintenance expenses	32	32	23	23

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

Recognition and Measurement

Maintenance expense

Day-to-day servicing costs or maintenance are charged as expenses as incurred, except where they relate to the replacement or an enhancement of a part or component of an asset, in which case the costs are capitalised and depreciated.

Insurance

Multicultural NSW's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self-insurance for Government entities. The expense (premium) is determined by the Fund Manager based on past claims experience.

Operating leases

An operating lease is a lease other than a finance lease. Operating lease payments are recognised as an operating expense in the Statement of Comprehensive Income on a straight-line basis over the lease term.

	Parent	Economic Entity	Parent	Economic Entity
	2018	2018	2017	2017
	\$'000	\$'000	\$'000	\$'000
(C) DEPRECIATION AND AMORTISATION EXPENSE				
Depreciation of Leasehold Improvements	379	379	11	11
Depreciation of Furniture and Fittings	17	17	10	10
Depreciation of Plant and Equipment	9	9	12	12
Depreciation of Computer Hardware	83	83	76	76
Amortisation of Intangible Assets	437	437	240	240
	925	925	349	349

Refer to Notes 6 and 7 for recognition and measurement policies on depreciation and amortisation.

	2018	2018	2017	2017
	\$'000	\$'000	\$'000	\$'000
(D) GRANTS AND SUBSIDIES				
Multicultural NSW Grants Program	3,988	3,988	3,381	3,381
COMPACT Grants	2,509	2,509	3,126	3,126
	6,497	6,497	6,507	6,507

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

3. REVENUE

Recognition and Measurement

Income is measured at the fair value of the consideration or contribution received or receivable.

Comments regarding the accounting policies for the recognition of income are discussed below.

	Parent	Economic Entity	Parent	Economic Entity
	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
(A) SALE OF GOODS AND SERVICES				
Rendering of services				
Interpreting	2,815	2,815	2,842	2,842
Translating	1,924	1,924	1,982	1,982
Other Services	186	186	16	16
	4,925	4,925	4,840	4,840

Recognition and Measurement

Sale of goods

Revenue from sale of goods is recognised as revenue when Multicultural NSW transfers the significant risks and rewards of ownership of the goods, usually on delivery of the goods. Multicultural NSW did not sell any goods during the reporting period.

Rendering of services

Revenue from rendering of services is recognised when the service is provided or by reference to the stage of completion (based on labour hours incurred to date).

	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
(B) GRANTS AND OTHER CONTRIBUTIONS				
Recurrent Grants from Department of Family and Community Services	15,937	15,937	17,350	17,350
Capital Grants from Department of Family and Community Services	785	785	1,634	1,634
Grants from other agencies	3,535	3,535	1,249	1,249
Other Grants	-	-	6	6
	20,257	20,257	20,239	20,239

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

Recognition and Measurement

Income from grants (other than contributions by owners) is recognised when Multicultural NSW obtains control over the contribution. Multicultural NSW is deemed to have assumed control when the grant is received or receivable.

Contributions are recognised at their fair value. Contributions of services are recognised when and only when a fair value of those services can be reliably determined and the services would be purchased if not donated.

	Parent	Economic Entity	Parent	Economic Entity
	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
(C) ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE BENEFITS AND OTHER LIABILITIES				
The following liabilities and/or expenses have been assumed by the Crown Entity:				
Superannuation - defined benefit	-	6	-	247
Long service leave provision	-	107	-	189
Payroll tax	-	-	-	12
	-	113	-	448

	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
(D) OTHER INCOME				
Sponsorship	179	179	125	125
Returned/forfeited grants	29	29	41	41
Miscellaneous income	69	69	27	27
Personnel services revenue	113	-	448	-
	390	277	641	193

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

4. CURRENT ASSETS - CASH AND CASH EQUIVALENTS

	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
Cash at bank and on hand	1,107	1,107	653	653

For the purposes of the Statement of Cash Flows, cash and cash equivalents include cash at bank and cash on hand.

Cash and cash equivalent assets recognised in the Statement of Financial Position are reconciled at the end of the financial year to the Statement of Cash Flows as follows:

	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
Cash and cash equivalents (per Statement of Financial Position)	1,107	1,107	653	653
Cash and cash equivalents (per Statement of Cash Flows)	1,107	1,107	653	653

Refer to Note 17 for details regarding credit risk and market risk arising from financial instruments.

	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
RESTRICTED CASH				
Grants received - unspent at year end	100	100	476	476

These funds are included in Cash at bank and on hand and represent contributions for the co-ordination of community projects. \$376,000 was expensed during this financial year with the remainder to be expensed in subsequent years.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

5. CURRENT ASSETS – RECEIVABLES

	Parent	Economic Entity	Parent	Economic Entity
	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
Sale of goods and services	462	462	494	494
Accrued income	81	81	59	59
Less: Allowance for impairment	-	-	-	-
Prepayments	44	44	46	46
GST receivable	113	113	111	111
Other receivables	347	347	152	152
	1,047	1,047	862	862

	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
MOVEMENT IN THE ALLOWANCE FOR IMPAIRMENT				
Balance at 1 July	-	-	-	-
Amounts written off during the year	(5)	(5)	(4)	(4)
Amounts recovered during the year	-	-	-	-
Increase/(decrease) in allowance recognised in net result	5	5	4	4
Balance at 30 June	-	-	-	-

Details regarding credit risk of trade debtors that are neither past due nor impaired, are disclosed in Note 17.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

Recognition and Measurement

All 'regular way' purchases or sales of financial assets are recognised and derecognised on a trade date basis.

Regular way purchases or sales are purchases or sales of financial assets that require delivery of assets within the time frame established by regulation or convention in the marketplace.

Receivables, including trade receivables, prepayments etc. are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market.

Receivables are initially recognised at fair value plus any directly attributable transaction costs. Subsequent measurement is at amortised cost using the effective interest method, less any impairment. Changes are recognised in the net result for the year when impaired, derecognised or through the amortisation process.

Short term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

Impairment

Receivables are subject to an annual review for impairment. These are considered to be impaired when there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

Multicultural NSW first assesses whether impairment exists individually for receivables that are individually significant, or collectively for those that are not individually significant. Further, receivables are assessed for impairment on a collective basis if they were assessed not to be impaired individually.

The amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the original effective interest rate. The amount of the impairment loss is recognised in the net result for the year.

Any reversals of impairment losses are reversed through the net result for the year, if objectively related to an event occurring after the impairment was recognised. Reversals of impairment losses cannot result in a carrying amount that exceeds what the carrying amount would have been had there not been an impairment loss.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

6. PROPERTY, PLANT AND EQUIPMENT

	Leasehold Improve- ments \$'000	Restoration Cost – PV \$'000	Furniture & Fittings \$'000	Plant & Equipment \$'000	Computer Hardware \$'000	Total \$'000
AT 1 JULY 2017 - FAIR VALUE						
Gross carrying amount	1,378	-	49	49	343	1,819
Accumulated depreciation and impairment	(15)	-	(28)	(25)	(90)	(158)
Net carrying amount	1,363	-	21	24	253	1,661
AT 30 JUNE 2018 - FAIR VALUE						
Gross carrying amount	1,770	-	17	50	386	2,223
Accumulated depreciation and impairment	(381)	-	(13)	(35)	(172)	(601)
Net carrying amount	1,389	-	4	15	214	1,622

Reconciliation

A reconciliation of the carrying amount of each class of property, plant and equipment at the beginning and end of the current reporting period is set out below:

	Leasehold Improve- ments \$'000	Restoration Cost – PV \$'000	Furniture & Fittings \$'000	Plant & Equipment \$'000	Computer Hardware \$'000	Total \$'000
YEAR ENDED 30 JUNE 2018						
Net carrying amount at beginning of year	1,363	-	21	24	253	1,661
Additions	405	-	-	-	44	449
Depreciation expense	(379)	-	(17)	(9)	(83)	(488)
Net carrying amount at end of year	1,389	-	4	15	214	1,622

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

	Leasehold Improve- ments \$'000	Restoration Cost – PV \$'000	Furniture & Fittings \$'000	Plant & Equipment \$'000	Computer Hardware \$'000	Total \$'000
AT 1 JULY 2016 - FAIR VALUE						
Gross carrying amount	1,442	402	80	183	776	2,883
Accumulated depreciation and impairment	(1,422)	(402)	(49)	(153)	(566)	(2,592)
Net carrying amount	20	-	31	30	210	291

AT 30 JUNE 2017 - FAIR VALUE						
Gross carrying amount	1,378	-	49	49	343	1,819
Accumulated depreciation and impairment	(15)	-	(28)	(25)	(90)	(158)
Net carrying amount	1,363	-	21	24	253	1,661

Reconciliation

A reconciliation of the carrying amount of each class of property, plant and equipment at the beginning and end of the prior reporting period is set out below.

	Leasehold Improve- ments \$'000	Restoration Cost – PV \$'000	Furniture & Fittings \$'000	Plant & Equipment \$'000	Computer Hardware \$'000	Total \$'000
YEAR ENDED 30 JUNE 2017						
Net carrying amount at beginning of year	20	-	31	30	210	291
Additions	1,354	-	-	6	119	1,479
Depreciation expense	(11)	-	(10)	(12)	(76)	(109)
Net carrying amount at end of year	1,363	-	21	24	253	1,661

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

Recognition and Measurement

Acquisition of property, plant and equipment

Property, plant and equipment are initially measured at cost and subsequently revalued at fair value less accumulated depreciation and impairment. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the requirements of other Australian Accounting Standards.

Fair value is the price that would be received to sell an asset in an orderly transaction between market participants at measurement date.

Where payment for an asset is deferred beyond normal credit terms, its cost is the cash price equivalent; i.e. deferred payment amount is effectively discounted over the period of credit.

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

Capitalisation thresholds

Property, plant and equipment and intangible assets costing \$1,000 and above individually (or forming part of a network costing more than \$1,000) are capitalised.

Major inspection costs

When a major inspection is performed, its cost is recognised in the carrying amount of the plant and equipment as a replacement if the recognition criteria are satisfied.

Restoration costs

The present value of the expected cost for the restoration or cost of dismantling of an asset after its use is included in the cost of the respective asset if the recognition criteria for a provision are met.

Depreciation of property, plant and equipment

Depreciation is provided for on a straight-line basis so as to write off the depreciable amount of each asset as it is consumed over its useful life to Multicultural NSW.

All material identifiable components of assets are depreciated separately over their useful lives.

DESCRIPTION	ESTIMATED USEFUL LIFE
Property, Plant & Equipment	5 years
Computer Hardware	3 years
Furniture & Fittings	5 years
Leasehold Improvements	Unexpired term of lease

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

Revaluation of property, plant and equipment

Physical non-current assets are valued in accordance with the 'Valuation of Physical Non-Current Assets at Fair Value' Policy and Guidelines Paper (TPP14-01). This policy adopts fair value in accordance with AASB 13 and AASB 116.

Property, plant and equipment is measured at the highest and best use by market participants that is physically possible, legally permissible and financially feasible. The highest and best use must be available at a period that is not remote and take into account the characteristics of the asset being measured, including any socio-political restrictions imposed by government. In most cases, after taking into account these considerations, the highest and best use is the existing use. In limited circumstances, the highest and best use may be a feasible alternative use, where there are no restrictions on use or where there is a feasible higher restricted alternative use.

Fair value of property, plant and equipment is based on a market participants' perspective, using valuation techniques (market approach, cost approach, income approach) that maximise relevant observable inputs and minimise unobservable inputs.

Multicultural NSW has only non-specialised assets with short useful lives, hence normal revaluations are not required. Non-specialised assets with short useful lives are measured at depreciated historical cost, which for these assets approximates fair value. Multicultural NSW has assessed that any difference between fair value and depreciated historical cost is unlikely to be material.

The residual values, useful lives and methods of depreciation of property, plant and equipment are reviewed at each financial year end.

Impairment of property, plant and equipment

As a not-for-profit entity with no cash generating units, impairment under AASB 136 Impairment of Assets is unlikely to arise. Since property, plant and equipment is carried at fair value or an amount that approximates fair value, impairment can only arise in rare circumstances such as where the costs of disposal are material.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

7. INTANGIBLE ASSETS

	Software \$'000	Total \$'000
AT 1 JULY 2017		
Cost (gross carrying amount)	1,264	1,264
Accumulated amortisation and impairment	(381)	(381)
Net carrying amount	883	883

AT 30 JUNE 2018		
Cost (gross carrying amount)	1,595	1,595
Accumulated amortisation and impairment	(450)	(450)
Net carrying amount	1,145	1,145

	Software \$'000	Total \$'000
YEAR ENDED 30 JUNE 2018		
Net carrying amount at beginning of year	883	883
Additions	699	699
Amortisation (recognised in 'depreciation and amortisation')	(437)	(437)
Net carrying amount at end of year	1,145	1,145

AT 1 JULY 2016		
Cost (gross carrying amount)	2,588	2,588
Accumulated amortisation and impairment	(1,943)	(1,943)
Net carrying amount	645	645

AT 30 JUNE 2017		
Cost (gross carrying amount)	1,264	1,264
Accumulated amortisation and impairment	(381)	(381)
Net carrying amount	883	883

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

	Software \$'000	Total \$'000
YEAR ENDED 30 JUNE 2017		
Net carrying amount at beginning of year	645	645
Additions	478	478
Amortisation (recognised in 'depreciation and amortisation')	(240)	(240)
Net carrying amount at end of year	883	883

Recognition and Measurement

Multicultural NSW recognises intangible assets only if it is probable that future economic benefits will flow to Multicultural NSW and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition. Following initial recognition, intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for Multicultural NSW's intangible assets, the assets are carried at cost less any accumulated amortisation and impairment losses.

All research costs are expensed. Development costs are only capitalised when certain criteria are met.

The useful lives of intangible assets are assessed to be finite.

Multicultural NSW's intangible software assets are amortised using the straight-line method over a period of 3 years.

The amortisation period and the amortisation method for an intangible asset with a finite useful life are reviewed at least at the end of each reporting period.

Intangible assets are tested for impairment where an indicator of impairment exists. If the recoverable amount is less than its carrying amount, the carrying amount is reduced to recoverable amount and the reduction is recognised as an impairment loss.

Joint Operations

A joint operator shall recognise in relation to its interest in a joint operation:

- its assets, including its share of any assets held jointly;
- its liabilities, including its share of any liabilities incurred jointly;
- its revenue from the sale of its share of the output arising from the joint operation;
- its share of the revenue from the sale of the output by the joint operation; and
- its expenses, including its share of any expenses incurred jointly.

Multicultural NSW has a 33.3% interest in the Australian Cultural Competence Program with Special Broadcasting Service Corporation (SBS) and International Education Services Ltd (IES). The Program was set up to establish a collaborative arrangement which promotes social cohesion through training individuals and organisations in cultural competence. Multicultural NSW has recognised its share of the assets held and liabilities incurred jointly with the other joint operators to a joint arrangement. Contributions to the joint operation are treated as transactions with the other parties to the joint operation. Assets and liabilities arising are recognised within their respective line items in the Statement of Financial Position. At 30 June 2018, Multicultural NSW has recognised a 33.3% interest in an intangible asset.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

8. CURRENT LIABILITIES - PAYABLES

	Parent	Economic Entity	Parent	Economic Entity
	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
Personnel Services	372	-	34	-
Creditors - Payroll	156	156	131	131
FBT Payable	-	-	-	-
Unearned Revenue	54	54	29	29
Other Accruals	645	645	508	508
Accrued Payroll Tax	-	372	-	34
Accrued Grants	2,778	2,778	1,422	1,422
Total current liabilities - payables	4,005	4,005	2,124	2,124

Details regarding liquidity risk, including a maturity analysis of the above payables are disclosed in Note 17.

Recognition and Measurement

Payables represent liabilities for goods and services provided to Multicultural NSW and other amounts. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

Payables are financial liabilities at amortised cost, initially measured at fair value, net of directly attributable transaction costs. These are subsequently measured at amortised cost using the effective interest method. Gains and losses are recognised in the net result when the liabilities are derecognised as well as through the amortisation process.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

9. CURRENT LIABILITIES - PROVISIONS

	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
EMPLOYEE BENEFITS AND RELATED ON-COSTS				
Annual leave	-	576	-	460
Annual leave on-costs - payroll tax	-	28	-	22
Annual leave on-costs - other	-	54	-	37
Long service leave on-costs - payroll tax	-	172	-	171
Long service leave on-costs - other	-	313	-	283
Other - Personnel Services	1,143	-	973	-
Total Provisions	1,143	1,143	973	973

Total Provisions

The following table shows a breakdown of the Provisions disclosed above, split into the period of time the benefits are expected to be settled:

	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
Within one year	552	552	459	459
Later than one year	591	591	514	514
Total	1,143	1,143	973	973

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

10. NON-CURRENT LIABILITIES - PROVISIONS

	Parent	Economic Entity	Parent	Economic Entity
	2018	2018	2017	2017
	\$'000	\$'000	\$'000	\$'000
EMPLOYEE BENEFITS AND RELATED ON-COSTS				
Long service leave on-costs - payroll tax	-	15	-	15
Long service leave on-costs - other	-	27	-	25
Personnel Services	42	-	40	-
	42	42	40	40

OTHER PROVISIONS				
Restoration costs	133	133	133	133
	133	133	133	133
Total Provisions	175	175	173	173

AGGREGATE EMPLOYEE BENEFITS AND RELATED ON-COSTS				
Provisions - current	-	1,143	-	973
Provisions - non-current	-	42	-	40
	-	1,185	-	1,013

The provision for restoration costs arises from Multicultural NSW's property lease agreement.

Movements in provisions (other than employee benefits)

Movements in each class of provision during the financial year, other than employee benefits, are set out below:

Carrying amount at 1 July 2017		133	133
Additional provisions recognised		-	-
Amounts used		-	-
Carrying amount at 30 June 2018		133	133

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

Recognition and Measurement

Employee benefits and related on-costs

Salaries and wages, annual leave and sick leave

Salaries and wages (including non-monetary benefits) and paid sick leave that are expected to be settled wholly within 12 months after the end of the period in which the employees render the service are recognised and measured at the undiscounted amounts of the benefits.

Annual leave is not expected to be settled wholly before twelve months after the end of the annual reporting period in which the employees render the related service. As such, it is required to be measured at present value in accordance with AASB 119 Employee Benefits (although short-cut methods are permitted).

Actuarial advice obtained by Treasury has confirmed that using the nominal annual leave balance plus the annual leave entitlements accrued while taking annual leave (calculated using 7.9% of the nominal value of annual leave) can be used to approximate the present value of the annual leave liability. Multicultural NSW has assessed the actuarial advice based on Multicultural NSW's circumstances and has determined that the effect of discounting is immaterial to annual leave. All annual leave is classified as a current liability even where Multicultural NSW does not expect to settle the liability within 12 months as Multicultural NSW does not have an unconditional right to defer settlement.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

Long service leave and superannuation

Multicultural NSW's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity. Multicultural NSW accounts for the liability as having been extinguished, resulting in the amount assumed being shown as part of the non-monetary revenue item described as 'Acceptance by the Crown Entity of employee benefits and other liabilities'.

Long service leave is measured at the present value of expected future payments to be made in respect of services provided up to the reporting date. Consideration is given to certain factors based on actuarial review, including expected future wage and salary levels, experience of employee departures, and periods of service. Expected future payments are discounted using Commonwealth government bond rate at the reporting date.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First StateSuper) is calculated as a percentage of the employees' salary. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

Consequential on-costs

Consequential costs to employment are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised. This includes outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax.

Other provisions

Provisions are recognised when: Multicultural NSW has a present legal or constructive obligation as a result of a past event; it is probable that an outflow of resources will be required to settle the obligation; and a reliable estimate can be made of the amount of the obligation. The expense relating to a provision is presented net of any reimbursement in the Statement of Comprehensive Income.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

11. EQUITY

Recognition and Measurement

Accumulated Funds

The category 'Accumulated Funds' includes all current and prior period retained funds.

12. COMMITMENTS

(a) Capital Commitments

Multicultural NSW had no capital commitments as at the end of the reporting period (2017: Nil).

(b) Operating Lease Commitments

Entity as lessee

Future minimum rentals payable under non-cancellable operating leases as at 30 June are as follows:

	Parent	Economic Entity	Parent	Economic Entity
	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
Within one year	491	491	483	483
Later than one year and not later than five years	1,129	1,129	1,619	1,619
Later than five years	-	-	-	-
Total (including GST)	1,620	1,620	2,102	2,102

The total 'operating lease commitments' above include input tax credits of \$147,259 (2017 – \$191,069) that are expected to be recoverable from the Australian Taxation Office.

Multicultural NSW is contractually bound by operating leases for office accommodation and a fleet vehicle. Multicultural NSW's leasehold premises are located at Level 8, 56 Station Street East, Parramatta. Multicultural NSW has 1 fleet vehicle which is based at the Parramatta office.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

13. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

Contingent Liabilities

Multicultural NSW had no contingent liabilities as at the end of the reporting period (2017: Nil).

Contingent Assets

Multicultural NSW had no contingent assets as at the end of the reporting period (2017: Nil).

14. BUDGET REVIEW

The budgeted amounts are drawn from the original budgeted financial statements presented to Parliament in respect of the reporting period. Subsequent amendments to the original budget (e.g. adjustment for transfer of functions between entities as a result of Administrative Arrangements Orders) are not reflected in the budgeted amounts. Major variances between the original budgeted amounts and the actual amounts disclosed in the financial statements are explained below.

Net Result

Multicultural NSW's net result is a deficit of \$1.191m, a variance of \$1.979m to the budgeted surplus position of \$788k. This result is a product of total expenses of \$26.763m being higher than the budget of \$22.683m by \$4.080m and revenue of \$25.572m being higher than the budget of \$23.471m by \$2.101m.

The main drivers for the total expenses position were Operating Expenses exceeding budget by \$1.340m mainly due to a higher level of fees for outsourced services. Grants and Subsidies expenses also exceeded budget by \$3.390m due to new unbudgeted grants being delivered to community groups from additional funding received from the Department of Premier and Cabinet. A total of \$3.135m in Grants and other contributions received in the year that were not reflected in original budget estimates primarily accounted for the variance in reported total revenue.

Assets and Liabilities

The net assets position of Multicultural NSW stands at (\$402k), a decrease of \$2.196m on the budget of \$1.794m.

The net asset result is driven by:

- total liabilities being \$1.720m higher than the budget of \$3.603m which is primarily attributable to the level of accrued grants as at the end of the reporting period; and
- total assets being \$476k lower than the budget of \$5.397m. The variance is primarily due to a lower level of expenditure being incurred on the Language Services Transformation project than was originally anticipated.

Cash flows

Net cash inflows from operating activities are \$1.602m which is higher than the budgeted net cash inflow position of \$1.448m by \$154k and is mainly due to lower than anticipated levels of employee related and other expenditure.

Net cash outflows from investing activities are \$1.148m which is lower than the budget of \$1.550m by \$402k and is primarily attributable to lower than anticipated purchases of intangible assets.

Closing cash and cash equivalents of \$1.107m are \$354k higher than the budget of \$753k primarily due to the level of grants accrued but not yet paid.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

15. RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO NET RESULT

Reconciliation of cash flows from operating activities to the net result as reported in the Statement of Comprehensive Income as follows:

	Parent	Economic Entity	Parent	Economic Entity
	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
Net cash used on operating activities	1,602	1,602	(535)	(535)
Depreciation and amortisation expense	(925)	(925)	(349)	(349)
(Increase)/decrease in provisions	(172)	(172)	(96)	(96)
Increase/(decrease) in prepayments and other assets	185	185	(1,344)	(1,344)
(Increase)/decrease in payables	(1,881)	(1,881)	3,323	3,323
Net result	(1,191)	(1,191)	999	999

16. NON-CASH FINANCING AND INVESTING ACTIVITIES

	2018 \$'000	2018 \$'000	2017 \$'000	2017 \$'000
Employee benefits assumed by the Crown Entity	-	113	-	448
Liability assumed by the Crown Entity	-	113	-	448

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

17. FINANCIAL INSTRUMENTS

Multicultural NSW's principal financial instruments are outlined below. These financial instruments arise directly from Multicultural NSW's operations or are required to finance Multicultural NSW's operations. Multicultural NSW does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

Multicultural NSW's main risks arising from financial instruments are outlined below, together with Multicultural NSW's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout these financial statements. The disclosures relate to both the Economic Entity and the Parent Entity.

The Chief Executive Officer has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by Multicultural NSW, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the internal auditors on a continuous basis.

(a) Financial instruments categories

Class	Note	Category	Carrying Amount	Carrying Amount
			2018 \$'000	2017 \$'000
FINANCIAL ASSETS				
Cash and cash equivalents	4	N/A	1,107	653
Receivables ¹	5	Loans and Receivables (at amortised cost)	890	705
FINANCIAL LIABILITIES				
Payables ²	8	Financial liabilities measured at amortised cost	3,579	2,061

Notes

1. Excludes statutory receivables and prepayments (i.e. Not within the scope of AASB 7).
2. Excludes statutory payables and unearned revenue (i.e. Not within the scope of AASB 7).

Multicultural NSW determines the classification of its financial assets and liabilities after initial recognition and, when allowed and appropriate, re-evaluates this at each financial year end.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

(b) Credit Risk

Credit risk arises when there is the possibility of Multicultural NSW's debtors defaulting on their contractual obligations, resulting in a financial loss to Multicultural NSW. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of Multicultural NSW, including cash and receivables. No collateral is held by Multicultural NSW. Multicultural NSW has not granted any financial guarantees.

Credit risk associated with Multicultural NSW's financial assets, other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards.

Cash and cash equivalents

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System.

Receivables - trade debtors

All trade debtors are recognised as amounts receivable at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand. Debts which are known to be uncollectible are written off. An allowance for impairment is raised when there is objective evidence that Multicultural NSW will not be able to collect all amounts due. This evidence includes past experience, and current and expected changes in economic conditions and debtor credit ratings. No interest is earned on trade debtors. Sales are made on 30 day terms.

Multicultural NSW is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors.

The only financial assets that are past due or impaired are 'Sales of Goods and Services' in the 'Receivables' category of the Statement of Financial Position.

As at the end of the reporting period, the ageing analysis of trade debtors is as follows:

	2018 \$'000	2017 \$'000
Neither past due nor impaired	344	363
Past due but not impaired:		
< 3 months overdue	100	91
3 months - 6 months overdue	18	40
> 6 months overdue	-	-
	462	494
Impaired:		
< 3 months overdue	-	-
3 months - 6 months overdue	-	-
> 6 months overdue	-	-
Total receivables - gross of allowance for impairment	462	494

Notes: The ageing analysis excludes statutory receivables, as these are not within the scope of AASB 7. Therefore, the "total" will not reconcile to the receivables total in Note 5.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

(c) Liquidity Risk

Liquidity risk is the risk that Multicultural NSW will be unable to meet its payment obligations when they fall due. Multicultural NSW continuously manages risk through monitoring future cash flows and maturities planning to ensure adequate holding of high quality liquid assets. The objective is to maintain a balance between continuity of funding and flexibility through the use of overdrafts, loans and other advances.

Multicultural NSW has no credit standby arrangements at balance date or at any time during the year.

During the current and prior year, there were no defaults of loans payable. No assets have been pledged as collateral. Multicultural NSW's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in NSW TC 11/12. For small business suppliers, where terms are not specified, payment is made not later than 30 days from date of receipt of a correctly rendered invoice. For other suppliers, if trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. For small business suppliers, where payment is not made within the specified time period, simple interest must be paid automatically unless an existing contract specifies otherwise. For payments to other suppliers, the Chief Executive Officer of Multicultural NSW (or a person appointed by the Chief Executive Officer) may automatically pay the supplier simple interest. The rate of interest applied during the year was 9.77% (2017 – 9.78%).

The table below summarises the maturity profile of Multicultural NSW's financial liabilities, together with the interest rate exposure.

Maturity analysis and interest rate exposure of financial liabilities

	Non-interest bearing \$'000	Maturity dates		
		< 1 yr \$'000	1-5 yrs \$'000	> 5 yrs \$'000
2018				
Payables	3,579	3,579	-	-
2017				
Payables	2,061	2,061	-	-

Notes:

- The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities based on the earliest date on which Multicultural NSW can be required to pay. Therefore, the table will not reconcile to the amounts in the Statement of Financial Position.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

(d) Market Risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Multicultural NSW does not hold any interest bearing liabilities. Multicultural NSW has no exposure to foreign currency risk and does not enter into commodity contracts.

Interest rate risk

Exposure to interest rate risk arises primarily through an entity's interest bearing liabilities and assets. Multicultural NSW does not hold any interest bearing liabilities. In addition, any associated interest on Treasury Banking System cash balances is withheld from Multicultural NSW and accounted for by NSW Treasury. Therefore, Multicultural NSW has no exposure to interest rate risk.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

18. RELATED PARTY DISCLOSURES

A related party is a person or entity that is related to the entity that is preparing financial statements. As a general government agency 100% controlled by the NSW Government, Multicultural NSW is a related party of all NSW Government controlled agencies and State Owned Corporations.

(a) Key Management Personnel

In accordance with AASB 124 Related party disclosures, Key Management Personnel are those having authority and responsibility for planning, directing and controlling the activities of the entity including whether executive or otherwise.

The Minister for Multiculturalism, the Secretary of the Department of Family and Community Services and the Chief Executive Officer of Multicultural NSW have been identified as the key management personnel of Multicultural NSW.

Key management personnel compensation

Ministers are compensated by NSW Legislature and Multicultural NSW is not obligated to reimburse the Legislature. Ministerial compensation has been centrally compiled by Treasury and the Department of Premier and Cabinet and will be disclosed in the total state sector financial statements only and therefore excluded from the table below.

The Secretary is remunerated by the Department of Family and Community Services as the principal department of the cluster and therefore compensation for the Secretary is excluded from the table below.

Multicultural NSW's key management personnel compensation is as follows:

	2018 \$'000	2017 \$'000
Short-term employee benefits	265	257
Other long-term employee benefits	-	-
Post employment benefits	20	20
Termination benefits	-	-
Total remuneration	285	277

The above compensation disclosures are based on actual payments made to key management personnel during the year.

Key management personnel related party information

There were no other related party transactions that occurred during the year with key management personnel or close family members of key management personnel.

MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

(b) Other related party transactions

Multicultural NSW receives grants from the Department of Family and Community Services to fund its operational and capital related activities.

Other government agencies

Multicultural NSW transacts with other government agencies on an arm's length basis. The transactions primarily relate to the provision of Language Services such as professional interpreting and translating services.

19. EVENTS AFTER THE REPORTING PERIOD

Since the reporting date, no events have come to light that require the financial statements to be amended.

END OF AUDITED FINANCIAL STATEMENTS

INDEPENDENT AUDITOR'S REPORT



INDEPENDENT AUDITOR'S REPORT

Multicultural NSW Staff Agency

To Members of the New South Wales Parliament

Opinion

I have audited the accompanying financial statements of Multicultural NSW Staff Agency (the Agency), which comprise the Statement of Comprehensive Income for the year ended 30 June 2018, the Statement of Financial Position as at 30 June 2018, the Statement of Changes in Equity and the Statement of Cash Flows for the year then ended, notes comprising a Statement of Significant Accounting Policies and other explanatory information.

In my opinion, the financial statements:

- give a true and fair view of the financial position of the Agency as at 30 June 2018, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 41B of the *Public Finance and Audit Act 1983* (PF&A Act) and the Public Finance and Audit Regulation 2015.

My opinion should be read in conjunction with the rest of this report.

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under the standards are described in the 'Auditor's Responsibilities for the Audit of the Financial Statements' section of my report.

I am independent of the Agency in accordance with the requirements of the:

- Australian Auditing Standards
- Accounting Professional and Ethical Standards Board's APES 110 'Code of Ethics for Professional Accountants' (APES 110).

I have fulfilled my other ethical responsibilities in accordance with APES 110.

Parliament promotes independence by ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their roles by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies
- precluding the Auditor-General from providing non-audit services.

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Level 15, 1 Margaret Street, Sydney NSW 2000 | GPO Box 12, Sydney NSW 2001 | t 02 9275 7101 | f 02 9275 7179 | e mail@audit.nsw.gov.au | audit.nsw.gov.au

Other Information

Other information comprises the information included in the Agency's annual report for the year ended 30 June 2018, other than the financial statements and my Independent Auditor's Report thereon. The Chief Executive Officer (CEO) of the Agency is responsible for the other information. At the date of this Independent Auditor's Report, the other information I have received comprise the Statement by the Chief Executive Officer.

My opinion on the financial statements does not cover the other information. Accordingly, I do not express any form of assurance conclusion on the other information.

In connection with my audit of the financial statements, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work I have performed, I conclude there is a material misstatement of the other information, I must report that fact.

I have nothing to report in this regard.

The Chief Executive Officer's Responsibilities for the Financial Statements

The CEO is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the PF&A Act, and for such internal control as CEO determines is necessary to enable the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the CEO is responsible for assessing the Agency's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting except where the Agency will be dissolved by an Act of Parliament or otherwise cease operations.

Auditor's Responsibilities for the Audit of the Financial Statements

My objectives are to:

- obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error
- issue an Independent Auditor's Report including my opinion.

Reasonable assurance is a high level of assurance, but does not guarantee an audit conducted in accordance with Australian Auditing Standards will always detect material misstatements. Misstatements can arise from fraud or error. Misstatements are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions users take based on the financial statements.

A description of my responsibilities for the audit of the financial statements is located at the Auditing and Assurance Standards Board website at: www.auasb.gov.au/auditors_responsibilities/ar4.pdf. The description forms part of my auditor's report.

My opinion does *not* provide assurance:

- that the Agency carried out its activities effectively, efficiently and economically
- about the security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about any other information which may have been hyperlinked to/from the financial statements.



Chris Harper
Director, Financial Audit Services

21 September 2018
SYDNEY

STATEMENT BY ACTING CHIEF EXECUTIVE OFFICER

Pursuant to section 41C (1B) of *Public Finance and Audit Act 1983*, I state that:

- a) The accompanying financial statements have been prepared in accordance with the requirements of applicable Australian Accounting Standards (which include Australian Accounting Interpretations), the *Public Finance & Audit Act 1983*, *Public Finance and Audit Regulation 2015* and the Treasurer's Directions.
- b) These financial statements and notes exhibit a true and fair view of the financial position and transactions of the Multicultural NSW Staff Agency as at 30 June 2018 and its performance for the year ended on that date, and
- c) There are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



Ross Hawkey

Acting Chief Executive Officer

Multicultural NSW

20 September 2018

This page is unaudited.

MULTICULTURAL NSW STAFF AGENCY FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2018

	Notes	Actual 2018 \$'000	Actual 2017 \$'000
Continuing operations			
Expenses excluding losses			
Employee related expenses	2	15,120	14,557
Total expenses excluding losses		15,120	14,557
Revenue			
Personnel services		15,007	14,109
Acceptance by the Crown Entity of employee benefits and other liabilities	3	113	448
Total revenue		15,120	14,557
Net result		-	-
Other comprehensive income			
Total other comprehensive income for the year		-	-
TOTAL COMPREHENSIVE INCOME		-	-

The accompanying notes form part of these financial statements.

MULTICULTURAL NSW STAFF AGENCY FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

	Notes	Actual 2018 \$'000	Actual 2017 \$'000
ASSETS			
Current assets			
Receivables	4	1,557	1,047
Total Current Assets		1,557	1,047
Non-Current Assets			
Total Non-Current Assets		-	-
Total Assets		1,557	1,047
LIABILITIES			
Current Liabilities			
Payables	5	372	34
Provisions	6	1,143	973
Total Current Liabilities		1,515	1,007
Non-Current Liabilities			
Provisions	7	42	40
Total Non-Current Liabilities		42	40
Total Liabilities		1,557	1,047
Net Assets		-	-
EQUITY			
Accumulated funds	8	-	-
Total Equity		-	-

The accompanying notes form part of these financial statements.

MULTICULTURAL NSW STAFF AGENCY FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2018

	Notes	Actual 2018 \$'000	Actual 2017 \$'000
Balance at 1 July		-	-
Net result for the year		-	-
Other comprehensive income		-	-
Total other comprehensive income		-	-
Balance at 30 June		-	-

The accompanying notes form part of these financial statements.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2018

	Notes	Actual 2018 \$'000	Actual 2017 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES		-	-
NET CASH FLOWS FROM OPERATING ACTIVITIES		-	-
CASH FLOWS FROM INVESTING ACTIVITIES		-	-
NET CASH FLOWS FROM INVESTING ACTIVITIES		-	-
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS		-	-
CLOSING CASH AND CASH EQUIVALENTS		-	-

The accompanying notes form part of these financial statements.

MULTICULTURAL NSW STAFF AGENCY NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

a) Reporting Entity

Multicultural New South Wales Staff Agency is an Executive Agency related to the Department of Family and Community Services established pursuant to Part 2 of Schedule 1 to the *Government Sector Employment Act 2013*. It is a not-for-profit entity (as profit is not its principal objective) and has no cash generating units.

These financial statements for the year ended 30 June 2018 have been authorised for issue by the Acting Chief Executive Officer on 20 September 2018.

b) Basis of preparation

Multicultural New South Wales Staff Agency's financial statements are general purpose financial statements which have been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations);
- the requirements of the *Public Finance and Audit Act 1983* and *Public Finance and Audit Regulation 2015*; and
- the Financial Reporting Directions mandated by the Treasurer.

Financial statement items are prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations management has made are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency, which is Multicultural NSW Staff Agency's presentation and functional currency.

c) Statement of Compliance

The financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

d) Comparative information

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is disclosed in respect of the previous period for all amounts reported in the financial statements.

e) New or revised Australian Accounting Standards

- i. Effective for the first time in 2017-18

The accounting policies applied in 2017-18 are consistent with those of the previous financial year except as a result of the following new or revised Australian Accounting Standards that have been applied for the first time in 2017-18. Management has determined that these standards do not have a material impact on the financial statements in 2017-18.

- AASB 2016-1
Amendments to Australian Accounting Standards – Recognition of Deferred Tax Assets for Unrealised Losses
- AASB 2016-2
Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 107
- AASB 2016-4
Amendments to Australian Accounting Standards – Recoverable Amount of Non-Cash-Generating Specialised Assets of Not-for-Profit Entities
- AASB 2016-7
Amendments to Australian Accounting Standards – Deferring of AASB 15 for Not-for-Profit Entities
- AASB 2017-2
Amendments to Australian Accounting Standards – Further Annual Improvements 2014-2016 Cycle

MULTICULTURAL NSW STAFF AGENCY NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

ii. Issued but not yet effective

New South Wales public sector entities are not permitted to early adopt new Australian Accounting Standards unless NSW Treasury determines otherwise. In accordance with NSW Treasury mandate (Treasury Circular TC18-01), Multicultural NSW Staff Agency did not apply any of the following accounting standards and interpretations which are not yet effective. Management determined that the standards are unlikely to have a material impact on Multicultural NSW Staff Agency's financial statements in the period of their initial application due to the nature of this agency.

The following new Accounting Standards and Interpretations have not been applied and are not yet effective.

- AASB 9
Financial Instruments
(Application date 1 July 2018)
- AASB 15
Revenue from Contracts with Customers
(Application date 1 July 2018)
- AASB 16
Leases (Application date 1 July 2019)
- AASB 17
Insurance Contracts
(Application date 1 July 2021)
- AASB 1058
Income of Not-for-Profit Entities
(Application date 1 July 2019)
- AASB 1059
Service Concession Arrangements: Grantors
(Application date 1 July 2019)
- AASB 2014-5
Amendments to Australian Accounting Standards arising from AASB 15
(Application date 1 July 2018)
- AASB 2015-8
Amendments to Australian Accounting Standards – Effective date of AASB 15
(Application date 1 July 2018)
- AASB 2016-3
Amendments to Australian Accounting Standards – Clarifications to AASB 15
(Application date 1 July 2018)
- AASB 2016-6
Amendments to Australian Accounting Standards – Applying AASB 9 with AASB 4 Insurance Contracts
(Application date 1 July 2018)
- AASB 2016-7
Amendments to Australian Accounting Standards – Deferral of AASB 15 for Not-for-Profit Entities
(Application date 1 July 2019)
- AASB 2016-8
Amendments to Australian Accounting Standards – Australian Implementation Guidance for Not-for-Profit Entities
(Application date 1 July 2019)
- AASB 2017-1
Amendments to Australian Accounting Standards – Transfer of Investment Property, Annual Improvements 2014-2016 Cycle and Other Amendments
(Application date 1 July 2019)
- AASB 2017-3
Amendments to Australian Accounting Standards – Clarifications to AASB 4
(Application date 1 July 2018)
- AASB 2017-4
Amendments to Australian Accounting Standards – Uncertainty over Income Tax Treatments (Application date 1 July 2019)

MULTICULTURAL NSW STAFF AGENCY NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

- AASB 2017-5
Amendments to Australian Accounting Standards – Effective Date of Amendments to AASB 10 and AASB 128 and Editorial Corrections
(Application date 1 July 2018)
- AASB 2017-7
Amendments to Australian Accounting Standards – Long-term Interests in Associates and Joint Ventures
(Application date 1 July 2019)
- AASB 2018-1
Amendments to Australian Accounting Standards – Annual Improvements 2015–2017 Cycle (Application date 1 July 2019)
- AASB 2018-2
Amendments to Australian Accounting Standards – Plan Amendment, Curtailment or Settlement (Application date 1 July 2019)
- Interpretation 23
Uncertainty over Income Tax Treatments
(Application date 1 July 2019)

MULTICULTURAL NSW STAFF AGENCY NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

2. EMPLOYEE RELATED EXPENSES

	2018 \$'000	2017 \$'000
Salaries & wages (including annual leave)	13,181	12,500
Superannuation - defined benefit plans	6	247
Superannuation - defined contribution plans	1,081	1,062
Long service leave	107	189
Workers' Compensation insurance	37	48
Payroll tax and fringe benefits tax	708	511
	15,120	14,557

3. ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE BENEFITS AND OTHER LIABILITIES

The following liabilities and/or expenses have been assumed by the Crown Entity:

	2018 \$'000	2017 \$'000
Superannuation - defined benefit	6	247
Long service leave provision	107	189
Payroll tax	-	12
	113	448

Recognition and Measurement

Income is measured at the fair value of the consideration or contribution received or receivable. Revenue from the rendering of personnel services is recognised when the service is provided and only to the extent that the associated recoverable expenses are recognised.

MULTICULTURAL NSW STAFF AGENCY NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

4. CURRENT ASSETS – RECEIVABLES

	2018 \$'000	2017 \$'000
Amount receivable from Parent	1,557	1,047
	1,557	1,047

Details regarding credit risk of trade debtors that are neither past due nor impaired, are disclosed in Note 11.

Recognition and Measurement

All 'regular way' purchases or sales of financial assets are recognised and derecognised on a trade date basis. Regular way purchases or sales are purchases or sales of financial assets that require delivery of assets within the time frame established by regulation or convention in the marketplace.

Receivables, including trade receivables, prepayments etc. are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market.

Receivables are initially recognised at fair value plus any directly attributable transaction costs. Subsequent measurement is at amortised cost using the effective interest method, less any impairment. Changes are recognised in the net result for the year when impaired, derecognised or through the amortisation process.

Short term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

Impairment

Receivables are subject to an annual review for impairment. These are considered to be impaired when there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

Multicultural NSW first assesses whether impairment exists individually for receivables that are individually significant, or collectively for those that are not individually significant. Further, receivables are assessed for impairment on a collective basis if they were assessed not to be impaired individually.

The amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the original effective interest rate. The amount of the impairment loss is recognised in the net result for the year.

Any reversals of impairment losses are reversed through the net result for the year, if objectively related to an event occurring after the impairment was recognised. Reversals of impairment losses cannot result in a carrying amount that exceeds what the carrying amount would have been had there not been an impairment loss.

MULTICULTURAL NSW STAFF AGENCY NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

5. CURRENT LIABILITIES - PAYABLES

	2018 \$'000	2017 \$'000
Fringe Benefits Tax	-	-
Accrued Payroll Tax	372	34
	372	34

Details regarding liquidity risk, including a maturity analysis of the above payables are disclosed in Note 11.

Recognition and Measurement

Payables represent liabilities for goods and services provided to Multicultural NSW Staff Agency and other amounts. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

Payables are financial liabilities at amortised cost, initially measured at fair value, net of directly attributable transaction costs. These are subsequently measured at amortised cost using the effective interest method. Gains and losses are recognised in the net result when the liabilities are derecognised as well as through the amortisation process.

6. CURRENT LIABILITIES - PROVISIONS

	2018 \$'000	2017 \$'000
Annual leave	576	460
Annual leave on-costs - payroll tax	28	22
Annual leave on-costs - other	54	37
Long service leave on-costs - payroll tax	172	171
Long service leave on-costs - other	313	283
Total Provisions - Current	1,143	973

The following table shows a breakdown of the Provisions disclosed above, split into the period of time the benefits are expected to be settled:

	2018 \$'000	2017 \$'000
Within one year	552	459
Later than one year	591	514
Total	1,143	973

MULTICULTURAL NSW STAFF AGENCY NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

7. NON-CURRENT LIABILITIES - PROVISIONS

	2018 \$'000	2017 \$'000
Long service leave on-costs - payroll tax	15	15
Long service leave on-costs - other	27	25
Total Provisions - Non-current	42	40

Recognition and Measurement

Employee benefits and related on-costs

Salaries and wages, annual leave and sick leave

Salaries and wages (including non-monetary benefits) and paid sick leave that are expected to be settled wholly within 12 months after the end of the period in which the employees render the service are recognised and measured at the undiscounted amounts of the benefits.

Annual leave is not expected to be settled wholly before twelve months after the end of the annual reporting period in which the employees render the related service. As such, it is required to be measured at present value in accordance with AASB 119 Employee Benefits (although short-cut methods are permitted).

Actuarial advice obtained by Treasury has confirmed that using the nominal annual leave balance plus the annual leave entitlements accrued while taking annual leave (calculated using 7.9% of the nominal value of annual leave) can be used to approximate the present value of the annual leave liability. Multicultural NSW Staff Agency has assessed the actuarial advice based on Multicultural NSW Staff Agency's circumstances and has determined that the effect of discounting is immaterial to annual leave. All annual leave is classified as a current liability even where Multicultural NSW Staff Agency does not expect to settle the liability within 12 months as Multicultural NSW Staff Agency does not have an unconditional right to defer settlement.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

Long service leave and superannuation

Multicultural NSW Staff Agency's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity. Multicultural NSW Staff Agency accounts for the liability as having been extinguished, resulting in the amount assumed being shown as part of the non-monetary revenue item described as 'Acceptance by the Crown Entity of employee benefits and other liabilities'.

Long service leave is measured at the present value of expected future payments to be made in respect of services provided up to the reporting date. Consideration is given to certain factors based on actuarial review, including expected future wage and salary levels, experience of employee departures, and periods of service. Expected future payments are discounted using Commonwealth government bond rate at the reporting date.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

Consequential on-costs

Consequential costs to employment are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised. This includes outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax.

MULTICULTURAL NSW STAFF AGENCY NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

8. EQUITY

Recognition and Measurement

Accumulated Funds

The category 'Accumulated Funds' includes all current and prior period retained funds.

9. COMMITMENTS

Multicultural NSW Staff Agency had no commitments as at the end of the reporting period (2017: Nil).

10. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

Contingent Liabilities

Multicultural NSW Staff Agency had no contingent liabilities as at the end of the reporting period (2017: Nil).

Contingent Assets

Multicultural NSW Staff Agency had no contingent assets as at the end of the reporting period (2017: Nil).

11. FINANCIAL INSTRUMENTS

Multicultural NSW Staff Agency's principal financial instruments are outlined below. These financial instruments arise directly from Multicultural NSW Staff Agency's operations or are required to finance Multicultural NSW Staff Agency's operations. Multicultural NSW Staff Agency does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

Multicultural NSW Staff Agency's main risks arising from financial instruments are outlined below, together with Multicultural NSW Staff Agency's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout this financial report.

The Chief Executive Officer has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by Multicultural NSW Staff Agency, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the internal auditors on a continuous basis.

MULTICULTURAL NSW STAFF AGENCY NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

(a) Financial instruments categories

Class	Note	Category	Carrying Amount 2018 \$'000	Carrying Amount 2017 \$'000
FINANCIAL ASSETS				
Receivables ¹	4	Loans and Receivables (at amortised cost)	1,557	1,047
FINANCIAL LIABILITIES				
Payables ²	5	Financial liabilities (at amortised cost)	-	-

1. Excludes statutory receivables and prepayments (i.e. Not within the scope of AASB 7).

2. Excludes statutory payables and unearned revenue (i.e. Not within the scope of AASB 7).

Multicultural NSW Staff Agency determines the classification of its financial assets and liabilities after initial recognition and, when allowed and appropriate, re-evaluates this at each financial year end.

(b) Credit Risk

Credit risk arises when there is the possibility of Multicultural NSW Staff Agency's debtors defaulting on their contractual obligations, resulting in a financial loss to Multicultural NSW Staff Agency. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of Multicultural NSW Staff Agency, including cash and receivables. No collateral is held by Multicultural NSW Staff Agency. Multicultural NSW Staff Agency has not granted any financial guarantees. All receivables are from the parent entity (Multicultural NSW) and are considered to carry minimal credit risk.

(c) Liquidity Risk

Liquidity risk is the risk that Multicultural NSW Staff Agency will be unable to meet its payment obligations when they fall due. All cash transactions are effected by the parent entity (Multicultural NSW) and therefore there is no liquidity risk to Multicultural NSW Staff Agency.

(d) Market Risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Multicultural NSW Staff Agency does not hold any interest bearing liabilities. Multicultural NSW Staff Agency has no exposure to foreign currency risk and does not enter into commodity contracts.

Interest rate risk

Multicultural NSW Staff Agency does not hold any interest bearing assets or liabilities and has no exposure to interest rate risk.

MULTICULTURAL NSW STAFF AGENCY NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

12. RELATED PARTY DISCLOSURES

A related party is a person or entity that is related to the entity that is preparing financial statements. As a general government agency 100% controlled by the NSW Government, Multicultural NSW Staff Agency is a related party of all NSW Government controlled agencies and State Owned Corporations.

Multicultural NSW Staff Agency is an entity under the control of Multicultural NSW, its main objective being the provision of personnel services to Multicultural NSW.

(a) Key Management Personnel

In accordance with AASB 124 Related party disclosures, Key Management Personnel are those having authority and responsibility for planning, directing and controlling the activities of the entity including whether executive or otherwise. The Minister for Multiculturalism, the Secretary of the Department of Family and Community Services and

the Chief Executive Officer of Multicultural NSW have been identified as the key management personnel of Multicultural NSW Staff Agency.

Key management personnel compensation

Ministers are compensated by NSW Legislature and Multicultural NSW Staff Agency is not obligated to reimburse the Legislature. Ministerial compensation has been centrally compiled by Treasury and the Department of Premier and Cabinet and will be disclosed in the total state sector financial statements only and therefore excluded from the table below.

The Secretary is remunerated by the Department of Family and Community Services as the principal department of the cluster and therefore compensation for the Secretary is excluded from the table below.

Multicultural NSW's key management personnel compensation is as follows:

	2018 \$'000	2017 \$'000
Short-term employee benefits	264	257
Other long-term employee benefits	-	-
Post employment benefits	20	20
Termination benefits	-	-
Total remuneration	284	277

The above compensation disclosures are based on actual payments made to key management personnel during the year.

Key management personnel related party information

There were no other related party transactions that occurred during the year with key management personnel or close family members of key management personnel.

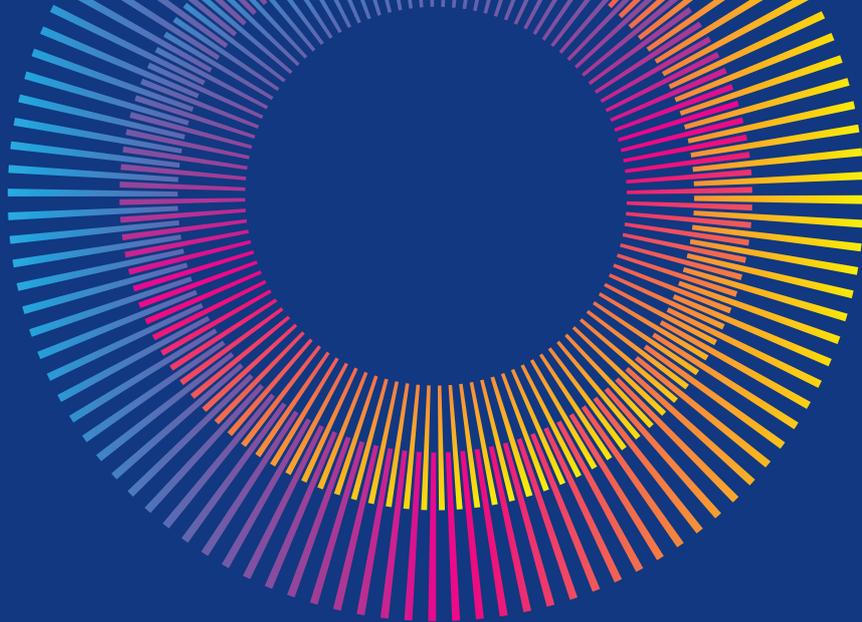
(b) Other related party transactions

Multicultural NSW Staff Agency receives grants from the Department of Family and Community Services to fund its employee related activities.

13. EVENTS AFTER THE REPORTING PERIOD

Since the reporting date, no events have come to light that require the financial statements to be amended.

END OF AUDITED FINANCIAL STATEMENTS



07 APPENDICES



1. LANGUAGE SERVICES - INTERPRETING ASSIGNMENTS FROM 1 JULY 2017 - 30 JULY 2018

Language	Total no. of bookings	Language	Total no. of bookings	Language	Total no. of bookings
ACEH (ACEHNESE)	3	GERMAN	52	PASHTO	76
ALBANIAN	3	GREEK	247	PERSIAN (FARSI)	1,661
AMHARIC	44	GUJARATI	14	PIDGIN ENGLISH	9
ARABIC	3,548	HASSANIYYA	1	POLISH	60
ARMENIAN	30	HAZARAGI	121	PORTUGUESE	287
ASSYRIAN	207	HEBREW	7	PULAAR	4
AUSLAN	212	HINDI	222	PUNJABI	332
BENGALI / BANGLA	249	HINDUSTANI	2	ROHINGYA	97
BOSNIAN	39	HUNGARIAN	26	ROMANIAN	11
BULGARIAN	4	INDONESIAN	176	RUSSIAN	268
BURMESE	79	ITALIAN	327	SAMOAN	257
CEBUANO	1	JAPANESE	89	SERBIAN	215
CHALDEAN	75	KANNADA	8	SINHALESE	33
CHINESE	40	KHMER	124	SLOVAK	8
CHINESE-CANTONESE	980	KINYARWANDA	4	SLOVENE	1
CHINESE-CHIU CHOW	3	KIRUNDI	26	SOMALI	11
CHINESE-HAKKA	3	KOREAN	819	SOUTH AZERBAIJANI	2
CHINESE-HOKKIEN	6	KRIO	44	SPANISH	517
CHINESE-MANDARIN	3,079	KURDISH	40	SUDANESE ARABIC	59
CHINESE-SHANGHAINESE	27	KURDISH (KURMANJI)	42	SWAHILI (KISWAHILI)	60
COOK I MAORI	20	KURDISH (SORANI)	16	TAMIL	367
CROATIAN	63	KURDISH SOUTHERN (FEYLI)	4	THAI	532
CZECH	57	LAO	95	TIBETAN	24
DARI	282	LINGALA	2	TIGRINYA	40
DINKA	183	MACEDONIAN	126	TONGAN	159
ESTONIAN	3	MALAY	48	TURKISH	266
FIJI HINDI (FIJIAN HINDUSTANI)	23	MALAYALAM	20	TWI	14
FIJIAN	48	MALTESE	9	UKRAINIAN	6
FILIPINO (TAGALOG)	127	MONGOLIAN	70	URDU	175
FRENCH	193	NEPALESE	95	VIETNAMESE	2,743
FULFULDE	5	OROMO	1	TOTAL (INTERPRETING ASSIGNMENTS)	20,807
				TOTAL (NO. OF LANGUAGES)	92

1. LANGUAGE SERVICES - TRANSLATION ASSIGNMENTS FROM 1 JULY 2017 - 30 JULY 2018

Language	Total assignments performed	Total number of words translated
ALBANIAN	2	200
AMHARIC	18	1,945
ARABIC	2,141	329,080
ARMENIAN	5	626
BENGALI / BANGLA	12	20,973
BIELORUSSIAN	1	100
BOSNIAN	11	1,100
BULGARIAN	6	600
BURMESE	25	5,448
CHINESE	9,824	1,218,402
CROATIAN	55	8,538
CZECH	19	4,478
DARI	144	22,146
DUTCH	29	3,150
ESTONIAN	1	100
FIJIAN	1	1,267
FILIPINO (TAGALOG)	22	9,762
FINNISH	8	3,476
FRENCH	258	37,588
GERMAN	117	20,577
GREEK	205	51,889
GUJARATI	6	765
HAZARAGI	3	322
HEBREW	12	3,104
HINDI	65	18,624
HUNGARIAN	14	1,531
INDONESIAN	162	22,867
ITALIAN	240	43,275
JAPANESE	1,097	124,766
KHMER	22	10,123
KOREAN	276	114,249

Language	Total assignments performed	Total number of words translated
LAO	17	2,571
MACEDONIAN	68	18,804
MALAY	95	11,107
MALTESE	1	50
MONGOLIAN	5	842
NEPALESE	43	18,500
NORWEGIAN	4	416
PASHTO	46	5,094
PERSIAN (FARSI)	945	109,550
POLISH	50	13,200
PORTUGUESE	231	33,023
PUNJABI	18	5,142
ROMANIAN	16	1,917
RUSSIAN	120	26,047
SAMOAN	2	1,060
SERBIAN	48	8,224
SINHALESE	18	1,800
SLOVAK	10	1,000
SLOVENE	1	100
SPANISH	647	102,715
SWAHILI (KISWAHILI)	7	4,879
SWEDISH	22	3,353
TAMIL	21	9,117
THAI	152	51,190
TIGRINYA	3	300
TURKISH	45	40,573
UKRAINIAN	19	2,575
URDU	9	900
VIETNAMESE	310	198,620
TOTAL	17,774	2,753,740

2. OPEN ACCESS STATISTICAL INFORMATION FROM 1 JULY 2017 – 30 JUNE 2018

The following information is provided under section 125 of the Government Information (Public Access) Act 2009 (GIPA Act) and clause 7 of the Government Information (Public Access) Regulation 2009 for the reporting period 2017-2018.

TABLE A: NUMBER OF APPLICATIONS BY TYPE OF APPLICANT AND OUTCOME*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

TABLE B: NUMBER OF APPLICATIONS BY TYPE OF APPLICATION AND OUTCOME

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application in part	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

TABLE C: INVALID APPLICATIONS

Reason for invalidity	Number of Applications
Application does not comply with formal requirements (Section 41 of the Act)	0
Application is for excluded information of the Agency (Section 43 of the Act)	0
Application contravenes restraint order (Section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**TABLE D: CONCLUSIVE PRESUMPTION OF OVERRIDING PUBLIC INTEREST AGAINST DISCLOSURE:
MATTERS LISTED IN SCHEDULE 1 TO ACT**

	Number of times consideration used
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

**TABLE E: OTHER PUBLIC INTEREST CONSIDERATIONS AGAINST DISCLOSURE:
MATTERS LISTED IN TABLE TO SECTION 14 OF ACT**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate freedom of information legislation	0

TABLE F: TIMELINESS

	Number of Applications
Decided within the statutory timeframe (20 days plus any extensions)	N/A
Decided after 35 days (by agreement with applicant)	N/A
Not decided within time (deemed refusal)	N/A
TOTAL	N/A

**TABLE G: NUMBER OF APPLICATIONS REVIEWED UNDER PART 5 OF THE ACT
(BY TYPE OF REVIEW AND OUTCOME)**

	Decision varied	Decision upheld	Total
Internal review	N/A	N/A	0
Review by Information Commissioner*	N/A	N/A	0
Internal review following recommendation under Section 93 of the Act	N/A	N/A	0
Review by ADT	N/A	N/A	0
TOTAL	0	0	0

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

TABLE H: APPLICATIONS FOR REVIEW UNDER PART 5 OF THE ACT (BY TYPE OF APPLICANT)

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

3. MULTICULTURAL POLICIES AND SERVICES PROGRAM FROM 1 JULY 2017 – 30 JUNE 2018

Everything Multicultural NSW does is designed to implement the multicultural principles of this State. Our strategic priorities guide our commitment to engage with the community and work with agencies to improve services for people from culturally diverse backgrounds. This annual report details our activities across a wide range of indicators to achieve our core goals.

The *Multicultural Policies and Services Program (MPSP)* is a key means by which we engage with agencies to ensure they provide high-quality programs and services for all people in NSW. Multicultural NSW also has an action plan to focus on particular outcomes under the MPSP Framework. This ensures that:

- multicultural goals are integrated into the overall strategic plan and business planning
- the CEO and senior managers actively promote and are accountable for implementing the multicultural principles
- the capacity of the Agency is enhanced by the employment and training of staff with cultural and linguistic expertise.

Multicultural NSW engaged consultants DiverseWerks and Beasley Intercultural to develop the *Planning for Cultural Diversity Toolkit*. The toolkit will complement the MPSP Framework by identifying best practice tools for use by a broad range of organisations to develop, implement and evaluate their plans for cultural diversity. The toolkit is expected to be available online by the end of 2018.

4. LIST OF GRANTS AWARDED FROM 1 JULY 2017 – 30 JUNE 2018

CELEBRATION GRANTS

Applicant Name	Amount of Grant	Purpose of the grant
City of Canada Bay	\$2,000	The grant is to contribute towards Ferragosto to be held in August 2018.
Scone Neighbourhood Resource Centre Inc.	\$3,000	The grant is to contribute towards the Multi Cultural Community Christmas to be held in December 2018.
Woolgoolga and Northern Beaches Chamber of Commerce	\$2,000	The grant is to contribute towards the Woolgoolga Curryfest to be held in September 2018.
Liverpool Women's Health Women's Centre Inc.	\$3,000	The grant is to contribute towards the Liverpool Women's Health Centre Open Day to be held in July 2018.
Dubbo Neighbourhood Centre	\$1,175	The grant is to contribute towards the Dubbo Harmony Day celebrations to be held in August 2018
Russian Resurrection Incorporated	\$1,500	The grant is to contribute towards the Russian Resurrection Film Festival to be held in November 2018.
Women's Centre for Health and Wellbeing (Albury/Wodonga) Inc.	\$2,000	The grant is to contribute towards the Celebrating Multicultural Women Festival to be held in October 2018.
Lismore City Council	\$2,000	The grant is to contribute towards the NAIDOC Celebration Day to be held in July 2018.
Multicultural Communities Council of Illawarra	\$1,000	The grant is to contribute towards the Pukapuka Community - 50 years in the Illawarra celebration to be held in December 2018.
Polish Association of Newcastle Incorporated	\$2,000	The grant is to contribute towards 100 Years of Polish History celebrations to be held in October 2018.
2357 Partnerships Incorporated	\$2,000	The grant is to contribute towards Coonabarabran Childrens Carols to be held in December 2018.
Celebration of African Australians inc NSW	\$2,000	The grant is to contribute towards celebrating five years African Australians Achievements in NSW to be held in December 2018.
The Cedars of Lebanon Folkloric Group	\$2,000	The grant is to contribute towards the Lebanon Carnival to be held in October 2018
Sydney Jewish Music Festival Inc.	\$1,000	The grant is to contribute towards the Shir Madness Sydney Jewish Music Festival to be held in October 2018.
Multicultural Council of Griffith Inc.	\$2,000	The grant is to contribute towards the multicultural festival of Griffith to be held in October 2018.
Croatian Australian Community Council	\$1,500	The grant is to contribute towards the Crofest festival to be held in October 2018.
The Greek Orthodox Parish and Community of Burwood and District Saint Nectarios Limited	\$2,000	The grant is to contribute towards the Greek Street Fair Burwood to be held in November 2018.
Maltese Community Council of NSW	\$1,000	The grant is to contribute towards Australia Day Celebrations.
Shellharbour City Council	\$3,500	The grant is to contribute towards the Cultural Treasures Shellharbour event.

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CELEBRATION GRANTS (CONTINUED)

Applicant Name	Amount of Grant	Purpose of the grant
Lakemac Heritage Festival Inc.	\$3,000	The grant is to contribute towards the Lakemac Heritage Festival
Western Sydney Community Centre	\$4,000	The grant is to contribute towards the Ramadan Multi-Faith Festival.
Lake Macquarie City Council	\$1,000	The grant is to contribute towards the Harmony Day celebrations to be held in March 2018.
Coonabarabran Golf Club Co-Operative	\$2,000	The grant is to contribute towards Australia Day celebrations.
Inverell Shire Council	\$2,000	The grant is to contribute towards the Inverell Multicultural Festival held in March 2018.
Wandiyali	\$3,500	The grant is to contribute towards the Wandiyali Indigenous Classic Cultural Gathering held in February 2018.
Canterbury City Community Centre	\$2,000	The grant is to contribute towards Outdoor Film Festival and Night Market.
Social Justice Network Inc.	\$2,000	The grant is to contribute towards Non-Christians celebrating Christmas held in January 2018.
Queanbeyan Palerang Regional Council	\$1,500	The grant is to contribute towards the Reconciliation Walk to be held in May 2018.
Indian Diaspora Council of Australia Inc.	\$2,000	The grant is to contribute towards the commemoration of Abolition of Girmit to be held in March 2018.
Queanbeyan-Palerang Regional Council	\$1,500	The grant is to contribute towards the Queanbeyan Multicultural Festival to be held in March 2018
Manning Media Coop Ltd 2BOB Radio	\$2,000	The grant is to contribute towards the Taree World Food Fair to be held in March 2018
Japan Club of Sydney Inc.	\$3,000	The grant is to contribute towards the Matsuri Japan Festival in Parramatta to be held in June 2018.
Safer Communities Alliance Inc.	\$3,000	The grant is to contribute towards the harmony day celebrations to be held in March 2018.
Upper Hunter Community Services Inc.	\$1,000	The grant is to contribute towards Harmony Day celebrations to be held in March 2018.
Rwandan Community of NSW, Burundian Community in Sydney and Banyamurenge Community of NSW	\$1,000	The grant is to contribute towards the Cultural Connection event to be held in March 2018.
China Australia Friendship Association Inc.	\$2,300	The grant is to contribute towards the Central Coast Multicultural Showcase to be held in April 2018.
Tamil Arts and Culture Association Inc.	\$3,000	The grant is to contribute towards the Sydney Chithirai Festival to be held in May 2018.
Hungarian Council Of NSW Inc.	\$2,000	The grant is to contribute towards the Multicultural Festival to be held in April 2018.
Blacktown Area Community Centres Inc.	\$1,000	The grant is to contribute towards the Multicultural Picnic to be held in June 2018.
Kogarah Community Services	\$1,200	The grant is to contribute towards the Pass It On - Recipes and Culture from the Seniors to the Juniors workshops held in January 2018

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CELEBRATION GRANTS (CONTINUED)

Applicant Name	Amount of Grant	Purpose of the grant
Byron Youth Service Inc.	\$3,000	The grant is to contribute towards the Taste of Byron Multicultural Festival to be held in May 2018
Armidale Council	\$1,000	The grant is to contribute towards Preschool and Indigenous Local Celebration Day
Jewish Arts Incorporated	\$2,000	The grant is to contribute towards the 4th Australian Jewish Choral Festival
NSW Spanish and Latin American Association for Social Assistance Inc.	\$2,000	The grant is to contribute towards the 5th edition: Biennial Afro Latino Festival
Chand Raat Eid Festival Inc.	\$5,000	The grant is to contribute towards the Chand Raat Eid Festival 2018
Amra Bangladeshi	\$3,000	The grant is to contribute towards the Bangla Food and Music Festival
Gunnedah Meals on Wheels Association	\$2,000	The grant is to contribute towards the Culture Fest
Northern Settlement Services Ltd	\$2,000	The grant is to contribute towards the Carnivale Armidale - Our Multicultural Festival and Dance
Maitland City Council	\$3,000	The grant is to contribute towards the Riverlights Multicultural Festival
Tumut Cycle Classic Inc.	\$2,000	The grant is to contribute towards the Tumut Cycle Classic
The Junction Neighbourhood Centre	\$2,500	The grant is to contribute towards the Living in Harmony event.
Somali Welfare and Cultural Centre	\$5,000	The grant is to contribute towards the Africultures Festival to be held in March 2018.
Hilltops Council	\$5,000	The grant is to contribute towards the Lambing Flat Chinese Festival to be held in March 2018.
Sudan Day Festival "SDF" Inc.	\$5,000	The grant is to contribute towards the Sudan Day Festival to be held in December 2017.
Filipino Australian Community Association, Eastern Sydney (FACAES)	\$5,000	The grant is to contribute towards the Filipino Fiesta in Randwick.
Children's Festival Organisation Inc.	\$5,000	The grant is to contribute towards the Children's Festival to be held in April 2018.
Language Festival Association	\$1,500	The grant is to contribute towards the Sydney Language Festival to be held in November 2017.
Australian Community Inspired Association Inc.	\$3,600	The grant is to contribute towards the Concert in Colours.

CELEBRATION GRANTS (CONTINUED)

Applicant Name	Amount of Grant	Purpose of the grant
Multicultural Council of Griffith Inc.	\$5,000	The grant is to contribute towards the Multicultural Festival of Griffith to be held in October 2017.
Muslim Women's Welfare of Australia	\$4,000	The grant is to contribute towards the International Women's Day Celebrations to be held in March 2018.
West African Festival Inc.	\$5,000	The grant is to contribute towards the African Rhythm & Roots Festival to be held in November 2017.
Nepean Community Neighbourhood Services	\$5,000	The grant is to contribute towards the Durga Puja Festival October 2017.
Multicultural Tamworth Inc.	\$3,000	The grant is to contribute towards Fiesta La Peel.
Philippine Community Council of New South Wales, Inc	\$5,000	The grant is to contribute towards the Pasko (Christmas) Philippines Festival.
The Greek Orthodox Parish and Community of Burwood and District Saint Nectarios Limited	\$5,000	The grant is to contribute towards Greek Street Fair Burwood.

SUPPORT GRANTS

Applicant Name	Amount of Grant	Purpose of the grant
Maltese Community Council of NSW	\$7,500	The grant is to contribute towards the Welfare Service for the Maltese Community
Somali Welfare and Cultural Centre	\$5,000	The grant is to contribute towards the Volunteer in your Community project.
Community Care Incorporated	\$7,500	The grant is to contribute towards the Refugee and Asylum Seeker Outreach Program
George Cross Falcons Community Centre Inc.	\$7,000	The grant is to contribute towards the employment of a Community Liaison Officer
Metro Assist Pty Ltd	\$5,000	The grant is to contribute towards the English Class and Social Group project
Youth Off The Streets Limited	\$9,100	The grant is to contribute towards the Your Life, Your Say – giving a voice to young leaders in Western Sydney project.
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors	\$5,000	The grant is to contribute towards the Refugee Youth Participation and Development project.
Participate Australia Limited	\$8,000	The grant is to contribute towards Swimming and aqua-aerobics program for young people with intellectual disabilities.
Celebration of African Australians Inc.	\$6,000	The grant is to contribute towards the Mentoring and professional development project for young leaders linked to the African Australian Community in collaboration with other communities NSW project.
Vietnamese Australian Welfare Association	\$10,000	The grant is to contribute towards the Recreation for Aged People project.
North Ryde Community Aid & Information Centre Inc.	\$5,000	The grant is to contribute towards the Multicultural Grandparents Group
Auburn Diversity Services Incorporated	\$5,000	The grant is to contribute towards the Never Left Behind project.
Multicultural Council of Wagga Wagga Inc.	\$5,000	The grant is to contribute towards the Ladies Leading the Way Forward project.
Australian Foundation for Disability	\$6,000	The grant is to contribute towards the Cultural Music and Art Therapy Sessions for Youth with Disabilities
Multicultural Youth Affairs Network (MYAN) NSW	\$2,000	The grant is to contribute towards the Regional Inclusion for the Multicultural Youth Ambassador Program.
Australia Culture & Commerce Association	\$8,500	The grant is to contribute towards the 2019 China Fun Carnival

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SUPPORT GRANTS (CONTINUED)

Applicant Name	Amount of Grant	Purpose of the grant
GWC Community Services (Greek Welfare Centre)	\$7,500	The grant is to contribute towards the Western Sydney Capacity Building Project.
NSW Federation of Community Languages Inc.	\$8,000	The grant is to contribute towards the Portuguese Community Development Project.
Usman Khawaja Foundation	\$9,840	The grant is to contribute towards the Chance to Shine Program.
Chinese Language Education Council of NSW	\$4,500	The grant is to contribute towards the National Chinese Eisteddfod Competition to be held in June 2019.
Indian Support Centre	\$5,000	The grant is to contribute towards the Job Seeker Support Program for Migrants from the Indian Sub-Continent.
Sydney Queer Muslims Inc.	\$3,000	The grant is to contribute towards the Outreach and Social Support Program.
IATI Inc. (Illawarra Association of Teachers of Italian)	\$4,910	The grant is to contribute towards the Enhancing social connectivity through film in nursing homes project.
Sanctuary Australia Foundation	\$7,000	The grant is to contribute towards the Sanctuary Computer Aid Program.
Croatian Australian Community Council	\$5,000	The grant is to contribute towards the Croatian Folkloric Youth Festival to be held in October 2018.
Sydwest Multicultural Services	\$4,122	The grant is to contribute towards supporting new arrivals (refugees and humanitarian entrants) and disadvantaged young people to participate in sport and/or community activities.
Northern Storm FC	\$1,000	The grant is to contribute towards supporting new arrivals (refugees and humanitarian entrants) and disadvantaged young people to participate in sport and/or community activities.
Advance Diversity Services	\$2,500	The grant is to contribute towards supporting new arrivals (refugees and humanitarian entrants) and disadvantaged young people to participate in sport and/or community activities.
Coffs Coast Tigers Football Club	\$3,500	The grant is to contribute towards supporting new arrivals (refugees and humanitarian entrants) and disadvantaged young people to participate in sport and/or community activities.
Catholic Diocese of Maitland-Newcastle	\$3,000	The grant is to contribute towards supporting new arrivals (refugees and humanitarian entrants) and disadvantaged young people to participate in sport and/or community activities.

UNITY GRANTS

Applicant Name	Amount of Grant	Purpose of the grant
NSWJBD Projects Ltd	\$6,000	The grant is to contribute towards the Holocaust Commemoration 2018
Albury Wodonga Volunteer Resource Bureau Inc	\$10,000	The grant is to contribute towards the Kitchen in the Hood project
Tamworth Regional Council	\$7,000	The grant is to contribute towards the Art-Open-Arms project
Moving Forward Together Association	\$5,000	The Grant is to contribute towards the Moving Forward Together in Harmony project
St Columban's Mission Property Association	\$8,000	The grant is to contribute towards the Youth PoWR (Parliament of the World's Religions)
Darfur Community Social & Cultural Association in NSW	\$5,000	The grant is to contribute towards the Darfur Community Youth Building Harmony project
Port Kembla Youth Project Inc.	\$3,000	The grant is to contribute towards the GROW Project - Girls Reaching Out World-wide project.
Australian Hindi Indian Association (AHIA)	\$5,000	The grant is to contribute to the Build multicultural, diverse, tolerant, harmonious and healthy society of Indian community living in NSW project
Creating Chances	\$5,000	The grant is to contribute towards the Love the Skin You're In - Young Women's Health Expo
Australian Bangladesh Sports & Cultural Association Inc.	\$5,000	The grant is to contribute towards the Multicultural Cricket Tournament & Cultural Festival 2018-19
Lismore City Council	\$5,000	The grant is to contribute towards the 2018 Lismore Friendship Festival Outreach Project
Emmanuel Care Inc.	\$5,000	The grant is to contribute towards the Dubbo Does Diversity Better at Buninyong.
Lean In Inc.	\$5,000	The grant is to contribute towards the Empowering Migrant Women project
Western Sydney MRC	\$7,000	The grant is to contribute towards the 'Connect' Conversational English Program
Affinity Intercultural Foundation	\$5,000	The grant is to contribute towards the 2018 NSW Parliament Friendship & Dialogue Ramadan Iftar Dinner
Hindu Council of Australia	\$3,000	The grant is to contribute towards the Interfaith conference and enriching Volunteers education

UNITY GRANTS (CONTINUED)

Applicant Name	Amount of Grant	Purpose of the grant
Queanbeyan Multilingual Centre Inc.	\$5,000	The grant is to contribute towards the Employment for Migrants and Refugees in Rural SE NSW
Towradgi Surf Life Saving Club Inc.	\$10,000	The grant is to contribute towards the Aquatic Education and Inclusion Program - Western Sydney
Heartdancers Charity	\$6,500	The grant is to contribute towards the Guwing Bayabuba a culturally diverse arts program
CORE Community Services	\$10,000	The grant is to contribute towards the Coordination of the Fairfield City Settlement Action Plan
Multicultural Council of Wagga Wagga Inc.	\$7,000	The grant is to contribute towards the Common Threads project
Penrith City Council	\$5,000	The grant is to contribute towards the Spicy Penrith project
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors	\$11,000	The grant is to contribute towards the Sharing our Stories - Sharing our Strengths project
Community Migrant Resource Centre	\$5,000	The grant is to contribute towards the Beyond Diversity Community Program
Auburn Youth Centre	\$6,500	The grant is to contribute towards the Community Sports Zone project
Super Sikhs Sports and Cultural	\$15,000	The grant is to contribute towards the Western Sydney Sports Festival project

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THE PREMIER'S FUND FOR SOCIAL COHESION

Applicant Name	Amount of Grant	Purpose of the grant
Ethnic Communities Council of NSW (ECC NSW)	\$19,872	The grant is to contribute towards a project addressing issues for regional youth from CALD/multicultural backgrounds.
Mahboba's Promise	\$10,000	The grant is to contribute towards the Bibi's House project.
Somali Welfare and Cultural Centre	\$20,000	The grant is to contribute towards the Identity: I am, You are, We are? project.
Amity College	\$5,000	The grant is to contribute towards the Multicultural Day Celebrations.
Creating Chances	\$20,000	The grant is to contribute towards the Creating Chances for Cross Community Unity project.
St Vincent de Paul Society NSW - Parramatta Central Council	\$20,000	The grant is to contribute towards the Druitt Summit.
Enough is Enough Anti violence Movement Inc.	\$8,000	The grant is to contribute towards Our Culture Seminar.
Multicultural Communities Council of Illawarra Inc.	\$10,000	The grant is to contribute towards the Illawarra Multicultural Youth Conference 2017.
Queanbeyan Multilingual Centre Inc.	\$20,000	The grant is to contribute towards the Embrace Diversity SE NSW project.
Muslim Women's Welfare of Australia	\$5,500	The grant is to contribute towards the Racism Stops with Me - Be Proud of Who You are project.
NSWJBD Projects Ltd	\$2,500	The grant is to contribute towards the Migration Journeys project.
MCC NSW (Multicultural Communities Council)	\$20,000	The grant is to contribute towards the G'day: Do it for Mobo Jarjum - Tomorrow's Children project.
Angels of Mercy Welfare Services Inc.	\$20,000	The grant is to contribute towards the Youth with a Vision project.
Northern Rivers Community Gateway Inc.	\$10,000	The grant is to contribute towards the Celebrating our Community project.
Soka Gakkai International Australia	\$5,000	The grant is to contribute towards the Intercultural Youth Dialogue project.
Shifa Institute Inc.	\$20,000	The grant is to contribute towards the Solutions Focused Youth Summit.
Sydney Madinah	\$20,000	The grant is to contribute towards the Youth Media Engagement project.
Scouts Australia NSW	\$19,553	The grant is to contribute towards the Try Scouting Day for Refugees - Muslim and Christian project.

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THE PREMIER'S FUND FOR SOCIAL COHESION (CONTINUED)

Applicant Name	Amount of Grant	Purpose of the grant
Police Citizens Youth Clubs NSW Ltd (Blacktown)	\$19,950	The grant is to contribute towards the Pacific Waves - Collaborating through Culture project.
Nga Kapa Taumata Teitei Maori Performing Arts Australia Inc.	\$16,350	The grant is to contribute towards social cohesion workshops.
Muslim Care Australia	\$20,000	The grant is to contribute towards the Leading Together Leadership Program.
Bay & Basin Community Resources Inc.	\$12,339	The grant is to contribute towards the Community Voices - Connecting through Culture project.
Katoomba High School P&C	\$10,928	The grant is to contribute towards the KHS Multicultural Day
3Bridges Community Limited	\$20,000	The grant is to contribute towards the Young Voice of Diversity in St George & Sutherland project.
NSW Services for the Treatment and Rehabilitation of Torture and Trauma Survivors	\$20,000	The grant is to contribute towards the Fairfield Youth & Community Centre Afternoon Program
United Nations Association of Australia Peace Program (UNAAPP)	\$20,000	The grant is to contribute towards the Human Rights Education Program for Schools
Daystar Foundation	\$19,500	The grant is to contribute towards the Moana Dreaming- Ancient Worlds Collide project.
Australian Foundation for Disability	\$10,560	The grant is to contribute towards the People with Disabilities Celebrating their Multicultural Heritage through information forums and cultural art and music sessions
Buddha's Light International Association of Australia	\$5,000	The grant is to contribute towards the Interfaith Forum and Multicultural Performance - Harmony project
Community Migrant Resource Centre	\$18,500	The grant is to contribute towards the Beyond Diversity Youth Forum
Affordable Community Housing Limited (T/A Evolve Housing)	\$20,000	The grant is to contribute towards the Spinning Together: An inter-cultural, inter-generational digital storytelling project.
Scouts Association of Australia NSW Branch	\$9,736	The grant is to contribute towards the Scouts NSW Girls Only Outdoor Activity and Open Day
Sydney Latin American Film Festival Inc.	\$18,800	The grant is to contribute towards the Interconnected by Land - Spoken Word & Virtual Reality Project

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THE PREMIER'S FUND FOR SOCIAL COHESION (CONTINUED)

Applicant Name	Amount of Grant	Purpose of the grant
Think+DO Tank Foundation Limited	\$20,000	The grant is to contribute towards the HEAR I AM project.
SCARF Incorporated	\$19,440	The grant is to contribute towards the Shared Diversity-Common Humanity project.
Police Citizens Youth Clubs NSW Ltd (State Office)	\$20,000	The grant is to contribute towards the 'Savannah Pride: Inspiring inclusivity in youth through sports, education and community wrapped in a sense of belonging and opportunity' project.

PARTNERSHIP GRANTS

Applicant Name	Amount of Grant	Purpose of the grant
Ethnic Communities Council of NSW	\$111,000	The grant is to contribute towards the Leaders in Cultural Diversity Program
Multicultural Communities Council of Illawarra	\$102,494	The grant is to contribute towards the Leaders in Cultural Diversity Program
Multural Council of Wagga Wagga	\$70,000	The grant is to contribute towards the Leaders in Cultural Diversity Program
Hunter Communities Council	\$95,065	The grant is to contribute towards the Leaders in Cultural Diversity Program
NSW Federation of Community Languages Schools	\$35,000	The grant is to contribute towards the employment of a worker to assist the Federation in the provision of quality services to after hours community language schools
Community Hubs Australia	\$180,000	The grant is to contribute towards establishing Community Hubs in NSW
AFL Partnership	\$120,000	The grant is to contribute towards the AFL Multicultural round and cultural diversity advise and support
Information and Cultural Exchange	\$166,667	The grant is to contribute towards the Women's Hub partnership
NAATI	\$197,096	The grant is to contribute towards a funding agreement with the national language services accreditation body

COMPACT GRANTS

Applicant Name	Amount of Grant	Purpose of the grant
United Muslim Women Association Inc. (MWA)	\$299,500*	The grant is to contribute towards the Moving towards middle ground: Informing, engaging and evolving perspectives on violent extremism project
Australian Red Cross Society/NSW State Emergency Service (SES)	\$262,708	The grant is to contribute towards the Young Humanitarians Project
Police Citizens Youth Clubs NSW	\$548,190*	The grant is to contribute towards the PCYC CREST - Community Resilience Engaging Solutions Together project
Youth Off The Streets Limited	\$500,000	The grant is to contribute towards the Specialist Services project
All Together Now	\$178,200	The grant is to contribute towards the Community Action for Preventing Extremism NSW: promoting resilience and response to far-right extremism project
St George Youth Services Inc.	\$51,584*	The grant is to contribute towards the "CONNECT UP! - Youth against violence and racism"
Bankstown Youth Development Service	\$153,183	The grant is to contribute towards the Inclusion: Celebrating stories of strength
Lebanese Moslem Association	\$376,650*	The grant is to contribute towards the IQRA: Educating Young Australian Muslims
High Resolves	\$607,500	The grant is to contribute towards the Youth Led Social Cohesion Project
Australian Rugby League Commission	\$300,000	The grant is to contribute towards the 'In League In Harmony - Stand Up, Reach Out, Be United' as part of Community Action for Preventing Extremism (CAPE) NSW: promoting resilience and response to far-right extremism
Sydney Youth Connect Incorporated	\$291,000	The grant is to contribute towards the Ihya-2020 Youth Challenge
NSW Auburn Islamic Cultural Centre (Auburn Gallipoli Mosque)	\$169,000	The grant is to contribute towards the 5 b4 5 Youth Leadership Program

* Paid in 2016-17, however not shown in the 2016-17 Annual Report.

OTHER GRANTS

Applicant Name	Amount	Name Event/Festival
The Indo-Aust Bal Bharathi Vidyalaya (IABBV) School	\$2,500	The grant is to contribute towards the Hindi Divas Celebrations
Greek Orthodox Community of NSW	\$27,500	The grant is to contribute towards the Greek Festival of Sydney
Chabad Double Bay	\$5,000	The grant is to contribute towards the Chanuka @ the Bay
Maltese Community Council of NSW	\$3,000	The grant is to contribute towards the Reducing social isolation in the Maltese Community
Finnish Society of Sydney Inc.	\$5,000	The grant is to contribute towards the 2018 Easter Games
Maronite Eparchy of Australia	\$10,000	The grant is to contribute towards the Feast of the Annunciation
Multicultural Communities Council of Illawarra	\$1,500	The grant is to contribute towards the purchase of tools & equipment for the Men's Shed
Bangabandhu Council Australia	\$10,000	The grant is to contribute towards the Bengali Boisakhi Mela
Australian National Sikh Sports and Cultural Council	\$5,000	The grant is to contribute towards the 31st Australian Sikh Games
Resourceful Australian Indian Network Inc.	\$2,000	The grant is to contribute towards the purchase of Kitchen Equipment.
Tamil Senior Citizen's Association	\$3,000	The grant is to contribute towards the Grand Parents Day and support for the community
NSW Multicultural Seniors Association	\$3,500	The grant is to contribute towards the Lunar Festival
Korean Society of Sydney	\$5,000	The grant is to contribute towards the purchase of office equipment
Australian Council for the Promotion of Chinese Language and Culture Inc.	\$7,000	The grant is to contribute towards the purchase of office equipment for Feng Hua Chinese School
Chand Raat Eid Festival	\$10,000	The grant is to contribute towards the Chand Raat Eid Festival
Moving Forward Together Association	\$5,000	The grant is to contribute towards the moving forward Together for Harmony project
Children's Festival	\$7,500	The grant is to contribute towards the Children's Festival.

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