

MULTICULTURAL  
NSW



ANNUAL  
REPORT  
2015-16

NEW SOUTH WALES GOVERNMENT

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**HARMONY  
IN  
ACTION**

**ENGAGE  
ENABLE  
ENRICH**

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**The Hon. Mike Baird MP**

Premier  
Minister for Infrastructure  
Minister for Western Sydney  
GPO Box 5341  
Sydney NSW 2001

**The Hon. John Ajaka MLC**

Minister for Multiculturalism  
Minister for Ageing  
Minister for Disability Services  
52 Martin Place  
Sydney NSW 2000

Dear Premier and Minister

On behalf of Multicultural NSW, I have pleasure in submitting the Annual Report for the year ended 30 June 2016. 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

**Hakan Harman**  
Chief Executive Officer  
31 October 2016

## OUR PURPOSE

TO BUILD AND MAINTAIN A COHESIVE  
AND HARMONIOUS MULTICULTURAL SOCIETY  
THAT ENRICHES THE LIVES OF ALL THE  
PEOPLE IN NSW

## OUR VISION

A STRONGER NSW: SOCIAL, CULTURAL  
AND ECONOMIC PROSPERITY THROUGH  
CULTURAL DIVERSITY

## OUR PRINCIPLES FOR ACTION

**ENGAGE** WITH ALL SECTIONS OF SOCIETY AND  
BREAK DOWN BARRIERS TO PARTICIPATION

**ENABLE** EQUITABLE ACCESS TO SERVICES  
AND PROGRAMS

**ENRICH** SOCIAL AND ECONOMIC CAPACITY  
THROUGH CULTURAL DIVERSITY  
AS AN ASSET OF OUR STATE



01

# ABOUT US

## FROM OUR CHIEF EXECUTIVE OFFICER



**Hakan Harman**  
Chief Executive Officer

I am proud to present the Multicultural NSW Annual Report for 2015-16, my third as CEO, and the second reporting on our progress against the *Harmony In Action* strategic plan priorities.

Our journey of transformation, guided by the *Harmony In Action* roadmap continues strongly. We have achieved significant back office improvements, essential ingredients for an enduring and successful organisation, during the year. Establishment of our new Executive team and their on-boarding was also a key achievement.

We developed a new Multicultural NSW website, social media enabled to deliver the facilities for online engagement to our key stakeholder groups across the state. Secure portal connectivity is now supporting our Regional Advisory Council (RAC) members to become better engaged with our activities and to access and share resources. An on-line grant processing system has been implemented which is enabling our Advisory Board Grants Sub-Committee to carry out its assessment and recommendation activities more effectively.

2016 signifies the 40th anniversary of the establishment of a Commission into Ethnic Affairs in NSW. This heralded the creation of the Ethnic Affairs Commission of NSW, our forerunner agency, in 1979.

In section three of our report we highlight some of our achievements during the year which deserve special mention. The COMPACT Grants Program and COMPACT Alliance, our inaugural publicly available Community Engagement Strategy, the related establishment of 12 new Regional Advisory Councils, collaboration with FECCA on the biennial FECCA Sydney conference, and a collaboration to develop cultural competence training with SBS and International Education Services are significant outcomes.



**REPRESENTING 40 YEARS  
OF LEADERSHIP AND  
CONTRIBUTION TO MAKING  
OUR NEW SOUTH WALES  
ONE OF THE MOST  
SUCCESSFUL MULTICULTURAL  
STATES IN THE WORLD**

A major review of the Multicultural Policies and Services Program (MPSP) Framework was completed and we are developing tools to assist public authorities implement the multicultural principles detailed in our legislation, in their organisations. We are also exploring avenues to expand the adoption of the MPSP Framework in other sectors.

The professionalism and commitment of our employees is the driving force of the achievements articulated in this report. I express my sincere thanks to staff and our Executive team. The skills, expertise and leadership demonstrated across our organisation continues to amaze and inspire me.

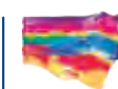
The guidance, support and strategic advice provided from our Advisory Board, led by Chair Dr Hari Harinath, who embodies the values of our agency, are major strengths and greatly contribute to our achievements. Our Advisory Board Members go beyond the call of duty and promote our purpose to build social cohesion and community harmony through cultural diversity far and wide. To them, I extend my deepest thanks.

I acknowledge the leadership and guidance provided by Minister Ajaka. His personal passion for multiculturalism has been instrumental in the support for our activities and in our success. I also acknowledge Premier Mike Baird in his commitment and support for Multicultural NSW and specifically for developing the unprecedented package of support for refugees and humanitarian entrants. We have been privileged to collaborate with the Department of Premier and Cabinet on this initiative and in administering and advancing our ongoing co-leadership of settlement and immigration planning within our beautiful state.

I look forward to our continued collaboration with all sections of society and serving the people of New South Wales.



**Hakan Harman**  
Chief Executive Officer



**MULTICULTURAL  
NSW**

**THE FIRST STATE IN AUSTRALIA  
TO ADOPT MULTICULTURALISM  
CONTINUES TO LEAD THE WAY**

# OUR FUNCTIONAL STRUCTURE

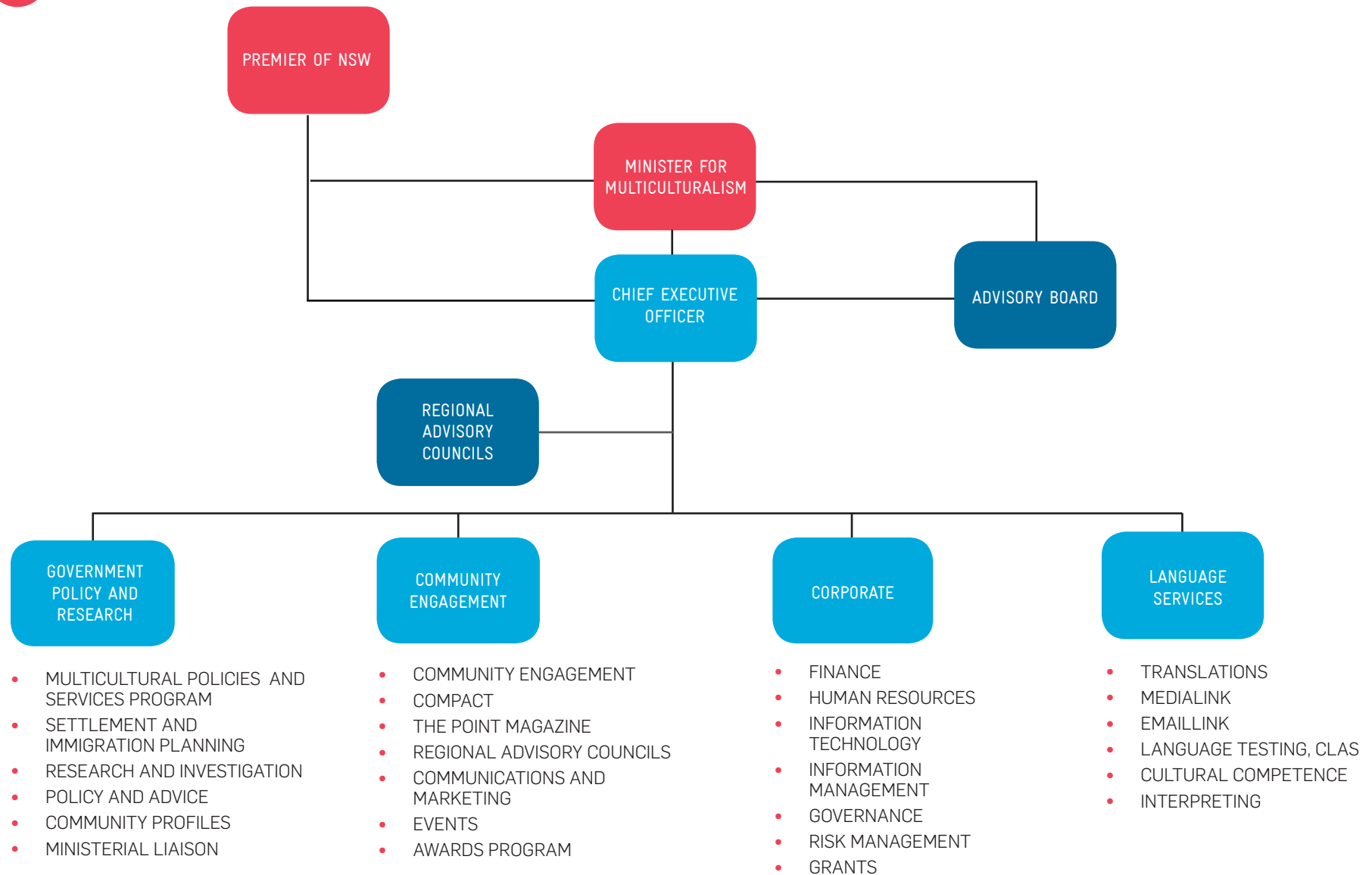


Diagram 1: Functional Structure



# ADVISORY BOARD MEMBERS



**Dr G K (Hari) Harinath OAM**  
Chair  
MB BS, DT M&H (Syd)  
Appointed 1 July 2013  
Appointment expires 31 July 2018



**Prof. Andrew Jakubowicz**  
BA (Hons), PhD, MAICD  
Appointed 1 August 2015  
Appointment expires 31 July 2018



**Ms Dai Le**  
B.Arts Political Science (Macquarie)  
Appointed 1 Aug 2012  
Appointment expires 31 July 2018



**Mr Hakan Harman**  
Chief Executive Officer  
B Com (UWS) MP Admin (Syd) FCPA  
Multicultural NSW



**Mr David Knoll AM**  
B.Com; LL.B (UNSW) LL.M (Mich)  
Appointed 15 Sept 2014  
Appointment expires 14 Sept 2017



**Mrs Angelique Ristweij**  
B.Com (UNSW)  
Dip. Italian Language & Arts  
Dip. Direct Mktg  
Appointed 1 Aug 2012  
Appointment expires 31 July 2018



**Mr Peter El Khouri**  
B.Ec LL.B.  
Appointed 1 August 2015  
Appointment expires 31 July 2018



**Mr Kyung (Kenneth) Hong**  
B.Laws (Bond)  
Appointed 15 Sept 2014  
Appointment expires 14 Sept 2017



**Dr Eman Sharobeem**  
PhD (Psych), PhD (Management and Organisational Leadership)  
B.Bus, M.Social Science  
Appointed 15 Sept 2014  
Appointment expires 14 Sept 2017



**Ms Cathy Guo**  
B.Com (Accounting) (UWS)  
Appointed 15 Sept 2014  
Appointment expires 14 Sept 2017



**Cav. Felice Montrone OAM**  
Appointed 1 Dec 2012  
Appointment expires 31 July 2018



**Mr Devpaal Singh**, Youth Member  
Civil Engineering & Law student (Syd)  
Appointed 15 Sept 2014  
Appointment expires 14 Sept 2017



**Prof. Sandra Hale**  
BA, Dip.Ed., M.App.Ling., PhD, NAAT  
Appointed 1 August 2015  
Appointment expires 31 July 2018



**Ms Margaret Piper AM**  
B.Ed (Hons) M.Ed (Syd)  
Appointed 15 Sept 2014  
Appointment expires 14 Sept 2017



**Mr Steve Widders**  
Active member of the  
Aboriginal Community  
Appointed 15 Sept 2014  
Appointment expires 14 Sep 2017

Former Advisory Board Members

**Ms Amna Karra-Hassan**, Youth Member B.Arts (UWS) M.Arts (UWS) Appointed 1 Aug 2013 Resigned 17 December 2015

# ADVISORY BOARD ATTENDANCE

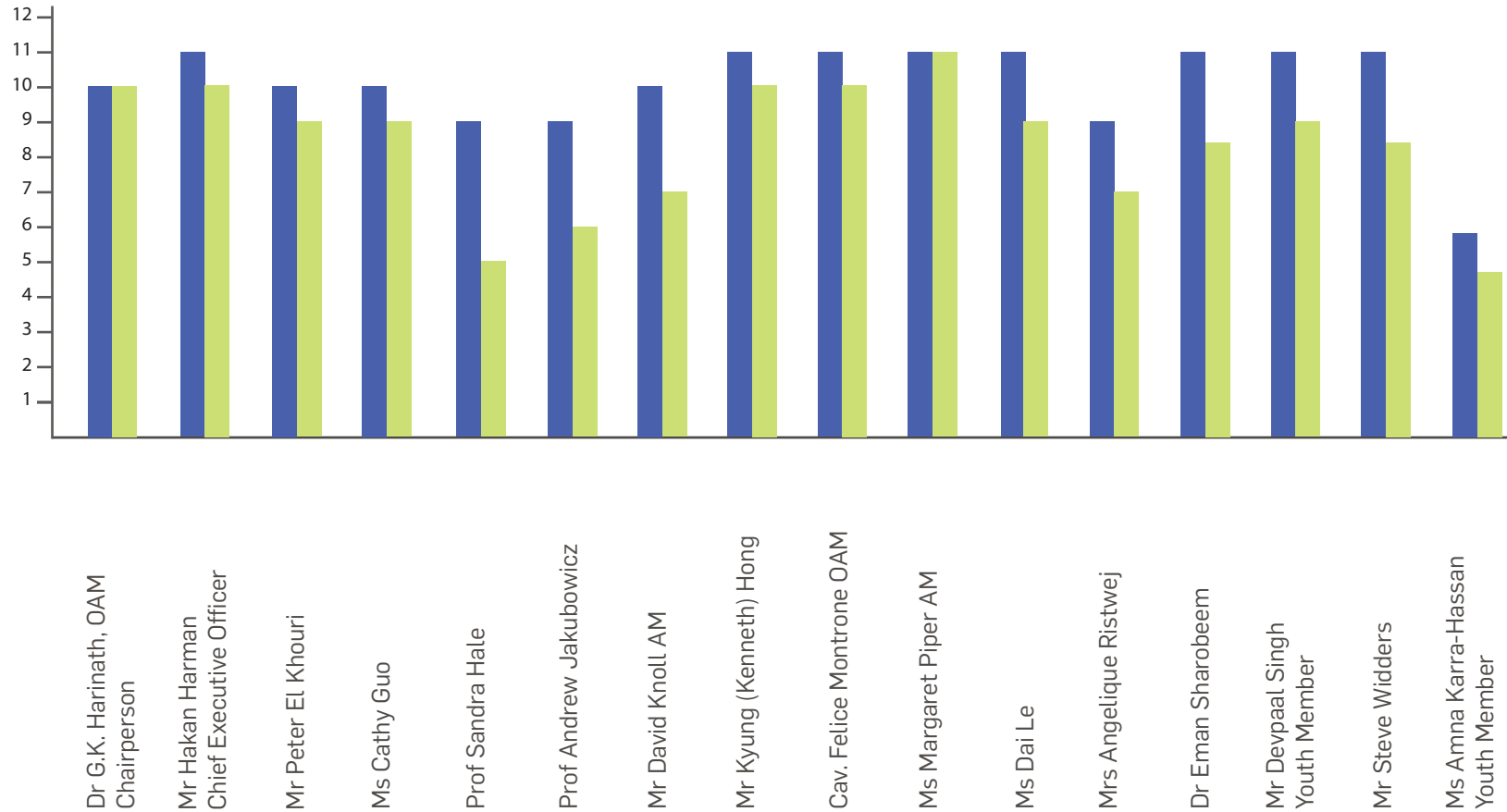


Diagram 2: Advisory Board members attendance at meetings

Eligible



Attended





BACK ROW, LEFT TO RIGHT: **Mr George Bisas**, BA, Director Language Services, **Mr Victor Duranti**, BSc (Psych), Grad Dip PSM, Director Government Policy and Research

FRONT ROW, LEFT TO RIGHT: **Ms Megan Lancaster**, Honorary Fellow, Institute for Governance and Policy Analysis, University of Canberra, B. Comm, Director Community Engagement, **Mr Hakan Harman**, B. Comm, MP Admin, FCPA, Chief Executive Officer, **Mr Ross Hawkey**, BBS, CA, JP, Director Corporate, CFO/CIO





02

# PERFORMANCE HIGHLIGHTS





Some of our achievements in 2015-16 deserve special mention.

Our committed, passionate and professional staff, guided by *Harmony In Action* have produced outstanding achievements for Multicultural NSW and the people of New South Wales.

- Developed and published our inaugural public Community Engagement Strategy
- Established and implemented a new Regional Advisory Council Structure
- Developed and implemented COMPACT, our largest individual Grant Program and the COMPACT Alliance, a group of 34 organisations working together to safeguard our social cohesion, in particular youth
- Embedded the Multicultural NSW Symposium into the Biennial FECCA Conference staged in Sydney
- Reviewed and developed a refined MPSP Framework to support the implementation of the 'Multicultural Principles' within the Public Sector
- Collaborated and supported the delivery of an unprecedented package for refugees and humanitarian entrants settling in NSW
- Enhanced our innovative Settlement Web Portal for new arrivals to NSW
- Commenced significant reform of Multicultural NSW Language Services
- Developed an online Cultural Competence Application in collaboration with SBS and International Education Services



ENGAGE  
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# COMMUNITY ENGAGEMENT STRATEGY

The *Multicultural NSW Community Engagement Strategy* was developed after extensive consultation with an all-encompassing range of stakeholders, and is our first ever publicly articulated approach to engaging with culturally diverse communities across NSW. The strategy supports the delivery of the broader *Harmony in Action Strategic Plan* and is underpinned by our capacity to draw relevant community information and perspectives through a range of standing and issues-based forums.



This comprehensive and multi-dimensional strategy outlines at a high level how we manage community engagement to help achieve our strategic goals and actions. It is based on international best practice and provides information about how we engage with communities through a variety of means, including:

The Multicultural NSW Advisory Board

- a formal structure that provides guidance and advice to Multicultural NSW and the Minister for Multiculturalism.

Regional Advisory Councils (RACs)

- geographically based regional and metropolitan forums which advise Multicultural NSW about local issues and help address issues at the local level. (see below)

Multicultural Councils and Forums

- provide expert advice to Multicultural NSW through topics-based forums.

Government Forums

- bring together Local, State and Federal government agencies to monitor and respond to service access issues.

Direct Community Engagement

- enables liaison with communities on specific issues and participation in multicultural and other community events.

## COMMUNITY ENGAGEMENT

The core of what we do



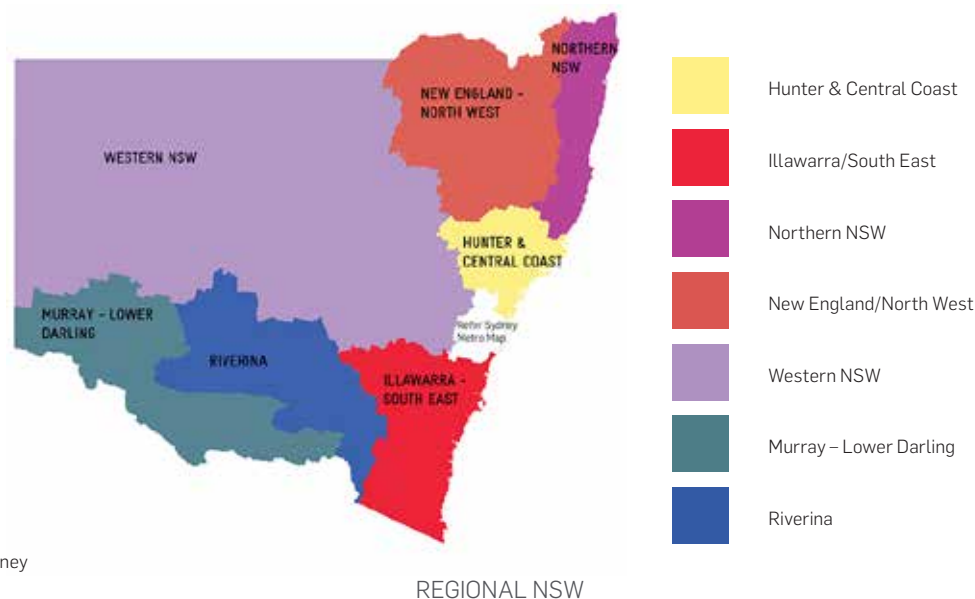
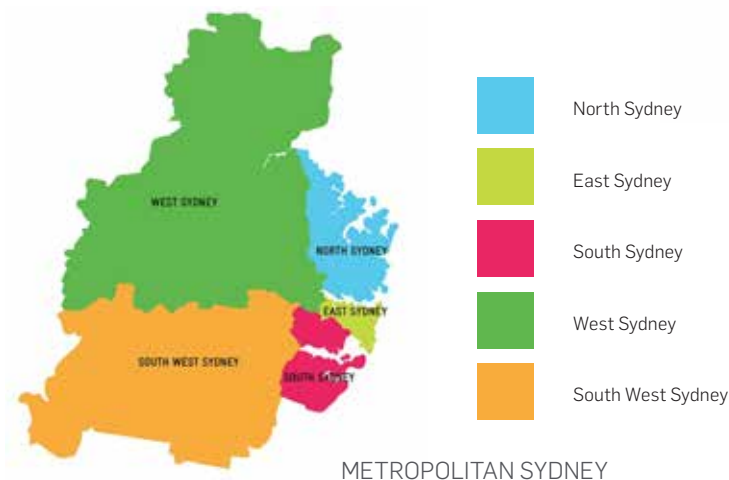
## NEW REGIONAL ADVISORY COUNCIL STRUCTURE

The Multicultural NSW *Community Engagement Strategy* also incorporates new ways of engaging the entire population of NSW. Through reviewing the boundaries and operational guidelines of the Regional Advisory Councils (RACs) (established under section 10 of the Multicultural NSW Act 2000) in 2015, Multicultural NSW is proud to have re-established stronger, more inclusive and further reaching forums that now enable more people to play a key role in building and maintaining a cohesive and harmonious society.

RACs represent the frontline of community engagement across the State. They provide Multicultural NSW with an essential connection to people of culturally and linguistically diverse backgrounds and play a vital role in developing and maintaining relationships between different levels of government, community organisations and community groups across regions.

They greatly enhance opportunities to link the objectives of Multicultural NSW with the priorities of local and regional communities.

We have expanded the network of RACs from 10 to 12 including five metropolitan RACs covering every local government area in Sydney, and seven realigned RACs covering all regional areas of the State.





## NEW REGIONAL ADVISORY COUNCIL STRUCTURE

In response to a call from the Hon. John Ajaka MLC, Minister for Multiculturalism (Minister Ajaka) to people across NSW to become a champion of social cohesion in late 2015, Multicultural NSW received an overwhelming number of applications for community seats from highly skilled, deeply engaged people who expressed a great deal of enthusiasm and interest in working collaboratively to activate and empower this important community engagement mechanism.

### RAC EAST SYDNEY

Chair

Cav. Felice Montrone OAM

Community Members

Mr Lou Bacchiella

Ms Christina Choi

Ms Christina Efthymiades

Ms Mary Karras

Mr Jeremy Lindeck

Ms Joy Lu

Ms Sage Nemra

Mr Amir Salem

### RAC HUNTER & CENTRAL COAST

Chair

Ms Margaret Piper AM

Community Members

Mr Zachary Ekandi

Mrs Nafiseh Ghafournia

Ms Xylia Ingham

Sheikh Mohamed Khamis

Ms Helen Larkin

Mr Robert Bell

### RAC ILLAWARRA/ SOUTH EAST

Chair

Mr Peter El Khouri

Community Members

Mr Leslie Bursill

Ms Zeljka Cankovic

Mr Khaled Elhage

Mr John Gunn

Mrs Yvonne (Yvi) Henderson

Ms Sherryl Reddy

Mrs Pavla Stupkova

Mr Chris Lacey

### RAC MURRAY – LOWER DARLING

Chair

Ms Margaret Piper AM

Community Members

Miss Pampha Bhujel

Mr Teju Chouhan

Mr Francis Bernard Johnston

Mr Vijayakumar Kuttappan

The abilities of the community representatives, coupled with the expertise and experience of government representatives\* on each RAC place these forums in prime position to make a real and significant difference to the lives of people in NSW.

The new RAC model is already cultivating increased cross-cultural engagement and an increased understanding of local strengths, challenges and opportunities. The new

approach is building on pre-existing local community, non-government, government and other networks and helping to foster and maintain active, robust relationships that will help to support solutions guided by people at the frontline of their community.

### RAC NEW ENGLAND/ NORTH WEST

Chair

Mr Steve Widders

Community Members

Mr Raymond Dennison

Ms Penelope Jobling

Dr Mutuota Kigotho

Ms Nicci Parry-Jones

Mrs Shalini Pratap

Mrs Judith Roberts

Mr Edward Whitham

Reverend Heung Fong Polly Wong

### RAC NORTHERN NSW

Chair

Ms Angelique Ristweij

Community Members

Ms Mandy Hughes

Mr Jesse Taylor

Mr Barry Williams

Ms Sahar Abdelrahman

Mrs Vigeeta Chauhan

Mrs Susan Clarke

Ms Mary Marial

Miss Sadiqa Nadir Hussain

### RAC NORTH SYDNEY METRO

Chair

Mr Kyung (Kenneth) Hong

Community Members

Ms Danielle Begg

Mr Glen Falkenstein

Ms Mahboba Rawi

Mr Nimalan Rutnam

Mr Hugh Lee OAM

Mr Eric Con Poulos

Mrs Kana Nishimuta

Mr Jason Jiksoon Koh

### RAC RIVERINA

Chair

Mr Devpaal Singh

Community Members

Ms Belinda Crain

Ms Joanne Fitzpatrick

Ms Maxine Kirby

Ms Carmel La Rocca

Ms Saba Nabi

Mr Frank Newah-Jarfoi

Dr Ata Rehman

### RAC WEST SYDNEY

Chair

Dr Eman Sharobeem

Community Members

Mrs Inimanogi Asemaga

Mr Tommaso Briscese

Ms Tanith Chippendale

(Youth Member)

Ms Melissa Monteiro

Ms Nalika Padmasena

Mr Kedarnath (Kevin)

Pagaddinnimath

Mr Emanuel Valageorgiou

Ms Angela Van Dyke

### RAC SOUTH WEST SYDNEY

Chair

Ms Dai Le

Community Members

Dr Ghayath Al-Shelh

Mrs Mal Fruean

Mr Chimezie Kingsley

Ms Natasha Lay

Mr Jimmy Mtashar

Ms Zulpha Styer

Mrs Tairyn Vergara

Mr Peter Doukas

### RAC WESTERN NSW

Chair

Mr David Knoll AM

Community Members

Associate Professor Oliver

Burmeister

Mr David Carter

Mr Joy Cyriac

Ms Ann (Anni) Gallagher

Mr Madhwan Keshwan

Ms Yvette Quinn (Youth

Member)

Ms Monique van Toor

Mrs Ana Vastag

### RAC SOUTHERN SYDNEY

Chair

Prof. Andrew Jakubowicz

Community Members

Chura Mani Belbase

Antoinette Chow

Jenny Grey

Kristal Kinsela

Najla Turk

Terrie Leoleos

\*Each RAC is comprised of the above community representatives plus nominated senior staff of each of the following key agencies: Family and Community Services (FACS), Department of Premier and Cabinet (DPC), Department of Education, NSW Police Force, NSW Health and Local Government.

## NEW REGIONAL ADVISORY COUNCIL STRUCTURE

Minister Ajaka personally attended the inaugural meetings of the majority of our RACs to meet and greet and engage with our members.



EAST SYDNEY RAC, WITH CHAIR MR FELICE MONTRONE



RIVERINA RAC, WITH CHAIR MR DEVPAAL SINGH



ILLAWARRA/SOUTH EAST RAC, WITH CHAIR MR PETER EL KHOURI



HUNTER & CENTRAL COAST RAC, WITH CHAIR MS MARGARET PIPER

## NEW REGIONAL ADVISORY COUNCIL STRUCTURE

While RACs have been created to cover all geographic areas in metro Sydney and across the state, we recognise the challenges that vast distances can create.

To assist members to stay engaged and continue discussions between meetings, Multicultural NSW hosts and moderates a new online forum known as 'the RAC Portal'.

The Portal consists of multiple online closed communities or 'Telligent Communities' that provide a private, collaborative environment to share networks, knowledge and expertise amongst "community" members. The Portal provides an accessible online communication tool for members of each of the RACs, enabling online discussions that can lead to greater work flow, accountability and stronger outcomes at a local level.



THE RAC PORTAL



THE BENEFITS OF THE RAC PORTAL

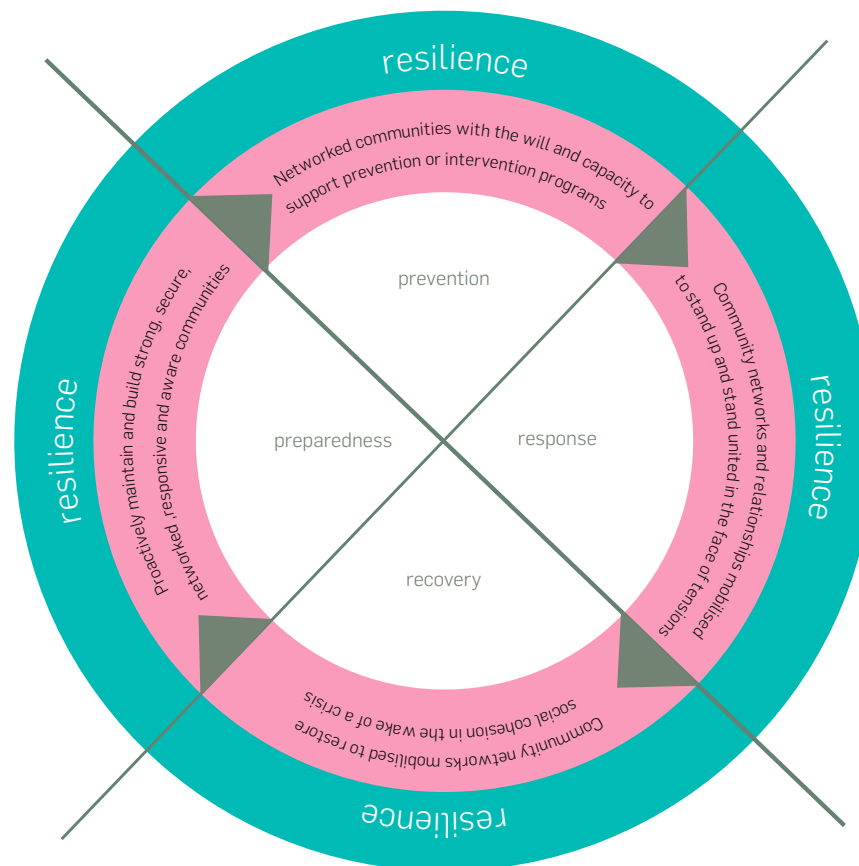
## COMPACT GRANTS AND ALLIANCE

The \$8 million Multicultural NSW COMPACT (Community Partnership Action) program is the biggest specific purpose grant program in our organisation's 40 year history.

COMPACT supports an alliance of community partners who share a commitment to Australia's peaceful and harmonious way of life. COMPACT aims to inspire young Australians from all communities to stand up and unite against the divisive forces of hate, fear and violence in the interests of social cohesion and community harmony.

The COMPACT Alliance is a key component of the COMPACT program's whole-of-society, resilience-based model, where "resilience" means proactively building and maintaining active, strong, cooperative and aware community networks that are prepared, enabled and motivated to respond to violent extremist threats and acts, address and resolve conflict and community tensions, and actively promote community harmony.

**COMPACT** CommunityPartnershipAction



A whole-of-society resilience based model for social cohesion risk management



The 2015 NSW Budget allocated \$4 million for the new COMPACT program. However based on the high level of community interest in COMPACT, funding was increased from \$4 million to \$8 million. Macquarie University was commissioned to conduct a detailed research project, including a gap analysis and review of international best practice, to inform the scope and design of the new program.

## COMPACT Alliance



*Communities standing united for Australia's peaceful and harmonious way of life.*

### Host Organisations include:

All Together Now  
 Australian Red Cross Society  
 Australian Rugby League Commission (NRL)  
 Bankstown Youth Development Service Inc (BYDS)  
 High Resolves  
 Lebanese Muslim Association (LMA)  
 NSW Auburn Islamic Cultural Centre (Auburn Gallipoli Mosque)  
 Police Citizens Youth Club – PCYC Belmore – PCYC Liverpool – PCYC Youth Command Parramatta  
 St George Youth Services Inc  
 Sydney Youth Connect Inc  
 United Muslim Women Association Inc. (MWA)  
 Youth Off The Streets (YOTS)

### Partners include:

Advanced Diversity Services  
 Australian Multicultural Foundation  
 Australasian Muslim Times  
 City of Canterbury Bankstown  
 Enough is Enough Anti-Violence Movement  
 Facebook  
 Gamarada Indigenous Healing and Life Training  
 Google  
 Islamic Council of NSW  
 Macquarie University  
 Moving Forward Together Association Inc.  
 Multicultural Youth Affairs Network NSW (MYAN)  
 NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)  
 NSW SES  
 PCYC St George  
 Religion of Peace  
 Sir Joseph Banks High School  
 Together for Humanity  
 Western Sydney University  
 Youth Action

## MULTICULTURAL SYMPOSIUM, FECCA CONFERENCE

For the first time, Multicultural NSW incorporated its annual Symposium into the biennial conference '*Multiculturalism in Action: Building a Better Future for all Australians*' of the Federation of Ethnic Communities' Councils of Australia (FECCA) in Sydney on 5-6 November 2015, supporting it with a NSW Government grant of \$50,000.

The FECCA conference is Australia's pre-eminent multicultural conference, drawing together leading decision makers, thinkers and practitioners to debate the key issues relating to our cultural and linguistic diversity.

Officially opened by Minister Ajaka, the conference also marked the 40th anniversary of establishing SBS and the Ethnic Communities' Council of NSW.

The conference welcomed some 530 delegates from all over Australia and included speakers from across the political spectrum who were united in their commitment to the benefits of migration and a multicultural Australia.

This conference was a great chance for us all to share our experiences, learn from each other, and to chart a course for the continued prosperity and cohesiveness of Australian society. It was a passionate and motivating reminder of the importance of ensuring state and federal governments put our cultural diversity at the forefront of all decisions if our nation is to continue to enjoy the status of the world's most harmonious multicultural society.

Multicultural NSW Advisory Board Chair Dr G.K. Harinath quoted from the Universal Declaration of Human Rights, saying peace is an essential prerequisite to our continued social cohesion and community harmony.

Multicultural NSW Chief Executive Officer Hakan Harman spoke at the conference in the workshop *Legislating Multiculturalism: A Case for a National Multicultural Act?* He outlined the history and genesis of the Ethnic Affairs Commission, transformed in 2001 to the Community Relations Commission and renamed Multicultural NSW in November 2014 with the passing of the *NSW Multicultural Act 2000*.

Multicultural NSW Advisory Board Member David Knoll presented in the workshop *40 Years of the Racial Discrimination Act: Are We Still Protected?* Outlining cases of people protected by the Act, he stressed that much human effort was required because prejudice is often deeply rooted.

The FECCA conference also saw the launch of the Australian Human Rights Commission's Report on the 40th Anniversary of the Racial Discrimination Act, which pointed out that many Australians continue to experience racial discrimination even today. Guest speakers included Professor Peter Shergold AC, NSW Coordinator General for refugee resettlement, and Laura John, the 2014 Australian Youth Representative to the United Nations. The range of thought-provoking topics discussed included:

- women's leadership
- the power of young people
- social cohesion
- multicultural broadcasting
- employment and regional settlement and development



MULTICULTURAL NSW ADVISORY BOARD CHAIR, DR G K (HARI) HARINATH SPEAKING AT THE FECCA CONFERENCE  
(Photo courtesy of FECCA)



All NSW Government agencies are expected to provide high quality services to the people of NSW, which are inclusive of people from culturally diverse backgrounds.

Multicultural NSW developed the Multicultural Policies and Services Program (MPSP) to bring these principles into life. The MPSP provides us with the connections, evidence and insights to examine the impact of policy proposals on diverse cultural communities.

The MPSP requires all agencies to maintain a multicultural plan and report on it regularly either through agency Annual Reports, or through the Annual Report of their Principal Department. To assist with this the MPSP Framework and its resources ensure that common outcomes are addressed across the whole public sector. The 'embedding' of multicultural policies and services within the overall public sector 'culture' will also ensure that the people of NSW, whatever their cultural, linguistic or religious background, can become true and engaged members of the NSW community.

As set out in the *Multicultural NSW Act 2000* (the Act), the MPSP is the mechanism for NSW agencies to show how they are planning effectively for people from culturally diverse backgrounds and to report on the benefits of the agencies' actions.

Under the Act, it is the responsibility of the Chief Executive Officer of every NSW public authority to ensure that these principles are implemented across the business of their agencies. The MPSP, led by Multicultural NSW, assists agencies to implement multicultural principles and to report on their public sector accountabilities in this area.

## MULTICULTURAL NSW ACT 2000

The *Multicultural NSW Act 2000* (the Act), establishes multicultural principles as the policy of the State.

The Act:

- (a) promotes the equal rights and responsibilities of all the people of New South Wales within a cohesive and multicultural society in which:
  - (i) individuals share a commitment to New South Wales and to Australia, and
  - (ii) diversity is regarded as a strength and an asset, and
  - (iii) English is the common language, and

- (b) recognises and values the different linguistic, religious and ancestral backgrounds of the people of New South Wales.

The multicultural principles, as set out in the Act, are as follows:

- (a) all individuals in New South Wales, irrespective of their linguistic, religious and ancestral backgrounds, should demonstrate a unified commitment to Australia, its interests and future,
- (b) all individuals in New South Wales should recognise the importance of shared values governed by the rule of law within a democratic framework,
- (c) the people of New South Wales are of different linguistic, religious and ancestral backgrounds who, either individually or in community with other members of their respective groups, are free to profess, practise and maintain their own linguistic, religious and ancestral heritage,
- (d) all individuals and institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language,
- (e) all individuals in New South Wales should have the greatest possible opportunity to:
  - (i) contribute to, and participate in, all aspects of public life in which they may legally participate, and
  - (ii) make use of, and participate in, relevant activities and programs provided or administered by the Government of New South Wales,
- (f) all institutions of New South Wales should recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource to maximise the development of the State.

Sections (4) and (5) of the Act specifies that each public authority must observe the multicultural principles in conducting its affairs, and it is the duty of the chief executive officer of each public authority to implement the provisions of this section within the area of his or her administration.

## REVISED MPSP FRAMEWORK

The policy objective of the MPSP is that people from culturally diverse communities achieve high degrees of social and economic participation. It is important to recognize the link between the MPSP and this higher objective.

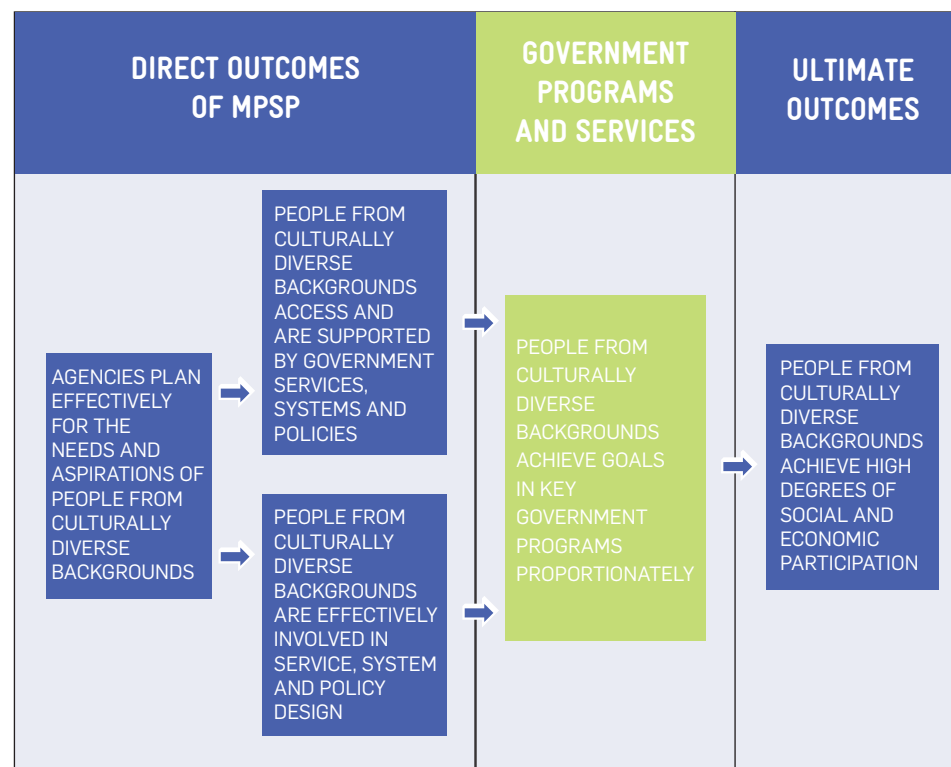
A key strategic priority in Multicultural NSW's *Harmony In Action*, was the review of the MPSP Framework to develop a simpler and stronger program framework with improved reporting tools. This enhanced approach will help enable every NSW public authority to not only respond to access and equity considerations, but also to harness the social, cultural and economic opportunity that diversity provides.

To support a simpler and stronger framework, the MPSP approach has a simpler architecture with only two levels:

Focus Areas	Outcomes
1. Service delivery	Mainstream services deliver for everyone
	Targeted programs fill the gaps
	People from culturally diverse backgrounds are aware of NSW Government (funded) services, programs and functions
2. Planning	Strong plans to deliver services
	Evidence driven planning
3. Leadership	Demonstrated leadership in culturally inclusive practices
	Increased recognition of the value of cultural diversity
4. Engagement	Collaboration with diverse communities
	Understanding the needs of people from diverse backgrounds

With its core emphasis on service delivery, planning, leadership and engagement, the MPSP will continue to provide a strong, flexible and multi-directional means of responding to our increasingly diverse society.

### THE POLICY OBJECTIVES OF THE MPSP





## REFUGEES AND HUMANITARIAN ENTRANTS

Together with the NSW Department of Premier and Cabinet, Multicultural NSW is the central agency responsible for coordinating strategic policy responses to support positive settlement and migration outcomes in the NSW community.

NSW has taken an active response to the significant current humanitarian crisis in the Middle East. In September 2015 the Commonwealth Government announced that an additional 12,000 refugees and humanitarian entrants affected by the conflicts in Syria and Iraq would be accepted in addition to Australia's annual humanitarian intake. NSW Premier Mike Baird responded to this announcement by appointing Professor Peter Shergold AC as Coordinator General for Refugee Resettlement in NSW. In June 2016 the NSW Government announced additional funding of \$146 million over four years to boost the capacity of existing services and to assist in the development of new initiatives for refugees and humanitarian entrants.

In 2015-16 Multicultural NSW was actively involved in assisting Professor Shergold and his support team within the Department of Premier and Cabinet to ensure the NSW Government's response to settlement is robust and sustainable. This assistance has included providing advice on programs and initiatives, support and participation in relevant activities and help in engaging with the local Syrian and Iraqi community.

Multicultural NSW became the NSW Government agency responsible for implementation of the Safe Haven Enterprise or SHEV visa program. Multicultural NSW commenced planning for the implementation of the SHEV settlement program in regional areas in partnership with the lead government agency, the Commonwealth Department of Immigration and Border Protection.



## WEB PORTAL FOR NEW ARRIVALS

Multicultural NSW has developed a settlement web portal that provides easy access to critical information about support and services provided by government and non-government organisations. This information aims to assist all new migrants to our state to gain a better understanding of the support available to them in NSW.

The portal links users with practical resources about the services they need when they first arrive, such as links to services in community, health, transport, asylum seekers, law, housing, humanitarian entrants, hospital and emergency information, education and employment. The information is displayed in a user friendly format using simple language and descriptions to make it easy to understand. The community language resources make it the 'go-to place' for all new migrants to NSW.



A graphic with a blue border. At the top left is the 'language services' logo. To its right are four circular icons: 'DAYS 7', 'HOURS 24', 'LANGUAGES 104', and 'YEARS EXPERIENCE 30'. Below these is the text 'NEED AN INTERPRETER?' in bold. Underneath is an illustration of two people's heads in profile facing each other, with a speech bubble above them containing five question marks. Below the illustration is the text 'For quality interpreting services you can trust, contact us now.' At the bottom left is the phone number '1300 651 500' and the email 'languageservices@multicultural.nsw.gov.au'. At the bottom right are the NSW Government logo and the Multicultural NSW logo.

In 2014-15 Multicultural NSW Language Services commenced a comprehensive reform process to change the way Language Services are provided to support better outcomes for our clients and the community. This reform process made significant progress in 2015-16.

Building on the pilot program rolled out at the end of the previous financial year we continued to transfer the management of translation lodgements to Service NSW. After closing offices at Newcastle, Parramatta and Wollongong earlier in 2015, in December we closed the public counter at our Castlereagh St office. From 1 January 2016 customers were able to submit translations not at only four offices but at any of the state-wide network of over 50 Service NSW shopfronts.

Expanding Multicultural NSW's partnership with Service NSW has provided a number of benefits including:

- Improving customer support
- Administrative efficiencies
- Greater online service delivery
- Enabling us to collaborate with Service NSW on other technology based projects
- Improving accessibility for NSW consumers to interpreting and translating services through access to the state-wide Service NSW network.

## CULTURAL COMPETENCE PROGRAM



In 2015-16 Multicultural NSW collaborated with SBS and International Education Services to develop a cultural competency training program. The program is an online resource accessed through a website or via an application that will enable organisations to train people in cultural competence, diversity and inclusion. These aims link directly to the objectives of Multicultural NSW as articulated in the Act section 12 and *Harmony In Action*.

The format of the app includes informational text, video and interactive activities to deliver modules designed to enhance the participant's personal cultural competency and awareness.

Educational outcomes supported in the training program include:

- practical cultural competence – respect
- personal cultural competence – challenging assumptions, awareness of difference, tolerance of change, curiosity, work/life balance, individualist vs. collectivist, change and diversity
- culturally competent communication
- cross-cultural communication – voice, tone, body language, proximity, direct and indirect communication
- awareness of dimensions of culture
- awareness of cultural differences and similarities – time, family, meaning

The training package will be formally launched by Minister Ajaka in October 2016.



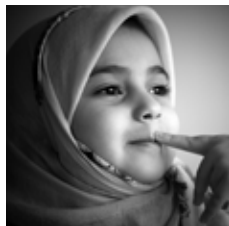


03

# THE YEAR IN REVIEW

03

A detailed report on the work undertaken by Multicultural NSW in 2015-16.



COMMUNITY ENGAGEMENT

GOVERNMENT POLICY AND RESEARCH

LANGUAGE SERVICES

CORPORATE SERVICES

Our diversity, our strength

## OVERALL PERFORMANCE DASHBOARD

FOCUS AREAS	COMMUNITY ENGAGEMENT	STATUS	GOVERNMENT POLICY AND RESEARCH	STATUS	LANGUAGE SERVICES	STATUS	CORPORATE	STATUS
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"> <li>Improved MPSP performance by NSW agencies as assessed by Multicultural NSW</li> <li>Increased customer satisfaction with services</li> </ul>	ADVANCED	<ul style="list-style-type: none"> <li>Evaluation of Policy Framework</li> <li>Improved satisfaction with advice and policy outputs</li> </ul>	UNDERWAY	<ul style="list-style-type: none"> <li>Increased use of website and e-resources</li> <li>Growth of existing and development of new value added services such as EmailLink and MediaLink</li> </ul>	ADVANCED	<ul style="list-style-type: none"> <li>Increased international access to our e-resources</li> <li>Initiatives to develop NSW as an internationally recognised leader in cultural diversity are implemented</li> </ul>	ADVANCED
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"> <li>Increase participation in Multicultural NSW community engagement initiatives by 10%</li> <li>High stakeholder satisfaction with Multicultural NSW engagements</li> </ul>	UNDERWAY	<ul style="list-style-type: none"> <li>Evaluation of MPSP Program</li> <li>Positive stakeholder assessment of MPSP tools</li> <li>Utilisation of the MPSP beyond the public sector</li> </ul>	ADVANCED	<ul style="list-style-type: none"> <li>New operating model established for Language Services</li> <li>Increased customer satisfaction evidenced by surveys</li> </ul>	UNDERWAY	<ul style="list-style-type: none"> <li>Government Financial targets are achieved</li> <li>Revenue generation opportunities are developed</li> </ul>	UNDERWAY
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"> <li>High stakeholder satisfaction with consultation processes</li> <li>Ongoing evaluation and improvement</li> </ul>	ADVANCED	<ul style="list-style-type: none"> <li>High priority collaborative initiatives achieved</li> <li>High stakeholder satisfaction with level of collaboration</li> </ul>	ADVANCED	<ul style="list-style-type: none"> <li>Growing number of nominations for awards</li> <li>High level of stakeholder satisfaction with events</li> <li>Continued community support for Multicultural NSW</li> </ul>	ADVANCED	<ul style="list-style-type: none"> <li>80% of register issues resolved within agreed timeframes</li> <li>Compliance with NSW Government policies</li> </ul>	ADVANCED
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"> <li>High social cohesion rating for NSW</li> <li>Continued community support for a multicultural society</li> </ul>	ADVANCED	<ul style="list-style-type: none"> <li>Multicultural NSW recognised as a key source of information</li> <li>Priority information gaps filled through research</li> <li>High stakeholder satisfaction with Multicultural NSW research projects</li> </ul>	ADVANCED	<ul style="list-style-type: none"> <li>Engagement factor higher than the public sector and cluster average</li> <li>High effective leadership rating by staff</li> <li>Clear Advisory Board and governance policies are developed and implemented</li> </ul>	ADVANCED	<ul style="list-style-type: none"> <li>Increased recycling and reduced energy consumption</li> <li>Monitor and report on our environmental footprint</li> </ul>	UNDERWAY

Community Engagement is the core of everything we do. Through our connections with culturally diverse communities, we bring people together from many different backgrounds.

Our goal, as outlined in our Community Engagement Strategy, is to inform, consult, involve, collaborate with and empower communities. Through these processes, we seek to learn from communities, to use this information to shape the future directions of Multicultural NSW and to increase our knowledge and expertise.

Our aim is ultimately to assist all individuals in NSW to access, contribute to and participate in community life and in public decision-making processes.

**HARMONY  
IN  
ACTION**

**ENGAGE  
ENABLE  
ENRICH**





**Megan Lancaster**  
Director Community Engagement

By implementing and administering a range of mechanisms and initiatives articulated in our Community Engagement Strategy, the Community Engagement team aims to build and strengthen relationships with communities across NSW. Our efforts to connect with, and learn from community, go hand in hand with our 12 Regional Advisory Councils, which form the geographical areas for our place-based engagement approach.

We engage with the NSW community as widely and as regularly as possible. Through our frontline engagement, we promote collaboration with and between NGOs, communities, business and government and endeavour to maximise opportunities to link the objectives of Multicultural NSW with the priorities of communities at the local and regional level. Our recently expanded range of engagement mechanisms is helping us to develop deeper and more extensive knowledge of communities across the State as well as robust, sustainable relationships with many different stakeholders.

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## VISIBLY EFFECTIVE COMMUNITY ENGAGEMENT STRATEGY

Structured and  
transparent consultation  
mechanism is  
implemented

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COMMUNITY  
ENGAGEMENT

COMMUNITY  
RESILIENCE

COMMUNICATIONS  
AND  
MARKETING

THE COMMUNITY ENGAGEMENT DIVISION

## MULTICULTURAL YOUTH NETWORK

The Multicultural Youth Network (MYN) is our main forum for young leaders who are committed to building a brighter future for NSW based on the strength that cultural diversity brings to our society.

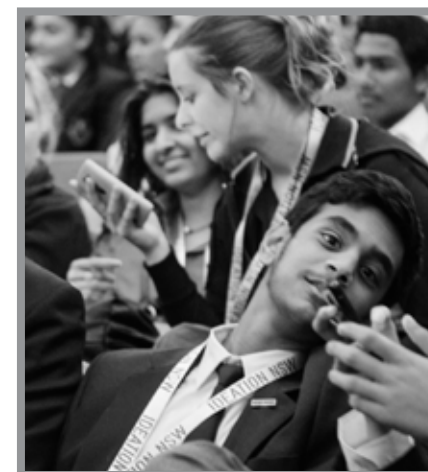
The network is chaired by our Youth Advisory Board members and plays a key role in planning Youth Networking events. Throughout the year, the events run by the MYN bring youth from diverse cultures together. In October 2015, a youth event was held in Minto in partnership with NSW Council for Pacific Communities. 80 young people from the local area came together to create connections and learn from one another by sharing music, arts and cultural activities.

In May 2016, members of the youth network and Multicultural NSW employees participated in the Institute of Public Administration Australia NSW CEO and Young Professionals Breakfast at The Westin Hotel, Sydney. The event was themed 'Collaboration is the New Competition', with an introductory address by The Hon. Gladys Berejiklian, MP, NSW Treasurer and other speakers sharing their experiences on harnessing the power of collaboration between diverse stakeholders to achieve real change.

## IDEATION

IDEATION is our marquee annual youth initiative. To effectively engage with young people, IDEATION enables school-aged delegates from across the state to come together to celebrate, explore and discuss what it means to live in culturally diverse communities. It aims to build greater awareness, develop cross-cultural respect and develop team building and leadership skills that students can share with external networks at school or in their local communities.

In 2015, the IDEATION theme was 'I Choose to be...!'. The event was held at the Powerhouse Museum in Ultimo with more than 200 students from across NSW in attendance. Discussions generated a broad range of ideas and strategies to address the many challenges of living in our culturally diverse society, and highlighted the dangers of labelling and stereotyping people in our communities. Members of the Multicultural Youth Network facilitated workshops and helped to bring the event to fruition.



The IDEATION 2015 Report can be found on the Multicultural NSW website.

MULTICULTURAL NSW HAS BEEN ENGAGING IN A VARIETY OF WAYS WITH YOUNG PEOPLE WHO ARE INTERESTED IN MAKING A GENUINE CONTRIBUTION TO BUILDING HARMONY IN OUR DIVERSE SOCIETY FOR OVER A DECADE.



TWO EXAMPLES OF OUR MANY EXISTING CONSULTATION MECHANISMS IN 2015-16

## NSW COUNCIL FOR PACIFIC COMMUNITIES CAMPAIGN

The Pacific Youth initiative #FistsDown campaign is a youth-led social media strategy to stem youth violence. In March 2016, Multicultural NSW brought together key stakeholders to address escalating incidences of youth violence across Western Sydney. Out of this meeting, the #FistsDown campaign was proposed by youth from the NSW Council for Pacific Communities. Multicultural NSW hosted the project's Talanoa (a gathering to tell stories) to develop youth ambassadors for the campaign and we have supported a range of activities associated with this strategy and continue to keenly follow its progress.

## RELIGIOUS LEADERS FORUM

In 2014, we established a Religious Leaders Forum to enable:

- relationships between the NSW Government and religious leaders from all faiths are actively maintained
- the facilitation of open communication between NSW Government and religious groups
- that NSW Government policy development is well informed in religious matters and cultural preferences
- community harmony strategies have the support of relevant communities
- different religious groups in NSW can better support each other in response to emerging issues and at times of crisis

The forum provides an avenue for us to hear the perspectives of our faith leaders on topical issues. It is an effective vehicle for facilitating ongoing dialogue between the NSW government, faith leaders and other forum members. It is also an important avenue for Multicultural NSW to elicit advice from respected community leaders about issues of interest and concern to the diverse religious communities within NSW.

The forum met in July 2015 and April 2016. Both occasions were well attended by leaders from a range of different faiths and involved important discussions on a number of issues relating to NSW Government and the fostering of community harmony through faith communities.



### MULTICULTURAL NSW ADVISORY BOARD VISITS

The Multicultural NSW Advisory Board plays a significant role in the success of our agency. Among their responsibilities, Advisory Board members chair Regional Advisory Councils, conduct regional and metropolitan visits and provide valuable advice on major initiatives of our Agency. They also provide input into the annual report to Parliament on the state of community relations. In 2015-16 the Multicultural NSW Advisory Board embarked on four visits, meeting with local organisations and Councils in Wagga Wagga, Bathurst, Fairfield and Bonnyrigg. Following is a list of the events and activities at each location:

**Wagga Wagga:** In September 2015, the Advisory Board visited the Riverina Oils and Bio Energy (ROBE) plant and Charles Sturt University, National Life Sciences Hub. The Mayor of Wagga Wagga hosted a civic reception for the Advisory Board and other community leaders in the region.

**Bathurst:** In November 2015, the Advisory Board visited the Australian Fossil and Mineral Museum, Charles Sturt University, met with the Violence Awareness Group and went to St Stanislaus' College and The Scots School. The Chair and CEO of Multicultural NSW were also invited to the launch of 'Racism. It Stops with Me'. The Advisory Board met the Mayor of Bathurst Council who hosted a civic reception with community leaders from the region.

**Fairfield:** In May 2016, the Advisory Board met with the Fairfield High School Principal and teachers and members of the Parents Café, an organisation established to help engage newly arrived parents in the Australian education system and provide further training and career opportunities.

**Bonnyrigg:** In May 2016, the Advisory Board visited places of worship in Bibby's Place where Bonnyrigg Turkish Mosque and the Vietnamese Buddhist Society and Temple are located side-by-side in harmony.



RIVERINA OILS AND BIO ENERGY (ROBE) PLANT, WAGGA WAGGA





### OUR COMMUNITY RESILIENCE TEAM

The Community Resilience team is advancing the long standing commitment of Multicultural NSW to addressing the impacts of overseas conflicts and violent extremism on community harmony. Working closely with community engagement 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 supports effective Multicultural NSW representation on the Countering Violent Extremism Sub-Committee of the Australian-New Zealand Counter Terrorism Committee and the NSW Countering Violent Extremism Steering Committee.

The team is actively involved in the implementation of initiatives under the COAG Countering Violent Extremism Taskforce and the NSW Premier's package of measures to counter violent extremism within our state.

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### PARTICIPATION

All NSW residents are able to contribute to and participate in community life and the public decision-making process

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## THE POINT MAGAZINE

*The Point Magazine* ([www.thepointmagazine.com.au](http://www.thepointmagazine.com.au)) sits within the Community Resilience Team as an online media platform that is not only responsive to emerging issues in countering violent extremism (CVE) but is a key program leading public debate in all matters related to violent extremism. The Point Magazine's strategy is to showcase national CVE initiatives and international counter-terrorism best practice methodologies alongside critical community voices in order to create an accessible online space for academics, students, community members, artists and young people interested in countering violent extremism.

*The Point Magazine* has established a national profile as a trusted source of accessible information, news and current affairs relating to violent extremism and its impacts on local communities in Australia.

In June 2016, *The Point Magazine* reached a milestone of 50,000 readers and 115,000 page views, more than doubling its number of page views in the space of 12 months.

The publication addressed a range of issues relating to CVE, with a particular focus on challenging extremist narratives, investigating the domestic impacts of the Syria and Iraq conflicts on local communities, and addressing the social impacts of violent extremism in Australia.

In 2015, the Australian Government supported *The Point Magazine* staff reporter Widyan Fares to join an Australian youth delegation at the *One95 Global Youth Summit Against Violent Extremism* in New York which resulted in a partnership between *The Point Magazine* and the Counter Extremism Project, a not-for-profit, non-partisan, international policy organization formed to combat the growing threat from extremist ideologies.

In 2016, the Editor for *The Point Magazine*, Kavita Bedford created new national media partnerships with Sydney community radio FBI, award winning ABC journalists from 7.30 Report, Triple J Hack, and engaged young people in community from Bankstown Youth Development Service (BYDS) and the Australian National University (ANU) to present *Outskirts Reporting: A Masterclass in Community Journalism*.



The intensive media training supported emerging young media professionals from diverse backgrounds to produce their own multimedia content and interventions into current topical issues including violent extremism and cultural diversity in journalism.

These initiatives are contributing to the fast-growing readership and reputation of *The Point Magazine*.



### BANKSTOWN PROJECT

The Bankstown project included training workshops for youth workers, a youth camp and a research project, which included interviews with fifty-five service organisations to provide a deep regional understanding to better support young people at risk of disengaging from the wider community. The report offered key findings on what gaps exist within current service delivery models and how issues surrounding community disengagement are affecting local organisations. The project explored the potential negative impacts on local community harmony, arising from international events, and ways to promote positive engagement and interaction between local communities.



### COMPLAN

Social cohesion and community harmony cannot be taken for granted. Multicultural NSW believes that communities and governments must continue to cultivate our diverse social fabric to ensure strong, trusting and inclusive communities prevail.

As such in 2015 and 2016, pursuant to the Multicultural NSW Act 2000, Multicultural NSW started a process to review its Community Relations Crisis Management Plan (*COMPLAN*). *COMPLAN* details the Prevention, Preparedness, Response and Recovery arrangements for New South Wales to ensure a coordinated response to the local impact on relationships between people and communities that may occur as a response to local and international events.

Extensive consultation were held with *COMPLAN* partners, including:

- NSW Anti-Discrimination Board
- Department of Education
- Department of Justice – Office of Emergency Management and Office for Police (Counter Terrorism Unit)
- Department of Premier and Cabinet
- Local Government NSW
- NSW Health
- NSW Police

The consultation considered lessons learned by agencies from historical experiences including the Cronulla riots of December 2005, attacks on Indian international students in 2009, the violent protest in Sydney's Hyde Park in September 2012, and the Martin Place siege of December 2014.

Key findings to date are numerous, and include the need to focus on:

- prevention and preparedness measures
- increasing the operational component of the plan
- the need to recognise the plan addresses a range of potential risks to community harmony
- including better coordination between agencies' community engagement activities
- leveraging social media networks
- aligning with new cluster and agency structures and supporting the existing State Emergency and Rescue Management Plan
- regularly testing the plan, once endorsed
- developing a process to assess plan outputs

The final outcomes of the review and a revised version of *COMPLAN* will be presented to the NSW Government for endorsement in 2017





### COMMUNICATIONS AND MARKETING

Our Communications and Marketing team supports the whole Agency in developing communications strategies and campaigns to promote the multicultural principles. Our extensive range of activities highlight the cultural diversity of NSW as one of our state's greatest strengths and assets.

The team promotes the work of Multicultural NSW and encourages public engagement through our online presence, marketing and sponsorship partnerships, relations with the multicultural media and delivering events that unify our community. The team showcases and celebrates cultural diversity by delivering our annual flagship events including the Premier's Harmony Dinner, the Premier's Multicultural Media Awards, the Australian Multicultural Marketing Awards, the Premier's Multicultural Community medals and the Multicultural Honour Roll.

### NEW WEBSITE

In March 2016, Multicultural NSW launched its new website. Focusing on innovation and delivering on a *Harmony in Action* commitment to maximise opportunities for communities to engage online, the new website includes modern functionality, improved usability and social interaction. The online Community Portals being used by the Regional Advisory Councils and the COMPACT Alliance set a new benchmark for knowledge sharing and active discussion between Multicultural NSW and the broader community.

### DIVERSITY CELEBRATED AS AN ASSET

Widespread support for  
our multicultural society  
with a common core of  
rights and responsibilities

## 2016 MULTICULTURAL MARCH

Multicultural March is a symbol of the NSW Government's commitment to building and maintaining a cohesive and harmonious multicultural society that enriches the lives of all the people of NSW.

We coordinated a Multicultural March events calendar coinciding with Harmony Day on 21 March. The 2016 calendar 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.

## 2016 PREMIER'S HARMONY DINNER

As part of Multicultural March celebrations, the fifth annual Premier's Harmony Dinner was a much-anticipated event, with 1,500 people attending, representing more than 60 diverse cultures. Hosted by Minister Ajaka, in the presence of the NSW Premier the Hon. Mike Baird MP (NSW Premier), guests enjoyed a colourful evening celebrating and acknowledging our cultural diversity.

Guests were entertained by a performance program featuring 16 diverse acts including Indigenous, contemporary and traditional cultural acts from across the globe.

The Premier's Harmony Dinner recognised and celebrated the significant contributions made by our multicultural leaders. The Multicultural Community Medals were presented by the Premier and a special part of the night included announcing the new inductees onto the Multicultural Honour Roll.

## PREMIER'S IFTAR DINNER

Iftar means to 'break the fast'. It 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.

On 14 June 2016, the Premier hosted an Iftar dinner, attended by more than 200 Muslim community representatives, religious leaders and members of Parliament. Youth leaders Ms Bibi Goul Mossavi and Mr Ali Faraj performed the duties of the master of ceremonies. The Qu'ran recitation was performed by Mr Mustafa Al Ashrafi.

## DIVERSITY CELEBRATED AS AN ASSET

Widespread support for our multicultural society with a common core of rights and responsibilities



2016 PREMIER'S HARMONY DINNER AWARD WINNERS

## 2016 PREMIER'S MULTICULTURAL COMMUNITY MEDALS AND MULTICULTURAL HONOUR ROLL

The Premier's Multicultural Community Medals were presented at the Premier's Harmony Dinner on 10 March 2016. New members of the Multicultural Honour Roll were also announced, which posthumously records the legacy of the inductees' exceptional multicultural service in NSW.

Recipients of the awards and honour roll inductees are listed below:

- **Stefan Kerkyasharian AO Harmony Award Medal** – Mr Jeremy Jones AM  
**Commendation** – Together for Humanity
- **Youth Medal** – Mr Ram Khanal for supporting Bhutanese refugees who settle in Albury Wodonga  
**Commendation** – Ms Mawa Sannoh for helping young West Africans resettle in Sydney
- **Lifetime Achievement** – Mr Om Dhungel for helping empower Bhutanese refugees
- **Arts and Culture** – Ms Saba Vasefi for promoting social justice through poetry and film festivals
- **Regional Communities** – Ms Joan Saboisky for supporting refugees and interfaith projects in Wagga Wagga
- **Economic Participation** – Ms Anne Bi for establishing the B1 Group and attracting foreign investment

### Multicultural Honour Roll

- **Ms Eva Grace Byrne OAM, 1923–2006**, for exceptional service in helping refugees to resettle in Australia
- **Dr William Chiu, 1947–2015**, for strengthening economic and cultural exchanges between Australia and China
- **Mr Alfred Fenech OAM, 1934–2014**, for outstanding contributions to uniting diverse communities
- **Mr Saing Heang Seng, 1944–2001**, for exceptional service to the Khmer community in Australia



NSW PREMIER MIKE BAIRD WITH 2016 PREMIER'S MULTICULTURAL COMMUNITY MEDAL WINNER MR JEREMY JONES

### DIVERSITY CELEBRATED AS AN ASSET

Widespread support for our multicultural society with a common core of rights and responsibilities



## 2015 AUSTRALIAN MULTICULTURAL MARKETING AWARDS

For the 26th year, the Australian Multicultural Marketing Awards recognised excellence, innovation and creativity in the field of multicultural marketing and communications. The 2015 gala event was held at the Sydney Opera House on 12 October.

The winners of the 2015 AMMAs were:

- **Big Business**  
Winner: NRMA Motoring & Services - Motor Value Bundle campaign
- **Small Business**  
Winner: Gould. Sydney - 2015 Project Highlights  
**Commendation:** Chinese Commercial - Promoting Australia to China
- **Public Sector**  
Winner: Centre for Health Initiatives, University of Wollongong and Multicultural Health Service Illawarra Shoalhaven Local Health District - Cancer Good News Project: Reducing Cancer Stigma in Macedonian and Serbian Communities
- **Communication**  
Winner: Special Broadcasting Service (SBS) - 40 Years of SBS Radio

- **Arts and Culture (joint winners)**

Winner: Australian Macedonian Theatre of Sydney - The Fence: Living in Harmony Project

Winner: Access Community Services Queensland Ltd: Ethno Roadshow

- **Communities**

Winner: Netball Australia: Australia Post One Netball Program

**Commendation:** Islamic High Council of Australia - Multicultural Mawlid Concert

- **Youth**

Winner: Cricket Australia - Multicultural Engagement

**Commendation:** Australian Rugby League Commission: In League Harmony

- **Education**

Winner: TAFE NSW Sydney Institute - Going Global

- **SBS People's Choice Award**

Winner: 2MFM, Muslim Community Radio - Together Standing Against Extremism and Racism



SBS PEOPLE'S CHOICE AWARD, 2MFM COMMUNITY RADIO

DIVERSITY CELEBRATED  
AS AN ASSET

Widespread support for  
our multicultural society  
with a common core of  
rights and responsibilities



## CHANUKAH FESTIVITIES

Chanukah is the eight-day Jewish festival of lights, celebrating 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.

On 18 November 2015, the Minister for Multiculturalism hosted a reception attended by more than 200 Jewish community representatives, religious leaders and Members of Parliament. Chanukah blessings were delivered by Rabbi Pinchus Feldman OAM and eight Rabbis participated in the lighting of the Menorah.

## DEEPAVALI CELEBRATIONS

Deepavali 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. On 2 November 2015, the Hon. John Ajaka MLC, Minister for Multiculturalism hosted a Deepavali celebration at NSW Parliament House with the Hon. Mike Baird MP, NSW Premier as a guest of honour. Approximately 220 people attended, including Mr Sunajay Sudhir, Indian Consul-General in Sydney. The sails of the Sydney Opera House were illuminated golden orange in celebration of Deepavali on the night. Hindu Priests chanted hymns and the Premier and the Minister participated in the ceremonial lighting of the lamp. Cultural performances were provided by India Calling, Swastik Dance Group, and Maharishi Raval and Amelia Cheng who gave a tabla and violin recital. An Anakut display was provided by Shri Swaminarayan Mandir, Sydney.

## PARTNERSHIPS

Multicultural NSW works with a significant range of organisations to deliver messages and programs that support social cohesion and harmony.

An excellent example of our collaborative approach is our memorandum of understanding with the AFL NSW/ACT to provide diversity support, resources and advice in relation to cultural diversity in the workforce and throughout Australian Rules Football. To date, this agreement has involved Multicultural NSW representatives participating on a steering committee focused on providing advice and support in the preparations for the Multicultural Round, which for the first time, was held in Sydney in July 2016.

Multicultural NSW is also a proud supporter of Australia Day celebrations in New South Wales and partners with the Australia Day Council of NSW to ensure festivities are of the highest calibre and furthest reach. This requires our organisations to work closely together to achieve our objectives and to ensure this major event is socially inclusive, well promoted and accessible to all.

A more recent partnership with Parramasala sees Multicultural NSW deeply involved in the organisation of this sensational three-day Indian and South Asian festival in Western Sydney. Multicultural NSW is now represented on the Parramasala Board and brings skills and expertise to the event through communications support, effective links with Government and the private sector, and potential business opportunities. 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.

## DIVERSITY CELEBRATED AS AN ASSET

Widespread support for our multicultural society with a common core of rights and responsibilities

Multicultural NSW, together with Settlement Services International (SSI) and the Australian Multicultural Foundation (AMF) will host the International Metropolis Conference in Sydney in 2018. The National Metropolis Conference is an annual forum for researchers, policy makers, representatives from community and settlement organisations to share and exchange knowledge and experience in the field of immigration, settlement and diversity. The partnership members have worked hard behind the scenes in 2015-16 to win the bid, and look forward to harnessing the extraordinary social, economic and cultural opportunities an event of this calibre will bring.



The Government Policy and Research Division provides Multicultural NSW's link into decision making and influencing in government and the broader community.

Our role in Multicultural NSW has four arms - central government and Cabinet policy advisory; parliamentary advisory and services; policy projects and programs; and management of the Multicultural Policies and Services Program. We provide timely and accurate advice to government on a broad range of issues and contribute to government inquiries and consultations by identifying the key issues that affect universal access to government services and the impact of government policy.

**HARMONY  
IN  
ACTION**

**ENGAGE  
ENABLE  
ENRICH**



**Victor Duranti**  
Director Government Policy and Research

During 2015-16, the Government Policy and Research team has continued to enhance Multicultural NSW's role in supporting the inclusion of the multicultural principles contained in the Act, in the development of NSW Government policies, services and programs across the public sector.

We are focused on developing and maintaining Multicultural NSW as a trusted source of research, information and advice on multicultural issues including settlement outcomes, inclusive business practices, equitable access to services, economic participation, volunteering, community language education and civic engagement.

- 
- Acknowledged centre for multicultural policy with professional high quality outputs.
  - Simplify the MPSP framework with improved tools for the public sector and beyond.
  - Effective and structured collaboration at Local State and Federal Government level
  - Quality research data for informed decision making by Multicultural NSW and the public sector.
-

### NSW GOVERNMENT IMMIGRATION SETTLEMENT PLANNING COMMITTEE

Multicultural NSW co-chairs the NSW Government Immigration Settlement Planning Committee (GISPC) alongside the Department of Premier and Cabinet. The GISPC is the central body that drives NSW Government decision making and the strategic direction of the state's policy response to settlement and migration. The committee is made up of state government and commonwealth representation, and in 2015–16, representation opened up to include local government and the settlement services sector. Alongside the Department of Premier and Cabinet and Multicultural NSW, members include NSW Police, Department of Education, NSW Treasury, Department of Industry, Skills and Regional Development, Department of Families and Community Services, NSW Health and Department of Planning and Environment. Commonwealth agencies include, the Department of Immigration and Border Protection, Department of Social Services, Department of Employment and the Department of Human Services. Recently Local Government NSW has joined the GISPC to represent the interests of local governments across the state. Settlement Services International has temporarily joined the GISPC in their capacity as co-chair of the Joint Partnership Working Group that advises Professor Peter Shergold.

The GISPC was instrumental in coordinating a robust NSW response to the additional humanitarian intake. In 2015–16 enhanced data sharing between key Commonwealth and NSW Government departments assisted in planning and responsive service delivery to meet the needs of new arrivals. Feedback from GISPC members also assisted in the development of the MNSW Settlement Portal. The GISPC met eight times during the reporting period.

### SENIOR OFFICIALS SETTLEMENT OUTCOMES GROUP

The Government Policy and Research Division coordinated Multicultural NSW's involvement in the Senior Officials Settlement Outcomes Group (SOSOG) in 2015–16. SOSOG is made up of senior officials from state, federal and local government, and provides a forum for representatives to share information and collaborate to enhance settlement policy across Australia. In 2015–16 Multicultural NSW and the Department of Premier and Cabinet represented NSW's interests in this group and cross-jurisdictional collaboration on settlement planning for the additional Middle Eastern Humanitarian Entrant cohort, the SHEV visa program and regional engagement strategies. In 2015–16 Multicultural NSW participated in four SOSOG meetings.



### THE MULTICULTURAL POLICIES AND SERVICES PROGRAM 2015-16

Through the Multicultural Policies and Services Program (MPSP) we embed the multicultural principles in the way government delivers services. The MPSP provides us with the connections, evidence and insights to advise on the impact of particular new policy proposals on diverse communities.

In 2015-16 Multicultural NSW assessed the implementation reports of agencies and found that all agencies were either compliant or partially compliant. No agency was found to be non-compliant.

According to prior reform to simplify reporting against our framework, the Department of Family and Community Services (FACS) was the only agency required to report progress against its multicultural plan in this reporting period. FACS' report on its cultural diversity activity covered the three financial years between July 2012 to July 2015. This aligns with the timeframes of the multicultural plans of individual FACS divisions and the new FACS-wide Diversity Matters Cultural Diversity Framework 2014-17.

The Department of Planning and Environment submitted its first department-wide multicultural plan for 2015-18. The plan includes the Office of Local Government. Multicultural NSW provided advice on the development of this plan.

### MINISTERIAL LIAISON AND CENTRAL GOVERNMENT POLICY

The Government Policy and Research Division is responsible for coordination of Multicultural NSW Cabinet and central government advisory functions, in addition to the management of official interactions between the agency and the Ministerial office, including core parliamentary business functions. In 2015-16 Government Policy and Research handled 1,269 official requests including 376 requests for formal Ministerial advice, responses to 79 Cabinet Submissions, 43 Questions on Notice and 25 Budget Estimates Papers. We also provided policy advice to a number of agencies from other jurisdictions, including the Australian Bureau of Statistics in connection to the 2016 Census, and engaged in strategic partnerships with leading practitioners, for example with the Scanlan Foundation to facilitate a forum in November 2015 in support of the Scanlon Foundation's 2015 Social Cohesion Report findings.

### MULTICULTURAL SERVICES AND POLICIES PROGRAM

Simplify the program framework with improved tools for the public sector and beyond

## INITIATIVES SUPPORTING WOMEN AND GIRLS

### Multicultural Women's Hub

'Women and girls' are a Multicultural NSW priority identified in the *Harmony in Action Strategic Plan 2014-2017*. Consultations with stakeholders in 2014 demonstrated strong community support for the establishment of a Multicultural Women's Hub to build opportunities for women from culturally and linguistically diverse backgrounds and to help empower and enable them to fully engage in their communities and the Australia society. In 2015-16 Multicultural NSW provided funding for three years to support the establishment of a Women's Hub initiative.

The Hub works with service providers to better connect culturally diverse women to pathways and support, including community programs and services, crisis services and government services.

To ensure a fair and open process, and to encourage innovative models and approaches, Multicultural NSW engaged in an open tender process in 2015 and attracted tenders from across government and non-government sectors. Information and Cultural Exchange (I.C.E.) submitted the successful tender and commenced implementation of the project from April 2016. The Multicultural Women's Hub is funded under the Multicultural NSW Partnerships Grant Program.

### Violence against women – White Ribbon Australia

Multicultural NSW partnered with White Ribbon Australia to develop a culturally appropriate strategy tailored to the multicultural communities in NSW to assist in the prevention and awareness of domestic violence.

During this time, White Ribbon engaged over 50 approved and active ambassadors and prospective culturally and linguistically diverse ambassadors. It has promoted the White Ribbon campaign to the multicultural community through participation in events and programs.

As a result of the partnership, a reference group has been formed and meets regularly to advise the organisation of the best ways to engage the multicultural community on violence against women.





## SkillME

Employment is a key issue for new migrant arrivals in NSW. *Australians Today*, a large scale national public opinion survey conducted jointly by the Scanlon Foundation, Monash University and the Australian Multicultural Foundation aimed to understand the outlook of Australian born people and immigrants. The survey found that amongst new migrants, economic issues were ranked first as a major problem facing them in Australia, with 24 per cent of survey respondents in 2015 indicating dissatisfaction with their present financial situation.

To help address this issue, Multicultural NSW, together with Metro Assist, have developed the SkillME project. SkillME is a three-year pilot program designed to assist about 300 clients a year through casework, tailored work experience, mentorship, industry specific skill training and job application 'soft skill' training. The program assesses the effectiveness of early assistance in improving employment outcomes for skilled migrants and develops an evidence base for future government action.

The key deliverables for the SkillME project are:

- developing a model of service provision that supports migrants with skills and qualifications into sustainable employment that can be replicated or adapted for other services
- monitoring, governance and evaluation to ensure that the outcomes of the project for skilled migrants can be identified and measured
- forming partnerships across government, industry and non-government organisations that link skilled migrants into appropriate employment

SkillME is funded under the Multicultural NSW Partnerships Grants Program.

### ONLINE COMMUNITY PROFILES

Multicultural NSW launched its innovative online community profiles tool in June 2015. The tool provides a helpful resource for communities and policy makers and also helps to keep the agency informed on important matters in the community.

This easy-to-use facility gives the latest census data on ancestry, birthplace, language and religion of 200 NSW communities. It provides valuable information to the NSW public, promoting a greater awareness and understanding of the significant growth of cultural diversity in Australian society.

As accurate data and statistics on different ethnic, cultural, linguistic and religious communities are required for a variety of purposes including research, advice and event briefings, the profiles are also a helpful resource for government, non-profit and corporate sectors.

The website presents information in an intuitive format to ensure that all users can easily navigate and understand the information, which is based on Australian Bureau of Statistics census data.

The community profiles tool supports Multicultural NSW's role in advising the Minister on the state of community relations within NSW. It addresses objectives in the policy and research focus area of our *Harmony in Action* strategic plan by providing an easily accessible, rigorous and reliable evidence base.

### MULTICULTURAL POLICY CENTRE OF EXCELLENCE

Multicultural NSW  
is recognised as a  
centre of excellence  
for multicultural policy  
with professional, high  
quality outputs



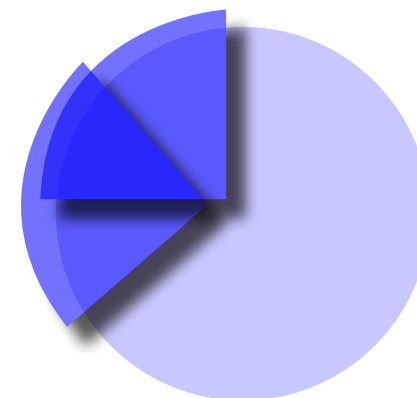
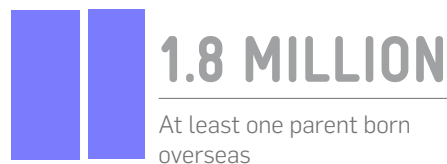
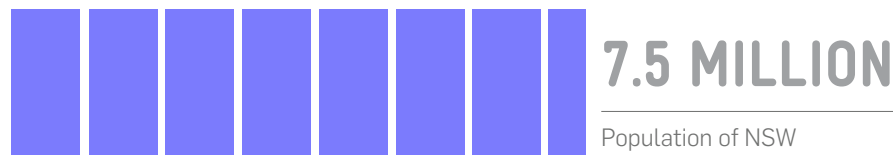
### ADVISORY BOARD SECRETARIAT

Government Policy and Research provides secretariat support to the Multicultural NSW Advisory Board. In 2015-16 we developed a comprehensive Advisory Board governance manual to support Advisory Board members under the reformed operating structure and coordinated an induction day, which was led by the CEO and Minister. The Advisory Board met on 11 occasions in 2015-16, including regional visits to Wagga Wagga and Bathurst and a metropolitan visit to Fairfield.

### COMMUNITY RELATIONS REPORT

In 2015-16 Government Policy and Research delivered the annual Multicultural NSW State of Community Relations Report. We developed comprehensive analysis of community relations and multicultural demographics in NSW and examined New South Wales Government initiatives and partnerships with the community that have carried forward the implementation of the Multicultural Principles embedded in the Multicultural NSW Act 2000. Our work included assessment of Multicultural Policies and Services Programs plans developed by NSW Government agencies and final reports lodged with Multicultural NSW by 2014-15 reporting agencies.

## WHO WE ARE IN NSW



\*All numbers rounded Source: ABS 2011 Census

Multicultural NSW interpreting services are provided 24 hours a day, 7 days a week.

Language Services are vital to ensuring that services and programs provided by the NSW Government are accessible and fully utilised by all members of the community.

PROVIDING PROFESSIONAL  
INTERPRETING AND  
TRANSLATION SERVICES IN  
OVER 104 LANGUAGES

HARMONY  
IN  
ACTION

ENGAGE  
ENABLE  
ENRICH



**George Bisas**  
Director Language Services

The last 12 months has seen a significant transformation in the way we deliver language services at Multicultural NSW and our move to an operating model that supports innovative and sustainable approaches to the delivery of high quality language services. Against this backdrop of change and improvement across all of our services we delivered a significant volume of services, including over 43,000 interpreting and translating assignments across NSW in over 100 languages.

Multicultural NSW utilises a panel of over 500 NAATI accredited interpreters and translators in the services it provides. We aim to ensure that we maintain the highest professional standards.

Our engagement with Service NSW is enabling the transformation of language services.

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#### INDUSTRY LEADING LANGUAGE SERVICES

Multicultural NSW is a pillar of support for and incubator of a high quality interpreting and translating profession

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## TRANSLATION SERVICES

Our translation services are highly regarded for their accuracy and reliability. Translation services provided in 2015-16 included;

- Translation of technical, scientific, medical and legal information
- Translation of personal documents such as Driver's Licenses, Birth and Marriage certificates.
- Translation of Web content
- Transcription of audio/visual tapes and telephone intercepts
- Checking and proofing of translated materials.

In this financial year we completed over 23,000 translation assignments representing just under 3 million words in over 60 languages.

## INTERPRETING SERVICES

In 2015-16 Multicultural NSW continued to deliver interpreting services across the State with over 20,000 assignments completed. This represents an increase of 5.8% on the number delivered in the previous financial year. The majority of assignments were conducted in the legal sector including supporting NSW courts with a continuation of our strong relationship with NSW police.

Multicultural NSW also provided interpreting via Audio Visual link. 287 assignments were completed using this technology which provides access to interpreting for clients in remote areas.

Our range of other interpreting services included:

- Legal interpreting
- License testing
- Individual or group interviews
- Meeting and specialist sessions with a range of professionals.

## NSW LANGUAGE SERVICES FORUM

Multicultural NSW is committed to ensuring there is a sustainable language services industry in NSW by maintaining a supply of qualified and accredited interpreters and translators in languages in demand currently and in the future in the State.

To guide strategies to enable this in 2015-16 Multicultural NSW established a Language Services forum which aims to provide advice to Government on strategies and issues relevant to the ongoing provision of language services in NSW.

The forum is made up of representatives from the language services industry including private and Government language service providers, educational institutions, practitioner representative bodies, NAATI and the NSW Government agencies that utilise language services. Multicultural NSW will work with the Language Services Forum to develop a whole of NSW Government Language Services Policy Framework in 2016-17.

## INDUSTRY LEADING LANGUAGE SERVICES

Multicultural NSW is a pillar of support for and incubator of a high quality interpreting and translating profession

language  
services

DAYS  
7

HOURS  
24

LANGUAGES  
104

YEARS EXPERIENCE  
30

## NSW GOVERNMENT LANGUAGE SERVICES POLICY FRAMEWORK

Effective communication between service providers and their clients is very important. Ensuring that everyone in NSW has equal access to Government services regardless of their language skills is an important priority for Multicultural NSW.

In 2015-16 we commenced the development of a NSW Government Language Services Policy Framework to provide guidance and support to government agencies to ensure language services are widely available and are used effectively.

## STANDARDS AUSTRALIA

The International Organisation for Standardization (ISO) has developed International standards to cover many aspects related to the delivery of interpreting and translation services.

In 2015-16 the National Accreditation Authority for Translators and Interpreters (NAATI) made an application to Standards Australia, supported by Multicultural NSW, to establish an Australian Committee to provide feedback on international standards and to develop standards for interpreting and translating in Australia and New Zealand.

In 2015-16 a Standards Australia Committee was established, with Multicultural NSW as a member, to consider current international standards as well as the feasibility of creating Australian specific standards. The committee will oversee a consultation process with the interpreting and translations industry before recommending the adoption of Australian and New Zealand Standards.

## EMAILLINK

We maintain a database of more than 5,000 individuals, media and community organisations within NSW's multicultural community. EmailLink is our electronically distributed mail service, available to business, government agencies, community organisations and non-government organisations.

Multicultural NSW's Language Services can translate messages for EmailLink into over 100 languages and provide clients with advice on culturally appropriate language and imagery. In 2015-16, approximately 190 EmailLink messages were sent to our subscriber base.

## MEDIALINK

Monitoring the news in Australia's large and diverse multicultural media is a challenging task but provides an insight into what is being reported on and the issues shaping discussion in multicultural press. Multicultural newspapers are an important source of information for understanding what people from culturally and linguistically diverse backgrounds are thinking and saying about current social and political matters affecting their lives as Australians.

In 2015-16 Multicultural NSW Language Services continued the delivery of MediaLink, a service which monitors a range of Australian based foreign language publications identifying key issues that are part of the broader community debate found in non-English language newspapers. MediaLink clients include NSW Government agencies, businesses and community organisations.

## CAPABILITY-RICH

Multicultural NSW adopts innovative approaches to its work, including maximising online opportunities



**NAATI Recognition**

email@link

media@link

Corporate Services provide support services across Multicultural NSW in Information Technology, Facilities, Information Management, Finance, Procurement, Grants Administration and Human Resources.

In 2015-16 we provided critical support to manage and facilitate key reform areas linked to the restructuring of Multicultural NSW, alongside our usual business activities.

**HARMONY  
IN  
ACTION**

**ENGAGE  
ENABLE  
ENRICH**



**Ross Hawkey**  
Director Corporate, CFO/CIO

2015-16 was a significant year for back office operational improvements.

We divested from our satellite offices and closed the counter services from our Castlereagh Street Head Office as these were replaced by more than 50 Service NSW shopfronts providing access to our language services.

The website, including portals for online community engagement, was delivered as well as an application to manage our grants processing online significantly improving our operational effectiveness.

We also delivered our online staff induction program and an automated induction process for our RAC members.

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#### FINANCIALLY SOUND

Multicultural NSW has  
the resources needed to  
achieve its objectives

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## FINANCIAL HIGHLIGHTS

Multicultural NSW operated within its budgetary limits for 2015-16. Financial statements prepared for the financial year ended 30 June 2016 received an unmodified audit from the Audit Office of NSW.

## MULTICULTURAL NSW GRANTS PROGRAM

In keeping with our recognition that Aboriginal culture is a foundation of our national identity, and that all people in NSW have a role to play in promoting and preserving the traditions and cultures of our nation's First People, Multicultural NSW funded four 2015-16 projects aimed to share knowledge, build understanding across cultures, celebrate identity and strengthen communities in their own unique way.

The Multicultural NSW Grants Program supports our purpose and Principles for Action. By investing in community projects, activities and partnerships, we foster community engagement, build community harmony and social cohesion, and celebrate the unique richness of our cultural diversity which is a significant asset of our state.

This year, to streamline the grants application process, Multicultural NSW introduced an automated online grants application process. The new system has improved reporting capability and will speed up and streamline the grants assessment process.

The Multicultural NSW Advisory Board establishes priority areas each year for Unity Grants and Support Grants.

The Multicultural NSW grants program has four categories as follows.

### Unity Grants

Grants of up to \$30,000 available for projects (not more than one year in duration) that address cross-cultural community engagement.

Priority focus areas were:

- combat racism and build networks and relationships between culturally diverse communities including projects to build relationships between Aboriginal and multicultural communities
- identify and address barriers faced by culturally diverse youth including barriers based on race and other grounds protected under the Anti-Discrimination Act 1977
- promote the innovative use of social media to address issues pertaining to harmony and social cohesion



- build intergenerational understanding in culturally diverse communities
- build interfaith and intercultural understanding in culturally diverse communities
- assist SHEV (Safe Haven Entrant Visas) and TPV (Temporary Protection Visa) holders pathways into employment and community participation



### Celebration Grants

Grants of up to \$5,000 available for events and festivals that celebrate cultural diversity. Celebration grants open three times per financial year.

### Support grants

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

Priorities focus areas were:

- Address a need identified using the Community Profiles tool across the State (For information on Community Profiles please visit <http://multiculturalnsw.id.com.au>)
- Support established communities
- Support the development of Interpreting and Translating capacity of new and emerging communities
- Employment of a part-time community worker
- Support individuals for sporting

### Partnership grants

Partnership grants fund 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 advertised by Multicultural NSW when available and are applied for by expression of interest for specific, identified projects.

### Sponsorships

In addition to our grants program, Multicultural NSW sponsors a number of awards and programs focused on multiculturalism. In the 2015–16 reporting period, this included the Premier's Literary Award, the Dorothy Mackellar Multicultural NSW Poetry Award and the Australia Day Council.

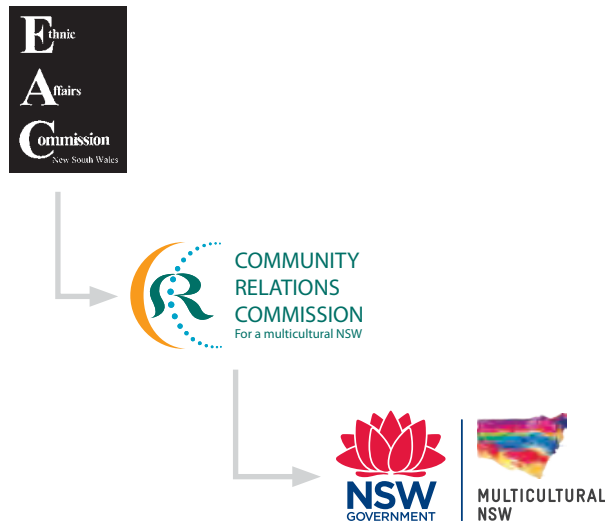
All funded grants are detailed in Appendix 4.



\*The Multicultural NSW Advisory Board establishes priority areas each year for Unity Grants and Support Grants.

04

# MANAGEMENT ACTIVITIES



*40 years of contribution  
to making New South Wales  
one of the most successful  
multicultural States in the world.*

Multicultural NSW is established as a statutory body under the Act with its functions being exercisable by the Chief Executive Officer.

The Act provides for the constitution of the Multicultural NSW Advisory Board consisting of the Chief Executive Officer and not more than 15 part-time members appointed by the Governor. One of the 15 part-time members is appointed as Chairperson of the Advisory Board and 2 are youth members who are not less than 18 years old and not more than 24 years at appointment.

In recommending appointments to the Multicultural NSW Advisory Board, the Minister is to have regard to the desirability of having members who are of diverse backgrounds, of different occupational backgrounds and who ordinarily reside in different parts of the State.

The CEO is supported by an Executive Committee, each responsible for one of four divisions.

As at 30 June 2016, Multicultural NSW operated with four divisions:

- Community Engagement
- Government Policy and Research
- Language Services
- Corporate.

## STRUCTURE AND FUNCTION

## COMMUNITY ENGAGEMENT

The Community Engagement division oversees all community engagement functions of Multicultural NSW as well as Communication and Media, Marketing and Community Resilience Programs.

## GOVERNMENT POLICY AND RESEARCH

The Government Policy and Research division is responsible for the Multicultural Policies and Services Program, research and investigations, policy and advice and ministerial liaison and producing the annual report on the state of community relations.

## CORPORATE

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

## LANGUAGE SERVICES

The Language Services Division has two key functions. The first is to work with the NSW community to ensure that we have a sustainable and effective language services industry. Secondly, it provides a range of services including interpreting, translating, MediaLink, emailLink, language testing and cultural competence training programs.

### GOVERNMENT POLICY AND RESEARCH

- MULTICULTURAL POLICIES AND SERVICES PROGRAM
- SETTLEMENT AND IMMIGRATION PLANNING
- RESEARCH AND INVESTIGATION
- POLICY AND ADVICE
- COMMUNITY PROFILES
- MINISTERIAL LIAISON

### COMMUNITY ENGAGEMENT

- COMMUNITY ENGAGEMENT
- COMPACT
- THE POINT MAGAZINE
- REGIONAL ADVISORY COUNCILS
- COMMUNICATIONS AND MARKETING
- EVENTS
- AWARDS PROGRAM

### CORPORATE

- FINANCE
- HUMAN RESOURCES
- INFORMATION TECHNOLOGY
- INFORMATION MANAGEMENT
- GOVERNANCE
- RISK MANAGEMENT
- GRANTS

### LANGUAGE SERVICES

- TRANSLATIONS
- MEDIALINK
- EMAILLINK
- LANGUAGE TESTING, CLAS
- CULTURAL COMPETENCE
- INTERPRETING

## HARMONY IN ACTION STRATEGIC PLAN 2014-17

Our strategic plan was a result of extensive consultation with stakeholders including communities, government agencies, individuals and experts. It provides us with measurable goals and objectives and breaks our work into four core areas:

- community engagement
- policy and research
- innovation, language services and communication
- sustainability.

Each area has clear objectives and goals that we are working towards over the next few years. Through a work plan broken down by strategic priority and actions, we are able to identify and monitor our progress and achievements.

## STRATEGIC AND DIVISIONAL PLANNING

Each of the four divisions develop and monitor individual divisional plans that reflect the organisational objectives of our strategic plan. This provides a framework for the successful ongoing operational leadership of the organisation.

### 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 departments
- 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 Government as appropriate.

### PLANNING MECHANISMS



## PERFORMANCE MEASUREMENTS

We assess our performance through:

1. *Harmony in Action* – performance dashboard  
Measures our performance against our key performance indicators, outlined in our performance dashboard (refer to page 28 of this report).
2. Surveys  
Our major events and community engagement activities are followed up with participant surveys. This input enables us to monitor and improve our services.
3. Enterprise Risk Management  
Multicultural NSW has a mature risk management framework. Independent audit and risk scrutiny, and a suite of policies internal controls ensure a robust performance culture govern the agency.
4. Independent evaluation  
Major responsibility areas are subjected to independent evaluation. Evaluations are embedded into program design and the policy life cycle.

## 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 the 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.

## PERFORMANCE MEASUREMENTS

## ACCESS ARRANGEMENTS

### Charges for access

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

## REVENUE

Multicultural NSW's revenue in 2015/16 was \$19.666 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 and investment income.

Source	2013/14 \$ 000	2014/15 \$ 000	2015/16 \$ 000
Government appropriation and contribution	988	690	578
Grant funding from the Department of Family and Community Services	-	-	11,850
Grant funding from Department of Education and Communities	12,947	12,929	-
User Charges	5,820	5,338	5,367
Other	857	932	1,871
	<b>\$20,612</b>	<b>\$19,889</b>	<b>\$19,666</b>

Diagram 6. Revenue

The appropriation for each agency cluster is received by the principal department of the cluster. In 2015/16 the principal department of the cluster was the Department of Family and Community Services.

## COMPREHENSIVE INCOME

### Expenses

Multicultural NSW's total expenses for the year ended 30 June 2016 were \$26.415 million. The following table provides a comparison to the expenditure of Multicultural NSW over the past three financial years.

Category	2013/14 \$ 000	2014/15 \$ 000	2015/16 \$ 000
Employee related expenses	14,525	14,763	17,035
Other operating expenses	3,025	3,909	4,785
Maintenance	48	16	16
Depreciation	80	105	214
Grants and Community Outreach	2,082	2,441	4,365
<b>TOTAL</b>	<b>\$19,760</b>	<b>\$21,234</b>	<b>\$26,415</b>

Diagram 7. Expenses

### Payment of accounts for goods and services

Under Treasury Circular TC11/15 Multicultural NSW is rolling out implementation of procurement cards for purchases under \$3,000 to appropriately delegated officers.

## FINANCIAL OVERVIEW

## Accounts due or paid within each quarter

Measure	September 2015	December 2015	March 2016	June 2016
Invoices due for payment (#)	730	777	604	721
Invoices paid on time	720	765	573	719
	98.63%	98.46%	94.87%	99.72%
Amount due for payment (\$)	2,367,223	3,106,193	1,661,091	5,284,187
Amount paid on time (\$)	2,354,403	3,079,491	1,542,028	5,282,643
Number of payments for interest on overdue accounts (#)	–	–	–	–
Interest paid to businesses on late payment	–	–	–	–
Number of payments to small business for interest on overdue accounts (#)	–	–	–	–
Interest paid to small businesses on late payment (\$)	–	–	–	–
Invoices due for payment received from small businesses (#)	48	47	29	28
Invoices from small business paid on time (#)	38	43	27	28
	79.17%	91.49%	93.10%	100.00%
Amount due for payment to small business (\$)	57,447	67,465	35,495	19,318
Amount due to small business paid on time (\$)	57,155	65,974	32,537	19,318
	99.49%	97.79%	91.67%	100.00%

Diagram 9. Accounts due or paid within each quarter

## Aged analysis at the end of each quarter

	Current within due date	<30 days overdue \$ 000	30-60 days overdue \$ 000	61-90 days overdue \$ 000	90 days overdue overdue \$ 000
All suppliers					
September 2015	79	–	–	–	–
December 2015	48	–	–	–	–
March 2016	95	–	–	–	–
June 2016	120	–	–	–	–
Small business suppliers					
September 2015	–	–	–	–	–
December 2015	–	–	–	–	–
March 2016	–	–	–	–	–
June 2016	–	–	–	–	–

Diagram 8. Aged Analysis

## ENGAGEMENTS OF CONSULTANTS

<b>Consultant</b> (name of consultant)	<b>Project</b> (title of project – shown in a way that identifies the nature of the work)	<b>Amount(\$)</b> excl. GST (Actual costs)	<b>Category</b> (i.e. Finance and accounting/ tax; Information Technology; Legal; Management Services; Environmental; Engineering; Organisational Review; Training)
Westwood Spice Total	Multicultural Policies and Services Program	\$69,100	Management Services
Urbis Pty Ltd	Referral and Support Program for Australians exposed to overseas conflicts	\$48,622	Management Services
Southern Cross Coaching	HR Review	\$2,950	Management Services
Cultural Partners Australia	Underage Forced Marriage Project	\$12,900	Management Services
Hoban Recruitment Pty Ltd	HR Review	\$8,940	Management Services
Ingenio Consulting Pty Ltd	Legal Services	\$1,200	Organisational Review
Inspire Success	Workplace Assessment	\$422	Management Services
Kinship Digital Pty Ltd	IT Systems Review	\$8,000	Management Services
Professional Advantage Pty Ltd	HR Review	\$3,440	Management Services
Business Risk International	COMPLAN – NSW Community Relations Crisis Management Plan	\$11,707	Management Services
	<b>Total</b>	\$167,281	

## ACCOMMODATION

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

The Director Corporate, CFO/CIO 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.

Our Director Corporate also manages two fleet vehicles, one of which is a hybrid electric/fuel powered vehicle. Both vehicles are garaged at Multicultural NSW premises.

In November 2016 we are relocating to Parramatta.

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## ACCOMMODATION

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## CREDIT CARD CERTIFICATION

In accordance with Treasurer's Direction 205.01, it is certified that credit card usage by officers of Multicultural NSW was in accordance with appropriate NSW Government policy, Premier's Memoranda and Treasurer's Directions during the reporting period.

## 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 that information is proactively released through our website and our email service 'EmailLink'. New and updated information is released in relation to projects and initiatives, events and activities, publications and news releases, as well as our multicultural calendar for events, meetings and days of religious significance.

During 2015–16 we determined that there were no particular categories of information that were being regularly requested. Six formal application for access to information were received under the GIPA.

We 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.

## CREDIT CARD CERTIFICATION

## GOVERNMENT INFORMATION (PUBLIC ACCESS) ACT 2009 GIPA

## PRIVACY

## PUBLIC INTEREST DISCLOSURES

Section 31 of the *Public Interest Disclosures Act 1994* requires each public authority to report information about their obligations under the Act. As set out in the Public Interest Disclosures Regulation 2011, the following information is reported for 2015–16:

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	–
	<b>total number of public interest disclosures</b>	–
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 *Public Interest Disclosures Act 1994*
- e. action taken to ensure staff awareness of the policy include:
  - induction training provided to new staff
  - references to the *Public Interest Disclosures Act 1994* 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 –

## PUBLIC INTEREST DISCLOSURES

## HUMAN RESOURCES

Human resource 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 2015–16 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 EAPS provider and organising an in-house tailored program.

There were no reported injuries during the reporting period.

## WORKERS COMPENSATION CLAIM STATUS

Multicultural NSW had two existing claims at the commencement of the reporting period 2015–16 with three claims finalised during 2015–16.

## HUMAN RESOURCES

## HUMAN RESOURCES

### Exceptional movements in wages and salaries and allowances

There were no exceptional movements recorded in employee wages, salaries and allowances during the 2015–16.

### Number of employees by division

	2013–14	2014–15
Executive	4	4
Policy and Community Relations	24	24
Operations	44	44
Ministerial Liaison	3	3
Social Media/Special Projects	3	4

To comply with requirements of the GSE and to better deliver the *Harmony in Action* goals Multicultural NSW went through a process of organisational change during 2015–16. The new structure and staff numbers are reflected below:

Executive	6
Government Policy and Research	13
Community Engagement	16
Language Services	11
Corporate	12

### Executive salaries

Band	Range	Average Remuneration	
		2014/15	2015/16
Band 2 (CEO)	\$248,851 - \$313,050	\$264,801	\$292,039
Band 1 (Directors)	\$174,500 - \$248,850	\$188,170	\$227,478

Diagram 13. Remuneration

7.1% of Multicultural NSW's employee related expenditure in 2015–16 was related to senior executives compared to 4.3% in 2015 which reflects the executive structure being recruited during 2015–16.

## 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 those 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 2015–16 the committee operated with three independent members:

Mr John Hunter, independent Chair

Mr Paul Crombie, independent member

Ms Gayle Ginnane, independent member

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:

- 24 July 2015
- 18 September 2015
- 13 November 2015
- 22 February 2016
- 25 May 2016

On these occasions, the committee:

- endorsed the 2015–16 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.

## INTERNAL AUDIT AND RISK MANAGEMENT



## AUDIT AND RISK MANAGEMENT STATEMENT OF 2015-16 FINANCIAL YEAR

I, Hakan Harman 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 – 13/4/17)

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

Independent member, Gayle Ginnane (28/5/16-28/5/2019)

Hakan Harman



Chief Executive Officer Multicultural NSW

31 October 2016

## AUDIT AND RISK MANAGEMENT STATEMENT OF 2015-16 FINANCIAL YEAR

## MANAGEMENT ACTIVITIES

04

### INFORMATION SECURITY ANNUAL ATTESTATION STATEMENT FOR THE 2015 – 2016 FINANCIAL YEAR FOR MULTICULTURAL NSW

I, Hakan Harman, CEO of Multicultural NSW am of the opinion that Multicultural NSW had an Information Security Management System in place during the 2015 – 2016 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.

Hakan Harman



Chief Executive Officer Multicultural NSW

31 October 2016

### WASTE MANAGEMENT

#### Recycling Measures

Recycling Measures	2013-14	2014/15	2015/16
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 workstations with recycling receptacles	✓	✓	✓



05

# 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 statement of financial position as at 30 June 2016, the statement of comprehensive income, the statement of changes in equity, the statement of cash flows and the service group statements for the year then ended, notes comprising a summary 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 2016, 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 those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report.

I am independent of Multicultural NSW in accordance with the auditor independence requirements of:

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

I have also fulfilled my other ethical responsibilities in accordance with the Code.

The PF&A Act further 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, but precluding the provision of 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

#### The Chief Executive Officer's Responsibility for the Financial Statements

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

In preparing the financial statements, the Chief Executive Officer must assess the ability of Multicultural NSW and the consolidated entity to continue as a going concern unless operations will be dissolved by an Act of Parliament or otherwise cease. The assessment must include, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting.

#### Auditor's Responsibility 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 further description of my responsibilities for the audit of the financial statements is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. 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.

S Bond

Sally Bond  
Director, Financial Audit Services

22 September 2016  
SYDNEY

## STATEMENT BY CHIEF EXECUTIVE OFFICER

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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) and the requirements of the Public Finance & Audit Act 1983 and Public Finance and Audit Regulation 2015, the Financial Reporting Code for NSW General Government Sector Entities 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 as at 30 June 2016 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.



**Hakan Harman**  
Chief Executive Officer



## Statement of comprehensive income

FOR THE YEAR ENDED 30 JUNE 2016

		Parent Actual	Economic Entity Actual	Economic Entity Budget	Parent Actual	Economic Entity Actual
	Notes	2016 \$'000	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
Expenses excluding losses						
Operating expenses						
Employee related	2a	-	17,035	14,191	-	14,763
Other operating expenses	2b	4,797	4,797	2,688	3,921	3,921
Depreciation and amortisation	2c	214	214	295	105	105
Grants and subsidies	2d	4,365	4,365	4,306	2,441	2,441
Finance costs	2e	4	4	-	4	4
Personnel services	2f	17,035	-	-	14,763	-
<b>Total Expenses excluding losses</b>		<b>26,415</b>	<b>26,415</b>	<b>21,480</b>	<b>21,234</b>	<b>21,234</b>
Revenue						
Sale of goods and services	3a	5,367	5,367	5,476	5,338	5,338
Investment revenue	3b	-	-	-	201	201
Grants and contributions	3c	13,518	13,518	10,709	13,521	13,521
Acceptance by the Crown Entity of employee benefits and other liabilities	3d	-	578	660	-	690
Other revenue	3e	781	203	24	829	139
<b>Total Revenue</b>		<b>19,666</b>	<b>19,666</b>	<b>16,869</b>	<b>19,889</b>	<b>19,889</b>
<b>Net result</b>		<b>(6,749)</b>	<b>(6,749)</b>	<b>(4,611)</b>	<b>(1,345)</b>	<b>(1,345)</b>
Other comprehensive income		-	-	-	-	-
<b>Total other comprehensive income</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL COMPREHENSIVE INCOME</b>		<b>(6,749)</b>	<b>(6,749)</b>	<b>(4,611)</b>	<b>(1,345)</b>	<b>(1,345)</b>

The accompanying notes form part of these financial statements

## Statement of financial position

AS AT 30 JUNE 2016

		Parent Actual	Economic Entity Actual	Economic Entity Budget	Parent Actual	Economic Entity Actual
	Notes	2016 \$'000	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
<b>ASSETS</b>						
<b>Current assets</b>						
Cash and cash equivalents	5	3,145	3,145	895	7,658	7,658
Receivables	6	2,206	2,206	724	750	750
<b>Total Current Assets</b>		<b>5,351</b>	<b>5,351</b>	<b>1,619</b>	<b>8,408</b>	<b>8,408</b>
<b>Non-Current Assets</b>						
Investment	7	–	–	–	150	150
Property, plant & equipment	8	291	291	156	97	97
Intangible assets	9	645	645	612	305	305
<b>Total Non-Current Assets</b>		<b>936</b>	<b>936</b>	<b>768</b>	<b>552</b>	<b>552</b>
<b>Total Assets</b>		<b>6,287</b>	<b>6,287</b>	<b>2,387</b>	<b>8,960</b>	<b>8,960</b>
<b>LIABILITIES</b>						
<b>Current Liabilities</b>						
Payables	10	5,447	5,447	673	1,077	1,077
Provisions	11	1,010	1,010	1,125	1,170	1,170
<b>Total Current Liabilities</b>		<b>6,457</b>	<b>6,457</b>	<b>1,798</b>	<b>2,247</b>	<b>2,247</b>
<b>Non-Current Liabilities</b>						
Provisions	12	40	40	149	174	174
<b>Total Non-Current Liabilities</b>		<b>40</b>	<b>40</b>	<b>149</b>	<b>174</b>	<b>174</b>
<b>Total Liabilities</b>		<b>6,497</b>	<b>6,497</b>	<b>1,947</b>	<b>2,421</b>	<b>2,421</b>
<b>Net Assets</b>		<b>(210)</b>	<b>(210)</b>	<b>440</b>	<b>6,539</b>	<b>6,539</b>
<b>EQUITY</b>						
Accumulated funds		(210)	(210)	440	6,539	6,539
<b>Total Equity</b>		<b>(210)</b>	<b>(210)</b>	<b>440</b>	<b>6,539</b>	<b>6,539</b>

The accompanying notes form part of these financial statements

## Statement of changes in equity

FOR THE YEAR ENDED 30 JUNE 2016

	Parent Actual	Economic Entity Actual	Economic Entity Budget	Parent Actual	Economic Entity Actual
Notes	2016 \$'000	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
Balance at 1 July	6,539	6,539	5,051	7,884	7,884
Net result for the year	(6,749)	(6,749)	(4,611)	(1,345)	(1,345)
Other comprehensive income	-	-	-	-	-
Total other comprehensive income	-	-	-	-	-
Balance at 30 June	(210)	(210)	440	6,539	6,539

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 2016

		Parent Actual	Economic Entity Actual	Economic Entity Budget	Parent Actual	Economic Entity Actual
	Notes	2016 \$'000	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>						
<b>Payments</b>						
Employee related		-	(15,263)	(13,669)	-	(13,811)
Personnel services		(15,263)	-	-	(13,811)	-
Grants and subsidies		(4,365)	(4,365)	(4,306)	(2,696)	(2,696)
Other		(3,063)	(3,063)	(3,138)	(4,768)	(4,768)
<b>Total Payments</b>		<b>(22,691)</b>	<b>(22,691)</b>	<b>(21,113)</b>	<b>(21,275)</b>	<b>(21,275)</b>
<b>Receipts</b>						
Sale of goods and services		5,167	5,167	5,476	5,838	5,838
Grants and contributions		13,518	13,518	10,709	13,580	13,580
Interest received		91	91	-	226	226
Other		-	-	474	239	239
<b>Total Receipts</b>		<b>18,776</b>	<b>18,776</b>	<b>16,659</b>	<b>19,883</b>	<b>19,883</b>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>16</b>	<b>(3,915)</b>	<b>(3,915)</b>	<b>(4,454)</b>	<b>(1,392)</b>	<b>(1,392)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>						
Purchases of property, plant and equipment		(244)	(244)	(50)	(52)	(52)
Purchases of investments		-	-	-	(150)	(150)
Purchases of intangible assets		(354)	(354)	(250)	(282)	(282)
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>		<b>(598)</b>	<b>(598)</b>	<b>(300)</b>	<b>(484)</b>	<b>(484)</b>
<b>NET INCREASE/(DECREASE) IN CASH</b>		<b>(4,513)</b>	<b>(4,513)</b>	<b>(4,754)</b>	<b>(1,876)</b>	<b>(1,876)</b>
Opening cash and cash equivalents		7,658	7,658	5,649	9,534	9,534
<b>CLOSING CASH AND CASH EQUIVALENTS</b>	<b>5</b>	<b>3,145</b>	<b>3,145</b>	<b>895</b>	<b>7,658</b>	<b>7,658</b>

The accompanying notes form part of these financial statements.

## SUPPLEMENTARY FINANCIAL STATEMENTS

## Service group statements

FOR THE YEAR ENDED 30 JUNE 2016

## Economic Entity

AGENCY'S EXPENSES & INCOME	Service Group 1*		Service Group 2*		Not Attributable		Total	
	2016 Actual \$'000	2015 Actual \$'000	2016 Actual \$'000	2015 Actual \$'000	2016 Actual \$'000	2015 Actual \$'000	2016 Actual \$'000	2015 Actual \$'000
Expenses excluding losses								
Operating expenses								
Employee related	6,955	6,079	10,080	8,684	-	-	17,035	14,763
Other operating expenses	3,956	3,470	841	451	-	-	4,797	3,921
Depreciation and amortisation	199	90	-	2	15	13	214	105
Grants and subsidies	4,365	2,441	-	-	-	-	4,365	2,441
Finance costs	-	-	-	-	4	4	4	4
<b>TOTAL EXPENSES EXCLUDING LOSSES</b>	<b>15,475</b>	<b>12,080</b>	<b>10,921</b>	<b>9,137</b>	<b>19</b>	<b>17</b>	<b>26,415</b>	<b>21,234</b>
Revenue								
Sale of goods and services	172	47	5,195	5,291	-	-	5,367	5,338
Investment revenue	-	-	-	-	-	201	-	201
Grants and contributions	964	592	-	-	12,554	12,929	13,518	13,521
Acceptance by the Crown Entity of employee benefits and other liabilities	317	377	261	313	-	-	578	690
Other revenue	203	139	-	-	-	-	203	139
<b>Total revenue</b>	<b>1,656</b>	<b>1,155</b>	<b>5,456</b>	<b>5,604</b>	<b>12,554</b>	<b>13,130</b>	<b>19,666</b>	<b>19,889</b>
<b>Net result</b>	<b>(13,819)</b>	<b>(10,925)</b>	<b>(5,465)</b>	<b>(3,533)</b>	<b>12,535</b>	<b>13,113</b>	<b>(6,749)</b>	<b>(1,345)</b>
Other comprehensive income	-	-	-	-	-	-	-	-
<b>Total other comprehensive income</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>(13,819)</b>	<b>(10,925)</b>	<b>(5,465)</b>	<b>(3,533)</b>	<b>12,535</b>	<b>13,113</b>	<b>(6,749)</b>	<b>(1,345)</b>

\*The names and purpose of each service group are summarised in note 4.



## SUPPLEMENTARY FINANCIAL STATEMENTS

## Service group statements

FOR THE YEAR ENDED 30 JUNE 2016 (continued)

## Economic Entity

AGENCY'S ASSETS & LIABILITIES	Service Group 1*		Service Group 2*		Not Attributable		Total	
	2016 Actual \$'000	2015 Actual \$'000	2016 Actual \$'000	2015 Actual \$'000	2016 Actual \$'000	2015 Actual \$'000	2016 Actual \$'000	2015 Actual \$'000
Current assets								
Cash and cash equivalents	-	-	-	1	3,145	7,657	3,145	7,658
Receivables	271	97	657	455	1,278	198	2,206	750
Total current assets	271	97	657	456	4,423	7,855	5,351	8,408
Non-current assets								
Investment	-	150	-	-	-	-	-	150
Property, plant and equipment	271	71	-	2	20	24	291	97
Intangible assets	552	261	93	44	-	-	645	305
Total non-current assets	823	482	93	46	20	24	936	552
TOTAL ASSETS	1,094	579	750	502	4,443	7,879	6,287	8,960
Current liabilities								
Payables	3,184	458	351	607	1,912	12	5,447	1,077
Provisions	749	745	128	442	133	(17)	1,010	1,170
Total current liabilities	3,933	1,203	479	1,049	2,045	(5)	6,457	2,247
Non-current liabilities								
Provisions	22	11	18	18	-	145	40	174
Total non-current liabilities	22	11	18	18	-	145	40	174
TOTAL LIABILITIES	3,955	1,214	497	1,067	2,045	140	6,497	2,421
NET ASSETS	(2,861)	(635)	253	(565)	2,398	7,739	(210)	6,539

\*The names and purpose of each service group are summarised in note 4.

## MULTICULTURAL NSW NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

### 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

#### A. REPORTING ENTITY

Multicultural NSW was constituted under the *Multicultural NSW Act 2000* (The Act). Under the Act that commenced on 24 November 2014, Multicultural NSW replaced the former entity known as Community Relations Commission For a Multicultural NSW. Multicultural NSW is a continuation of, and the same legal entity as the Community Relations Commission For a Multicultural NSW.

Multicultural NSW is a statutory body representing the Crown and is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

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.

These financial statements for the year ended 30 June 2016 have been authorised for issue by the Chief Executive Officer on 21 September 2016.

#### 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 (NSW)*; and
- the Financial Reporting Directions published in the Financial Reporting Code for NSW General Government Sector entities or issued by the Treasurer.

On 1 July 2015, the NSW Government implemented a number of cash management reforms to improve cash management within the public sector. In accordance with these reforms:

- Multicultural NSW was required to reduce its surplus cash holdings which are now centrally managed as part of NSW Treasury's Treasury Banking System; and
- Any associated interest on Treasury Banking System balances was withheld from Multicultural NSW and are accounted for by NSW Treasury.

While this change in funding has impacted on the level of Multicultural NSW's net assets as at the end of the reporting period, it had no impact on the level of Multicultural NSW's approved expenditure or its capacity to fund its liabilities. In addition, NSW Treasury has approved Multicultural NSW's future budgeted expenditure for the period 2017-2020. 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 2016 of \$3,145,000. Multicultural NSW receives a grant from the Department of Family and Community Services which is sufficient to fund its ongoing operations.

## 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Property, plant and equipment and financial assets at 'fair value through profit or loss' and available for sale 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..

### C) STATEMENT OF COMPLIANCE

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

### D) 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.

### E) 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.

## F) INCOME RECOGNITION

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.

### (i) Grants and Contributions

Contributions from other bodies (including grants and donations) are recognised as income when Multicultural NSW obtains control over the assets comprising the contributions. Control over contributions is normally obtained upon the receipt of cash.

### (ii) Sale of goods

Revenue from the sale of goods is recognised as revenue when Multicultural NSW transfers the significant risks and rewards of ownership of the assets.

### (iii) Rendering of services

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

### (iv) Investment revenue

Interest revenue is recognised using the effective interest method as set out in AASB 139 *Financial Instruments: Recognition and Measurement*.

## G) ASSETS

### (i) Acquisitions of assets

Assets acquired are initially recognised at cost. 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.

## 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

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

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 at an asset-specific rate.

### (ii) 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.

### (iii) 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 (TPP 14-01). This policy adopts fair value in accordance with AASB 13 *Fair Value Measurement* and AASB 116 *Property, Plant and Equipment*.

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, as an approximation for fair value. The entity has assessed that any difference between fair value and depreciated historical cost is unlikely to be material.

### (iv) 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. As property, plant and equipment is carried at fair value, or an amount that approximates fair value, impairment can only arise in the rare circumstances where the costs of disposal are material. Specifically, impairment is unlikely for not-for-profit entities given that AASB 136 modifies the recoverable amount test for non-cash generating assets of not-for-profit entities to the higher of fair value less costs of disposal and depreciated replacement cost, where depreciated replacement cost is also fair value.

### (v) Depreciation of property, plant and equipment

Depreciation is provided for on a straight-line basis for all depreciable assets 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

## 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

### (vi) Restoration costs

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent it is recognised as a liability.

### (vii) Maintenance

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

### (viii) Leased assets

A distinction is made between finance leases which effectively transfer from the lessor to the lessee substantially all the risks and rewards incidental to ownership of the leased assets, and operating leases under which the lessor does not transfer substantially all the risks and rewards.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.

### (ix) Intangible assets

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.

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. 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.

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

Description	Estimated Useful Life
Computer Software	3 years

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.

### (x) Investments

Investments in associates, where there is no joint control but significant influence is exercised, are accounted for using the equity method. Under the equity method, the investment is initially recognised at cost and the carrying amount is increased or decreased to recognise the investor's share of profit or loss of the investee after the date of acquisition.

Multicultural NSW has reassessed the facts and circumstances related to its arrangements with other parties and determined that the Investment in Associate, as previously reported at 30 June 2015, should be presented as a joint operation. Refer to Note 1g)(xi) for further details.

### (xi) Joint operations

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

- (a) its assets, including its share of any assets held jointly;
- (b) its liabilities, including its share of any liabilities incurred jointly;
- (c) its revenue from the sale of its share of the output arising from the joint operation;
- (d) its share of the revenue from the sale of the output by the joint operation; and
- (e) its expenses, including its share of any expenses incurred jointly.

## 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Multicultural NSW has reassessed the facts and circumstances related to its arrangements with other parties and determined that the Investment in Associate, as previously reported at 30 June 2015, should be presented as a joint operation. The effect of this change has been to derecognise the Investment in Associate of \$150k reported at 30 June 2015, and to recognise Multicultural NSW's share of the assets held and liabilities incurred jointly with the other joint operators to the 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 2016.

### (xii) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of receivables. Any 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.

### (xiii) Impairment of financial assets

All financial assets, except those measured at fair value through profit and loss, are subject to an annual review for impairment. An allowance for impairment is established when there is objective evidence that Multicultural NSW will not be able to collect all amounts due.

For financial assets carried at amortised cost, 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 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, where there is objective evidence.

### (xiv) Derecognition of financial assets and financial liabilities

A financial asset is derecognised when the contractual rights to the cash flows from the financial assets expire; or if the entity transfers the financial asset:

- where substantially all the risks and rewards have been transferred; or
- where Multicultural NSW has not transferred substantially all the risks and rewards, if Multicultural NSW has not retained control.

Where Multicultural NSW has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of Multicultural NSW's continuing involvement in the asset.

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled or expires.

## H) LIABILITIES

### (i) Payables

These amounts represent liabilities for goods and services provided to Multicultural NSW and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

### (ii) Employee benefits and other provisions

- (a) Salaries and wages, annual leave, sick leave and on-costs

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



## 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

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.

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.

### (b) 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 present value in accordance with AASB 119 *Employee Benefits*. This is based on the application of certain factors (specified in NSWTC 15-09) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

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.

### (c) 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.

### (iii) Other Provisions

Other provisions exist 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.

### (iv) Equity and reserves

#### Accumulated Funds

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

## I) BUDGETED AMOUNTS

The budgeted amounts are drawn from the original budgeted financial statements presented to Parliament in respect of the reporting period. Subsequent amendments made to the original budget (e.g. adjustment for transfer of functions between entities as a result of Administrative Arrangement Orders) are not reflected in the budgeted amounts. Major variances between the original budgeted amounts and the actual amounts disclosed in the primary financial statements are explained in Note 15.

## 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

### J) 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.

### K) NEW OR REVISED AUSTRALIAN ACCOUNTING STANDARDS

#### (i) Effective for the first time in 2015-16

The accounting policies applied in 2015-16 are consistent with those of the previous financial year except as a result of the following new or revised Australian Accounting Standards. Management has determined that these standards are not likely to have a material impact on the financial statements in 2015-16.

- AASB 2013-9 (Part C) Amendments to Australian Accounting Standards - Conceptual framework, materiality and financial instruments (Application date 1 July 2015)
- AASB 2014-1 (Part E) Amendments to Australian Accounting Standards - (Application date 1 July 2015)
- AASB 2014-8 Amendments to Australian Accounting Standards arising from AASB 9 (December 2014) – Application of AASB 9 (December 2009) and AASB 9 (December 2010) (Application date 1 July 2015)
- AASB 2015-3 Amendments to Australian Accounting Standards arising from the withdrawal of AASB 1031 *Materiality* (Application date 1 July 2015)

#### (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 (TC 16/02), Multicultural NSW did not early adopt any of these accounting standards and interpretations which are not yet effective. Management cannot determine the actual impact of these standards in the Multicultural NSW's financial statements in the period of their initial application.

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

- AASB 9 Financial instruments (Application date 1 July 2018)
- AASB 14 Regulatory deferral accounts (Application date 1 July 2016)
- AASB 15 Revenue from contracts with customers (Application date 1 July 2018)
- AASB 1056 Superannuation entities (Application date 1 July 2016)
- AASB 1057 Application of Australian Accounting Standards (Application date 1 July 2016)
- AASB 2014-1 (Part D) Regulatory deferral accounts (Application date 1 July 2016)
- AASB 2014-3 Acquisitions of interests in joint operations (Application date 1 July 2016)
- AASB 2014-4 Acceptable methods of depreciation and amortisation (Application date 1 July 2016)

## 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

- AASB 2014-5 Amendments to Australian Accounting Standards arising from AASB 15 (Application date 1 July 2018)
- AASB 2014-6 Bearer plants (Application date 1 July 2016)
- AASB 2014-7 Amendments to Australian Accounting Standards arising from AASB 9 (Application date 1 July 2018)
- AASB 2014-9 Equity method in separate financial statements (Application date 1 July 2016)
- AASB 2014-10 Sale or contribution of assets between an investor and its associate or joint venture (Application date 1 July 2016)
- AASB 2015-1 Annual improvements to Australian Accounting Standards 2012-2014 cycle (Application date 1 July 2016)
- AASB 2015-2 Amendments to AASB 101 disclosure initiatives (Application date 1 July 2016)
- AASB 2015-5 Amendments to Australian Accounting Standards – Investment entities: applying the consolidation exception (Application date 1 July 2016)
- AASB 2015-6 Amendments to Australian Accounting Standards – Extending related party disclosures to Not-for-Profit Public Sector entities (Application date 1 July 2016)
- AASB 2015-7 Amendments to Australian Accounting Standards – Fair value disclosures of Not-for-Profit Public Sector entities (Application date 1 July 2016)
- AASB 2015-8 Amendments to Australian Accounting Standards – Effective date of AASB 15 (Application date 1 July 2017)
- AASB 2015-9 Amendments to Australian Accounting Standards – Scope and application paragraphs (Application date 1 July 2016)
- AASB 2015-10 Amendments to Australian Accounting Standards - Effective date of amendments to AASB 10 and AASB 128 (Application date 1 July 2016)

## 2. EXPENSES EXCLUDING LOSSES

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
<b>(A) EMPLOYEE RELATED EXPENSES</b>				
Salaries and wages (including annual leave)	-	14,581	-	12,291
Superannuation - defined benefit plans	-	153	-	179
Superannuation - defined contribution plans	-	961	-	975
Long service leave	-	416	-	501
Workers' compensation insurance	-	28	-	35
Payroll tax and fringe benefits tax	-	896	-	782
Personnel services	17,035	-	14,763	-
	<b>17,035</b>	<b>17,035</b>	<b>14,763</b>	<b>14,763</b>
<b>(B) OTHER OPERATING EXPENSES INCLUDE THE FOLLOWING:</b>				
Auditor's remuneration				
- audit of the financial statements	67	67	65	65
Operating lease rental expense				
- minimum lease payments	588	588	565	565
Maintenance	16	16	16	16
Insurance	24	24	25	25
Travel	283	283	266	266
Consultants	167	167	391	391
Fees to contractors	1,770	1,770	923	923
Fees for services/general expenses	258	258	22	22
Printing, postage and telephone expenses	128	128	119	119
Advertising and promotion	70	70	3	3
Fees to Advisory Board Members	116	116	60	60
Internet Charges	117	117	147	147
Computer Software	273	273	268	268
Fee - Internal Audit	73	73	70	70
Hospitality	215	215	277	277
Events Expenses	246	246	323	323
Other running expenses	386	386	381	381
	<b>4,797</b>	<b>4,797</b>	<b>3,921</b>	<b>3,921</b>
<i>Reconciliation - Total maintenance</i>				
Maintenance expense - contracted labour and other (non-employee related) as above	16	16	16	16
Employee related maintenance expense included in Note 2(a)	-	-	-	-
Total maintenance expenses	<b>16</b>	<b>16</b>	<b>16</b>	<b>16</b>

## 2. EXPENSES EXCLUDING LOSSES (continued)

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
(C) DEPRECIATION AND AMORTISATION EXPENSE				
Depreciation of Leasehold Improvements	15	15	12	12
Depreciation of Furniture and Fittings	10	10	8	8
Depreciation of Plant and Equipment	11	11	9	9
Depreciation of Computer Hardware	14	14	3	3
Amortisation of Intangible Assets	164	164	73	73
	214	214	105	105
(D) GRANTS AND SUBSIDIES				
Multicultural NSW Grants Program	3,293	3,293	2,441	2,441
COMPACT Grants	1,072	1,072	-	-
	4,365	4,365	2,441	2,441
(E) FINANCE COSTS				
Unwinding of discount rate	4	4	4	4
	4	4	4	4

## 3. REVENUE

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
<b>(A) SALE OF GOODS AND SERVICES</b>				
Rendering of services				
Interpreting	2,993	2,993	2,883	2,883
Translating	2,202	2,202	2,408	2,408
Other Services	172	172	47	47
	5,367	5,367	5,338	5,338
<b>(B) INVESTMENT REVENUE</b>				
Interest revenue	-	-	201	201
Refer to Note 1b) for further details				
<b>(C) GRANTS AND CONTRIBUTIONS</b>				
Recurrent Grants from Department of Education & Communities	-	-	12,894	12,894
Capital Grants from Department of Education & Communities	-	-	35	35
Recurrent Grants from Department of Family and Community Services	11,815	11,815	-	-
Capital Grants from Department of Family and Community Services	35	35	-	-
Reimbursement from NSW Treasury	704	704	-	-
Grants from other agencies	964	964	592	592
	13,518	13,518	13,521	13,521
<b>(D) ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE BENEFITS AND OTHER LIABILITIES</b>				
Superannuation - defined benefit	-	153	-	179
Long service leave				
Casual interpreters and translators	-	137	-	143
Others	-	279	-	358
Payroll tax	-	9	-	10
	-	578	-	690
<b>(E) OTHER REVENUE</b>				
Sponsorship	126	126	76	76
Returned/forfeited grants	62	62	65	65
Miscellaneous income	15	15	(2)	(2)
Personnel services revenue	578	-	690	-
	781	203	829	139



#### 4. SERVICE GROUPS OF MULTICULTURAL NSW (ECONOMIC ENTITY)

##### SERVICE GROUP 1: COMMUNITY SUPPORT SERVICES

**Purpose:** Provision of community relations policy advice to the Government, implementation of the Multicultural Principles by all Government agencies, involvement in community projects and administration of the Multicultural NSW Grants program.

##### SERVICE GROUP 2: LANGUAGE SERVICES

**Purpose:** Provision of efficient, reliable and professional interpreting and translation services of community languages in a form relevant to client needs, provided by appropriately trained interpreters and translators.

#### 5. CURRENT ASSETS - CASH AND CASH EQUIVALENTS

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
Cash at bank and on hand	3,145	3,145	7,658	7,658

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 is reconciled at the end of the financial year to the statement of cash flows as follows:

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
Cash and cash equivalents (per statement of financial position)	3,145	3,145	7,658	7,658
Closing cash and cash equivalents (per statement of cash flows) 3,145	3,145	7,658	7,658	

Refer to Note 18 for details regarding credit risk, liquidity risk and market risk arising from financial instruments.

#### RESTRICTED CASH

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
Grants received - unspent at year end	498	498	498	498

These represent contributions for the co-ordination of community projects that will be expensed in subsequent years.

## 6. CURRENT ASSETS – RECEIVABLES

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
Sale of goods and services	583	583	403	403
Accrued income	68	68	52	52
Interest receivable	-	-	91	91
Less: Allowance for impairment	-	-	-	-
Prepayments	51	51	91	91
GST receivable	301	301	106	106
Reimbursements from Department of Family and Community Services	1,101	1,101	-	-
Other receivables	102	102	7	7
	2,206	2,206	750	750
<u>Movement in the allowance for impairment</u>				
Balance at 1 July	-	-	-	-
Amounts written off during the year	(4)	(4)	(1)	(1)
Amounts recovered during the year	-	-	-	-
Increase/(decrease) in allowance recognised in net results	4	4	1	1
Balance at 30 June	-	-	-	-

Details regarding credit risk, liquidity risk and market risk, including financial assets that are either past due or impaired, are disclosed in Note 18.

## 7. NON-CURRENT ASSETS – INVESTMENT

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
Investment in Associates	-	-	150	150
	-	-	150	150

Refer to Note 1g)(x) for further details.

## 8. NON-CURRENT ASSETS – PROPERTY, PLAN AND EQUIPMENT

	Leasehold Improvements	Restoration Cost – PV	Furniture & Fittings	Plant & Equipment	Computer Hardware	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
At 1 July 2015 - fair value						
Gross carrying amount	1,431	402	72	200	596	2,701
Accumulated depreciation and impairment	(1,407)	(402)	(39)	(162)	(594)	(2,604)
Net carrying amount	24	-	33	38	2	97
At 30 June 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

### 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 Improvements	Restoration Cost – PV	Furniture & Fittings	Plant & Equipment	Computer Hardware	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
At 30 June 2016 - fair value						
Net carrying amount at start of year	24	-	33	38	2	97
Additions	11	-	8	3	222	244
Depreciation expense	(15)	-	(10)	(11)	(14)	(50)
Net carrying amount at end of year	20	-	31	30	210	291

## 8. NON-CURRENT ASSETS – PROPERTY, PLAN AND EQUIPMENT (continued)

	Leasehold Improvements	Restoration Cost – PV	Furniture & Fittings	Plant & Equipment	Computer Hardware	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
At 1 July 2014 - fair value						
Gross carrying amount	1,431	402	65	158	599	2,655
Accumulated depreciation and impairment	(1,394)	(402)	(33)	(154)	(595)	(2,578)
Net carrying amount	37	-	32	4	4	77
At 30 June 2015 - fair value						
Gross carrying amount	1,431	402	72	200	596	2,701
Accumulated depreciation and impairment	(1,407)	(402)	(39)	(162)	(594)	(2,604)
Net carrying amount	24	-	33	38	2	97

### 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 Improvements	Restoration Cost – PV	Furniture & Fittings	Plant & Equipment	Computer Hardware	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Year ended 30 June 2015						
Net carrying amount at start of year	36	-	32	5	4	77
Additions	-	-	9	42	1	52
Depreciation expense	(12)	-	(8)	(9)	(3)	(32)
Net carrying amount at end of year	24	-	33	38	2	97

## 9. INTANGIBLE ASSETS

	Computer Software	Computer Consultancy	Total
	\$'000	\$'000	\$'000
<b>At 1 July 2015</b>			
Cost (gross carrying amount)	1,899	185	2,084
Accumulated amortisation and impairment	(1,606)	(173)	(1,779)
Net carrying amount	293	12	305
<b>At 30 June 2016</b>			
Cost (gross carrying amount)	2,385	203	2,588
Accumulated amortisation and impairment	(1,765)	(178)	(1,943)
Net carrying amount	620	25	645

	Computer Software	Computer Consultancy	Total
	\$'000	\$'000	\$'000
<b>Year ended 30 June 2016</b>			
Net carrying amount at start of the year	293	12	305
Additions	486	18	504
Disposals	-	-	-
Amortisation (recognised in 'depreciation and amortisation')	(159)	(5)	(164)
Net carrying amount at end of year	620	25	645

Refer to Note 1g)(ix) for further details.

## 9. INTANGIBLE ASSETS (continued)

	Computer Software	Computer Consultancy	Total
	\$'000	\$'000	\$'000
<b>At 1 July 2014</b>			
Cost (gross carrying amount)	1,629	172	1,801
Accumulated amortisation and impairment	(1,533)	(172)	(1,705)
Net carrying amount	96	-	96
<b>At 30 June 2015</b>			
Cost (gross carrying amount)	1,899	185	2,084
Accumulated amortisation and impairment	(1,606)	(173)	(1,779)
Net carrying amount	293	12	305

	Computer Software	Computer Consultancy	Total
	\$'000	\$'000	\$'000
<b>Year ended 30 June 2015</b>			
Net carrying amount at start of the year	96	-	96
Additions	270	12	282
Amortisation (recognised in 'depreciation and amortisation')	(73)	-	(73)
Net carrying amount at end of year	293	12	305



## 10. CURRENT LIABILITIES - PAYABLES

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
Accrued salaries, wages and on-costs	-	280	-	644
Personnel Services	427	-	695	-
Creditors - Other	2,025	2,025	142	142
Creditors - Payroll	1,763	1,763	-	(2)
GST Payable	-	-	-	-
FBT Payable	-	10	-	7
Unearned Revenue	67	67	83	83
Other Accruals	787	787	147	148
Accrued Payroll Tax	-	137	-	45
Accrued Grants	378	378	10	10
<b>Total current liabilities - payables</b>	<b>5,447</b>	<b>5,447</b>	<b>1,077</b>	<b>1,077</b>

Details regarding credit risk, liquidity risk and market risk, including a maturity analysis of the above payables are disclosed in Note 18.

## 11. CURRENT LIABILITIES - PROVISIONS

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
<b>Employee benefits and related on-costs</b>				
Annual Leave	-	387	-	579
Annual Leave on-costs	-	32	-	68
Long service leave on-costs - payroll tax	-	173	-	197
Long service leave on-costs - other	-	285	-	326
Other - Personnel Services	877	-	1,170	-
	877	877	1,170	1,170
<b>Other provisions</b>				
Restoration costs	133	133	-	-
<b>Total provisions</b>	<b>1,010</b>	<b>1,010</b>	<b>1,170</b>	<b>1,170</b>

The liability for restoration cost arises from Multicultural NSW's property lease agreement.

## 12. NON-CURRENT LIABILITIES - PROVISIONS

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
Employee benefits and related on-costs				
Long service leave on-costs - payroll tax	-	15	-	17
Long service leave on-costs - other	-	25	-	28
Personnel Services	40	-	45	-
	40	40	45	45
Other provisions				
Restoration costs	-	-	129	129
Total provisions	40	40	174	174
Aggregate employee benefits and related on-costs				
Provisions - current	-	877	-	1,170
Provisions - non-current	-	40	-	45
Accrued salaries, wages and on-costs	-	2,189	-	696
	-	3,106	-	1,911

The liability for restoration cost 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 the beginning of the financial year	129	129	126	126
Decrease in provisions	-	-	-	-
Unwinding of interest on restoration costs	4	4	3	3
Carrying amount at the end of the financial year	133	133	129	129

### 13. COMMITMENTS FOR EXPENDITURE

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
<b>(A) CAPITAL COMMITMENTS</b>				
Aggregate capital expenditure for the acquisition of computer hardware, software and consulting services contracted for at balance date and not provided for:				
Not later than one year	-	-	92	92
Later than one year and not later than five years	-	-	-	-
Later than five years	-	-	-	-
Total (including GST)	-	-	92	92
<b>(B) OPERATING LEASE COMMITMENTS</b>				
Future non-cancellable operating lease rentals not provided for and payable:				
Not later than one year	310	310	633	633
Later than one year and not later than five years	5	5	323	323
Later than five years	-	-	-	-
Total (including GST)	315	315	956	956

The total 'operating lease commitments' above includes input tax credits of \$28,636 that are expected to be recoverable from the Australian Taxation Office. GST has been calculated at the rate of 10% and has been assumed to remain constant for the five years calculation above.

Multicultural NSW is contractually bound by operating leases for office accommodation and fleet vehicles. Leasehold premises are the Head Office at Castlereagh Street, Sydney and two regional offices located at Wollongong and Newcastle. Multicultural NSW has 2 fleet vehicles. Both vehicles are based in Sydney office.

### 14. CONTINGENT LIABILITIES AND CONTINGENT ASSETS (ECONOMIC ENTITY)

#### Contingent Liabilities

As at 30 June 2016, Multicultural NSW had no contingent liabilities (2015: Nil).

#### Contingent Assets

As at 30 June 2016, Multicultural NSW had no contingent assets (2015: Nil).

## 15. BUDGET REVIEW (ECONOMIC ENTITY)

### Net Result

The entity's net result is a deficit of \$6.749m, a variance of \$2.138m to the budgeted deficit position of \$4.611m. This result is a product of total expenses of \$26.415m being higher than the budget of \$21.480m by \$4.935m and revenue of \$19.666m being higher than the budget of \$16.869m by \$2.797m.

The main drivers for the total expenses position were Employee Related expenses exceeding budget by \$2.844m primarily due to Multicultural NSW conducting an approved voluntary Redundancy Program as it transitioned its organisation structure to support future priorities established under its strategic plan for 2014 - 2017 Harmony in Action and the revised legislation the *Multicultural NSW Act 2000*. A total of \$2.809m in grants and contributions received in the year that were not reflected in original budget estimates accounted for the variance in reported total revenue.

### Assets and Liabilities

The net assets position of the entity stands at a deficit of \$210k, a decrease of \$650k on the budget of \$440k. The net asset result is driven by an overall increase in total liabilities of \$4.550m higher than the budget of \$1.947m. This is primarily due to the level of outstanding creditor liabilities as at the end of the reporting period.

On 1 July 2015, the NSW Government implemented a number of cash management reforms to improve cash management within the public sector. In accordance with these reforms:

- Multicultural NSW was required to reduce its surplus cash holdings which are now centrally managed as part of NSW Treasury's Treasury Banking System; and
- Any associated interest on Treasury Banking System balances was withheld from Multicultural NSW and accounted for by NSW Treasury.

While this change in funding has impacted on the level of Multicultural NSW's net assets as at the end of the reporting period, it had no impact on the level of Multicultural NSW's approved expenditure or its capacity to fund its liabilities. In addition, NSW Treasury has approved Multicultural NSW's future budgeted expenditure for the period 2017-2020. As such, the financial statements of Multicultural NSW have been prepared on a going concern basis.

The increase in total liabilities is partially offset by an increase of \$3.900m in actual reported assets of \$6.287m exceeding the budget of \$2.387m. This is primarily due to the level of outstanding receivables and cash assets held as at the end of the reporting period.

### Cash flows

Net cash outflows from operating activities are \$3.915m being lower than the budgeted position of \$4.454m by \$539k. This is mainly due to grants and contributions being received in the year that were not reflected in original budget estimates.

Net cash outflows from investing activities were \$598k which is higher than the budget of \$300k by \$298k and is primarily attributable to higher than anticipated purchases of property, plant and equipment.

Closing cash and cash equivalents of \$3.145m are \$2.250m higher than budget in order to meet expenditure commitments not yet paid.

## 16. RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO NET RESULTS

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
Net cash used on operating activities	(3,915)	(3,915)	(1,392)	(1,392)
Depreciation and amortisation	(214)	(214)	(105)	(105)
Allowance for impairment	-	-	1	1
(Increase)/decrease in provisions	295	295	(122)	(122)
Increase/(decrease) in prepayments and other assets	1,456	1,456	(44)	(44)
(Increase)/decrease in creditors	(4,371)	(4,371)	317	317
Net result	(6,749)	(6,749)	(1,345)	(1,345)

## 17. NON-CASH FINANCING AND INVESTING ACTIVITIES

	Parent	Economic Entity	Parent	Economic Entity
	2016 \$'000	2016 \$'000	2015 \$'000	2015 \$'000
Employee benefits assumed by the Crown Entity	-	578	-	690
Liability assumed by the Crown Entity	-	578	-	690

## 18. FINANCIAL INSTRUMENTS (ECONOMIC ENTITY)

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 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

Financial Assets	Note	Category	Carrying Amount 2016 \$'000	Carrying Amount 2015 \$'000
Class				
Cash and cash equivalents	5	N/A	3,145	7,658
Receivables <sup>1</sup>	6	Loans and Receivables (at amortised cost)	1,854	553
Financial Liabilities				
Class		Financial liabilities measured at amortised cost		
Payables <sup>2</sup>	10		5,233	944

#### Notes

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

### (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.

## 18. FINANCIAL INSTRUMENTS (ECONOMIC ENTITY) (continued)

### Cash

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 the entity 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. Based on past experience, debtors that are not past due (2016: \$381,393; 2015: \$372,023) and less than 3 months past due (2016: \$152,431; 2015: \$22,540) are not considered impaired. There are no debtors which are currently not past due or impaired whose terms have been renegotiated.

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.

	Total <sup>1,2</sup>	Past due but not impaired <sup>1,2</sup>	Considered impaired <sup>1,2</sup>
	\$'000	\$'000	\$'000
<b>2016</b>			
< 3 months overdue	152	152	-
3 months - 6 months overdue	49	49	-
> 6 months overdue	-	-	-
<b>2015</b>			
< 3 months overdue	23	23	-
3 months - 6 months overdue	1	1	-
> 6 months overdue	7	7	-

### Notes

1. Each column in the table reports "gross receivables".
2. The ageing analysis excludes statutory receivables, as these are not within the scope of AASB 7 and excludes receivables that are not past due and not impaired. Therefore, the "total" will not reconcile to the receivables total recognised in the statement of financial position.



## 18. FINANCIAL INSTRUMENTS (ECONOMIC ENTITY) (continued)

### (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 on 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 10.28% (2015 – 10.36%).

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	Maturity dates		
	\$'000	<1yr \$'000	1-5 yrs \$'000	>5yrs \$'000
2016				
Payables	5,233	5,233	-	-
2015				
Payables	944	944	-	-

### Notes

- The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities and therefore will not reconcile to the statement of financial position.

## 18. FINANCIAL INSTRUMENTS (ECONOMIC ENTITY) (continued)

### (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.

The effect on profit and equity due to a reasonably possible change in risk variable is outlined in the information below, for interest rate risk and other price risk. A reasonably possible change in risk variable has been determined after taking into account the economic environment in which Multicultural NSW operates and the time frame for the assessment (i.e. until the end of the next annual reporting period). The sensitivity analysis is based on risk exposures in existence at the statement of

financial position date. The analysis is performed on the same basis as for 2015. The analysis assumes that all other variables remain constant.

#### Interest rate risk

A reasonably possible change of +/- 1% is used, consistent with current trends in interest rates (based on official RBA interest rate volatility over the last five years). The basis will be reviewed annually and amended where there is a structural change in the level of interest rate volatility. Multicultural NSW's exposure to interest rate risk is set out below.

	Carrying Amount	Profit	-1%	Equity	Profit	1%	Equity
	\$'000			\$'000		\$'000	\$'000
<b>2016</b>							
<i>Financial Assets</i>							
Cash and cash equivalents	3,145	(31)		(31)	31		31
<b>2015</b>							
<i>Financial Assets</i>							
Cash and cash equivalents	7,658	(77)		(77)	77		77

## 19. EVENTS AFTER THE REPORTING PERIOD

In August 2016, Government Property NSW entered into a five year lease on behalf of Multicultural NSW at Level 8, 56 Station Street, Parramatta, with relocation of Multicultural NSW staff to these new premises to occur in November 2016.

## END OF AUDITED FINANCIAL STATEMENTS



## 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 the Multicultural NSW Staff Agency (the Agency) which comprise the statement of financial position as at 30 June 2016, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, notes comprising a summary 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 2016, 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 those standards are further 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 auditor independence requirements of:

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

I have also fulfilled my other ethical responsibilities in accordance with the Code.

The PF&A Act further 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, but precluding the provision of non-audit services.

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

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#### The Chief Executive Officer's Responsibility for the Financial Statements

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

In preparing the financial statements, the Chief Executive Officer must assess the Agency's ability to continue as a going concern unless the Agency will be dissolved by an Act of Parliament or otherwise cease operations. The assessment must include, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting.

#### Auditor's Responsibility 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 further description of my responsibilities for the audit of the financial statements is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. 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.

S Bond.

Sally Bond  
Director, Financial Audit Services

22 September 2016  
SYDNEY

## STATEMENT BY CHIEF EXECUTIVE OFFICER

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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) and the requirements of the Public Finance & Audit Act 1983 and Public Finance and Audit Regulation 2015, the Financial Reporting Code for NSW General Government Sector Entities 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 2016 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.



**Hakan Harman**  
Chief Executive Officer

## Statement of comprehensive income

FOR THE YEAR ENDED 30 JUNE 2016

		Actual	Actual
	Notes	2016 \$'000	2015 \$'000
Revenue			
Personnel services		16,457	14,073
Acceptance by the Crown Entity of employee benefits and other liabilities	3	578	690
<b>Total Revenue</b>		<b>17,035</b>	<b>14,763</b>
Expenses			
Employee related expenses	2	17,035	14,763
<b>Total Expenses</b>		<b>17,035</b>	<b>14,763</b>
<b>Net result</b>		<b>–</b>	<b>–</b>
Other comprehensive income		–	–
<b>Total other comprehensive income for the year</b>		<b>–</b>	<b>–</b>
<b>TOTAL COMPREHENSIVE INCOME</b>		<b>–</b>	<b>–</b>

The accompanying notes form part of these financial statements.

## Statement of Financial Position

AS AT 30 JUNE 2016

	Notes	Actual 2016 \$'000	Actual 2015 \$'000
<b>ASSETS</b>			
Current Assets			
Receivables	4	1,344	1,912
<b>Total Current Assets</b>		<b>1,344</b>	<b>1,912</b>
Non-Current Assets		–	–
<b>Total Non-Current Assets</b>		<b>–</b>	<b>–</b>
<b>Total Assets</b>		<b>1,344</b>	<b>1,912</b>
<b>LIABILITIES</b>			
Current Liabilities			
Payables	5	427	697
Provisions	6	877	1,170
<b>Total Current Liabilities</b>		<b>1,304</b>	<b>1,867</b>
Non-Current Liabilities			
Provisions	7	40	45
<b>Total Non-Current Liabilities</b>		<b>40</b>	<b>45</b>
<b>Total Liabilities</b>		<b>1,344</b>	<b>1,912</b>
<b>Net Assets</b>		<b>–</b>	<b>–</b>
<b>EQUITY</b>			
Accumulated funds		–	–
<b>Total Equity</b>		<b>–</b>	<b>–</b>

The accompanying notes form part of these financial statements.

## Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2016

Notes	Actual	Actual
	2016 \$'000	2015 \$'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 2016

Notes	Actual	Actual
	2016 \$'000	2015 \$'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	–	–
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 2016

## 1. SUMMARY 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. It is consolidated as part of the NSW Total State Sector Accounts. It is domiciled in Australia and its principal office is at 175-183 Castlereagh Street, Sydney.

These financial statements for the year ended 30 June 2016 have been authorised for issue by the Chief Executive Officer on 21 September 2016.

### 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*;
- the Financial Reporting Directions published in the Financial Reporting Code for NSW General Government Sector entities or issued 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.

### C) STATEMENT OF COMPLIANCE

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

### D) INCOME RECOGNITION

Income is measured at the fair value of the consideration 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.

### E) LOANS AND RECEIVABLES

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of receivables. Any changes are recognised in the net results 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.

### F) PAYABLES

These amounts represent liabilities for goods and services provided to Multicultural NSW Staff Agency and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

## 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

### (i) Employee benefits and other provisions

#### (a) Salaries and wages, annual leave, sick leave and on-costs

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.

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.

#### (b) 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 present value in accordance with AASB 119 Employee Benefits. This is based on the application of certain factors (specified in NSWTC 15-09) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

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.

#### (c) 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.

### (ii) Other Provisions

Other provisions exist when: Multicultural NSW Staff Agency 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.

Any provisions for restructuring are recognised only when Multicultural NSW Staff Agency has a detailed formal plan and Multicultural NSW Staff Agency has raised a valid expectation in those affected by the restructuring that it will carry out the restructuring by starting to implement the plan or announcing its main features to those affected.

## 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

### G) 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.

### H) NEW OR REVISED AUSTRALIAN ACCOUNTING STANDARDS

#### (i) Effective for the first time in 2015-16

The accounting policies applied in 2015-16 are consistent with those of the previous financial year except as a result of the following new or revised Australian Accounting Standards. Management has considered that these standards are not likely to have a material impact on the financial statements in 2015-16.

- AASB 2013-9 (Part C) Amendments to Australian Accounting Standards - Conceptual framework, materiality and financial instruments (Application date 1 July 2015)
- AASB 2014-1 (Part E) Amendments to Australian Accounting Standards (Application date 1 July 2015)
- AASB 2014-8 Amendments to Australian Accounting Standards arising from AASB 9 (December 2014) – Application of AASB 9 (December 2009) and AASB 9 (December 2010) (Application date 1 July 2015)
- AASB 2015-3 Amendments to Australian Accounting Standards arising from the withdrawal of AASB 1031 *Materiality* (Application date 1 July 2015)

#### 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 (TC 16/02), Multicultural NSW Staff Agency did not early adopt any of these accounting standards and interpretations that are not yet effective. Management cannot determine the actual impact of these standards in Multicultural NSW Staff Agency's financial statements in the period of their initial application.

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

- AASB 9 Financial instruments (Application date 1 July 2018)
- AASB 14 Regulatory deferral accounts (Application date 1 July 2016)
- AASB 15 Revenue from contracts with customers (Application date 1 July 2018)
- AASB 1056 Superannuation entities (Application date 1 July 2016)
- AASB 1057 Application of Australian Accounting Standards (Application date 1 July 2016)
- AASB 2014-1 (Part D) Regulatory deferral accounts (Application date 1 July 2016)
- AASB 2014-3 Acquisitions of interests in joint operations (Application date 1 July 2016)
- AASB 2014-4 Acceptable methods of depreciation and amortisation (Application date 1 July 2016)

## 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

- AASB 2014-5 Amendments to Australian Accounting Standards arising from AASB 15 (Application date 1 July 2018)
- AASB 2014-6 Bearer plants (Application date 1 July 2016)
- AASB 2014-7 Amendments to Australian Accounting Standards arising from AASB 9 (Application date 1 July 2018)
- AASB 2014-9 Equity method in separate financial statements (Application date 1 July 2016)
- AASB 2014-10 Sale or contribution of assets between an investor and its associate or joint venture (Application date 1 July 2016)
- AASB 2015-1 Annual improvements to Australian Accounting Standards 2012-2014 cycle (Application date 1 July 2016)
- AASB 2015-2 Amendments to AASB 101 disclosure initiatives (Application date 1 July 2016)
- AASB 2015-5 Amendments to Australian Accounting Standards – Investment entities: applying the consolidation exception (Application date 1 July 2016)
- AASB 2015-6 Amendments to Australian Accounting Standards – Extending related party disclosures to Not-for-Profit Public Sector entities (Application date 1 July 2016)
- AASB 2015-7 Amendments to Australian Accounting Standards – Fair value disclosures of Not-for-Profit Public Sector entities (Application date 1 July 2016)
- AASB 2015-8 Amendments to Australian Accounting Standards – Effective date of AASB 15 (Application date 1 July 2017)
- AASB 2015-9 Amendments to Australian Accounting Standards – Scope and application paragraphs (Application date 1 July 2016)
- AASB 2015-10 Amendments to Australian Accounting Standards - Effective date of amendments to AASB 10 and AASB 128 (Application date 1 July 2016)

## 2. EMPLOYEE RELATED EXPENSES

	2016 \$'000	2015 \$'000
Salaries & wages (including annual leave)	14,581	12,291
Superannuation - defined benefit plans	153	179
Superannuation - defined contribution plans	961	975
Long service leave	416	501
Workers' compensation insurance	28	35
Payroll tax and fringe benefits tax	896	782
	17,035	14,763

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

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

	2016 \$'000	2015 \$'000
Superannuation - defined benefit	153	179
Long service leave		
Casual interpreters and translators	137	143
Others	279	358
Payroll tax	9	10
	578	690

## 4. RECEIVABLES

	2016 \$'000	2015 \$'000
Amount receivable from Parent	1,344	1,912
Total receivables	1,344	1,912

## 5. CURRENT LIABILITIES - PAYABLES

	2016 \$'000	2015 \$'000
Accrued salaries, wages & on-costs	280	644
Fringe Benefits Tax	10	7
Accrued Payroll Tax	137	46
<b>Total Current Liabilities - Payables</b>	<b>427</b>	<b>697</b>

## 6. CURRENT LIABILITIES - PROVISIONS

	2016 \$'000	2015 \$'000
Annual Leave	387	579
Annual Leave on-cost	32	68
Long Service Leave on-costs - Payroll Tax	173	197
Long Service Leave on-costs - Other	285	326
<b>Total Provisions - Current</b>	<b>877</b>	<b>1,170</b>

## 7. NON-CURRENT LIABILITIES - PROVISIONS

	2016 \$'000	2015 \$'000
Long Service Leave on-costs - Other	15	28
Long Service Leave on-costs - Payroll Tax	25	17
<b>Total Provisions - Non-current</b>	<b>40</b>	<b>45</b>

## 8. COMMITMENTS

As at the 30 June 2016, Multicultural NSW Staff Agency had no commitments.

## 9. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

### Contingent Liabilities

As at 30 June 2016, Multicultural NSW Staff Agency had no contingent liabilities.

### Contingent Assets

As at 30 June 2016, Multicultural NSW Staff Agency had no contingent assets.

## 10. 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.

### (A) FINANCIAL INSTRUMENTS CATEGORIES

Financial Assets	Note	Category	Carrying Amount 2016 \$'000	Carrying Amount 2015 \$'000
Class				
Receivables <sup>1</sup>	4	Loans and Receivables (at amortised cost)	1,344	1,912
Financial Liabilities				
Class				
Payables <sup>2</sup>	5	Financial liabilities (at amortised cost)	280	644

#### 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).

### (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.



## 10. FINANCIAL INSTRUMENTS (continued)

### (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.

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 Treasurer's Direction 219.01. 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.

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

#### Maturity analysis and interest rate exposure of financial liabilities

	Non-interest bearing	Maturity dates		
	\$'000	<1yr \$'000	1-5 yrs \$'000	>5yrs \$'000
2016				
Payables	280	280	-	-
2015				
Payables	644	644	-	-

### (D) MARKET RISK

Market risk is the risk 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 liabilities and has no exposure to interest rate risk.

## 11. RELATED PARTIES

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.

## 12. EVENTS AFTER THE REPORTING PERIOD

In August 2016, Government Property NSW entered into a five year lease on behalf of Multicultural NSW at Level 8, 56 Station Street, Parramatta, with relocation of Multicultural NSW staff to these new premises to occur in November 2016.

## END OF AUDITED FINANCIAL STATEMENTS

# APPENDICES

LANGUAGE	TOTAL ASSIGNMENTS PERFORMED	TOTAL NUMBER OF WORDS TRANSLATED
ALBANIAN	3	400
AMHARIC	15	2,100
ARABIC	2,686	338,382
ARMENIAN	2	200
BENGALI / BANGLA	13	4,509
BIELORUSSIAN	3	300
BOSNIAN	17	1,849
BULGARIAN	7	700
BURMESE	30	3,548
CHINESE	11,364	1,279,519
COOK I MAORI	1	687
CROATIAN	84	13,631
CZECH	44	5,776
DARI	4926	2,613
DUTCH	49	7,351
ESTONIAN	3	300
FILIPINO (TAGALOG)	11	3,217
FINNISH	16	5,242
FRENCH	366	59,135
GERMAN	221	50,253
GREEK	260	41,745

LANGUAGE	TOTAL ASSIGNMENTS PERFORMED	TOTAL NUMBER OF WORDS TRANSLATED
GUJARATI	1	100
HAZARAGI	66	6,600
HEBREW	17	2,236
HINDI	68	23,346
HUNGARIAN	28	4,693
INDONESIAN	440	73,496
ITALIAN	377	58,817
JAPANESE	1,137	139,244
KANNADA	1	100
KHMER	29	8,294
KOREAN	216	37,986
LAO	14	1,500
MACEDONIAN	53	5,500
MALAY	234	24,417
MONGOLIAN	12	1,471
NEPALESE	73	8,305
NORWEGIAN	17	1,875
PERSIAN (FARSI)	1,660	188,385
POLISH	100	19,289
PORTUGUESE	424	60,415
PUNJABI	22	3,760

LANGUAGE	TOTAL ASSIGNMENTS PERFORMED	TOTAL NUMBER OF WORDS TRANSLATED
PUSHTO	48	5,300
ROMANIAN	13	1,900
RUSSIAN	236	29,120
SAMOAN	6	4,625
SERBIAN	87	14,149
SINHALESE	19	2,000
SLOVAK	34	6,337
SLOVENE	18	5,348
SPANISH	979	139,729
SWAHILI (KISWAHILI)	1	162
SWEDISH	38	19,001
TAMIL	20	1,975
THAI	242	48,821
TIGRINYA	3	752
TURKISH	56	16,815
UKRAINIAN	30	4,199
URDU	26	3,249
VIETNAMESE	513	80,264
<b>TOTAL</b>	<b>23,045</b>	<b>2,934,952</b>

LANGUAGE	TOTAL NO. OF BOOKINGS	LANGUAGE	TOTAL NO. OF BOOKINGS	LANGUAGE	TOTAL NO. OF BOOKINGS	LANGUAGE	TOTAL NO. OF BOOKINGS
ALBANIAN	14	FILIPINO (TAGALOG)	153	KURDISH (SORANI)	14	SLOVENE	1
AMHARIC	52	FINNISH	3	LAO	66	SOMALI	16
ARABIC	3,417	FRENCH	149	LINGALA	4	SPANISH	489
ARMENIAN	15	FULFULDE	2	MACEDONIAN	154	SUDANESE ARABIC	57
ASSYRIAN	110	GA	3	MALAYALAM	16	SWAHILI (KISWAHILI)	55
AUSLAN	233	GERMAN	44	MALTESE	16	TAMIL	356
BENGALI / BANGLA	205	GREEK	269	MONGOLIAN	39	TEMNE	2
BOSNIAN	13	GUJARATI	24	NEPALESE	97	THAI	512
BURMESE	144	HAZARAGI	96	OROMO	2	TIGRINYA	20
CHALDEAN	85	HEBREW	15	PERSIAN (FARSI)	1,454	TONGAN	81
CHINESE	61	HINDI	211	PIDGIN ENGLISH	2	TURKISH	313
CHINESE-CANTONESE	929	HINDUSTANI	2	POLISH	89	TWI	24
CHINESE-HAKKA	5	HUNGARIAN	41	PORTUGUESE	152	UKRAINIAN	8
CHINESE-HOKKIEN	2	INDONESIAN	151	PULAAR	21	URDU	140
CHINESE-MANDARIN	3,203	ITALIAN	244	PUNJABI	277	VIETNAMESE	2,487
CHINESE-SHANGHAINES	2	JAPANESE	106	PUSHTO	106	<b>TOTAL</b>	<b>20,154</b>
COOK I MAORI	20	KANNADA	3	ROHINGYA	89		
CROATIAN	110	KHMER	172	ROMANIAN	14		
CZECH	35	KINYARWANDA	2	RUSSIAN	217		
DARI	399	KIRUNDI	23	SAMOAN	282		
DINKA	328	KOREAN	936	SERBIAN	221		
ESTONIAN	1	KRIO	68	SIERRA LEONE	4		
FIJI HINDI (FIJIAN HINDUSTANI)	18	KURDISH	56	SINHALESE	32		
FIJIAN	31	KURDISH (KURMANJI)	3	SLOVAK	17		

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 2015-2016.

**Statistical information about access applications**

**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	–	–	–	–	–	–	–	–
Members of Parliament	5	–	–	1	–	–	–	–
Private sector business	–	–	–	–	–	–	–	–
Not-for-profit organisations or community groups	–	–	–	–	–	–	–	–
Members of the public (application by legal representative)	–	–	–	–	–	–	–	–
Members of the public (other)	1	–	–	–	–	–	–	–

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*	–	–	–	–	–	–	–	–
Access applications (other than personal information applications)	6	–	–	–	–	–	–	–
Access applications that are partly personal information applications and partly other	–	–	–	–	–	–	–	–

TABLE C: INVALID APPLICATIONS

Reason for invalidity	Number of Applications
Application does not comply with formal requirements (Section 41 of the Act)	–
Application is for excluded information of the agency (Section 43 of the Act)	–
Application contravenes restraint order (Section 110 of the Act)	–
Total number of invalid applications received	–
Invalid applications that subsequently became valid applications	–



**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	–
Cabinet information	–
Executive Council information	–
Contempt	–
Legal professional privilege	–
Excluded information	–
Documents affecting law enforcement and public safety	–
Transport safety	–
Adoption	–
Care and protection of children	–
Ministerial code of conduct	–
Aboriginal and environmental heritage	–

**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	–
Law enforcement and security	–
Individual rights, judicial processes and natural justice	–
Business interests of agencies and other persons	–
Environment, culture, economy and general matters	–
Secrecy provisions	–
Exempt documents under interstate freedom of information legislation	–

**TABLE F: TIMELINESS**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	6
Decided after 35 days (by agreement with applicant)	–
Not decided within time (deemed refusal)	–
<b>TOTAL</b>	<b>6</b>

**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	–	–	–
Review by Information Commissioner*	–	–	–
Internal review following recommendation under Section 93 of the Act	–	–	–
Review by NSW Civil and Administrative Tribunal (NCAT)	–	–	–
TOTAL	–	–	–

**TABLE H: APPLICATIONS FOR REVIEW UNDER PART 5 OF THE ACT (BY TYPE OF APPLICANT)**

	Total
Applications by access applicants	–
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	–

\*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.

Everything Multicultural NSW does is designed to implement the multicultural principles of this state. The strategic plan, *Harmony in Action 2014–7*, sets out our commitment to engage with the community and work with agencies to improve services for people from culturally diverse backgrounds. Section 2 of 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.

NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
Auburn Diversity Services Incorporated	\$5,500	The grant is to contribute towards the Planning for a Better Future project.
The Deaf Society of NSW	\$9,600	The grant is to contribute towards the Auslan Interpreting Internship Program.
Association of Bhutanese in Australia (ABA), Sydney	\$9,700	The grant is to contribute towards Nepali language classes for children of Bhutanese refugees in Western Sydney.
Auburn Youth Centre	\$9,758	The grant is to contribute towards the Woman and Sport project.
SCARF Incorporated	\$9,950	The grant is to contribute towards the Cohesive Communities - Building Capacity through Cultural Connections project.
Maltese Community Council of NSW Inc.	\$10,000	The grant is to contribute towards the employment of a worker to assist the members of the community of Maltese background.
Vietnamese Australian Welfare Association of NSW Inc.	\$10,000	The grant is to contribute towards Promoting Participation of Young People in Community Life project.
Child Abuse Prevention Service	\$10,000	The grant is to contribute towards Parenting in a New Country project.
South Sydney Community Aid	\$10,000	The grant is to contribute towards the Ausindo project.
Turkish Welfare Association Inc.	\$10,000	The grant is to contribute towards the Community Support Project.
Home-Start National Inc.	\$10,000	The grant is to contribute towards the Community Connections project.
Darfur Community Social and Cultural Association of New South Wales	\$10,000	The grant is to contribute towards the Keeping Connected - Darfur Womens Capacity Project.
Afghan Fajar Association Inc. - AFAIC	\$10,000	The grant is to contribute towards the Afghan Youth Inclusion, Engagement and Connection - Creating the Future project.
Open Family Australia	\$10,000	The grant is to contribute towards the LEAP (Learning and Employment Achievement Program) project.
Relief Hope Agency Nation Development Service Inc	\$10,000	The grant is to contribute towards the Community Development Support (CDS) project.
Queanbeyan Multilingual Centre Inc.	\$10,000	The grant is to contribute towards the MAGIC Community Hub: A Welcoming Place project.

NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
South Asian Muslim Association of Australia Inc.	\$10,000	The grant is to contribute towards the employment of a worker to assist with the Voluntary Services for Senior Citizens project.
Rugby Youth Foundation	\$10,000	The grant is to contribute towards the Cross Community Unity - A youth game changer project.
Think & DO Tank Foundation Limited	\$10,000	The grant is to contribute towards the Lost in Books project.
George Cross Falcons Club Inc	\$10,000	The grant is to contribute towards the employment of a Community Liaison Officer.
Handital NSW Inc	\$10,000	The grant is to contribute towards the employment of a bilingual worker to assist with the Peer Group project.
Australia Alevi Cultural Centre	\$10,000	The grant is to contribute towards the employment of a worker to empower and engage geographically and socially isolated women of Alevi background.
Diocese of Armenian Church of Australia & New Zealand - ACWC	\$10,000	The grant is to contribute towards the employment of an Armenian Community Welfare Officer.
Macedonian Australian Welfare Association of Sydney Inc.	\$10,000	The grant is to contribute towards the Well-being and empowerment - Aged Care Project.
CORE Community Services	\$10,000	The grant is to contribute towards the Refugees as Assets project.
Liverpool Migrant Resource Centre	\$10,000	The grant is to contribute towards the Strive: Refugee Women's Group project.
NSW Federation of Community Language Schools Inc	\$10,000	The grant is to contribute towards the Portuguese Community Development Project.
Shakti Migrant & Refugee Women's Support Group NSW Inc.	\$10,000	The grant is to contribute towards providing Culturally-Specialist Support to Refugee and Migrant Women and Families Disadvantaged by Family Violence and Cultural Oppression.
Greek Welfare Centre	\$10,000	The grant is to contribute towards the GWC Community Capacity Building Project in South West Sydney.
Boambee Soccer Club Inc	\$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.
Northern Storm Football Club	\$1,324	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.

NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
Albury City Football Club	\$2,000	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.
NSWJBD Projects Limited	\$20,000	The grant is to contribute towards Holocaust Commemoration.
Seva International Incorporated	\$10,000	The grant is to contribute towards the Empowering Community Champions project.
Horn of Africa Relief and Development Agency	\$13,500	The grant is to contribute towards the African and CALD Youth Mentoring Project.
Hindu Cultural & Welfare Association of Australia Inc	\$15,000	The grant is to contribute towards the Touching All Generations Initiative (TAG) project.
Autism Advisory & Support Service Inc	\$10,000	The grant is to contribute towards the Autism - Different, not less project.
St Columban's Mission Property Association	\$6,000	The grant is to contribute towards Youth (PoWR) - Parliament of the World's Religions). to be held in August 2016.
Multicultural Council of Wagga Wagga Inc	\$20,000	The grant is to contribute towards the Multicultural Youth as Ambassadors project.
Albury City Council	\$10,000	The grant is to contribute towards the Sharing Stories project.
Refugees and Partners Inc	\$21,000	The grant is to contribute towards the Zara's House Refugee Women's Enterprise project.
Ethnic Communities Council of Newcastle & Hunter Region Inc	\$15,000	The grant is to contribute towards the Mobile Multicultural Men's Shed - Access to All project.
Campbelltown City Council	\$6,534	The grant is to contribute towards the Orientation to Campbelltown Tours (OTCT) project.
Police and Community Youth Clubs NSW Ltd (PCYC)	\$15,000	The grant is to contribute towards the Auburn Youth Hub project.
Yarkuwa Indigenous Knowledge Centre Aboriginal Corporation	\$10,000	The grant is to contribute towards the Stories of Hope and Migration project.
St Francis Social Services	\$15,000	The grant is to contribute towards the Empowered to Work project
Moving Forward Together Association Inc	\$20,000	The grant is to contribute towards the Moving Forward Together in Harmony project.



NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
Fitted for Work Ltd	\$20,000	The grant is to contribute towards the Community in Action project.
MYAN NSW Inc	\$20,000	The grant is to contribute towards the Let's Settle In: Youth Settlement Peer Education project.
Penrith Womens Health Centre Inc	\$6,950	The grant is to contribute towards the project titled 'Getting to know better my neighbours and services in the area'.
Youth for Global Peace Inc	\$8,650	The grant is to contribute towards the Actions for Global Peace project.
Shopfront Theatre for Young People	\$15,000	The grant is to contribute towards the Windows on St George project.
Afghan Fajar Association Inc	\$15,000	The grant is to contribute towards the Cohesion Through Unity and Peace project.
Penrith City Council	\$10,100	The grant is to contribute towards the Barefoot Beats project.
United Indian Associations Inc	\$5,000	The grant is to contribute towards the India Australia Friendship Fair to be held in August 2015.
Chabad Double Bay	\$10,000	The grant is to contribute towards Chanukha @ the Bay to be held in December 2015.
The Greek Orthodox Parish and Community of Kogarah and District Resurrection of Christ	\$7,500	The grant is to contribute towards the Greek festival to be held in October 2015.
Liverpool City Council	\$5,000	The grant is to contribute towards the Mayoral Ball.
Angels of Mercy Welfare Services Inc	\$10,000	The grant is to contribute towards supporting programs of Angels of Mercy.
Affinity Intercultural Foundation	\$5,000	The grant is to contribute towards the Friendship and Dialogue Ramadan Iftar Dinner.
Affinity Intercultural Foundation	\$5,000	The grant is to contribute towards the Festival of Languages.
Hungarian Council of NSW	\$3,000	The grant is to contribute towards the XVI Australian Hungarian Cultural Festival to be held in January 2017.
Chand Raat Eid Festival Inc	\$5,000	The grant is to contribute towards the Chand Raat Eid Festival to be held in July 2016.
AFL (NSW/ACT) Commission Ltd	\$20,000	The grant is to contribute towards Multicultural Round to be held in July 2016.

NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
National Child Protection Alliance	\$10,000	The grant is to contribute towards translator services to allow clients access to documentation support at court level.
United Nations Association of Australia	\$15,000	The grant is to contribute towards activities and events scheduled for 2016.
NSW Federation of Community Language Schools Inc	\$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.
Ethnic Communities Council of Newcastle & Hunter Region Inc	\$95,065	The grant is to contribute towards the employment of an Executive Officer to lead the achievement of the agreed Strategic priorities correlating to the Multicultural NSW Strategies articulated in Harmony in Action 2014-17.
Multicultural Council of Wagga Wagga Inc	\$70,000	The grant is to contribute towards the employment of an Executive Officer to lead the achievement of the agreed Strategic priorities correlating to the Multicultural NSW Strategies articulated in Harmony in Action 2014-17.
Ethnic Communities Council of NSW Inc	\$111,000	The grant is to contribute towards the employment of an Executive Officer to lead the achievement of the agreed Strategic priorities correlating to the Multicultural NSW Strategies articulated in Harmony in Action 2014-17.
Multicultural Communities Council of Illawarra	\$102,494	The grant is to contribute towards the employment of an Executive Officer to lead the achievement of the agreed Strategic priorities correlating to the Multicultural NSW Strategies articulated in Harmony in Action 2014-17.
Metro Assist Inc	\$150,000	The grant is to contribute towards the SkillME project.
Harmony Group Armidale	\$1,500	The grant is to contribute towards the Harmony Day celebrations to be held in March 2016.
Harmony Group Armidale	\$1,500	The grant is to contribute towards the International Human Solidarity Celebrations to be held in December 2015.
Young & District Multicultural Association Inc	\$1,500	The grant is to contribute towards the Annual Multicultural 2015 Celebrations to be held in November 2015.
Al Arkoob Charitable Association	\$1,000	The grant is to contribute towards the Harmony Day Celebrations to be held in March 2016.

NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
NSW Federation of Community Language Schools Inc	\$1,500	The grant is to contribute towards the Community Languages Family Picnic to be held in November 2015.
Vietnamese Australian Welfare Association of NSW	\$1,500	The grant is to contribute towards the Multicultural Day for the Ethnic Communities in Bankstown event to be held in November 2015.
Japan Club of Sydney Inc	\$3,000	The grant is to contribute towards the Japanese Festival to be held in November 2015.
Blacktown Islamic Association of NSW	\$1,000	The grant is to contribute towards an event that brings diverse communities of Blacktown together to be held in November 2015.
Bengali Association of New South Wales Incorporated	\$1,000	The grant is to contribute towards the annual children's cultural festival to be held in February 2016.
Kajo-Keji Community & Welfare Association NSW Inc	\$1,000	The grant is to contribute towards the Kajo-Keji Cultural Night to be held in January 2016.
Armidale Dumaresq Council	\$2,500	The grant is to contribute towards the You + Me = Us event to be held in November 2015.
Australasian Art & Stageworks Inc	\$2,000	The grant is to contribute towards the Monkey Magic Stories event to be held in February 2016.
National Council of Churches in Australia	\$1,500	The grant is to contribute toward the interfaith forum titled 'Building a Community where we all Belong' to be held in November 2015.
Senegambia Association in Australia Inc	\$1,500	The grant is to contribute towards the Senegambian Thiossane Day to be held in November 2015.
Maltese Community Council of NSW (Inc)	\$1,000	The grant is to contribute towards the Australia Day celebrations to be held in January 2016.
Multicultural Tamworth Inc	\$2,000	The grant is to contribute towards the Diwali Festival to be held in November 2015.
Queanbeyan Multilingual Centre Inc	\$2,000	The grant is to contribute towards four multicultural festivals to be held in February - March 2016.
Sydney Kurdish Youth Society	\$1,500	The grant is to contribute towards the Kurdish Festival to be held in November 2015.
Afghan Fajar Association Inc	\$1,500	The grant is to contribute towards the celebration of New Year with multicultural communities to be held in March 2016.
The Shepherd Centre	\$2,500	The grant is to contribute towards the 'We are ONE' event to be held in November 2016.

NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
Auburn Youth Centre	\$1,000	The grant is to contribute towards the Families Festival to be held in November 2015.
Krosswerdz Incorporated	\$1,000	The grant is to contribute towards the Juse Crew 15th anniversary celebrations to be held in December 2015.
Sydney Tamil Manram Incorporated	\$1,000	The grant is to contribute towards the Pongal Vizha Celebrations to be held in January 2016.
ICASA Inc	\$1,500	The grant is to contribute towards the Festival of Lights to be held in November 2015.
Gymea Community Aid and Information Services Inc	\$1,000	The grant is to contribute towards the Festival of Lights - Celebration of Loy Krathong & Diwali to be held in November 2015.
Happy Chinese Language Association Inc	\$1,000	The grant is to contribute towards the Chinese Cultural Day Activity to be held in December 2015.
Overseas Indian Cultural Community	\$1,000	The grant is to contribute towards the Holi Festival to be held in April 2016.
Sri Om Foundation Ltd	\$2,000	The grant is to contribute towards the Deepawali Festival with seniors to be held in November 2015.
Vietnamese Community in Australia - NSW Chapter Inc	\$2,000	The grant is to contribute towards cultural festival marking the 40th anniversary of the Vietnamese settlement in Australia to be held in November 2015.
Green Valley Languages and Art School	\$1,500	The grant is to contribute towards the Deepawali Celebrations to be held in November 2015.
Octapod Association	\$1,500	The grant is to contribute towards the Newcastle Community Feast to be held in November 2015.
Bankstown Sports Stars Football Club Inc	\$2,000	The grant is to contribute towards the ALFA Cup to be held in November 2015.
Bengali Association of New South Wales Incorporated	\$1,000	The grant is to contribute towards the annual drama festival to be held in October 2016.
Overseas Indian Cultural Community	\$1,500	The grant is to contribute towards the Onam Multicultural Festival to be held in November 2015.
Urdu International Australia Ltd	\$2,000	The grant is to contribute towards the Festival of Poetry and Arts to be held in May 2016.
Chinese Language Education Council of NSW Inc	\$3,000	The grant is to contribute towards the National Chinese Eisteddfod to be held in May 2016.
Manning Valley Historical Society Inc	\$1,000	The grant is to contribute towards the Bonnie Wingham Scottish Festival to be held in May 2016.
Arya Pratinidhi Sabha of Australia Inc	\$1,500	The grant is to contribute towards the Diwali festival to be held in November 2015.

NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
Kempsey Family Support Service	\$1,500	The grant is to contribute towards the International Women's Day celebrations to be held in March 2016.
Hindu Cultural & Welfare Association of Australia Inc	\$1,500	The grant is to contribute towards the Holi festival to be held in March 2016.
Indonesian Welfare Association Inc	\$1,500	The grant is to contribute towards the Celebrating Diversity Together event to be held in May 2016.
Buddha's Light International Association	\$1,500	The grant is to contribute towards the Interfaith Forum and Multicultural Festival to be held in March 2016.
Bankstown Youth Development Service Inc	\$1,500	The grant is to contribute towards the 4 Elements All Age Hip-Hop Festival to be held in March 2016.
United Indian Associations Inc	\$1,000	The grant is to contribute towards the International Women's Day to be held in March 2016.
Great Lakes Agency for Peace and Development International GLAPT INT Ltd	\$1,000	The grant is to contribute towards the Great Lakes Harmony Day celebrations to be held in April 2016.
Multicultural Communities Council of NSW Inc	\$1,500	The grant is to contribute towards the conference titled : 'Role of Youth in Multicultural NSW' to be held in November 2015.
Australian Foundation for Disability	\$2,500	The grant is to contribute towards an event celebrating our multicultural heritage together to be held in March 2016.
NSW Reconciliation Council	\$1,500	The grant is to contribute towards the Newtown Reconciliation Festival to be held in November 2015.
Iraqi Australian University Graduates Forum	\$1,500	The grant is to contribute towards the Iraqi Cultural Festival to be held in March 2016.
Chinese Australian Services Society Ltd	\$3,500	The grant is to contribute towards celebrating the 35th anniversary, Seniors Week and opening of new residential care.
Kateb Hazara Association Inc	\$2,000	The grant is to contribute towards the Afghan New Year Celebration (Nowruz) to be held in March 2016.

NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
Russian Festival Inc	\$1,500	The sponsorship is to contribute towards the Russian Slavic cultural festival to be held in February 2016.
Fairfield Community Resource Centre	\$1,000	The grant is to contribute towards the Multicultural Museum Day to be held in May 2016.
Diverse Australasian Women's Network Inc	\$1,000	The grant is to contribute towards an event recognising emerging entrepreneurs to be held in November 2015.
Ashford Business Council Inc	\$2,000	The grant is to contribute towards the Multicultural Salami Festival to be held in October 2016.
Children's Festival Organisation Inc	\$2,500	The grant is to contribute towards the Children's Festival to be held in March 2016.
Sri Lanka Reconciliation Forum Sydney	\$1,000	The grant is to contribute towards an Inter-faith Dialogue for Peace event to be held in February 2016.
Eurobodalla Shire Council	\$2,000	The grant is to contribute towards an event titled 'Culture Uncovered @ Batemans Bay Foreshore Markets' to held in Dec
Our Community Project	\$2,000	The grant is to contribute towards the Music Jam n Bread community events.
Hardy's Bay RSL and Citizens Club	\$1,500	The grant is to contribute towards tthe exhibition Faces of the Bay exhibition to be held in December 2015.
Community Junction Inc	\$1,000	The grant is to contribute towards Multicultural FunFest to be held in March 2016.
Auburn Diversity Services Inc	\$1,000	The grant is to contribute towards the Festival of Families to be held in May 2016.
United Nations Association of Australia	\$1,500	The grant is to contribute towards the UN Day Luncheon to be held in October 2015.
Jewish Arts Incorporated	\$2,000	The grant is to contribute towards the Australian Jewish Choral Festival to be held in March 2016.
Bengali Association of New South Wales Incorporated	\$2,000	The grant is to contribute towards Birth Anniversary of Rabindranath Tagore to be held in May 2016.
The Cedars of Lebanon Folkloric Group Inc	\$2,000	The grant is to contribute towards Lebanon Carnival 2016 to be held in October 2016.
Centacare Bathurst	\$2,000	The grant is to contribute towards Bathurst Family Fun Day to be held in May 2016.

NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
City of Canada Bay	\$5,000	The grant is to contribute towards Ferragosto 2014 to be held in August 2016.
George Cross Falcons Club Inc	\$1,000	The grant is to contribute towards 65th anniversary of community services.
Mivule Community Association Inc.	\$2,000	The grant is to contribute towards the Youth Festive Day to be held in September 2016.
Bottega d'Arte Teatrale	\$2,000	The grant is to contribute towards a show titled 'L'Aria del Continente' held in May 2016.
Lake Macquarie City Council	\$2,000	The grant is to contribute towards the Harmony Day event to be held in March 2017.
Holroyd City Council	\$1,400	The grant is to contribute towards a harmony event to be held in June 2016.
Refugee Council of Australia	\$5,000	The grant is to contribute towards Refugee Week to be held in June 2016.
Horn of Africa Relief and Development Agency	\$3,000	The grant is to contribute towards the African Youth and CALD Soccer Tournament and Community Festival .
Lau Samoa Council Inc	\$2,000	The grant is to contribute towards the Youth Cultural Festival to be held in May 2016.
Cherrybrook Chinese Community Association	\$2,000	The grant is to contribute towards Cherrybrook Lantern Night to be held in October 2016.
Hungarian Council of NSW	\$2,000	The grant is to contribute towards the XVI Australian Hungarian Cultural Festival to be held in January 2017.
Young Shire Council	\$2,000	The grant is to contribute towards the Lambing Flat Chinese Festival to be held in March 2017.
South Carers PBI Limited	\$2,000	The grant is to contribute towards NAIDOC Festival to be held in July 2016.
Newcastle & Hunter Valley Chinese Association	\$2,000	The grant is to contribute towards the Mid- Autumn ( Moon) Festival to be held in September 2016.
Polish Association in Wollongong Inc	\$2,000	The grant is to contribute towards the anniversary celebrations of the Association to be held in May 2016.
Aweil Community in NSW Inc	\$2,000	The grant is to contribute towards the Aweil Cultural Day to be held in May 2016.
Central Coast Ugnay Kabayan (People's Link) Inc	\$2,000	The grant is to contribute towards the 'FIESTA Multikulcha' to be held in March 2017.

NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
NSW Spanish and Latin American Association for Social Assistance Inc (NSW SLASA)	\$2,000	The grant is to contribute towards the Rhythms, Colours, Flavours of Peru Festival to be held in June 2016.
Chinese Christian Community Service Centre	\$2,000	The grant is to contribute towards the Mid-Autumn Festival celebration to be held in September 2016.
Manning Media Co-operative	\$2,000	The grant is to contribute towards Tarree's World Food Fair to be held in November 2016.
Settlement Services International Limited	\$3,000	The grant is to contribute towards New Beginnings: Refugee Arts & Cultural Festival to be held in June 2016.
CASS Care Limited	\$2,000	The grant is to contribute towards Mid Autumn Festival to be in September 2016.
Liverpool City Council	\$2,000	The grant is to contribute towards public events recognising contributions made by refugees in Liverpool LGA.
Multicultural Communities Council of Illawarra	\$1,800	The grant is to contribute towards Refugee Challenge Community Event to be held in June 2016.
Multicultural Communities Council of Illawarra	\$1,900	The grant is to contribute towards Uthman Mosque Open Day to be held in July 2016.
NAIDOC Westlakes Inc	\$2,000	The grant is to contribute towards Westlakes NAIDOC Family Fun Day to be held in July 2016.
Interrelate Limited	\$2,000	The grant is to contribute towards an event titled Connecting to Country to be held in July 2016.
Newcastle Bangladeshi Community Inc	\$2,000	The grant is to contribute towards the South Asian Cultural evening to be held in May 2016.
The Chabad House of the North Shore	\$2,000	The grant is to contribute towards the Chanukah on the Green Festival to be held in December 2016.
The Greek Orthodox Parish & Community of Burwood & District Saint Nectarios Limited	\$2,000	The grant is to contribute towards the Greek Street Fair to be held in November 2016.
Drake School of Arts and Progress Association Inc	\$2,000	The grant is to contribute towards the arts and crafts workshops to be held in September 2016.



NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
Campbelltown City Council	\$2,000	The grant is to contribute towards the Riverfest festival to be held in August 2016.
St Michael Antioch Orthodox Church Australia Inc	\$2,000	The grant is to contribute towards Antiochian Village Spring Fair to be held October 2016.
Brazilian Community Council of Australia Inc	\$3,000	The grant is to contribute towards the Arraial do Bracca (Brazilian Country Festival) to be held in June 2016.
Cootamundra Creative Arts Inc	\$2,000	The grant is to contribute towards NAIDOC Day celebrations to be held in July 2016.
Tamil Arts and Culture Association	\$2,000	The grant is to contribute towards Sydney Chithirai Festival to be held in May 2016.
Department of Education	\$17,500	The grant is to contribute towards the Multicultural Perspective Public Speaking Competition.
Parramasla	\$400,000	The grant is to contribute towards hosting the Parramasla event in October 2015.
Information & Cultural Exchange	\$150,000	The grant is to contribute towards the Women's Hub project.
NSW Federation of Community Language Schools Inc	\$320,000	The grant is to contribute towards the Communities United Through Language reforms which broadly seek to: <ul style="list-style-type: none"> <li>• enhance the quality of teaching and professional development opportunities</li> <li>• improve participation and engagement of students, schools and community.</li> </ul>
Hunter Parents & Teachers Association of Community Language Schools	\$40,000	The grant is to contribute towards the Communities United Through Language reforms which broadly seek to: <ul style="list-style-type: none"> <li>• enhance the quality of teaching and professional development opportunities</li> <li>• improve participation and engagement of students, schools and community.</li> </ul>
Association of Illawarra Community Language Schools	\$40,000	The grant is to contribute towards the Communities United Through Language reforms which broadly seek to: <ul style="list-style-type: none"> <li>• enhance the quality of teaching and professional development opportunities</li> <li>• improve participation and engagement of students, schools and community.</li> </ul>

## COMPACT GRANTS

NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
All Together Now	\$209,697	The grant is to contribute towards Community Action for Preventing Extremism (CAPE) NSW: promoting resilience and response to far-right extremism.
Australian Red Cross Society	\$215,991	The grant is to contribute towards the Youth Humanitarians project.
Bankstown Youth Development Service	\$153,183	The grant is to contribute towards Celebrating Stories of Strength project.
High Resolves	\$34,000	The grant is to contribute towards Youth Led Social Cohesion Project.
NSW Auburn Islamic Cultural Centre (Auburn Gallipoli Mosque)	\$169,000	The grant is to contribute towards 5 b4 5 Youth Leadership Program.
Sydney Youth Connect	\$199,000	The grant is to contribute towards the Sydney 2020 Youth Challenge.

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