

NEW SOUTH WALES GOVERNMENT

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CONTENTS

	Letter of Submission, Purpose, Vision & Principles	1
01	ABOUT US	2-7
	Reflection from the CEO	3
	From the Advisory Board Chair	4
	Advisory Board Members	5
	Advisory Board Attendance	6
	Our Functional Structure	7
02	SPOTLIGHT	8-12
03	THE YEAR IN REVIEW	13-44
	Performance Dashboard	14
	Community Engagement	15
	Government Policy and Research	30
	Language Services	36
	Corporate	40
04	MANAGEMENT ACTIVITIES	45-61
05	FINANCIAL STATEMENTS	62-111
	Multicultural NSW	63
	Multicultural NSW Staff Agency	98
06	APPENDICES	112-133
	Appendix 1. Language Services - Translation and Interpreting Assignments	113
	Appendix 2. Open Access Statistical Information	115
	Appendix 3. Multicultural Policies and Services Program (MPSP)	120
	Appendix 4. Grants Awarded 2015-16	121
	Index	133

LETTER OF SUBMISSION, PURPOSE, VISION & PRINCIPLES



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The Hon. Gladys Berejiklian MP
Premier of New South Wales
GPO Box 5341
Sydney NSW 2001

The Hon. Ray Williams MP
Minister for Multiculturalism
GPO Box 5341
Sydney NSW 2001

Dear Premier and Minister

On behalf of Multicultural NSW, I have pleasure in submitting the Annual Report for the year ended 30 June 2017. 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 2017

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



HARMONY IN ACTION



As Multicultural NSW approaches the final leg of our roadmap *Harmony in Action: Strategic Plan 2014-2017*, we look to the future to build on our successes, take stock of our learnings, and imagine an even more resilient and harmonious multicultural NSW.

Harmony in Action refreshed and reinvigorated our agency across all operational areas and as the custodians of the Multicultural Principles of our State. The most recent national census demonstrates the irresistible force of cultural diversity. As we grow, we are becoming more and more culturally diverse and this diversity represents our collective resource and a most significant asset.

Over the past four years, guiding our purpose and mission, Harmony In Action has enabled the achievement of transformative changes to our Agency including a new governance and organisation structure and our relocation to one of the most multicultural areas in the country, Parramatta in Western Sydney.

Building on our rich migration history, we are driving a coordinated approach to services across Government for newly arrived migrants and refugees to promote positive settlement outcomes and fully contribute to our society.

With access and equity principles always at our core, Multicultural NSW received additional funding to implement a ground-breaking telephone interpreting service which will reach more people across New South Wales and provide services in more languages. Multicultural NSW partnered with Service NSW, and now provides language services across 80 shopfronts in more than 100 languages and dialects in NSW.

Community engagement is at the heart of our mission and touches every element of our work. We conducted a wholesale revision of our community engagement strategies to better connect with diverse communities across NSW. We also reconstituted our Regional Advisory Council structure to better understand the opportunities and issues surrounding cultural diversity across the State, especially in our regions.

Multicultural NSW is leading the way in embedding a cultural diversity lens across all NSW Government agencies and departments with the revised Multicultural Policies and Services Program. We also received significant new funding for the Community in Partnership taking Action, or COMPACT, to support an innovative alliance of partners committed to addressing and resolving community issues by bringing young Australians together.

These are just some of the many outcomes we have delivered guided by Harmony in Action.

Thank you to all our key stakeholders across Government, the not for profit sector and our diverse communities for coming along the journey with us during Harmony in Action. Of course, without leadership from the Premier, our Minister, our Advisory Board and dedicated staff across the Agency these achievements would not have been possible. Thank you.

It is now time to take stock and reimagine our future with the next iteration of our strategic vision until 2021, so we can continue to serve all the people of NSW.

Hakan Harman
Chief Executive Officer



It is a great honour and privilege to serve as Chair of the Multicultural NSW Advisory Board.

I am proud of what the Agency has accomplished this year. Guiding the Agency's mission and purpose over the past four years, the *Harmony In Action: Strategic Plan 2014-2017*, helped lay a meaningful foundation towards building a stronger, more cohesive NSW. Nearing the final stages of this Strategic Plan, it's important to celebrate success and reflect on opportunities, when looking to the future of the Agency's vision of growing a harmonious and resilient State.

Cultural diversity is a defining feature of our identity as Australians. For four decades, Multicultural NSW, with the legacy of its predecessors the Ethnic Affairs Commission and Community Relations Commission, has been actively contributing to our State's social fabric. The Advisory Board's rich and far-reaching breadth of knowledge provides constructive consultation to influence and provide an understanding of the key issues affecting our State's diverse communities.

This year, the Advisory Board has continued to work diligently to represent Multicultural NSW at a range of community events, chair Regional Advisory Councils (RACs), and actively participate in Multicultural Consultation Forums. The Board also offers guidance to the Agency in establishing and setting the strategic planning documents and policies, setting priority areas for grants programs, and compiling the annual state of community relations in NSW report for tabling by the Minister to Parliament.

I'd like to take the opportunity to thank each and every member of the Multicultural NSW Advisory Board, for their tireless efforts in supporting this legacy and the ever more important role of advocating for, and building a society proud of its multicultural identity.

I also wish to thank all the Agency's key stakeholders across Government, the not for profit sector and our diverse communities for joining the Harmony in Action voyage. Without their commitment, and without the leadership of the Premier, the Minister for Multiculturalism, and the dedicated staff across the Agency, these achievements would not have been possible.

Following a multitude of successes, it's time to celebrate all that we have achieved this year and to reaffirm once again our collective commitment to continue to build an ever more inclusive, peaceful and multicultural New South Wales.

A handwritten signature in black ink, reading "Dr G.K. Harinath". The signature is written in a cursive style with a long horizontal line extending to the right.

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



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



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



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



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



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



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



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 expired 14 Sept 2017



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



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



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



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



Ms Eman Sharobeem
Appointed 15 Sept 2014
Resigned Nov 2016

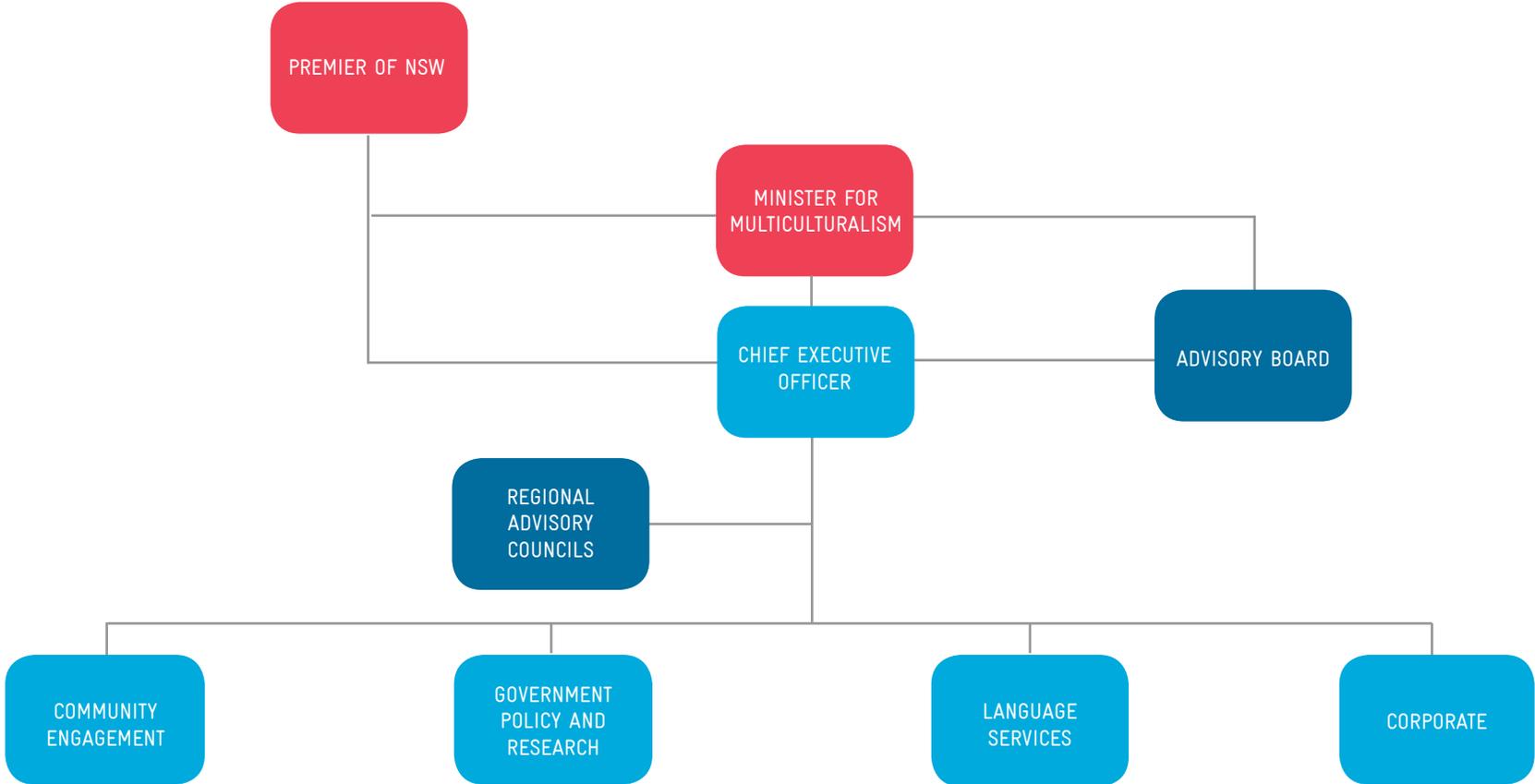


Ms Sage Nemra, Youth Member
LLB (First Class Hon) B.Bus
(Financial Services)
Appointed 7 Dec 2016
Appointment expires 6 December 2019

ADVISORY BOARD ATTENDANCE

ADVISORY BOARD MEMBERS	28/10	16/12	24/2	28/4	23/6	ELIGIBLE	NO. OF MEETINGS
Dr G K (Hari) HARINATH OAM	✓	✓	✓	✓	✓	5	5
Mr Hakan HARMAN	A	✓	✓	A	LOA	4	2
Mr Peter EL KHOURI	✓	✓	✓	A	✓	5	4
Ms Cathy GUO	A	✓	✓	A	✓	5	3
Mr David KNOLL AM	✓	A	A	A	LOA	4	1
Prof Sandra HALE	LOA	LOA	LOA	✓	✓	2	2
Mr Kenneth HONG	A	✓	✓	✓	✓	5	4
Prof Andrew JAKUBOWICZ	✓	✓	✓	✓	LOA	4	4
Ms Dai LE	✓	✓	✓	✓	A	5	4
Mr Felice MONTRONE OAM	✓	A	✓	A	✓	5	3
Ms Sage NEMRA (appt'd 7/12/16)	n/a	n/a	✓	✓	A	3	2
Ms Margaret PIPER AM	✓	✓	✓	✓	✓	5	5
Mr Devpaal SINGH	✓	LOA	✓	✓	A	4	3
Ms Eman SHAROBEEEM	A					1	0
Mr Steve WIDDERS	✓	A	✓	✓	A	5	3

OUR FUNCTIONAL STRUCTURE



- COMMUNITY ENGAGEMENT
- REGIONAL ADVISORY COUNCILS
- COMMUNITY PROFILES
- COMPACT
- COMMUNICATIONS AND MARKETING
- AWARDS
- EVENTS AND FUNCTIONS

- MULTICULTURAL SERVICES AND POLICIES PROGRAM
- SETTLEMENT AND IMMIGRATION PLANNING
- RESEARCH AND INVESTIGATION
- POLICY AND ADVICE
- MINISTERIAL LIAISON
- ADVISORY BOARD SECRETARIAT

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

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

A spotlight on some of our major achievements during 2016-17.

SPOTLIGHT



COMPACT ALLIANCE

A community that feels supported is more resilient to threats against community harmony.

The ground-breaking \$8m Community Partnership Action (COMPACT) Program is the single largest program in the 40-year history of Multicultural NSW.

In its first year of delivery alone, COMPACT has already engaged 8,795 young people. COMPACT aims to inspire young Australians from all communities to stand up and stand united against the divisive forces of hate, fear and violence in the interests of social cohesion and community harmony.

Designed after an extensive process of community consultation and commissioned research into international best practice, the COMPACT Program supports an alliance of grassroots community organisations, peak NGOs, private sector partners, schools, universities, government agencies and police to build community resilience in NSW over the next four years.

The COMPACT Alliance of over 30 community organisations is committed to safeguarding Australia's peaceful and harmonious way of life. In addition to implementing funded projects, the COMPACT Alliance is implementing a program of joint activities designed to strengthen the Alliance as a responsive network, to identify synergies and create linkages across funded projects, and to support the development of a community of practice.

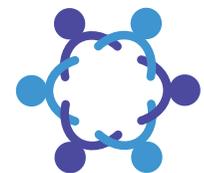
The COMPACT Alliance held its inaugural Summit in July 2016, and continued to meet throughout 2016-17 to progress a range of practical work items on program evaluation, safety and wellbeing, community awareness training, and public messaging.

The COMPACT Alliance has facilitated opportunities for senior representatives from the NSW Police Force, Department of Education, Department of Justice and Department of Premier and Cabinet to connect and share information about resources and support available to COMPACT partners. COMPACT partners have also shared their expertise and advice with government agencies, and new connections have been formed between government and community partners.

Evaluation is a critical strategic focus for COMPACT. The ongoing evaluation of COMPACT is helping establish feedback loops to share information among COMPACT partners and policymakers, and is encouraging a culture of learning within the COMPACT Alliance.

Working with our COMPACT evaluation partner Urbis Pty Ltd, COMPACT Alliance partners co-designed a COMPACT Program Logic that represents the collective outcomes of the COMPACT Program. The Program Logic captures the parallel streams of activity occurring with the delivery of funded COMPACT projects for young people, and the joint activities of the COMPACT Alliance.

COMPACT CommunityPartnershipAction



SkillME PROGRAM

Employment is a key issue for new migrants arriving in NSW.

In response to this issue, Multicultural NSW partnered with Metro Assist to develop the SkillME program. Launched in 2015, this three-year pilot program was designed to support migrants and refugees to develop the skills and qualifications required to find suitable employment.

Each year, the SkillME program assists hundreds of clients. In 2016-17, Ahmed was one of 354 clients supported by this program. Ahmed came to Australia in 2013 with his family from Egypt. Before moving to Australia, he was a civil engineer with seven years' experience in construction project management. Following his arrival, Ahmed found gaining employment that was commensurate to his skills and experience, problematic. Even after obtaining his Master's degree in Global Project Management from Torrens University in Adelaide, Ahmed still lacked employment opportunities.

In September 2016, he joined SkillME's Skilled Migrant Development Program. Multicultural NSW helped Ahmed connect with a mentoring program for skilled migrants and found him an internship opportunity with a construction company, where he gained valuable local experience and advice. As a result of these experiences, Ahmed changed his job seeking focus and approach, which ultimately led to his employment as a surveyor with the contractor for WestConnex, in August 2017.

As many SkillME clients have testified, obtaining a job within their specific field of work upon arrival in Australia, not only provides them financial stability, but also improves their confidence and self-belonging. This flows on to positively impact the wellbeing of their families, as in Ahmed's case. He and his wife welcomed their third child – a beautiful girl – to the family, around the same time that he was offered the job. The job offer was timely in providing the financial stability the family needed to set themselves up in a new home.



Minister Williams and SkillME participants

SERVICING NSW

All people in NSW should enjoy equal access to services, programs and opportunities.

Our industry-leading Language Services division is committed to providing translation and interpreting services 24 hours a day, seven days a week. Multicultural NSW is at the forefront of leading engagement across the language services industry in NSW.

Among the numerous language services provided to a range of clients across the State, Multicultural NSW continues to provide specialised legal interpreting services to NSW Department of Justice in all NSW Courts. In 2016-17, Multicultural NSW performed nearly 14,000 assignments for NSW Courts alone. With an agreement in place for this provision of services, Multicultural NSW ensures all persons appearing at the Local, District or Supreme Courts of NSW are not disadvantaged in any proceedings as a result of language difficulties, and that clients are aware of their right to an interpreter and the procedures for requesting one.

Multicultural NSW also continues to provide interpreting and translation services to the NSW Police Force 24 hours a day, seven days a week. The Police have a significant obligation to ensure their service is accessible to all members of the NSW community. Due to language limitations of police officers and members of the public, there is often a need for interpreters and translators to work with NSW Police to fulfil this obligation. In addition to onsite interpretation of police investigations, Multicultural NSW also provides NSW Police with NAATI qualified practitioners for audio and video transcriptions, telephone intercepts, written statements and other corporate documents.

language
services

In 2016-17, Multicultural NSW Language Services translated nearly 20,000 documents and performed around 21,000 interpreting assignments. Reinforcing the importance of these services, Multicultural NSW continues to generate ideas, strategies and actions, that contribute to the sustainability of the language services industry in NSW, in particular, the provision of quality interpreting and translation services.



NORTHCOTT UNITY GRANT

Each year, hundreds of community organisations deliver meaningful projects for our diverse community.

Multicultural NSW's Grants Program invests in activities and partnerships that strengthen communities in their own unique way.

In 2016-17, Unity Grant recipient Northcott, was able to provide equitable access to services for refugees living with disability.

There are many refugee families arriving in Australia from war-torn countries where years of sustained conflict and limited access to medical services have resulted in an increased incidence of disability. Northcott's Equipment Project sources equipment and refurbishes them for use for newly arrived refugees with disability.

Northcott assisted three-year-old Latifa from Afghanistan who arrived a year and a half ago with her mother and sisters to join their father in Sydney. Latifa cannot walk and has been carried from birth. Like Latifa, many refugees arrive in Australia with no equipment to support their disability.

Northcott provided Latifa with a stroller that was recently donated to the program. For the first time, Latifa can now be supported in a sitting position and enjoys more freedom of movement. She is looking forward to joining her sisters at school soon.

With the support of Multicultural NSW, Parramatta City Council and equipment donations from the community, Northcott have assisted more than 50 refugee families from Syria, Iraq, Afghanistan and Iran. With the assistance of their occupational therapists and physiotherapists, Northcott have made a real difference to families in need by providing items of equipment including wheelchairs, shower chairs and walking frames.



Northcott Society: Latifa and her father Khadim

A detailed report on the work undertaken by Multicultural NSW in 2016-17.



THE YEAR IN REVIEW

COMMUNITY ENGAGEMENT

GOVERNMENT POLICY
AND RESEARCH

LANGUAGE SERVICES

CORPORATE SERVICES

OVERALL PERFORMANCE DASHBOARD

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



Megan Lancaster

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

Director Community Engagement

Community engagement remains at the front and centre of our work and touches every aspect of our Agency. This year, Multicultural NSW continued its frontline community engagement by deepening our relationships and networks, and engaging with new and emerging communities.

Our Agency's mission to connect diverse communities in our State with the NSW Government is reflected in our extensive regional community networks, our ongoing events program, our growing partnerships and our new social media presence.

As part of our work, we also actively plan for threats to social cohesion and community harmony and map how we can make our community more resilient.



COMMUNITY RESILIENCE

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

The Community Resilience team has worked proactively in 2016-17 to build and maintain strong, cooperative networks that can operate across communities and

sectors and mobilise to respond to challenges and threats to community harmony, resolve conflict and actively promote social cohesion.

The Community Resilience team is advancing the longstanding commitment of Multicultural NSW to addressing impacts on social cohesion and community harmony in New South Wales. Working closely with community partners, academic experts, police and government agencies, the team develops evidence-based policy and delivers key strategic projects at the local, State and national levels.

PIONEERING

The team's pioneering projects are well supported by communities and have attracted interest from international stakeholders and policy-makers

NSW COMMUNITY RESILIENCE AND RESPONSE PLAN

Established under the *Multicultural NSW Act 2000*, the NSW Community Resilience and Response Plan brings NSW agencies together to work more proactively to prevent and prepare for any potential threat to community harmony arising at the local or international level.

As part of developing the plan, a new dedicated forum has been established to allow agencies to exchange information, identify risks, coordinate responses and develop best practice approaches to building community resilience across the State and into the future. The plan sets out a practical work agenda for agencies and supports activities across all four plan phases of Preparedness, Prevention, Response and Recovery.

COMMUNITY PARTNERSHIP ACTION (COMPACT) PROGRAM

The four-year, \$8 million Community Partnership Action (COMPACT) Program supports an alliance of grassroots community organisations, peak NGOs, private sector partners, schools, universities, government agencies and police.

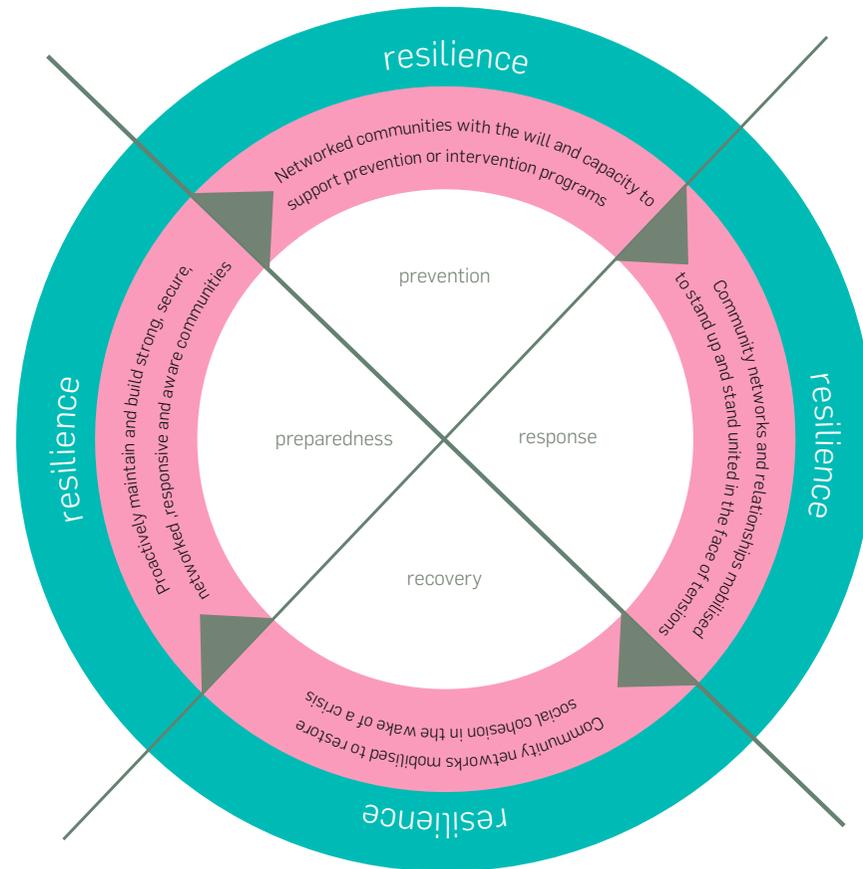
The COMPACT Alliance is committed to safeguarding Australia's peaceful and harmonious way of life against hate, fear, violence and division.

COMPACT supports 14 youth engagement projects involving 34 community organisations. In the first year of delivery, COMPACT has directly engaged with over 8,000 young people.

In addition to implementing funded projects, the COMPACT Alliance is implementing a program of joint activities designed to strengthen the Alliance as a responsive network and to support the development of a community of practice.

The inaugural COMPACT Alliance Summit was held on 20 July 2016 and the Alliance continued to meet regularly throughout 2016-17.

COMPACT CommunityPartnershipAction



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

COMMUNITY COHESION AMBASSADORS PROGRAM

The first phase of the Community Cohesion Ambassadors Program commenced in July 2016 with the Sydney Thunder Leadership Program.

The program works with NSW high school students to build leadership skills and a sense of belonging, and promote opportunities and messages of social cohesion. The program has been delivered to 1191 students in 40 NSW schools.



Community Cohesion Ambassadors, Sydney Thunder

COMMUNICATIONS AND MARKETING

Our Communications and Marketing team supports the whole Agency to promote the Multicultural Principles of our State through engaging communications strategies and external events. 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 community engagement through social media, external partnerships, and relations with the multicultural media. 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 and the Australian Multicultural Marketing Awards.



NEW SOCIAL MEDIA CHANNELS

In November 2016, Multicultural NSW launched a number of social media channels including Facebook, Twitter, LinkedIn and YouTube. Focusing on celebrating diversity and demonstrating the positive, human side of social cohesion and harmony, these social media channels are used to engage directly with and give voice to the people and communities that make up New South Wales.

The channels have attracted more than 1,000 followers a month, providing Multicultural NSW with a powerful tool for listening to, monitoring and responding to online commentary. These channels demonstrate modern day community engagement by fostering two-way dialogue with people who may not engage in an event, attend a town hall meeting, or interact with an organisation face to face.

The channels provide extensive reach into the community, taking our messages to a broader audience than ever before.

PARTNERSHIPS

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

In February 2017, Multicultural NSW secured a four-year partnership with **AFL NSW/ACT**. This partnership will see us provide support, resources and advice in relation to cultural diversity in the workforce and throughout the Australian Football League. Our partnership also secured the AFL's annual Multicultural Round marquee match and festival being held in Western Sydney until 2021. For the first time, the AFL's marquee Multicultural Round match and festival was held in Sydney in July 2016.

Another partnership Multicultural NSW secured in 2017 was with the **Commonwealth Bank of Australia**. The partnership enables us to work with the Commonwealth Bank to drive diversity through business and more broadly in NSW.

Our support of **Parramasala** sees Multicultural NSW involved in the delivery of this vibrant and innovative three-day festival in Western Sydney. Multicultural NSW is represented on the Parramasala Board and brings skills and expertise to the event through community and Government relationships. 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.

For the past two years, Multicultural NSW was a proud supporter of **Australia Day** celebrations in New South Wales. We partnered with the Australia Day Council of NSW to ensure festivities were diverse, of high calibre and enjoyed a large reach. Our organisations work closely together to achieve common objectives to ensure this iconic day is inclusive and accessible to all people of NSW.

PARTNERSHIP



CommonwealthBank

parramasala



AUSTRALIA DAY
IN SYDNEY

DIVERSITY CELEBRATED AS AN ASSET

Multicultural NSW delivers a number of cultural and community festivals throughout the year, bringing our community closer together. Our events celebrate cultural diversity as a shared asset of NSW, and allow our understanding of the unique value of multicultural identity to grow.



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. The flagship events of Multicultural March were the Premier's Harmony Dinner, and for the first time this year, the multicultural festival Parramasala, which became the flagship multicultural festival of the month.

Coinciding with Harmony Day on 21 March, we also coordinated a Multicultural March events calendar. The 2017 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.



PREMIER'S HARMONY DINNER

2017 marked the sixth annual Premier's Harmony Dinner. With 1,500 people in attendance, this much-anticipated, sold out event was held during Multicultural March and represented more than 60 diverse cultures. Hosted by Minister Williams, in the presence of the NSW Premier the Hon. Gladys Berejiklian MP, guests enjoyed a colourful evening celebrating and acknowledging our cultural diversity.

Guests were entertained by a performance program featuring diverse cultural acts from across the globe. A special part of the evening featured the Premier's presentation of the Multicultural Community Medals and the Multicultural Honour Roll inductees, which celebrate the significant contribution made by outstanding multicultural leaders in our community.



NSW Premier Gladys Berejiklian



Minister Ray Williams



NSW Premier Gladys Berejiklian with award winners.

2017 PREMIER'S MULTICULTURAL COMMUNITY MEDALS AND MULTICULTURAL HONOUR ROLL

The Premier's Multicultural Community Medals were presented at the Premier's Harmony Dinner on 16 March 2017. New members of the Multicultural Honour Roll were also announced, which posthumously records the legacy of the inductees' exceptional multicultural service in NSW.

Premier's Multicultural Community Medal Recipients were:

- **NSW Human Rights Medal**
– Karim (Ken) Habak OAM
- **Stepan Kerkyasharian AO Harmony Award Medal**
– Moving Forward Together Association
- **Youth Medal**
– Khushaal Vyas
- **Lifetime Community Service Medal**
– Antoinette Abdelseed

- **Arts and Culture Medal**
– Carolina Triana
- **Highly Commended**
– Dr Xue Feng Zhang
- **Regional Communities Medal**
– Robbie Mackinlay
- **Economic Participation Medal**
– Mohamed Hage

Multicultural Honour Roll Inductees were:

- **Charlie Lowles OAM, 1932-2016**
– for outstanding contribution to our multicultural society
- **Peter Indari, 1938-2012**
– for exceptional service to the Lebanese and Arabic-speaking communities in Australia
- **Sam Warda, 1942-2016**
– for outstanding contribution to the Assyrian community in Australia



2016 PREMIER'S MULTICULTURAL MEDIA AWARDS

With 350 guests in attendance, the 2016 NSW Premier's Multicultural Media Awards (PMMAs) were hosted by the Hon. John Ajaka MLC, former Minister for Multiculturalism, in the presence of Mike Baird MP, former Premier of NSW.

Held at Doltone House on 21 July, the Awards recognised excellence among journalists, photographers, editors and publishers across all mediums, and acknowledged the valuable contribution multicultural media plays in our society by connecting people to their culture, identity and language.

The winners of the 2016 PMMAs were:

- **Best Long Form Feature**
– Francesca Rizzoli, *SBS Radio*
- **Best Story on Cultural Diversity**
– John Birmingham and Gina McKeon, *SBS Australia*
- **Best Print Publication**
– The Australian Jewish News
- **Best Student Work**
– Sejal Madan, *Fiji Times*
- **Best Investigative Story**
– Joshua Levi, *The Australian Jewish News*
- **Best Editorial/Commentary**
– Zia Ahmad, *Australasian Muslim Times*
- **Best Image**
– Noel Kessel, *The Australian Jewish News*

- **Best News Report**
– Joshua Levi, *The Australian Jewish News*
- **Best Radio Report**
– Raymond Selvaraj and Kulasegaram Sanchayan, *SBS Radio Tamil*
- **Best Community TV/Radio Report**
– Ana Sevo, *Meraki TV*
- **Best Use of Social and Digital Media**
– The Australian Jewish News
- **Best Creative and Innovative Design Winner**
– Bernard Sullivan, *Charles Sturt University*
- **Emerging Journalist**
– Pri Kumar, *The Indian Telegraph*
- **Lifetime Achievement**
– Armando Tornari OAM



Entertainment at the 2016 PMMAs



AUSTRALIAN MULTICULTURAL MARKETING AWARDS (AMMAS)

The Australian Multicultural Marketing Awards (AMMAS) recognise the best and brightest marketing and communications professionals who communicate cultural diversity through creative and innovative marketing campaigns.

The focus of the 2016 promotion for the Australian Multicultural Marketing Awards was building interest and engagement with marketing, advertising and social media agencies. Following extensive outreach to more than 800 agencies, we received 60 nominations across 11 categories, an increase of 35 nominations from the previous year.

More than 200 people attended the gala event on 6 December at Sydney Opera House, most who were from the marketing and advertising industry and had not previously attended an AMMAS event.

The winners of the 2016 AMMAS were:

- **Communication Award and People's Choice Award Winner**
– Meat & Livestock Australia, The Monkeys, UM, One Green Bean and Identity, *Bringing EVERYONE Together Over Lamb*
- **Public Sector Award Winner**
– NSW Multicultural Health Communication Service and NSW Organ and Tissue Donation Service, *Life Giving Stories: 'Storytellers on the Ultimate Gift of Life'*
- **Big Business Award Winner**
– Telstra, *A place to belong/ Indigenous Recruitment Campaign*
- **Small Business Award Winner**
– Why Documentaries, *From Foe to Friends*
- **Business Diversity Award Winner**
– Access Community Services, QLD, *#OurStories Campaign*
- **Arts and Culture Winner**
– Access Community Services, QLD, *Brisbane Multicultural Arts Centre (BEMAC)*

- **Sport Award Winner**
– Cricket Australia, *A Sport for All – Cricket Campaigns*
- **Communities Award Winner**
– SBS Radio, *SBS Arabic24*
- **Education Award Winner**
– Western Sydney University, *Unlimited Campaign*
- **Youth Award Winner**
– SBS Radio, *National Languages Competition*



Dr G.K (Hari) Harinath, Chair Multicultural NSW Advisory Board, with 2016 AMMAS winners



CHANUKAH FESTIVITIES

On 16 November 2016, the Minister hosted a pre-Chanukah reception at NSW Parliament House. Chanukah is the eight-day Jewish festival of lights that celebrates the universal triumph of light over darkness, freedom over oppression and good over evil.



At the heart of the Chanukah festivities is the menorah lighting ceremony.

The celebration was attended by approximately 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.

DIVERSITY CELEBRATED AS AN ASSET

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

PREMIER'S IFTAR DINNER

The Premier hosted an Iftar interfaith dinner at Parliament House on 1 June 2017. Meaning to 'break the fast', Iftar commemorates one of the most important religious events in Islam, when according to Islamic teachings, the holy Qu'ran was revealed to the Prophet Mohammed.

Attended by more than 200 Muslim community representatives, religious leaders and members of NSW Parliament, the event was led by youth leaders Mr Hameed Kherkhah and Ms Amirah Amin as co-masters of ceremonies. A moving recitation of the Qu'ran was performed by Mr Mustafa Al Ashrafi.



Premier's IFTAR Dinner: Minister Ray Williams, NSW Premier Gladys Berejiklian, Mr George Bitar Ghanem Consul General of Lebanon, Sydney, and former Minister for Multiculturalism John Ajaka

DIWALI CELEBRATIONS

Diwali (also known as Deepavali) is recognised as the festival of lights and is the most widely celebrated Hindu festival around the world. Diwali marks a time to recognise the contribution made by the Indian and South Asian community to the ongoing success and vibrancy of our State's multicultural society.

On 21 October 2016, the Hon. John Ajaka MLC, former Minister for Multiculturalism hosted a Diwali celebration at the Museum of Contemporary Art with the Hon. Mike Baird MP, former NSW Premier and Mr B Vanlalavwna, Indian Consul-General in Sydney as guests of honour. With approximately 200 people in attendance, the sails of the Sydney Opera House were illuminated in gold in celebration of Diwali.



Hindu Priests chanted hymns and the Premier and the Minister participated in the ceremonial lighting of the lamp. Cultural performances were provided by Tanim Khan and Abhijit Dan who performed a sarod and tabla recital.

MULTICULTURAL NSW WEBSITE

The Multicultural NSW website received 137,936 website visits in 2016-2017, achieving an average of 377 visits a day. The number of individual website visitors has nearly doubled from last year's 92,000 to 175,336, showing that more people are becoming aware of the Multicultural NSW website.

One of the biggest drivers to our website was the launch of our social media channels, which increased traffic from social media to the web from 1.4% in 2015-16 to 5.7% in 2016-17. The two occasions when website visitors peaked well above 1200 visits per day were both directly related to social media activity.

The most frequented webpages in 2016-17 were Language Services, Grants, the List of NSW Community Organisations and the About Us page.



EMAILLINK

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

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

In 2016-17, there were 147 EmailLink messages sent to our database.



The Community Engagement team engages 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.

Our engagement helps us to develop deep, extensive knowledge of communities across the State as well as robust, sustainable relationships with many stakeholders.

The team's efforts to connect with and learn from community goes hand in hand with our 12 Regional Advisory Councils, which form the geographical areas for our place based engagement approach.

RELIGIOUS LEADERS FORUM

The Religious Leaders Forum was established in 2014 to enable:

- relationships between the NSW Government and religious leaders from all faiths;
- the facilitation of open communication between NSW Government and religious groups;
- NSW Government policy development to be well informed in religious matters and cultural preferences;
- community harmony strategies through the support of relevant communities;
- different religious groups in NSW to 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 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 October 2016 then February and May 2017. All meetings were well attended by leaders from a range of different faiths. The Forum discussed important issues relating to NSW Government and the fostering of community harmony through faith communities.

Going forward, Forum meetings will be hosted by members at their respective places of worship. This is intended to provide members with deeper knowledge of each other's faiths. The first faith to host the Forum in September 2017 was the Australian Baha'i Community followed by the Lebanese Muslim Association in November.



Minister Ray Williams addressing youth at IDEATION 2017

IDEATION

Multicultural NSW recognises that young people are leaders and key social influencers in building social cohesion and community harmony in our State. Our flagship youth event, IDEATION, brings together young people from across the State.

IDEATION 2017

INSPIRING INNOVATIVE IDEAS

In 2017, we partnered with the Advocate for Children and Young People (ACYP) to design and deliver a youth event that upheld our value of inclusion and encouraged meaningful participation. The ideation theme was 'Create Your Campaign'. The event took place at the State Library in National Youth Week and attracted 140 young people aged 12-24 from diverse backgrounds and experiences. Guided by peer facilitated discussion groups, these young people worked on a campaign to target belonging and inclusion of young people in NSW.

Office of the Advocate for Children and Young People

acyp.

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Multicultural NSW

REGIONAL ADVISORY COUNCILS (RACs)

Regional Advisory Councils (RACs) represent the frontline of our community engagement work across the State. Established under section 10 of the Multicultural NSW Act 2000, the RACs play a key role in providing Multicultural NSW with an essential connection to people of culturally and linguistically diverse backgrounds across NSW.

During 2016-17, the 12 RACs spanned seven regional and five metropolitan regions. Throughout the year, each region held four summits, in which community and government representatives came together to discuss a wide range of experienced challenges and aspirations held by diverse communities. Recognising each region's differences, Multicultural NSW supports these RACs to identify and respond to local needs in a responsive and inclusive manner.

Through facilitating meaningful engagement between members of the community and grassroots organisations, Multicultural NSW endeavours to give voice to emerging issues and vulnerable groups. Through these strengthened relationships, we support community led solutions.



- Hunter & Central Coast
- Illawarra/South East
- Northern NSW
- New England/North West
- Western NSW
- Murray - Lower Darling
- Riverina



- North Sydney
- East Sydney
- South Sydney
- West Sydney
- South West Sydney

DENILIQUN COMMUNITY MEETING

The Murray-Lower Darling RAC meeting was held in June in the small town of Deniliquin. Prior to this meeting, the Deniliquin RAC community member called a community meeting, hosted by Intereach, a local community organisation that provides community services through hubs across the Murray-Lower Darling and Riverina RAC regions.

The community meeting brought local people from migrant backgrounds together, as well as key service and industry providers and local government representatives together. They explored some of the challenges, strengths and opportunities that exist around growing the town's cultural diversity.

Outcomes from the community meeting were then discussed at length at the RAC meeting, to create synergies and develop opportunities to promote the benefits of cultural diversity in regional NSW.

MULTICULTURAL NSW ADVISORY BOARD VISITS

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

In 2016-17, the Multicultural NSW Advisory Board met with local organisations and community groups during a planned visit to the Illawarra.

The Illawarra Visit

The Illawarra visit in November 2016 saw the Advisory Board hosted by several agencies who have made significant contributions to social cohesion. These agencies included:

- Sri Venkateswara Temple
- Nan Tien Temple
- University of Wollongong
- Wollongong City Council
- Multicultural Communities Council of Illawarra.

The University of Wollongong Library hosted a special visit to the *Migration to the Illawarra* exhibition, showcasing family photos of the early community in the region and including stories that ardently depicted Illawarra's diverse cultural heritage. The Advisory Board also attended the launch of the *You and Me* project, which is a collection of short films about cross-cultural friendships. This project was proudly co-funded by Multicultural NSW and Wollongong City Council.



Multicultural NSW Advisory Board visit the Migration to Illawarra exhibition.

ETHNIC AND MULTICULTURAL COMMUNITIES COUNCILS FORUM

Ethnic and Multicultural Communities Councils (EMCCs) are key stakeholders that contribute to the implementation of the Multicultural Principles as identified in the *Multicultural NSW Act 2000* through activities linked to objectives within our 2014-17 Strategic Plan, *Harmony in Action*. The grassroots knowledge that each of these member organisations contribute to Multicultural NSW is invaluable in informing our policy development and service delivery.

In recognition of these valuable partnerships, Multicultural NSW chairs a quarterly EMCC forum with the four councils. These councils include representation from the Ethnic Communities Council of NSW, Hunter Multicultural Communities, Multicultural Communities Council of Illawarra and Multicultural Council of Wagga Wagga. The Forum provides an opportunity to discuss issues across the Councils' regions and report on current trends, issues and projects in local communities.



Victor Duranti, BSc (Psych), Grad Dip PSM,
Director Government Policy and Research

In 2016-17, there was a spotlight on settlement planning as a result of an increase in the number of humanitarian entrants settling in NSW and the decisions by the NSW Government to invest an additional \$146 million over 4 years to support these families.

The Division has played an important role in delivering against the Agency's strategic plan - *Harmony in Action*. The policy team has been closely involved in undertaking analysis and advice on a wide range of NSW and Commonwealth initiatives, including in the context of our leadership role with the Multicultural Policies and Services Program.

We also continue to enhance our evidence base through improvements to our Community Profiles resource and settlement portal.

Our secretariat support for the Multicultural NSW Advisory Board has also helped add to our Agency's knowledge base and helped ensure that community and stakeholder views form part of the evidence we draw on when we provide policy and program advice.

-
- The Multicultural Policies and Services Program.
 - Collaborating with government agencies on reports and inquiries.
 - Reporting on the state of community relations in our State to Parliament each year.
 - Quality research data for informed decision making by Multicultural NSW and the public sector.
-

NSW GOVERNMENT IMMIGRATION SETTLEMENT PLANNING

Multicultural NSW is responsible for policy coordination across the NSW Government for matters relating to settlement in our State. During 2016-17, Multicultural NSW continued to support the Department of Premier and Cabinet (DPC) in assisting Professor Peter Shergold AC, in his capacity as Coordinator General for Refugee Resettlement.

The NSW Government has taken an innovative approach to strengthening positive settlement outcomes for new arrivals in NSW, in particular refugees and humanitarian entrants. The announcement of an additional 12,000 refugees from Syria and Iraq in 2015 provided the catalyst for a boost to existing programs and services and the creation of new projects announced in the 2016-17 NSW Budget.

These initiatives are being implemented in close collaboration between government, non-government, corporate and community stakeholders to ensure services supporting humanitarian settlers are prepared for, and responsive to, the needs of new arrivals in NSW.

Multicultural NSW continued to co-chair (with DPC) the Government Immigration and Settlement Planning Committee and represented the NSW Government (with DPC) on the Senior Officials Settlement Outcomes Group.

Some key achievements this year included:

- working alongside the Coordinator General for Refugee Resettlement to engage Iraqi and Syrian Religious and community leaders supporting newly arrived humanitarian entrants
- continued representation on the Joint Partnership Working Group, which advises the Coordinator General for Refugee Resettlement.

BRIEFINGS AND CORRESPONDENCE

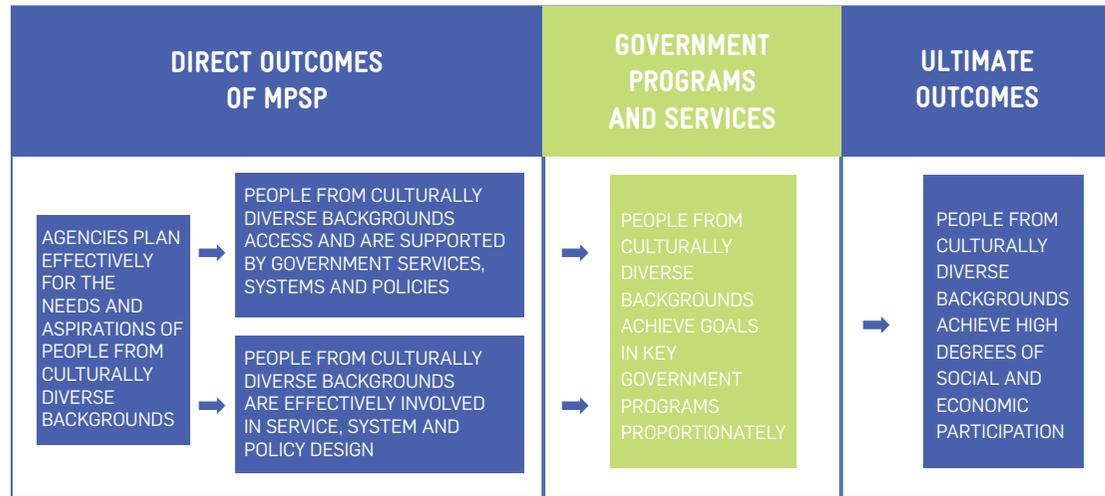
A key role of Multicultural NSW is to support the Minister for Multiculturalism, the Premier of NSW and their representatives when attending community events and meetings. In 2016-17, the Multicultural NSW Government Policy and Research Division provided a range of advisory and support functions to the Premier and the Minister, actioning 1,346 registered ministerial requests. We collated material for the Minister in preparation for Parliamentary Question Time, Budget Estimate Committee hearings, drafted responses to 150 Ministerial correspondence requests and processed 507 requests for advice and comments on Cabinet Submissions. We also prepared 164 messages and 304 meeting and event briefs for both the Premier and the Minister.

MPSP FRAMEWORK

Through the Multicultural Policies and Services Program (MPSP), we embed our Multicultural Principles in the delivery of NSW Government services and programs. The MPSP is the mechanism for agencies to show how they are effectively planning for people from culturally diverse backgrounds, and to report on progress.

The MPSP framework is outcome focused and consists of:

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



The MPSP continues to provide a strong, flexible and multi-directional approach to responding to the needs of our multicultural community.

In 2016-17 Multicultural NSW assessed the implementation reports of agencies. Eight agencies were required to report progress against their multicultural plan in this reporting period.

These agencies were:

- Department of Education
- Department of Justice
- Fire and Rescue NSW

- NSW Department of Industry
- NSW Ministry of Health
- NSW Police Force
- NSW Rural Fire Service
- Service NSW

Examples of how agencies are taking a diversity lens to the delivery of their services and programs can be found in pages 39-52 of the State of Community Relations Report 2015-16.

MULTICULTURAL WOMEN'S HUB

Migration is often associated with isolation and in most cases this situation is worse for migrant women.

The challenges of settling in a new country, often combined with expectations to support a family, may affect the level of participation female migrants in our community enjoy.

Multicultural NSW recognises that it is in the best interests of our entire society to help migrant women to fully reach their potential in the new environment they call home.

The better settled women are, the better contributors they can be to their family and to our community.

The Multicultural Women's Hub has been funded by NSW Government for three years. Administered by Information Cultural Exchange, the Hub delivers programs which build opportunities for women from culturally diverse backgrounds to help empower and enable them.

The Hub collaborates with existing service providers to better link women to pathways and support. The program partners with various agencies such as Global Sisters, TAFE and St Marys Community Arts Centre.

Cultural backgrounds of women involved with the program:

- India (Newly arrived migrant i.e. less than 5yrs)
- Afghanistan (Newly arrived migrant i.e. less than 5yrs)
- Bangladesh (Newly arrived migrant i.e. less than 5yrs)
- Pakistan (Newly arrived migrant i.e. less than 5yrs)
- Nepal (Newly arrived migrant i.e. less than 5yrs)
- Sri Lanka (Newly arrived migrant i.e. less than 5yrs)
- Lebanon (Long-term Migrant/Australian).

Total Number of Women through the Program (January to June 2017)



Number of Women in Skills/Enterprise Training



Training Sessions



SkillME

Employment is a key issue for new migrants arriving in NSW. *Australians Today*, prepared by Monash University with support from the Scanlon Foundation and the Australian Multicultural Foundation, reports on the outcomes of a largescale national public opinion survey on the views people hold on immigration and cultural diversity. Mapping social cohesion, immigration and population issues, the Scanlon Foundation has conducted seven surveys between 2010 and 2016. These surveys found that respondents consistently gave a high ranking to issues relating to the state of their economic situation, with 53 per cent of Independent Skill visa holders reporting dissatisfaction with their current financial situation.

Multicultural NSW has developed the SkillME program, in partnership with Metro Assist, to help address this issue. The SkillME program launched in 2015 and is a three-year pilot program designed to assist clients through casework, tailored work experience, mentorship, industry specific skill training and job application training. The learnings from this project are assisting with the development of a replicable and adaptable model to support migrants or refugees with skills and qualifications to find suitable employment.

In 2016-17, the project assisted 354 clients.

Region of origin	
Asia	153
Middle East	149
South America	21
Africa	14
Other regions	17

Visa categories	
Refugee	102
Family	80
Skilled	55
Bridging	23
Other visas	25
N/A	69

Overseas professional occupation	
Engineering & science	61
Trade & labour	37
IT	33
Finance/ accounting	24
Business/HR/ management	24
Admin/ Customer service	20
Medical/Health	19
No prior skills	19
Teaching/ Education	16
Logistics	15
Hospitality	12
Social Work/ Community service	9
Design/Architect	5
Research & academics	2

In 2016-17, the SkillME program offered seven full vocational training qualifications, four partial qualifications and seven short training programs and workshops. These included:

- Dual qualification in Cert II in Furniture Removal and Cert II in Warehouse Operation
- Cert III in Individual Support
- Cert III in Driving Operations
- Skilled Migrant Development Program
- Career mapping session
- Driving program
- Career advice session for engineers

As a direct result of its training programs, vocational qualifications and educational workshops, ten clients obtained employment.

SkillME works with potential employers to generate apprenticeship, training, work experience and employment opportunities. Some of the employers it worked with in 2016-17 included Marrickville Council, Canterbury Bankstown City Council, Liverpool Council, Southern Cross Care NSW and ACT, Land lease, the ABC and Google.

A special relationship and partnership has been developed with Brookfield Multiplex who has won the government contract to redevelop Westmead Hospital and its surrounding health care precinct. SkillME has commenced working with Multiplex in the Westmead Hospital project to help overseas trained engineers and tradespeople gain the required skills and experience for long-term sustainable employment in the construction sector.

COMMUNITY RELATIONS REPORT

In 2016-17, the Government Policy and Research team delivered the annual Multicultural NSW State of Community Relations report, which was provided to the Minister for Multiculturalism. The report analysed community relations and social cohesion in NSW and examined NSW Government initiatives and partnerships with the community that implement the Multicultural Principles embedded in the *Multicultural NSW Act 2000*.

The Report also included an assessment of Multicultural Policies and Services Program plans developed by NSW Government agencies and final reports lodged with Multicultural NSW by 2015-16 reporting agencies. The 2015-16 reporting agencies included the NSW Department of Education, NSW Department of Justice, Fire and Rescue NSW, NSW Department of Industry, NSW Ministry of Health, NSW Police Force, NSW Rural and Fire Service and Service NSW.



THE STATE OF COMMUNITY RELATIONS IN NSW

2016-17

ONLINE COMMUNITY PROFILES

The Multicultural NSW Community Profile is an important source of accurate information on the composition of the New South Wales population. The Profile is based on Census data, including facts and figures on ancestry, birthplace, language and religion, and has received consistently positive feedback from community and government stakeholders. Accurate demographic data is essential in developing effective policies and programs. The Profile has not only assisted Multicultural NSW in its work, but is also a valuable tool for other agencies, researchers, students and community organisation.

Multicultural NSW is working with service provider .id to progressively incorporate datasets from the latest release of the Australian Bureau of Statistics 2016 Census, to ensure the data remains current. Another key modification underway is the incorporation of data spanning three Census years - 2006, 2011 and 2016. This will allow users to observe and analyse trends over numerous years and help inform the impact of policies and programs on our multicultural society.





George Bisas, BA,
Director Language Services

In 2016-17, Language Services continued to deliver professional interpreting and translation services with a strong emphasis on quality. We strive to ensure a very high standard of service and ensure a quality output.

A key principle of the *Harmony in Action Strategic Plan 2014-17* was to enable equitable access to services and programs for everyone in NSW. In the last three years, Multicultural NSW has worked towards ensuring a sustainable language services industry, delivering quality, cost effective interpreting and translating services – an important step in enabling access.

ENSURING THE SUSTAINABILITY OF THE NSW LANGUAGE SERVICES INDUSTRY

Multicultural NSW is on the forefront of leading engagement across the language services industry in NSW to ensure sustainable provision of quality interpreting and translation services. We are committed to ensuring all people of NSW enjoy equal access to services, programs and opportunities across our State.



INTERPRETING SERVICES

We provide high quality, reliable language services 24 hours a day, seven days a week to a range of clients from the Government, not for profit, community and commercial sectors.

Key Interpreting Highlights in 2016-17:

- performed approximately 21,000 interpreting assignments in over 85 languages and dialects, representing an increase of 5% on the previous financial year
- continued delivery of specialised legal interpreting to the NSW Courts and other legal agencies, an increase of 7.6% in the number of assignments completed compared to last year
- a 48% increase in the number of interpreting assignments delivered via Audio Visual Link (AVL) to rural and regional areas in NSW compared to the previous year, with plans to further expand the provision of remote AVL interpreting in regional and remote areas of NSW
- an 11% increase in the uptake of new and existing customers booking interpreting requests directly via our online booking system
- a formal Memorandum of Understanding for the provision of interpreting and translation services with NSW, to become their exclusive interpreting and translation services provider
- our total revenue for interpreting increased by 7.6%.

TRANSLATION SERVICES

Multicultural NSW continued to deliver quality translation services of personal documents for individuals. This was delivered in collaboration with Service NSW, where we continued our very successful partnership providing our clients access to 75 Service NSW shopfronts throughout NSW. We remain the only State in Australia that can offer this unique service through an extensive network of shopfronts in metropolitan Sydney and regional NSW.

In addition to the translation of personal documents, Multicultural NSW Language Services also offered a complete suite of other translation services which included;

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

KEY TRANSLATION HIGHLIGHTS IN 2016-17

We translated approximately 2.7 million words and 20,000 documents by a panel of the highest qualified NAATI practitioners.

96% of all translation requests were auto-allocated to translators by the online booking system.



language
services

DAYS
7

HOURS
24

LANGUAGES
104

YEARS EXPERIENCE
30

LANGUAGE SERVICES FORUM

In June 2016, Multicultural NSW established a Language Services Forum to provide advice to the Minister for Multiculturalism and Multicultural NSW on strategies and issues relevant to the provision and sustainability of the language services industry in NSW.

Membership now includes representatives from the NSW language services industry including educational institutions, private and public interpreter and translator agencies, and prominent users of interpreter and translator services. The meetings are held quarterly.

The main objectives of this Forum are to:

- generate ideas, strategies and actions that contribute to the sustainability of the industry in NSW
- share information on existing programs, best practice and new initiatives, and foster relationships within the NSW language services industry
- provide advice and feedback to Multicultural NSW on issues relating to the NSW language services industry

The Forum has identified many key issues which need to be addressed by the Government in collaboration with the broader industry. Three key areas have been prioritised as the most important:

- the need to issue language services guidelines to all NSW Government agencies and funded organisations to provide a best practice language services policy framework

- extensive data collection to identify languages in NSW, across metropolitan Sydney and regional NSW, that are most difficult to service with qualified interpreters
- promote the effective use of interpreting services by Government agencies and the non-government sector to enhance access to Government services for migrants and refugees and to assist alleviating isolation

The Forum is actively developing strategies to effectively respond to the key identified priorities, and in particular to ensure there is an ongoing supply of qualified interpreters in all languages in demand in NSW.

Evidence gathered by Multicultural NSW has identified the following issues in relation to the use of interpreting services by Government and non-government agencies in NSW:

- understanding of service providers on the benefits of engaging credentialed interpreters
- understanding of the role of an interpreter, when it is appropriate to utilise interpreters
- understanding of service providers in how to best utilise and engage with an interpreter (telephone and face-to-face)
- understanding of service providers in how to introduce interpreter services to clients and their families

Strategies are being considered on how to best equip Government and non-government agencies with the skills to effectively utilise interpreting services.

STANDARDS AUSTRALIA

Multicultural NSW is represented on both the Standards Australia Committee and reference group.

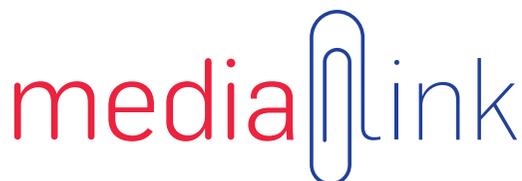
The International Organisation for Standardisation (ISO) has developed international standards to cover many aspects related to the delivery of interpreting and translation services.

Standards Australia representing ISO in Australia has established an Australian Committee to provide feedback on international standards and to develop standards for interpreting and translating for Australia and New Zealand. During 2016-17, it was decided that the first set of guidelines to be developed were for Community Interpreting. A reference group was established to manage the development of these important guidelines.

TRANSFORMING MEDIALINK

During 2016-17, Multicultural NSW's multicultural media monitoring service, MediaLink, underwent a significant review. The product is the only one of its kind in Australia and is in the final stages of major upgrades to be a state of the art tool for accessing marketing intelligence, monitor the effectiveness of targeted projects or campaigns, learn about emerging trends amongst consumers from culturally diverse backgrounds, and allow businesses to take advantage of marketing and communication opportunities, including responding to any negative comments about their organisation in the multicultural media.

MediaLink monitors a broad range of content including news, editorial commentary, opinion pieces, business features, political cartoons, community events, media releases, and advertisements placed in the multicultural media. Reports cover over 100 publications in 11 different language groups every week.



RE-LAUNCHING THE COMMUNITY LANGUAGE ALLOWANCE SCHEME

During 2016-17, Multicultural NSW relaunched the Community Language Allowance Scheme (CLAS.)

CLAS is an allowance paid to qualified NSW Government employees who have a basic level of competency in a language other than English and who work in locations where their language can be used to assist customers.

CLAS draws on the language skills of employees to provide on-the-spot language assistance for simple matters. Some examples include, answering customer enquiries, providing directions to another office or making appointments.

Qualified employees who are selected for the Scheme can use their language skills as part of their usual duties, or in addition to their normal role on an as-needed basis. Successful employees are remunerated by the employing department or agency.

To ensure the highest level of quality in the testing regime, Multicultural NSW has engaged the National Accreditation Authority for Translators and Interpreters (NAATI) to conduct the testing of language proficiency.

CULTURAL COMPETENCY TRAINING PROGRAM (CCP)

The CCP is an innovative product designed to address the challenges and opportunities that diversity poses to organisations in managing diverse workforces and in servicing diverse marketplaces and communities domestically and internationally. The CCP was developed in collaboration with SBS and International Education Services (IES). The program consists of a range of multi-media online training courses and resources designed to enable organisations to cost-effectively train small to large numbers of people to maximise the benefits of cultural competence, diversity and inclusion.



The CCP has now been adopted by government agencies across Australia. The not for profit and private sector have also come on board. Our partners at Commonwealth Bank, AFL, and Service NSW were some of the 'early adopters' of CCP.



Ross Hawkey, BBS, CA, JP,
Director Corporate, CFO/CIO

, BBS, CA, JP,

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

2016-17 was a significant year for the Corporate team with our back office operational support allowed Multicultural NSW to provide new opportunities and environments for 2017-18 and beyond.

Corporate Services successfully led the Agency through the relocation to our new office in Parramatta in December 2016. This move helped us reduce our environmental impact through improvements to our facilities and processes.

From a financial perspective, we have continued to manage the resources required to achieve our objectives, enabling the ongoing development of new systems and procedures to position ourselves well for the future. To further reflect our robust financial standing, we have demonstrated effective and efficient corporate governance processes through unmodified financial statements that give a true and fair view of the financial position of the Agency.

-
- the Multicultural Policies and Services Program
 - managing risks
 - ensuring governance
 - providing a safe and productive working environment
 - controlling the financial inflows and outflows of the Agency
 - looking after our staff
 - managing and maintaining our records
 - providing effective and modern ICT infrastructure
 - connecting with community groups through our grants program
 - providing financial information and insights.
-

FINANCIAL HIGHLIGHTS

Multicultural NSW operated within its budgetary limits for 2016-17. Financial statements prepared for the financial year ended 30 June 2017 received an unmodified audit from the Audit Office of NSW. In the second half of 2016-17, the migration to a new financial system within the FACS cluster IT infrastructure was completed to provide the Agency with a sophisticated, fully integrated enterprise grade environment for all transactions and reporting from 1 July 2017.

CORPORATE GOVERNANCE

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

- workplace health and safety
- ensuring maximum benefit from relationships with public and private sector organisations
- providing reliable, timely and accurate financial and management reporting
- maintaining business continuity.

MULTICULTURAL NSW GRANTS PROGRAM

The Multicultural NSW Grants Program plays a key role in connecting the NSW Government with the community. By investing in community projects, activities and partnerships, we promote community harmony, build social cohesion, and celebrate cultural diversity as an asset of our State.

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

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

In 2016-17, the key priority areas for our Grants Program were identified as the following:

- building strong intercultural and interfaith networks and understanding between diverse communities
- supporting programs and initiatives that combat racism
- addressing social isolation and barriers to engagement across communities
- contributing to a social framework and services that help support new arrivals, refugees and humanitarian entrants into the NSW community
- building a cohesive and harmonious multicultural society through initiatives that focus on the common values and things that bind Australians together
- supporting programs that assist emerging communities that have not received government funding for activities that promote civic participation, community harmony and social cohesion
- supporting projects and initiatives that use sport to engage with young people from refugee backgrounds
- supporting migrants, refugees and asylum seekers who are not or no longer eligible for settlement support
- promoting the meaningful participation of women and girls in the community
- assisting regional communities where service gaps in meeting the needs of the diverse communities is evident
- supporting the participation of people with a disability from diverse backgrounds

This year, over 140 grants were awarded under the various Multicultural NSW Grants Programs. Over 40 percent of these grants were awarded to regional communities.



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

The 2016-17 Unity grants were awarded in recognition of projects that addressed the following priority areas (with some grant recipients addressing multiple priority areas through the one project):

15 grants

were issued to build strong intercultural and interfaith networks and understanding between diverse communities

12 grants

were provided for programs and initiatives that combat racism

20 grants

helped to address social isolation and barriers to engagement across communities

10 grants

actively contributed to a social framework and services that help support new arrivals, refugees and humanitarian entrants into the NSW community

19 grants

were issued to build a cohesive and harmonious multicultural society through initiatives that focus on the common values and things that bind Australians together

10 grants

were provided for programs that assist emerging communities that have not received government funding for activities that promote civic participation, community harmony and social cohesion.



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

The 2016-17 Support grants were awarded in recognition of projects that addressed the following priority areas (with some recipients addressing multiple priority areas through the one grant):

5 grants

were provided for projects and initiatives that use sport to engage with young people from refugee backgrounds

18 grants

helped to support migrants, refugees and asylum seekers who are not or no longer eligible for settlement support

12 grants

actively promoted the meaningful participation of women and girls in the community

7 grants

assisted regional communities where service gaps in meeting the needs of the diverse communities is evident

6 grants

helped to support the participation of people with a disability from diverse backgrounds.



PREMIER'S FUND FOR SOCIAL COHESION

In 2016-17, Multicultural NSW administered the Premier's Fund for Social Cohesion on behalf of the Department of Premier and Cabinet. The Premier's Fund for Social Cohesion supports community-led events and activities that bring together people from diverse cultural backgrounds to discuss and celebrate diversity.

The Fund aims to build on the strengths of our multicultural society, develop stronger social cohesion and community resilience, particularly among young people aged 12-25 and to inspire young people to stand up against the divisive forces of fear, hate and violence. With \$2 million dollars of community funding available over four years, the Premier's Fund for Social Cohesion awarded 20 organisations funding this year.



PARTNERSHIP GRANTS

Partnership grants are awarded to projects that build social cohesion and community harmony.

Projects funded under this program are expected to make a significant contribution and have demonstrable outcomes for NSW.

These grants are applied for by expression of interest for specific, identified projects.

In 2016-17, eight organisations received funding for ongoing Partnership Grants.

These organisations were:

-  Community Hubs Australia
-  Information and Cultural Exchange
-  Metro Assist Inc
-  Ethnic Communities Council of NSW Inc
-  Multicultural Communities Council of Illawarra
-  Ethnic Communities Council of Newcastle and Hunter Region Inc
-  Multicultural Council of Wagga Wagga Inc
-  NSW Federation of Community Language Schools Inc.



CELEBRATION GRANTS

Celebration grants of up to \$5,000 are available for events and festivals that bring communities together and showcase the benefits of cultural diversity.

Over 72 events were provided with grant funding during 2016-17, with an estimated 507,190 people attending various festivals and events to celebrate cultural diversity in NSW.

04

MANAGEMENT ACTIVITIES





Some of our dedicated staff.

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

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

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

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

As at 30 June 2017, 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, settlement immigration planning, research and investigations, policy and advice, ministerial briefings and correspondence and producing the annual report on the state of community relations in NSW.

LANGUAGE SERVICES

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

CORPORATE

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

COMMUNITY ENGAGEMENT

- COMMUNITY ENGAGEMENT
- REGIONAL ADVISORY COUNCILS
- COMMUNITY PROFILES
- COMPACT
- COMMUNICATIONS AND MARKETING
- AWARDS
- EVENTS AND FUNCTIONS

GOVERNMENT POLICY AND RESEARCH

- MULTICULTURAL SERVICES AND POLICIES PROGRAM
- SETTLEMENT AND IMMIGRATION PLANNING
- RESEARCH AND INVESTIGATION
- POLICY AND ADVICE
- MINISTERIAL LIAISON
- ADVISORY BOARD SECRETARIAT

LANGUAGE SERVICES

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

CORPORATE

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

HARMONY IN ACTION STRATEGIC PLAN 2014-17

Our strategic plan was a result of extensive consultation with our 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 articulated in a work plan by Division, strategic priority and actions. Through a work plan broken down by strategic priority and actions, we have identified and monitored 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 Minister for Multiculturalism and the Advisory Board 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 14 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, internal audit 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 our Right to Information Officer who can be contacted during business hours on 02 8255 6767. Charges for access to documents are in accordance with the guidelines established by the Information Commissioner.

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

PERFORMANCE MEASUREMENTS

ACCESS ARRANGEMENTS

REVENUE

Multicultural NSW's revenue in 2016/17 was \$25.720 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.

Source	2014/15 \$ 000	2015/16 \$ 000	2016/17 \$ 000
Government appropriation and contribution	690	578	448
Grant funding from the Department of Family and Community Services	-	11,850	18,984
Grant funding from Department of Education and Communities	12,929	-	-
User Charges	5,338	5,367	4,840
Other	932	1,871	1,448
	\$19,889	\$19,666	\$25,720

The appropriation for each agency cluster is received by the principal department of the cluster. In 2016-17 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 2017 were \$24.721 million. The following table provides a comparison to the expenditure of Multicultural NSW over the past three financial years.

Category	2014/15 \$ 000	2015/16 \$ 000	2016/17 \$ 000
Employee related expenses	14,763	17,035	14,557
Other operating expenses	3,909	4,785	3,285
Maintenance	16	16	23
Depreciation	105	214	349
Grants and Community Outreach	2,441	4,365	6,507
TOTAL	\$21,234	\$26,415	\$24,721

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 2016	December 2016	March 2017	June 2017
Invoices due for payment (#)	630	625	508	585
Invoices paid on time	630	625	508	585
	100%	100%	100%	100%
Amount due for payment (\$)	3,028,773	4,022,317	2,072,272	2,277,172
Amount paid on time (\$)	3,028,773	4,022,317	2,072,272	2,277,172
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 (#)	-	-	-	-
Invoices from small business paid on time (#)	-	-	-	-
Amount due for payment to small business (\$)	-	-	-	-
Amount due to small business paid on time (\$)	-	-	-	-

Aged analysis at the end of each quarter

	Current within due date \$ 000	<30 days overdue \$ 000	30-60 days overdue \$ 000	61-90 days overdue \$ 000	90 days overdue \$ 000
All suppliers					
September 2016	55	-	-	-	-
December 2016	-	-	-	-	-
March 2017	-	-	-	-	-
June 2017	-	-	-	-	-
Small business suppliers					
September 2016	-	-	-	-	-
December 2016	-	-	-	-	-
March 2017	-	-	-	-	-
June 2017	-	-	-	-	-

ENGAGEMENTS OF CONSULTANTS

Consultant (name of consultant)	Project (title of project – shown in a way that identifies the nature of the work)	Amount (actual costs)	Category (i.e. Finance and accounting/ tax; Information Technology; Legal; Management Services; Environmental; Engineering; Organisational Review; Training)
ARTD Consultants	Strategic Plan and Community Engagement Strategy Review	\$12,000	Management Services
Westwood Spice Total	Multicultural Policies and Services Program	\$10,000	Management Services
Southern Cross Coaching and Development PTY Ltd	HR Review	\$6,630	Management Services
	TOTAL	\$28,630	

ACCOMMODATION

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

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

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

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

In December 2016, Multicultural NSW relocated from its previous premises at 175 Castlereagh Street Sydney 2000 to 56 Station Street East Parramatta 2150.

ACCOMMODATION

OVERSEAS TRAVEL

OVERSEAS TRAVEL

Purpose	Name	Destination	Period of Travel	Cost
Ministerial delegation to Nagoya led by Minister Ajaka to Metropolis 2016 to promote Metropolis 2018 in Sydney	Hakan Harman	Nagoya	October 2016	\$12,389
Ministerial delegation to Nagoya led by Minister Ajaka to Metropolis 2016 to promote Metropolis 2018 in Sydney	Victor Duranti	Nagoya	October 2016	\$9,172
Inaugural meeting with Metropolis 2018 International Steering Committee	Hakan Harman	Brussels, Belgium	April 2017	\$11,487

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

During 2016–17 we determined that there were no particular categories of information that were being regularly requested. No formal applications for access to information were received under the GIPA Act.

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

PRIVACY

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

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

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

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

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 2016–17:

- a. number of public officials who made public interest disclosures –
 - b. number of public interest disclosures received in total –
- in relation to:
- corrupt conduct –
 - maladministration –
 - serious and substantial waste of public money –
 - government information contraventions –
 - local government pecuniary interest contraventions –
-
- total number of public interest disclosures** –
 - c. total number of public interest disclosures finalised –

- d. Multicultural NSW has a public interest disclosures policy in place that sets out how obligations are met under the *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 2016–17 these included:

- flexible working hours and part-time work arrangements
- seasonal influenza vaccination program

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

There were no reported injuries during the reporting period.

WORKERS COMPENSATION CLAIM STATUS

Multicultural NSW had one existing claim at the commencement of the reporting period 2016–17 with one claim finalised during 2016–17.

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 2016-17.

Number of employees by division

	2015-16	2016-17
Executive	6	6
Government Policy and Research	13	12
Community Engagement	16	17
Language Services	11	10
Corporate	12	11

Executive salaries

Band	Range	Average Remuneration	
		2015/16	2016/17
Band 2	\$255,051 - \$320,900	\$271,658	\$278,150
Band 1	\$178,850 - \$255,050	\$211,283	\$216,269

8.3% of Multicultural NSW's employee related expenditure in 2016-17 was related to senior executives compared with 7.1% in 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 2016–17 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:

- 22 July 2016
- 21 September 2016
- 15 December 2016
- 23 February 2017
- 19 April 2017

On these occasions, the committee:

- endorsed the 2016–17 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 – 18/4/18)

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 2017

AUDIT AND RISK MANAGEMENT STATEMENT OF 2016-17 FINANCIAL YEAR

**INFORMATION SECURITY
ANNUAL ATTESTATION
STATEMENT FOR THE 2016
- 2017 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 2016 – 2017 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 2017

REDUCED ENVIRONMENTAL IMPACT THROUGH IMPROVEMENTS TO FACILITIES AND PROCESSES

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

WASTE MANAGEMENT

Recycling Measures

Recycling Measures	2014-15	2015/16	2016/17
Use of recycled toner cartridges	✓	✓	✓
Recycling empty toner cartridges	✓	✓	✓
Use of scanners to minimise paper use	✓	✓	✓
Using scrap paper for drafting documents	✓	✓	✓
Direct capture of electronic mail in lieu of printing	✓	✓	✓
Providing centralised recycling	✓	✓	✓

ENVIRONMENTAL IMPACT

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 statements of financial position as at 30 June 2017, the statements of comprehensive income, the statements of changes in equity, the statements 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 the Multicultural NSW and the consolidated entity as at 30 June 2017, and of their financial performance and cash flows for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 41B of *Public Finance and Audit Act 1983* (PF&A Act) and the Public Finance and Audit Regulation 2015.

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

Basis for Opinion

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

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

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

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

Parliament 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
- precluding the Auditor-General from providing non-audit services.

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

The Chief Executive Officer's Responsibility for the Financial Statements

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

In preparing the financial statements, the CEO must assess the ability of Multicultural NSW and the consolidated entity to continue as a going concern except where operations will be dissolved by an Act of Parliament or otherwise cease. The assessment must, disclose, as applicable, matters related to going concern and the appropriateness of 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 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/auditors_responsibilities/ar3.pdf.

The description forms part of my auditor's report.

My opinion does *not* provide assurance:

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

Karen Taylor
Director, Financial Audit Services

22 September 2017
SYDNEY

STATEMENT BY CHIEF EXECUTIVE OFFICER

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

- a) The accompanying financial statements have been prepared in accordance with the requirements of applicable Australian Accounting Standards (which include Australian Accounting Interpretations), the Public Finance & Audit Act 1983, Public Finance and Audit Regulation 2015 and the Treasurer's Directions.
- b) These financial statements and notes exhibit a true and fair view of the financial position and transactions of the Multicultural NSW and its controlled entity as at 30 June 2017 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
31 October 2017

Statement of comprehensive income

FOR THE YEAR ENDED 30 JUNE 2017

		Parent Actual	Economic Entity Actual	Economic Entity Budget	Parent Actual	Economic Entity Actual
Notes	2017 \$'000	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000	
Continuing operations						
Expenses excluding losses						
Employee related expenses	2a	-	14,557	14,558	-	17,035
Operating expenses	2b	3,308	3,308	2,571	4,797	4,797
Depreciation and amortisation	2c	349	349	315	214	214
Grants and subsidies	2d	6,507	6,507	5,847	4,365	4,365
Finance costs	2e	-	-	-	4	4
Personnel services	2a	14,557	-	-	17,035	-
Total expenses excluding losses		24,721	24,721	23,291	26,415	26,415
Revenue						
Sale of goods and services	3a	4,840	4,840	5,478	5,367	5,367
Grants and other contributions	3b	20,239	20,239	18,305	13,518	13,518
Acceptance by the Crown Entity of employee benefits and other liabilities	3c	-	448	677	-	578
Other income	3d	641	193	25	781	203
Total Revenue		25,720	25,720	24,485	19,666	19,666
Net result		999	999	1,194	(6,749)	(6,749)
Other comprehensive income		-	-	-	-	-
Total other comprehensive income		-	-	-	-	-
TOTAL COMPREHENSIVE INCOME		999	999	1,194	(6,749)	(6,749)

The accompanying notes form part of these financial statements

Statement of financial position

AS AT 30 JUNE 2017

		Parent Actual	Economic Entity Actual	Economic Entity Budget	Parent Actual	Economic Entity Actual
	Notes	2017 \$'000	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
ASSETS						
Current assets						
Cash and cash equivalents	5	653	653	465	3,145	3,145
Receivables	6	862	862	1,221	2,206	2,206
Total Current Assets		1,515	1,515	1,686	5,351	5,351
Non-Current Assets						
Investment		–	–	263	–	–
Property, plant & equipment	7	1,661	1,661	335	291	291
Intangible assets	8	883	883	1,465	645	645
Total Non-Current Assets		2,544	2,544	2,063	936	936
Total Assets		4,059	4,059	3,749	6,287	6,287
LIABILITIES						
Current Liabilities						
Payables	9	2,124	2,124	1,116	5,447	5,447
Provisions	10	973	973	1,171	1,010	1,010
Total Current Liabilities		3,097	3,097	2,287	6,457	6,457
Non-Current Liabilities						
Provisions	11	173	173	174	40	40
Total Non-Current Liabilities		173	173	174	40	40
Total Liabilities		3,270	3,270	2,461	6,497	6,497
Net Assets		789	789	1,288	(210)	(210)
EQUITY						
Accumulated funds		789	789	1,288	(210)	(210)
Total Equity		789	789	1,288	(210)	(210)

The accompanying notes form part of these financial statements

Statement of changes in equity

FOR THE YEAR ENDED 30 JUNE 2017

Notes	Parent Actual	Economic Entity Actual	Economic Entity Budget	Parent Actual	Economic Entity Actual
	2017 \$'000	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
Balance at 1 July	(210)	(210)	94	6,539	6,539
Net result for the year	999	999	1,194	(6,749)	(6,749)
Other comprehensive income	-	-	-	-	-
Total other comprehensive income	-	-	-	-	-
Balance at 30 June	789	789	1,288	(210)	(210)

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 2017

		Parent Actual	Economic Entity Actual	Economic Entity Budget	Parent Actual	Economic Entity Actual
	Notes	2017 \$'000	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES						
Payments						
Employee related		-	(16,038)	(13,869)	-	(15,263)
Personnel services		(16,038)	-	-	(15,263)	-
Grants and subsidies		(6,507)	(6,507)	(5,847)	(4,365)	(4,365)
Other		(5,131)	(5,131)	(3,021)	(3,063)	(3,063)
Total Payments		(27,676)	(27,676)	(22,737)	(22,691)	(22,691)
Receipts						
Sale of goods and services		4,934	4,934	5,478	5,167	5,167
Grants and contributions		20,239	20,239	18,305	13,518	13,518
Interest received		-	-	-	91	91
Other		1,968	1,968	475	-	-
Total Receipts		27,141	27,141	24,258	18,776	18,776
NET CASH FLOWS FROM OPERATING ACTIVITIES	15	(535)	(535)	1,521	(3,915)	(3,915)
CASH FLOWS FROM INVESTING ACTIVITIES						
Purchases of property, plant and equipment		(1,479)	(1,479)	(50)	(244)	(244)
Purchases of intangible assets		(478)	(478)	(1,417)	(354)	(354)
NET CASH FLOWS FROM INVESTING ACTIVITIES		(1,957)	(1,957)	(1,467)	(598)	(598)
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS						
		(2,492)	(2,492)	54	(4,513)	(4,513)
Opening cash and cash equivalents		3,145	3,145	411	7,658	7,658
CLOSING CASH AND CASH EQUIVALENTS	5	653	653	465	3,145	3,145

The accompanying notes form part of these financial statements.

SUPPLEMENTARY FINANCIAL STATEMENTS

Service group statements

FOR THE YEAR ENDED 30 JUNE 2017

Economic Entity

AGENCY'S EXPENSES & INCOME	Service Group 1*		Service Group 2*		Not Attributable		Total	
	2017 Actual \$'000	2016 Actual \$'000	2017 Actual \$'000	2016 Actual \$'000	2017 Actual \$'000	2016 Actual \$'000	2017 Actual \$'000	2016 Actual \$'000
Expenses excluding losses								
Employee related expenses	5,325	6,955	9,232	10,080	-	-	14,557	17,035
Operating expenses	2,444	3,956	864	841	-	-	3,308	4,797
Depreciation and amortisation	145	199	17	-	187	15	349	214
Grants and subsidies	6,507	4,365	-	-	-	-	6,507	4,365
Finance costs	-	-	-	-	-	4	-	4
TOTAL EXPENSES EXCLUDING LOSSES	14,421	15,475	10,113	10,921	187	19	24,721	26,415
Revenue								
Sale of goods and services	16	172	4,824	5,195	-	-	4,840	5,367
Grants and contributions	1,255	964	-	-	18,984	12,554	20,239	13,518
Acceptance by the Crown Entity of employee benefits and other liabilities	246	317	202	261	-	-	448	578
Other income	193	203	-	-	-	-	193	203
Total revenue	1,710	1,656	5,026	5,456	18,984	12,554	25,720	19,666
Net result	(12,711)	(13,819)	(5,087)	(5,465)	18,797	12,535	999	(6,749)
Other comprehensive income	-	-	-	-	-	-	-	-
Total other comprehensive income	-							
TOTAL COMPREHENSIVE INCOME	(12,711)	(13,819)	(5,087)	(5,465)	18,797	12,535	999	(6,749)

*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 2017 (continued)

Economic Entity

AGENCY'S ASSETS & LIABILITIES	Service Group 1*		Service Group 2*		Not Attributable		Total	
	2017 Actual \$'000	2016 Actual \$'000	2017 Actual \$'000	2016 Actual \$'000	2017 Actual \$'000	2016 Actual \$'000	2017 Actual \$'000	2016 Actual \$'000
Current assets								
Cash and cash equivalents	-	-	-	-	653	3,145	653	3,145
Receivables	45	271	553	657	264	1,278	862	2,206
Total current assets	45	271	553	657	917	4,423	1,515	5,351
Non-current assets								
Property, plant and equipment	298	271	-	-	1,363	20	1,661	291
Intangible assets	756	552	127	93	-	-	883	645
Total non-current assets	1,054	823	127	93	1,363	20	2,544	936
TOTAL ASSETS	1,099	1,094	680	750	2,280	4,443	4,059	6,287
Current liabilities								
Payables	510	3,184	29	351	1,585	1,912	2,124	5,447
Provisions	831	749	142	128	-	133	973	1,010
Total current liabilities	1,341	3,933	171	479	1,585	2,045	3,097	6,457
Non-current liabilities								
Provisions	22	22	18	18	133	-	173	40
Total non-current liabilities	22	22	18	18	133	-	173	40
TOTAL LIABILITIES	1,363	3,955	189	497	1,718	2,045	3,270	6,497
NET ASSETS	(264)	(2,861)	491	253	562	2,398	789	(210)

*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 2017

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 2017 have been authorised for issue by the Chief Executive Officer on 21 September 2017.

B) BASIS OF PREPARATION

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

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations);

- the requirements of the *Public Finance and Audit Act 1983* and *Public Finance and Audit Regulation 2015*; and
- the Financial Reporting Directions mandated by the Treasurer.

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 2018-2021. 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 2017 of \$653,000. 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 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

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

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

(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 goods, usually on delivery of the goods.

(iii) Rendering of services

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

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)

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.

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

(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, which for these assets approximates fair value. Multicultural NSW has assessed that any difference between fair value and depreciated historical cost is unlikely to be material.

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

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

(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) Leases

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.

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

(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. Following initial recognition, intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for Multicultural NSW's intangible assets, the assets are carried at cost less any accumulated amortisation and impairment losses.

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

The useful lives of intangible assets are assessed to be finite. Multicultural NSW's intangible assets are amortised using the straight-line method over a period of 3 years.

Description	Estimated Useful Life
Computer Software	3 years

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

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

(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.

(xi) Joint operations

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

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

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Multicultural NSW has a 33.3% interest in the Australian Cultural Competence Program with Special Broadcasting Service Corporation (SBS) and International Education Services Ltd (JES). The Program was set up to establish a collaborative arrangement which promotes social cohesion through training individuals and organisations in cultural competence. Multicultural NSW has recognised its share of the assets held and liabilities incurred jointly with the other joint operators to a joint arrangement. Contributions to the joint operation are treated as transactions with the other parties to the joint operation. Assets and liabilities arising are recognised within their respective line items in the Statement of Financial Position. At 30 June 2017, Multicultural NSW has recognised 33.3% interest in an intangible asset.

(xii) Loans and receivables

Trade receivables, loans, and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as loans and receivables. Loans and receivables are measured at amortised cost using the effective interest method, less any impairment. Changes are recognised in the net result for the year when impaired, derecognised or through the amortisation process.

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

(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

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

- (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.

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

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

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

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

(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 financial statements are explained in Note 14.

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 2016-17

The accounting policies applied in 2016-17 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 2016-17.

- AASB 1057 Application of Australian Accounting Standards – (Application date 1 July 2016)
- AASB 2014-3 Amendments to Australian Accounting Standards – Accounting for acquisitions of interests in joint operations (Application date 1 July 2016)
- AASB 2014-4 Amendments to Australian Accounting Standards – Clarification of acceptable methods of depreciation and amortisation (Application date 1 July 2016)
- AASB 2015-1 Amendments to Australian Accounting Standards – Annual improvements to Australian Accounting Standards 2012-2014 cycle (Application date 1 July 2016)

- AASB 2015-2 Amendments to Australian Accounting Standards – Disclosure initiative: Amendments to AASB 101 (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 2015-9 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)

In addition, management has determined that the following standard will impact on the financial statements in 2016-17 through an increase in disclosure requirements:

- AASB 2015-6 Amendments to Australian Accounting Standards – Extending related party disclosures to Not-for-Profit Public Sector entities (Application date 1 July 2016)

(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 17/04), 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.

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

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

- AASB 9 Financial instruments (Application date 1 July 2018)
- AASB 15 Revenue from contracts with customers (Application date 1 July 2018)
- AASB 16 Leases (Application date 1 July 2019)
- AASB 1058 Income of Not-for-Profit Entities (Application date 1 July 2019)
- AASB 2014-5 Amendments to Australian Accounting Standards arising from AASB 15 (Application date 1 July 2018)
- AASB 2015-8 Amendments to Australian Accounting Standards - Effective date of AASB 15 (Application date 1 July 2017)
- AASB 2016-2 Amendments to Australian Accounting Standards - Disclosure initiative: Amendments to AASB 107 (Application date 1 July 2017)
- AASB 2016-3 Amendments to Australian Accounting Standards - Clarifications to AASB 15 (Application date 1 July 2018)
- AASB 2016-4 Amendments to Australian Accounting Standards - Recoverable amount of non-cash-generating specialised assets of not-for-profit entities (Application date 1 July 2017)
- AASB 2016-6 Amendments to Australian Accounting Standards - Applying AASB 9 with AASB 4 Insurance Contracts (Application date 1 July 2018)
- AASB 2016-7 Amendments to Australian Accounting Standards - Deferring of AASB 15 for not-for-profit entities (Application date 1 July 2017)
- AASB 2016-8 Amendments to Australian Accounting Standards - Australian implementation guidance for not-for-profit entities (Application date 1 July 2019)
- AASB 2017-1 Amendments to Australian Accounting Standards - Transfer of investment property, annual improvements 2014- 2016 cycle and other amendments (Application date 1 July 2019)
- AASB 2017-2 Amendments to Australian Accounting Standards - Further annual improvements 2014-2016 cycle (Application date 1 July 2017)

2. EXPENSES EXCLUDING LOSSES

	Parent	Economic Entity	Parent	Economic Entity
	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
(A) EMPLOYEE RELATED EXPENSES				
Salaries and wages (including annual leave)	-	12,500	-	14,581
Superannuation - defined benefit plans	-	247	-	153
Superannuation - defined contribution plans	-	1,062	-	961
Long service leave	-	189	-	416
Workers' compensation insurance	-	48	-	28
Payroll tax and fringe benefits tax	-	511	-	896
Personnel services	14,557	-	17,035	-
	14,557	14,557	17,035	17,035
(B) OTHER OPERATING EXPENSES INCLUDE THE FOLLOWING:				
Auditor's remuneration				
- audit of the financial statements	69	69	67	67
Operating lease rental expense				
- minimum lease payments	677	677	588	588
Maintenance	23	23	16	16
Insurance	23	23	24	24
Travel	245	245	283	283
Consultants	29	29	167	167
Fees to contractors	471	471	1,381	1,381
Fees for services/general expenses	234	234	258	258
Fees for outsourced booking services	388	388	389	389
Printing, postage and telephone expenses	205	205	128	128
Advertising and promotion	27	27	70	70
Fees to Advisory Board Members	125	125	116	116
Internet Charges	132	132	117	117
Computer Software	267	267	273	273
Fee - Internal Audit	52	52	73	73
Hospitality	8	8	215	215
Events Expenses	31	31	246	246
Other running expenses	302	302	386	386
	3,308	3,308	4,797	4,797

2. EXPENSES EXCLUDING LOSSES (continued)

	Parent	Economic Entity	Parent	Economic Entity
	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
<i>Reconciliation - Total maintenance</i>				
Maintenance expense - contracted labour and other (non-employee related) as above	23	23	16	16
Employee related maintenance expense included in Note 2(a)	-	-	-	-
Total maintenance expenses	23	23	16	16
(C) DEPRECIATION AND AMORTISATION EXPENSE				
Depreciation of Leasehold Improvements	11	11	15	15
Depreciation of Furniture and Fittings	10	10	10	10
Depreciation of Plant and Equipment	12	12	11	11
Depreciation of Computer Hardware	76	76	14	14
Amortisation of Intangible Assets	240	240	164	164
	349	349	214	214
(D) GRANTS AND SUBSIDIES				
Multicultural NSW Grants Program	3,381	3,381	3,293	3,293
COMPACT Grants	3,126	3,126	1,072	1,072
	6,507	6,507	4,365	4,365
(E) FINANCE COSTS				
Unwinding of discount rate	-	-	4	4
	-	-	4	4

3. REVENUE

	Parent	Economic Entity	Parent	Economic Entity
	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
(A) SALE OF GOODS AND SERVICES				
Rendering of services				
Interpreting	2,842	2,842	2,993	2,993
Translating	1,982	1,982	2,202	2,202
Other Services	16	16	172	172
	4,840	4,840	5,367	5,367
(B) GRANTS AND OTHER CONTRIBUTIONS				
Recurrent Grants from Department of Family and Community Services	17,350	17,350	11,815	11,815
Capital Grants from Department of Family and Community Services	1,634	1,634	35	35
Reimbursement from NSW Treasury	-	-	704	704
Grants from other agencies	1,249	1,249	964	964
Other grants	6	6	-	-
	20,239	20,239	13,518	13,518
(C) ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE BENEFITS AND OTHER LIABILITIES				
Superannuation - defined benefit	-	247	-	153
Long service leave				
Casual interpreters and translators	-	114	-	137
Others	-	75	-	279
Payroll tax	-	12	-	9
	-	448	-	578
(D) OTHER INCOME				
Sponsorship	125	125	126	126
Returned/forfeited grants	41	41	62	62
Miscellaneous income	27	27	15	15
Personnel services revenue	448	-	578	-
	641	193	781	203

4. SERVICE GROUPS OF MULTICULTURAL NSW

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
	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
Cash at bank and on hand	653	653	3,145	3,145

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 reporting period to the statement of cash flows as follows:

	Parent	Economic Entity	Parent	Economic Entity
	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
Cash and cash equivalents (per statement of financial position)	653	653	3,145	3,145
Closing cash and cash equivalents (per statement of cash flows)	653	653	3,145	3,145

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

RESTRICTED CASH

	Parent	Economic Entity	Parent	Economic Entity
	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
Grants received - unspent at year end	476	476	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
	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
Sale of goods and services	494	494	583	583
Accrued income	59	59	68	68
Less: Allowance for impairment	-	-	-	-
Prepayments	46	46	51	51
GST receivable	111	111	301	301
Reimbursements from Department of Family and Community Services	-	=	1,101	1,101
Other receivables	152	152	102	102
	862	862	2,206	2,206
<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 17.

7. NON-CURRENT ASSETS – PROPERTY, PLANT AND EQUIPMENT

	Leasehold Improvements	Restoration Cost – PV	Furniture & Fittings	Plant & Equipment	Computer Hardware	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
At 1 July 2016 - fair value						
Gross carrying amount	1,442	402	80	183	776	2,883
Accumulated depreciation and impairment	(1,422)	(402)	(49)	(153)	(566)	(2,592)
Net carrying amount	20	-	31	30	210	291
At 30 June 2017 - fair value						
Gross carrying amount	1,378	-	49	49	343	1,819
Accumulated depreciation and impairment	(15)	-	(28)	(25)	(90)	(158)
Net carrying amount	1,363	-	21	24	253	1,661

Reconciliation

A reconciliation of the carrying amount of each class of property, plant and equipment at the beginning and end of the 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 2017						
Net carrying amount at beginning of year	20	-	31	30	210	291
Additions	1,354	-	-	6	119	1,479
Depreciation expense	(11)	-	(10)	(12)	(76)	(109)
Net carrying amount at end of year	1,363	-	21	24	253	1,661

7. 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 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 prior 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 2016						
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. INTANGIBLE ASSETS

	Computer Software	Computer Consultancy	Total
	\$'000	\$'000	\$'000
At 1 July 2016			
Cost (gross carrying amount)	2,385	203	2,588
Accumulated amortisation and impairment	(1,765)	(178)	(1,943)
Net carrying amount	620	25	645
At 30 June 2017			
Cost (gross carrying amount)	1,233	31	1,264
Accumulated amortisation and impairment	(365)	(16)	(381)
Net carrying amount	868	15	883
Year ended 30 June 2017			
Net carrying amount at beginning of the year	620	25	645
Additions	478	-	478
Amortisation (recognised in 'depreciation and amortisation')	(230)	(10)	(240)
Net carrying amount at end of year	868	15	883

8. INTANGIBLE ASSETS (continued)

	Computer Software	Computer Consultancy	Total
	\$'000	\$'000	\$'000
At 1 July 2015			
Cost (gross carrying amount)	1,899	185	2,084
Accumulated amortisation and impairment	(1,606)	(173)	(1,779)
Net carrying amount	293	12	305
At 30 June 2016			
Cost (gross carrying amount)	2,385	203	2,588
Accumulated amortisation and impairment	(1,765)	(178)	(1,943)
Net carrying amount	620	25	645
Year ended 30 June 2016			
Net carrying amount at beginning of the year	293	12	305
Additions	486	18	504
Amortisation (recognised in 'depreciation and amortisation')	(159)	(5)	(164)
Net carrying amount at end of year	620	25	645

9. CURRENT LIABILITIES - PAYABLES

	Parent	Economic Entity	Parent	Economic Entity
	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
Accrued salaries, wages and on-costs	-	-	-	280
Personnel Services	34	-	427	-
Creditors - Other	-	-	2,025	2,025
Creditors - Payroll	131	131	1,763	1,763
FBT Payable	-	-	-	10
Unearned Revenue	29	29	67	67
Other Accruals	508	508	787	787
Accrued Payroll Tax	-	34	-	137
Accrued Grants	1,422	1,422	378	378
Total current liabilities - payables	2,124	2,124	5,447	5,447

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

10. CURRENT LIABILITIES - PROVISIONS

	Parent	Economic Entity	Parent	Economic Entity
	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
Employee benefits and related on-costs				
Annual Leave	-	460	-	387
Annual Leave on-costs	-	59	-	32
Long service leave on-costs - payroll tax	-	171	-	173
Long service leave on-costs - other	-	283	-	285
Other - Personnel Services	973	-	877	-
	973	973	877	877
Other provisions				
Restoration costs	-	-	133	133
Total provisions	973	973	1,010	1,010

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

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

	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
Within one year	459	459	414	414
Later than one year	514	514	463	463
Total provisions	973	973	877	877

11. NON-CURRENT LIABILITIES - PROVISIONS

	Parent	Economic Entity	Parent	Economic Entity
	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
Employee benefits and related on-costs				
Long service leave on-costs - payroll tax	-	15	-	15
Long service leave on-costs - other	-	25	-	25
Personnel Services	40	-	40	-
	40	40	40	40
Other provisions				
Restoration costs	133	133	-	-
Total provisions	173	173	40	40
Aggregate employee benefits and related on-costs				
Provisions - current	-	973	-	877
Provisions - non-current	-	40	-	40
Accrued salaries, wages and on-costs (Note 9)	-	-	-	280
	-	1,013	-	1,197

The provision 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 1 July	133	133	129	129
Decrease in provisions	-	-	-	-
Unwinding of interest on restoration costs	-	-	4	4
Carrying amount at the end of the reporting period	133	133	133	133

12. COMMITMENTS

	Parent	Economic Entity	Parent	Economic Entity
	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
(A) CAPITAL COMMITMENTS				
Multicultural NSW had no capital commitments as at the end of the reporting period (2016: Nil).				
(B) OPERATING LEASE COMMITMENTS				
Entity as lessee				
Future minimum rentals payable under non-cancellable operating leases are as follows:				
Within one year	483	483	310	310
Later than one year and not later than five years	1,619	1,619	5	5
Later than five years	-	-	-	-
Total (including GST)	2,102	2,102	315	315

The total 'operating lease commitments' above includes input tax credits of \$191,069 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 include the Head Office at Station Street, Parramatta and two regional offices located at Wollongong and Newcastle. Multicultural NSW has 2 fleet vehicles. Both vehicles are based at the Parramatta office.

13. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

Contingent Liabilities

Multicultural NSW had no contingent liabilities as at the end of the reporting period (2016: Nil).

Contingent Assets

Multicultural NSW had no contingent assets as at the end of the reporting period (2016: Nil).

14. BUDGET REVIEW

Net Result

Multicultural NSW's net result is a surplus of \$999k, a variance of \$195k to the budgeted surplus position of \$1.194m.

This result is a product of total expenses of \$24.721m being higher than the budget of \$23.291m by \$1.430m and revenue of \$25.720m being higher than the budget of \$24.485m by \$1.235m.

The main drivers for the total expenses position were Operating Expenses exceeding budget by \$737k mainly due to a higher level of fees for outsourced services. Grants and Subsidies expenses also exceeded budget by \$660k due to new unbudgeted grants being delivered to community groups from additional funding received from Department of Premier and Cabinet. A total of \$1.934m in Grants and other contributions received in the year that were not reflected in original budget estimates primarily accounted for the variance in reported total revenue.

Assets and Liabilities

The net assets position of Multicultural NSW stands at \$789k, a decrease of \$499k on the budget of \$1.288m. The net asset result is driven by an overall increase in total liabilities of \$809k higher than the budget of \$2.461m which is primarily attributable to the level of accrued grants as at the end of the reporting period. The increase in total liabilities is partially offset by an increase in total assets of \$310k which is higher than the budget of \$3.749m. This increase is primarily due to an increase in expenditure on Leasehold Improvement assets associated with the relocation of the head office of Multicultural NSW from Sydney CBD to Parramatta.

Cash flows

Net cash outflows from operating activities are \$535k which is lower than the budgeted net cash inflow position of \$1.521m by \$2.056m and is mainly due to higher than anticipated levels of employee related, grants and other expenditure.

Net cash outflows from investing activities are \$1.957m which is higher than the budget of \$1.467m by \$490k and is primarily attributable to higher than anticipated purchases of property, plant and equipment.

Closing cash and cash equivalents of \$653k are \$188k higher than the budget of \$465k.

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

	Parent	Economic Entity	Parent	Economic Entity
	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
Net cash used on operating activities	(535)	(535)	(3,915)	(3,915)
Depreciation and amortisation expense	(349)	(349)	(214)	(214)
Allowance for impairment	-	-	-	-
(Increase)/decrease in provisions	(96)	(96)	295	295
Increase/(decrease) in prepayments and other assets	(1,344)	(1,344)	1,456	1,456
(Increase)/decrease in payables	3,323	3,323	(4,371)	(4,371)
Net result	999	999	(6,749)	(6,749)

16. NON-CASH FINANCING AND INVESTING ACTIVITIES

	Parent	Economic Entity	Parent	Economic Entity
	2017 \$'000	2017 \$'000	2016 \$'000	2016 \$'000
Employee benefits assumed by the Crown Entity	-	448	-	578
Liability assumed by the Crown Entity	-	448	-	578

17. FINANCIAL INSTRUMENTS

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

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

(A) FINANCIAL INSTRUMENTS CATEGORIES

Financial Assets	Note	Category	Carrying	Carrying
			Amount	Amount
			2017	2016
			\$'000	\$'000
Financial Assets				
Class				
Cash and cash equivalents	5	N/A	653	3,145
Receivables ¹	6	Loans and Receivables (at amortised cost)	705	1,854
Financial Liabilities				
Class				
Payables ²	9	Financial liabilities measured at amortised cost	2,061	5,233

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'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).

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.

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.

17. FINANCIAL INSTRUMENTS (continued)

Cash and cash equivalents

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

Receivables - trade debtors

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

Multicultural NSW is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors. Based on past experience, debtors that are not past due (2017: \$363,118; 2016: \$381,393) and less than 3 months past due (2017: \$90,531; 2016: \$152,431) are not considered impaired.

The only financial assets that are past due or impaired are 'sales of goods and services' in the 'receivables' category of the statement of financial position.

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

	2017 \$'000	2016 \$'000
Neither past due nor impaired	363	382
Past due but not impaired:		
< 3 months overdue	91	152
3 months – 6 months overdue	40	49
> 6 months overdue	-	-
	494	583
Impaired:		
< 3 months overdue	-	-
3 months – 6 months overdue	-	-
> 6 months overdue-	-	-
	-	-
Total receivables - gross of allowance for impairment	494	583

Notes: The ageing analysis excludes statutory receivables, as these are not within the scope of AASB 7. Therefore, the "total" will not reconcile to the receivables total in Note 6.

17. FINANCIAL INSTRUMENTS (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 9.78% (2016–10.28%).

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

Maturity analysis and interest rate exposure of financial liabilities

	Non-interest bearing \$'000	Maturity dates		
		<1yr \$'000	1-5 yrs \$'000	>5yrs \$'000
2017				
Payables	2,061	2,061	-	-
2016				
Payables	5,233	5,233	-	-

Notes

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

17. FINANCIAL INSTRUMENTS (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.

Interest rate risk

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

18. RELATED PARTY DISCLOSURES

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

(A) KEY MANAGEMENT PERSONNEL

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

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

Key management personnel compensation

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

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

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

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

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

18. RELATED PARTY
DISCLOSURES
(continued)

Key management personnel related party information

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

(B) OTHER RELATED PARTY TRANSACTIONS

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

Other government agencies

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

19. EVENTS AFTER THE
REPORTING PERIOD

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

END OF AUDITED FINANCIAL STATEMENTS



INDEPENDENT AUDITOR'S REPORT
Multicultural NSW Staff Agency

To Members of the New South Wales Parliament

Opinion

I have audited the accompanying financial statements of Multicultural NSW Staff Agency (the Agency), which comprise the statement of financial position as at 30 June 2017, the statement of comprehensive income, statement of changes in equity and 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 2017, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 41B of the *Public Finance and Audit Act 1983* (PF&A Act) and the Public Finance and Audit Regulation 2015.

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

Basis for Opinion

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

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

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

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

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

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

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

The Chief Executive Officer's Responsibility for the Financial Statements

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

In preparing the financial statements, the CEO must assess the Agency's ability to continue as a going concern except where the Agency will be dissolved by an Act of Parliament or otherwise cease operations. The assessment must disclose, as applicable, matters related to going concern and the appropriateness of 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
- issue an Independent Auditor's Report including my opinion.

Reasonable assurance is a high level of assurance, but does not guarantee an audit conducted in accordance with Australian Auditing Standards will always detect material misstatements.

Misstatements can arise from fraud or error. Misstatements are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions users take based on the financial statements.

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

My opinion does *not* provide assurance:

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

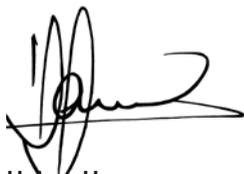
Karen Taylor
Director, Financial Audit Services

25 September 2017
SYDNEY

STATEMENT BY CHIEF EXECUTIVE OFFICER

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

- a) The accompanying financial statements have been prepared in accordance with the requirements of applicable Australian Accounting Standards (which include Australian Accounting Interpretations), the Public Finance & Audit Act 1983, Public Finance and Audit Regulation 2015 and the Treasurer's Directions.
- b) These financial statements and notes exhibit a true and fair view of the financial position and transactions of the Multicultural NSW Staff Agency as at 30 June 2017 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
31 October 2017

Statement of comprehensive income

FOR THE YEAR ENDED 30 JUNE 2017

		Actual	Actual
	Notes	2017 \$'000	2016 \$'000
Revenue			
Personnel services		14,109	16,457
Acceptance by the Crown Entity of employee benefits and other liabilities	3	448	578
Total Revenue		14,557	17,035
Expenses			
Employee related expenses	2	14,557	17,035
Total Expenses		14,557	17,035
Net result		-	-
Other comprehensive income		-	-
Total other comprehensive income for the year		-	-
TOTAL COMPREHENSIVE INCOME		-	-

The accompanying notes form part of these financial statements.

Statement of Financial Position

AS AT 30 JUNE 2017

	Notes	Actual 2017 \$'000	Actual 2016 \$'000
ASSETS			
Current Assets			
Receivables	4	1,047	1,344
Total Current Assets		1,047	1,344
Non-Current Assets			
Total Non-Current Assets		-	-
Total Assets		1,047	1,344
LIABILITIES			
Current Liabilities			
Payables	5	34	427
Provisions	6	973	877
Total Current Liabilities		1,007	1,304
Non-Current Liabilities			
Provisions	7	40	40
Total Non-Current Liabilities		40	40
Total Liabilities		1,047	1,344
Net Assets		-	-
EQUITY			
Accumulated funds		-	-
Total Equity		-	-

The accompanying notes form part of these financial statements.

Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2017

	Notes	Actual	Actual
		2017 \$'000	2016 \$'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 2017

	Notes	Actual	Actual
		2017 \$'000	2016 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES		-	-
NET CASH FLOWS FROM OPERATING ACTIVITIES		-	-
CASH FLOWS FROM INVESTING ACTIVITIES		-	-
NET CASH FLOWS FROM INVESTING ACTIVITIES		-	-
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS		-	-
CLOSING CASH AND CASH EQUIVALENTS		-	-

The accompanying notes form part of these financial statements.

MULTICULTURAL NSW STAFF AGENCY NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

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 56 Station Street East, Parramatta.

These financial statements for the year ended 30 June 2017 have been authorised for issue by the Chief Executive Officer on 20 September 2017.

B) BASIS OF PREPARATION

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

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

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

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

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

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

(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. All annual leave is classified as a current liability even where the entity does not expect to settle the liability within 12 months as the entity does not have an unconditional right to defer settlement.

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

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

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

(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.

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

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.

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 2016-17

The accounting policies applied in 2016-17 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 2016-17.

- AASB 1057 Application of Australian Accounting Standards (Application date 1 July 2016)
- AASB 2014-3 Amendments to Australian Accounting Standards – Accounting for acquisitions of interests in joint operations (Application date 1 July 2016)
- AASB 2014-4 Amendments to Australian Accounting Standards – Clarification of acceptable methods of depreciation and amortisation (Application date 1 July 2016)
- AASB 2015-1 Amendments to Australian Accounting Standards – Annual improvements to Australian Accounting Standards 2012-2014 cycle (Application date 1 July 2016)
- AASB 2015-2 Amendments to Australian Accounting Standards – Disclosure initiative: Amendments to AASB 101 (Application date 1 July 2016)
- AASB 2015-7 Amendments to Australian Accounting Standards – Fair value disclosures of Not-for-Profit Sector entities (Application date 1 July 2016)
- 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 IO and AASB 128 (Application date 1 July 2016)

In addition, management has determined that the following standard will impact on the financial statements in 2016-17 through an increase in disclosure requirements:

- AASB 2015-6 Amendments to Australian Accounting Standards – Extending related party disclosures to Not-for-Profit Public Sector entities (Application date 1 July 2016)

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

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 17/04), 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 and Interpretations have not been applied and are not yet effective.

- AASB 9 Financial instruments (Application date 1 July 2018)
- AASB 15 Revenue from contracts with customers (Application date 1 July 2018)
- AASB 16 Leases (Application date 1 July 2019)
- AASB 1058 Income of Not-for-Profit Entities (Application date 1 July 2019)
- AASB 2014-5 Amendments to Australian Accounting Standards arising from AASB 15 (Application date 1 July 2018)
- AASB 2015-8 Amendments to Australian Accounting Standards – Effective date of AASB 15 (Application date 1 July 2017)
- AASB 2016-2 Amendments to Australian Accounting Standards – Disclosure initiative: Amendments to AASB 107 (Application date 1 July 2017)
- AASB 2016-3 Amendments to Australian Accounting Standards – Clarifications to AASB 15 (Application date 1 July 2018)
- AASB 2016-4 Amendments to Australian Accounting Standards – Recoverable amount of non-cash-generating specialised assets of not-for-profit entities (Application date 1 July 2017)
- AASB 2016-6 Amendments to Australian Accounting Standards – Applying AASB 9 with AASB 4 Insurance Contracts (Application date 1 July 2018)
- AASB 2016-7 Amendments to Australian Accounting Standards – Deferring of AASB 15 for not-for-profit entities (Application date 1 July 2017)
- AASB 2016-8 Amendments to Australian Accounting Standards – Australian implementation guidance for not-for-profit entities (Application date 1 July 2019)
- AASB 2017-1 Amendments to Australian Accounting Standards – Transfer of investment property, annual improvements 2014-2016 cycle and other amendments (Application date 1 July 2019)
- AASB 2017-2 Amendments to Australian Accounting Standards – Further annual improvements 2014-2016 cycle (Application date 1 July 2017)

2. EMPLOYEE RELATED EXPENSES

	2017 \$'000	2016 \$'000
Salaries & wages (including annual leave)	12,500	14,581
Superannuation - defined benefit plans	247	153
Superannuation - defined contribution plans	1,062	961
Long service leave	189	416
Workers' compensation insurance	48	28
Payroll tax and fringe benefits tax	511	896
	14,557	17,035

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

	2017 \$'000	2016 \$'000
Superannuation - defined benefit	247	153
Long service leave		
Casual interpreters and translators	114	137
Others	75	279
Payroll tax	12	9
	448	578

4. CURRENT ASSETS - RECEIVABLES

	2017 \$'000	2016 \$'000
Amount receivable from Parent	1,047	1,344
Total receivables	1,047	1,344

5. CURRENT LIABILITIES - PAYABLES

	2017 \$'000	2016 \$'000
Accrued salaries, wages & on-costs	-	280
Fringe Benefits Tax	-	10
Accrued Payroll Tax	34	137
Total Current Liabilities - Payables	34	427

6. CURRENT LIABILITIES - PROVISIONS

	2017 \$'000	2016 \$'000
Annual Leave	460	387
Annual Leave on-cost	59	32
Long Service Leave on-costs - Payroll Tax	171	173
Long Service Leave on-costs - Other	283	285
Total Provisions - Current	973	877

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

	2017 \$'000	2016 \$'000
Within one year	459	414
Later than one year	514	463
Total	973	877

7. NON-CURRENT LIABILITIES - PROVISIONS

	2017 \$'000	2016 \$'000
Long Service Leave on-costs - Payroll Tax	15	15
Long Service Leave on-costs - Other	25	25
Total Provisions - Non-current	40	40

8. COMMITMENTS

Multicultural NSW Staff Agency had no commitments as at the end of the reporting period (2016: Nil).

9. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

Contingent Liabilities

Multicultural NSW Staff Agency had no contingent liabilities as at the end of the reporting period (2016: Nil).

Contingent Assets

Multicultural NSW Staff Agency had no contingent assets as at the end of the reporting period (2016: Nil).

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	Carrying Amount
			2017 \$'000	2016 \$'000
Class				
Receivables ¹	4	Receivables (at amortised cost)	1,047	1,344
Financial Liabilities				
Class				
Payables ²	5	Financial liabilities (at amortised cost)	-	280

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 NSWTC 11/12.

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 \$'000	Maturity dates		
		<1yr \$'000	1-5 yrs \$'000	>5yrs \$'000
2017				
Payables	-	-	-	-
2016				
Payables	280	280	-	-

Notes

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

(D) MARKET RISK

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

Interest rate risk

Multicultural NSW Staff Agency does not hold any interest bearing assets or liabilities and has no exposure to interest rate risk.

11. RELATED PARTY DISCLOSURES

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

Multicultural NSW Staff Agency is an entity under the control of Multicultural NSW, its main objective being the provision of personnel services to Multicultural NSW.

(A) KEY MANAGEMENT PERSONNEL

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

The Minister for Multiculturalism, the Secretary of the Department of Family and Community Services and the Chief

Executive Officer of Multicultural NSW have been identified as the key management personnel of Multicultural NSW Staff Agency.

Key management personnel compensation

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

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

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

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

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

Key management personnel related party information

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

family members of key management personnel.

(B) OTHER RELATED PARTY TRANSACTIONS

Multicultural NSW Staff Agency receives grants from the Department of Family and Community Services to fund its employee related activities.

12. EVENTS AFTER THE REPORTING PERIOD

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

END OF AUDITED FINANCIAL STATEMENTS

06

APPENDICES



LANGUAGE	TOTAL ASSIGNMENTS PERFORMED	TOTAL NO. OF WORDS TRANSLATED
ALBANIAN	4	400
AMHARIC	11	1,300
ARABIC	2,377	338,568
ARMENIAN	2	200
BENGALI / BANGLA	9	3,939
BOSNIAN	10	1,400
BULGARIAN	4	400
BURMESE	37	6,798
CHINESE	10,442	1,252,891
CROATIAN	66	10,312
CZECH	20	2,327
DARI	307	37,658
DUTCH	36	5,069
ESTONIAN	6	600
FILIPINO (TAGALOG)	17	5,608
FINNISH	6	1,290
FRENCH	264	36,348
GERMAN	177	57,579
GREEK	256	65,237
GUJARATI	2	200
HAZARAGI	20	2,000

LANGUAGE	TOTAL ASSIGNMENTS PERFORMED	TOTAL NO. OF WORDS TRANSLATED
HEBREW	5	971
HINDI	49	12,791
HUNGARIAN	16	2,893
INDONESIAN	226	37,532
ITALIAN	276	41,317
JAPANESE	1,196	124,695
KANNADA	3	300
KHMER	21	5,628
KOREAN	269	86,548
LAO	22	2,200
MACEDONIAN	40	7,349
MALAY	141	22,957
MALTESE	3	108
MONGOLIAN	6	791
NEPALESE	34	9,208
NORWEGIAN	7	1,000
PASHTO	49	4,900
PERSIAN (FARSI)	1,187	129,147
POLISH	88	12,540
PORTUGUESE	288	35,689
PUNJABI	11	2,245

LANGUAGE	TOTAL ASSIGNMENTS PERFORMED	TOTAL NO. OF WORDS TRANSLATED
ROMANIAN	11	2,262
RUSSIAN	167	21,664
SAMOAN	4	1,106
SERBIAN	74	9,869
SINHALESE	22	2,200
SLOVAK	12	1,600
SLOVENE	8	800
SPANISH	680	93,538
SWAHILI (KISWAHILI)	3	1,044
SWEDISH	26	3,116
TAMIL	30	4,552
THAI	141	30,418
TIGRINYA	3	300
TURKISH	48	11,785
UKRAINIAN	37	4,240
URDU	23	2,287
VIETNAMESE	339	102,604
GRAND TOTAL	19,638	2,664,318

LANGUAGE	TOTAL NO. OF BOOKINGS
ALBANIAN	7
AMHARIC	79
ARABIC	3,798
ARMENIAN	26
ASSYRIAN	204
AUSLAN	191
BENGALI / BANGLA	219
BOSNIAN	27
BURMESE	166
CEBUANO	1
CHALDEAN	114
CHINESE	43
CHINESE-CANTONESE	871
CHINESE-CHIU CHOW	2
CHINESE-HAKKA	2
CHINESE-HOKKIEN	8
CHINESE-MANDARIN	3,054
CHINESE-SHANGHAINESE	12
COOK I MAORI	31
CROATIAN	66
CZECH	38
DARI	341
DINKA	194
ESTONIAN	2

LANGUAGE	TOTAL NO. OF BOOKINGS
FIJI HINDI (FIJIAN HINDUSTANI)	29
FIJIAN	20
FILIPINO (TAGALOG)	144
FRENCH	185
FULFULDE	2
GERMAN	41
GREEK	231
GUJARATI	25
HAZARAGI	97
HEBREW	6
HINDI	305
HUNGARIAN	8
INDONESIAN	224
ITALIAN	270
JAPANESE	143
KANNADA	2
KHMER	149
KINYARWANDA	2
KIRUNDI	38
KOREAN	888
KRIO	50
KURDISH	35

LANGUAGE	TOTAL NO. OF BOOKINGS
KURDISH (KURMANJI)	13
KURDISH (SORANI)	16
KURDISH SOUTHERN (FEYLI)	1
LAO	67
LINGALA	1
MACEDONIAN	154
MALAY	2
MALAYALAM	7
MALTESE	8
MONGOLIAN	65
NEPALESE	104
OROMO	2
PASHTO	80
PERSIAN (FARSI)	1,497
PIDGIN ENGLISH	5
POLISH	73
PORTUGUESE	241
PULAAR	15
PUNJABI	335
ROHINGYA	90
ROMANIAN	28
RUSSIAN	214

LANGUAGE	TOTAL NO. OF BOOKINGS
SAMOAN	323
SERBIAN	235
SINHALESE	39
SLOVAK	4
SOMALI	14
SPANISH	466
SUDANESE ARABIC	65
SWAHILI (KISWAHILI)	92
TAMIL	298
THAI	508
TIGRINYA	26
TONGAN	117
TURKISH	282
TWI	19
UKRAINIAN	8
URDU	150
VIETNAMESE	2,720
GRAND TOTAL	20,774

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 2016-2017.

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	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

TABLE B: NUMBER OF APPLICATIONS BY TYPE OF APPLICATION AND OUTCOME

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application in part	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	0	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

TABLE C: INVALID APPLICATIONS

Reason for invalidity	Number of Applications
Application does not comply with formal requirements (Section 41 of the Act)	0
Application is for excluded information of the Agency (Section 43 of the Act)	0
Application contravenes restraint order (Section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**TABLE D: CONCLUSIVE PRESUMPTION OF OVERRIDING PUBLIC INTEREST AGAINST DISCLOSURE:
MATTERS LISTED IN SCHEDULE 1 TO ACT**

	Number of times consideration used
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

**TABLE E: OTHER PUBLIC INTEREST CONSIDERATIONS AGAINST DISCLOSURE:
MATTERS LISTED IN TABLE TO SECTION 14 OF ACT**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate freedom of information legislation	0

TABLE F: TIMELINESS

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

**TABLE G: NUMBER OF APPLICATIONS REVIEWED UNDER PART 5 OF THE ACT
(BY TYPE OF REVIEW AND OUTCOME)**

	Decision varied	Decision upheld	Total
Internal review	N/A	N/A	0
Review by Information Commissioner*	N/A	N/A	0
Internal review following recommendation under Section 93 of the Act	N/A	N/A	0
Review by ADT	N/A	N/A	0
TOTAL	0	0	0

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

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

*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.

 CELEBRATION GRANTS

NAME OF ORGANISATION	AMOUNT APPROVED	PROJECT	PURPOSE OF GRANT
Africa Australia Alliance for Peace & Reconciliation	\$5,000	Karibu Festival	Contributed towards the Karibu Festival in November 2016.
Arts North West	\$5,000	Harmony Day 2017	Contributed towards the Harmony Day event in March 2017.
Assyrian Australian National Federation Inc	\$5,000	Assyrian New Year Festival held at Fairfield Show Ground	Contributed towards the Assyrian New Year Festival in April 2017.
Bonalbo and District Community Hall Association Inc	\$4,000	Bonalbo District and Community Arts Celebration	Contributed towards the Bonalbo District and Community Arts Celebration in February 2017.
Central Coast Community Council	\$5,000	11th Central Coast Multicultural Expo	Contributed towards the 11th Central Coast Multicultural Expo in October 2016.
Children's Festival Organisation Inc	\$5,000	Children's Festival 2017	Contributed towards the Children's Festival in March 2017.
Chinese Parents Association - Children With Disabilities Inc	\$5,000	Voice of Harmony - Musical Performance by CALD People With Disabilities	Contributed towards the Voice of Harmony - Musical Performance by CALD People With Disabilities in March 2017.
Croydon Park Business Chamber	\$5,000	Experience Croydon Park Festival	Contributed towards the 'Experience Croydon Park' Festival in November 2016.
Gadigal Information Service	\$5,000	Yabun Festival 2017	Contributed towards the Yabun Festival in January 2017.
LOVE Culburra Beach Festival Inc	\$5,000	The COOKaBURRA Food Festival	Contributed towards the COOKaBURRA Food Festival at Culburra Beach in April 2017.
Shellharbour City Council	\$5,000	Cultural Treasures Shellharbour	Contributed towards the Cultural Treasures Shellharbour Multicultural Festival in March 2017.
Somali Welfare and Cultural Centre	\$5,000	Africultures Festival	Contributed towards the Africultures Festival in March 2017.
Sri Mandir	\$2,500	Yoga and Peace Festival	Contributed towards the Yoga and Peace Festival in March 2017.
STARTTS	\$5,000	Unity in Diversity Festival	Contributed towards the Unity in Diversity Festival Newcastle in June 2017.
Tamworth Regional Youth Centre	\$5,000	Indigenous Stories and Celebration Inc.	Contributed towards the Indigenous Stories and Cultural Celebration event in February 2017.
The Australian Egyptian Council Forum	\$5,000	The Annual Egyptian Cultural Festival	Contributed towards the Sydney Egyptian Cultural Festival in November 2016.

 CELEBRATION GRANTS CONTINUED

NAME OF ORGANISATION	AMOUNT APPROVED	PROJECT	PURPOSE OF GRANT
The Salvation Army (NSW) Property Trust	\$5,000	The Big Hello	Contributed towards The Big Hello, an initiative run by The Salvation Army's Syrian refugee program for events held from October 2016.
Wagga African Association (Wafrica) Inc	\$5,000	Tamaraneh/Tusaidane Multicultural Concert	Contributed towards the Tamaraneh/Tusaidane Multicultural Concert in November 2016.
Young & District Multicultural Association Incorporated	\$2,268	Annual Multicultural Celebration 2016	Contributed towards the Annual Multicultural 2016 Celebrations in November 2016.
Amra Bangladeshi Inc	\$3,000	Bangla Mela (Bengali Fair)	Contributed towards the Bangla Mela (Bengali Fair) in March 2017.
Blacktown Women and Girls Health Centre	\$2,000	Multicultural Food and Health Festival	Contributed towards the Multicultural Food and Health Festival in March 2017.
Centacare Bathurst as auspicing body for Bathurst Child and Family Network	\$2,000	2017 Bathurst Family Fun Day (BFFD)	Contributed towards the Bathurst Family Fun Day in May 2017.
China Australia Friendship Association Inc	\$2,000	Central Coast Multicultural Showcase	Contributed towards the Central Coast Multicultural Showcase of performances, arts and craft in March 2017.
Greek Orthodox Community NSW	\$1,450	Greek Orthodox Community of NSW Ltd	Contributed towards an exhibit at the Sydney Greek Festival in February 2017.
Griffith Pioneer Park Museum	\$1,958	Australia Day Breakfast	Contributed towards the Australia Day Breakfast event in January 2017.
Kajo-Keji Community Welfare Association NSW Inc	\$1,500	Kajo-Keji Culture and Diversity	Contributed to the Kajo-Keji Unity and Diversity Cultural Night in January 2017.
Life Without Barriers	\$2,000	Celebrating Cultural Diversity	Contributed towards the Celebrating of Cultural Diversity Festival in April 2017.
Madiba Project Incorporated	\$2,000	Madiba Schools Multicultural Celebration Event Project	Contributed towards the Madiba Schools 2nd Annual Inter-school Multicultural Celebration event in June 2017.
Maltese Community Council of NSW	\$1,000	Australia Day Celebration	Contributed towards the Australia Day celebrations in January 2017.
Manning Valley Neighbourhood Services Inc	\$2,000	Cultures in the Manning Festival	Contributed towards the Cultures in the Manning Festival in May 2017.
Mid Richmond Neighbourhood Centre Inc	\$2,000	Crankfest Youth Culture and Arts Festival	Contributed towards the Crankfest Youth Culture and Arts Festival in April 2017.
Multicultural Tamworth Inc	\$2,000	Tamworth Country Music Cavalcade	Contributed towards a multicultural exhibit in the Tamworth Country Music Cavalcade at the Tamworth Country Music Festival in January 2017.

 CELEBRATION GRANTS CONTINUED

NAME OF ORGANISATION	AMOUNT APPROVED	PROJECT	PURPOSE OF GRANT
Northern Settlement Services Limited	\$2,000	Carnivale Armidale - multicultural festival and dance.	Contributed towards the Carnivale Armidale Multicultural Community Dance February 2017.
NSW Council for Pacific Communities	\$3,000	Women Weaving Positive Pathways Forum	Contributed towards the Woman Weaving Positive Pathways Forum in March 2017.
Our Big Kitchen	\$3,000	Harmony Day 2017	Contributed towards Harmony Day celebrations in March 2017.
Polish Association of Newcastle Inc	\$1,000	Carnivale	Contributed towards a Polish Carnivale in February 2017.
Queanbeyan Multilingual Centre Inc	\$3,000	Multicultural Festivals SE NSW (Queanbeyan, Goulburn, Cooma, Bega)	Contributed towards four multicultural festivals in February - March 2017.
Russian Australian Representative Council	\$2,000	Victory Day Community Festival	Contributed towards the Victory Day Community Festival in May 2017.
St Marys Community Care Inc	\$3,000	Central Coast World Food Fair	Contributed towards the Central Coast World Food Fair in November 2017.
Sydney Korean Business Association	\$3,000	Sydney Korean Festival	Contributed towards the Sydney Korean Festival in April 2017.
Sydney St. Patrick's Day Organisation Incorporated	\$2,000	2017 Sydney St. Patrick's Day Parade & Family Day	Contributed towards the St Patrick's Day Parade and Family Day in March 2017.
Tamil Arts and Culture Association Inc	\$1,500	Pongal @ NSW Parliament	Contributed towards celebrating Pongal @ NSW Parliament cultural event in January 2017.
The Gallery Foundation	\$3,000	World Cultures On A Big River Community Gathering	Contributed towards the World Cultures On A Big River Community Gathering Harmony Day event in March 2017.
The Sinhalese Cultural Forum of New South Wales Australia Inc	\$2,000	Sun Fest - Sri Lankan New Year Cultural Festival 2017	Contributed towards the Sun Fest - Sri Lankan New Year Cultural Festival in April 2017.
Yarkuwa Indigenous Knowledge Centre Aboriginal Corporation	\$3,597	2017 Reconciliation Week Wamba Warrang-Warrang and Cultural Craft Demonstrations	Contributed towards the Reconciliation Week Wamba Warrang-Warrang and Cultural Craft events in June 2017.
Australian Turkish Mutual Alliance	\$5,000	Taste of Turkey	Contributed towards the Taste of Turkey event in October 2017.
Bangladesh Festival Inc	\$5,000	Bangladesh Festival Australia	Contributed towards the Bangladesh Festival Australia in October 2017.
Bankstown Sports Stars Football Club	\$5,000	ALFA Cup 2017	Contributed towards the ALFA Cup in September 2017.

 CELEBRATION GRANTS CONTINUED

NAME OF ORGANISATION	AMOUNT APPROVED	PROJECT	PURPOSE OF GRANT
Buddha's Light International Association of Australia	\$5,000	Buddha's Birthday Multicultural Festival	Contributed towards the Buddhas' Birthday Multicultural Festival in May 2018.
Chand Raat Eid Festival Inc	\$5,000	Chand Raat Eid Festival (CREF) 2017	Contributed towards the Chand Raat Eid Festival in June 2017.
Children's Festival Organisation Inc	\$5,000	Children's Festival 2017 in Canterbury-Bankstown	Contributed towards Children's Festival in Canterbury-Bankstown in September 2017.
China Australia Friendship Association Inc	\$2,500	Central Coast Chinese Cultural Festival 2017	Contributed towards the Central Coast Chinese Cultural Festival 2017 in September 2017.
Eastwood Chinese Senior Citizens Club	\$2,000	International Grandparents Day Celebration	Contributed towards the International Grandparents Day Celebration in October 2017.
Global Alliance for Peace (GAP)	\$5,000	Karibu Festival	Contributed towards the Karibu Festival in July 2017.
Illawarra Kerala Samajam Incorporated	\$5,000	Illawarra Kerala Samajam Ponnnonam 2017	Contributed to the Illawarra Kerala Samajam Ponnnonam celebration in September 2017.
Iraqi Australian University Graduate Forum	\$3,500	Iraqi Cultural Festival	Contributed to the Iraqi Cultural Festival in July 2017.
Kyeemagh Infants Public School Parents & Citizens Association	\$1,660	Kyeemagh 75th Birthday Family Festival	Contributed towards the Kyeemagh 75th Birthday Family Festival in August 2017.
NAIDOC Westlakes Inc	\$2,500	Westlakes NAIDOC Family Fun Day	Contributed towards the Westlakes NAIDOC Family Fun Day in July 2017.
Nautanki Theatre Inc	\$5,000	Theatre Festival of South Asian Countries	Contributed towards the Theatre Festival of South Asian Countries in November 2017.
Orange City Council - Migrant Support Service	\$5,000	Harmony Day 2018	Contributed towards Harmony Day celebrations in March 2018.
Our Community Project	\$2,500	Music Jam n Bread Celebrating Culture and Community	Contributed towards the Music Jam n Bread Celebrating Culture and Community events in July 2017.
Penrith City Council	\$5,000	A Day of Peace - Interfaith initiative	Contributed towards an interfaith initiative 'A Day of Peace' in September 2017.
Philippine - Australia Sports & Culture Inc	\$5,000	29th Fiesta Kultura	Contributed towards the 29th Grand Philippine Sydney Fiesta Kultura in October 2017.
Saint Columban's Mission Property Association	\$5,000	Youth PoWR (Parliament of the World's Religions)	Contributed towards the Youth PoWR (Parliament of the World's Religions) in August 2017.

 CELEBRATION GRANTS CONTINUED

NAME OF ORGANISATION	AMOUNT APPROVED	PROJECT	PURPOSE OF GRANT
Scone Neighbourhood Resource Centre Incorporated	\$4,500	Multicultural Christmas Celebration	Contributed towards the celebration of Christmas with multicultural communities in December 2017.
St. Marys Antiochian Church Mt. Pritchard	\$2,712	Home away from home	Contributed to the 'Home Away From Home' event in October 2017.
The Italo-Australian Sports and Recreation Club	\$4,500	Friendship Festival - Piazza in the Park	Contributed towards the 'Friendship Festival - Piazza in the Park' in June 2017.
Tooleybuc Central School Parents & Citizens Association	\$2,000	Tooleybuc Celebrating NAIDOC Week 2017	Contributed towards NAIDOC Week celebrations in July 2017.
Wollongong Writers Festival	\$2,900	Wollongong Writers Festival 2017 Program Launch and Festival Launch	Contributed towards the Wollongong Writers Festival in August 2017.
Woolgoolga Chamber Of Commerce Industry & Tourism	\$3,000	Outdoor Bollywood Movie at Curryfest 2017	Contributed towards the Outdoor Bollywood Movie at Curryfest in September 2017.

 CELEBRATION GRANTS RETURNED

NAME OF ORGANISATION	AMOUNT APPROVED	PROJECT	PURPOSE OF GRANT
Exodus Youth Worx	\$5,000	Exodus Street Festival	Contributed towards the Exodus Street Festival in November 2016.
NSW Aboriginal Education Consultative Group Inc Korreil Wonnai Local	\$2,000	Harmony Day Festival	Contributed towards the Harmony Day Festival in March 2017.


UNITY GRANTS

NAME OF ORGANISATION	AMOUNT APPROVED	PROJECT	PURPOSE OF GRANT
Albury Wodonga Volunteer Resource Bureau	\$15,000	Sisters in the Kitchen - East Meets West	Contributed towards the Sisters in the Kitchen - East Meets West program.
Arts North West	\$10,100	Table Talk: Making Bowls Making Connections	Contributed towards the Table Talk: Making Bowls Making Connections project.
Australian Afghan Hassanian Youth Association (AAHYA)	\$15,000	Future Australians Developing Skills	Contributed towards the Future Australians Developing Skills project.
CAN Mental Health Inc	\$15,000	Multicultural Peer Support Volunteer Hub	The grant is to contribute towards the Multicultural Peer Support Volunteer Hub.
Celebration of African Australians Inc	\$15,000	Delivering Mental Health First Aid Training to African Australian Communities	The grant is to contribute towards delivering Mental Health First Aid Training to African Australian communities.
Community Care Inc	\$15,000	Multicultural Outreach Program	The grant is to contribute towards the Multicultural Outreach Program
Darfur Community Social & Cultural Association NSW	\$15,000	Social Cohesion-Based Community Capacity Building.	The grant is to contribute towards the Social Cohesion-Based Community Capacity Building project.
Greek Orthodox Community NSW	\$10,000	The Passage of Migration	The grant is to contribute towards The Passage of Migration project.
Haberfield Community Singers Inc	\$5,000	Seniors creating culturally diverse entertainment for Seniors residing in nursing/retirement homes in the Inner West	The grant is to contribute towards creating culturally diverse entertainment for Seniors residing in nursing/retirement homes in the Inner West.
Illabo Sporting Bodies Incorporated	\$8,335	Illabo Spirit Revival Initiative	The grant is to contribute towards the Illabo Spirit Revival Initiative.
Macquarie Shores Swimming Club	\$6,500	Celebrate Awabakal peoples connection to Lake Macquarie and water as a way of life	The grant is to contribute towards celebrating the Awabakal peoples connection to Lake Macquarie and water as a way of life.
MaroniteCare	\$15,000	Interfaith Festival	The grant is to contribute towards the Interfaith Festival.
Moving Forward Together Association	\$10,000	Moving Forward Together - Harmony Day - Every Day	The grant is to contribute towards the Harmony Day - Every Day project.
Narrabri Shire Council Visitor Information Centre	\$15,000	Kamilaroi Stories - Capturing history for future generations	The grant is to contribute towards the Kamilaroi Stories - Capturing history for future generations project.

UNITY GRANTS CONTINUED

NAME OF ORGANISATION	AMOUNT APPROVED	PROJECT	PURPOSE OF GRANT
National Ethnic and Multicultural Broadcasters Council (NEMBC)	\$20,000	NEMBC Annual Conference Sydney 2016 - national gathering of multicultural community broadcasters and organizations, prominent leaders, academics and government representatives.	Contributed towards the Annual Conference Sydney in November 2016.
North Ryde Community Aid & Information Centre Inc	\$3,000	Multicultural Mothers Group	Contributed towards the Multicultural Mothers Group program.
Northern Settlement Services Limited	\$20,000	Pathways to Volunteering - for Community and Individual Capacity Building	Contributed towards the Pathways to Volunteering - for Community and Individual Capacity Building project.
South Eastern Community Connect	\$3,960	Welcome Dinner Project - uniting communities in South Eastern Sydney	Contributed towards the Welcome Dinner Project to unite multicultural communities in South Eastern Sydney.
The Deaf Society of New South Wales	\$15,000	Welcome pack for deaf migrants	Contributed towards developing a Welcome pack for deaf migrants.
The Northcott Society	\$15,000	Welcome to Australia: Embracing diversity and promoting social inclusion via providing assistance to refugees with disability.	Contributed towards a Welcome to Australia: Embracing Diversity and Promoting Social Inclusion project.
The Salvation Army (NSW) Property Trust	\$20,000	The Salvation Army Multicultural Inclusion Project	Contributed towards the Multicultural Inclusion Project.

UNITY GRANTS RETURNED

NAME OF ORGANISATION	AMOUNT APPROVED	PROJECT	PURPOSE OF GRANT
Australian Refugee Volunteers	\$6,400	Tweens Program	Contributed towards the Tweens Program.
Dinka Literacy Association	\$10,000	Promotion of Australian Citizenship and Civic Values Among Dinka Speakers in Western Sydney	The grant is to contribute towards a project promoting Australian Citizenship and Civic Values Among Dinka speakers in Western Sydney.
Wagga Wagga Uniting Church	\$15,000	Wagga Wagga Uniting Church Multicultural Facilitated Playgroup	Contributed towards the Multicultural Facilitated Playgroup.

 SUPPORT GRANTS

NAME OF ORGANISATION	AMOUNT APPROVED	PROJECT	PURPOSE OF GRANT
Auburn Diversity Services Incorporated	\$5,684	Small Steps Making Difference	Contributed towards the Small Steps Making Difference project.
Auburn Tamil Society (NSW) Inc	\$4,500	Refugees & Migrants Transition Program	Contributed towards the Refugees and Migrants Transition Program.
Auburn Youth Centre	\$9,950	Women's Breakfast Club	Contributed towards the Women's Breakfast Club program.
Catholic Diocese Maitland-Newcastle	\$5,135	Vice Chancellor Administration	Contributed towards funding for 13 players to participate in organised and registered sport.
Chaldean Australian Society Incorporated	\$10,000	Support for Refugees and Migrants	Contributed towards the Support for Refugees and Migrants project.
Dress for Success Sydney	\$10,000	Dress for Success Sydney's Outreach Program	Contributed towards the Dress for Success Sydney's Outreach Program.
Emmanuel Care Inc	\$8,600	Diverse Dubbo's Multi-cultural Women's' Group	Contributed towards Diverse Dubbo's Multicultural Women's Group.
Griffith Neighbourhood House Community Centre Inc.	\$9,067	Support and Assistance for Migrants	Contributed towards the employment of a community services worker to assist with providing support services to migrants.
GyMEA Community Aid & Information Service	\$9,980	Sutherland Shire Sports Access Project	Contributed towards the Sutherland Shire Sports Access Project.
ITSOWEL - Italian Social Welfare Organisation of Wollongong	\$10,000	Dignity in Ageing	Contributed towards the Dignity in Ageing project.
Kariong Neighbourhood Centre Inc	\$10,000	A playgroup for culturally diverse families - providing social inclusion activities, developing parenting skills and friendships	Contributed towards a playgroup for culturally diverse families - providing social inclusion activities, developing parenting skills and friendships.
Lithgow Information & Neighbourhood Centre Limited	\$10,000	Multicultural Worker supporting Lithgow Community	Contributed towards the employment of a Multicultural Support Worker for the Lithgow community.
Macedonian Australian Welfare Association	\$10,000	Inter-Generational connections	Contributed towards the Inter-Generational Connections project.
Manning Valley Neighbourhood Services Inc	\$5,982	Volunteer ESL Tutoring Program	Contributed towards the Volunteer ESL Tutoring Program.
Marist180 (registered as Marist Youth Care Ltd)	\$9,600	Sport for Wellbeing; Tamil Cricket Team	Contributed towards Sport for Wellbeing: Tamil Cricket Team program.

 SUPPORT GRANTS CONTINUED

NAME OF ORGANISATION	AMOUNT APPROVED	PROJECT	PURPOSE OF GRANT
Mount Druitt Ethnic Communities Agency (MECA)	\$10,000	Girl SKILLS (Smarts, Know-How, Intelligence, Leadership, Strength) - Positive Pathways for the Future'	Contributed towards the 'Girl SKILLS (Smarts, Know-How, Intelligence, Leadership, Strength) - Positive Pathways for the Future' program.
Multicultural Council of Wagga Wagga	\$4,760	Sporting Chance	Contributed towards the Sporting Chance program.
Northern Settlement Services Limited	\$9,500	Chairperson	Contributed towards funding for 19 players to participate in organised and registered sport.
Orange CultureHub	\$10,000	Mentor Connections	Contributed towards the Mentor Connections program.
Plumtree Children's Services Inc	\$2,200	Splash Together	Contributed towards the Splash Together program.
Prosper (Project Australia)	\$8,950	Syrian Parents Network	Contributed towards the Syrian Parents Network.
Shopfront Arts Co-op	\$8,000	New Home, New Laws	Contributed towards the 'New Home, New Laws' intervention and prevention project.
St Francis Social Services T/A House of Welcome	\$10,000	The Welcome Feast	Contributed towards The Welcome Feast project.
Tenants' Union of NSW Cooperative Ltd	\$10,000	CALD Your Rights as a Tenant Workshops	Contributed towards the delivery of ten 'Know Your Rights as a Tenant' workshops to four CALD communities.
The Song Room	\$10,000	ARTS Connect in Western Sydney	Contributed towards the employment of a Regional Program Coordinator to coordinate the delivery of the ARTS Connect program in Western Sydney.

	GRANTS AWARDED	FUNDING	FUNDING (REGIONAL AREAS)	TOTAL OF REGIONAL AREAS
CELEBRATION GRANTS	72	\$252,045	\$115,223	34
UNITY GRANTS	23	\$298,295	\$74,935	6
SUPPORT GRANTS	25	\$211,908	\$83,044	10
TOTAL	120	\$762,248	\$273,202	50

THE PREMIER'S FUND FOR SOCIAL COHESION

NAME OF ORGANISATION	AMOUNT APPROVED	PROJECT	PURPOSE OF GRANT
3 Bridges Community Ltd	\$20,000	Celebrating Diversity in St George	Contributed towards the Celebrating Diversity in St George project.
All Together Now	\$20,000	Rock Against Racism	Contributed towards the Rock Against Racism music event.
Auburn Diversity Services Incorporated	\$16,750	Alternative Ways to Work with Next Generations	Contributed towards the "Alternative Ways to Work with Next Generations" Project.
Auburn Youth Centre	\$19,940	The Cumberland Showcase	Contributed towards The Cumberland Showcase.
Bankstown Youth Development Service Inc	\$18,000	Each One Teach One	Contributed towards the "Each One Teach One" event.
Basmala Aus Inc	\$20,000	UN International Day of Peace	Contributed towards the UN International Day of Peace.
Bankstown Youth Development Service Inc	\$16,000	Madiba - raising awareness, raising spirits, increasing understanding, raising questions	Contributed towards the "Madiba - raising awareness, raising spirits, increasing understanding, raising questions" program.
Chester Hill Neighbourhood Centre Inc	\$14,140	Artistic creations that celebrate diversity for youth aged 12-18	Contributed towards the "Artistic creations that celebrate diversity for youth aged 12-18" program.
ConnectAbility Australia Inc	\$13,290	Newcastle Refugee Youth Theatre Project	Contributed towards the Newcastle Refugee Youth Theatre Project.
Multicultural Council of Wagga Wagga	\$18,500	I Slam: Spoken-word poetry workshop/performance tour by Zohab Khan	Contributed towards the I Slam: Spoken-word poetry workshop and performance tour by Zohab Khan.
Horizon Theatre Co Ltd	\$19,600	Faith Connections Youth Project	Contributed towards the Faith Connections Youth Project.
Iraqi Australian University Graduate Forum	\$15,000	Iraqi Australian Youth Speak-up Forum	Contributed towards the Iraqi Australian Youth Speak-up Forum.
Kariong Neighbourhood Centre Inc.	\$17,680	"Walk in my shoes" educational DVD for youth by youth	Contributed towards the "Walk in my shoes" educational DVD for youth by youth project.
Kids Giving Back	\$19,350	Food, Clothing, Shelter	Contributed towards the Food, Clothing, Shelter volunteer program.
Marist180 (registered as Marist Youth Care Ltd)	\$16,500	"Welcome to Country" Events & Cultural Immersion Workshops	Contributed towards the "Welcome to Country" Events & Cultural Immersion Workshops.
NSW Council for Pacific Communities	\$20,000	CHANGING LENSES - YOUTH INTER-CULTURAL INTER-FAITH SYMPOSIUM	Contributed towards the 'CHANGING LENSES' – Inter-cultural, Inter-faith Youth Symposium.
Project Youth	\$20,000	Everyone Deserves Music	Contributed towards the "Everyone Deserves Music" music and culture program.
Shakti Migrant and Refugee Women's Support Group NSW Inc	\$15,175	Bridge the Gap: Promoting Harmony & Social Cohesion.	Contributed towards the Bridge the Gap: Promoting Harmony & Social Cohesion program.
Singleton High School P&C Association	\$15,870	Cultural Infusion	Contributed towards the Cultural Infusion workshops.
Youth Off The Streets Limited	\$20,000	Streets of Bankstown/Bankstown Street Festival	Contributed towards the Streets of Bankstown/Bankstown Street Festival.

 PARTNERSHIP GRANTS

NAME OF ORGANISATION	AMOUNT APPROVED	PURPOSE OF GRANT
Ethnic Communities Council of NSW	\$111,000	The three year partnership between Multicultural NSW and the Council will provide better strategic outcomes and achieve a more cohesive and harmonious multicultural New South Wales.
Ethnic Communities Council of Newcastle and the Hunter Region	\$95,065	The three year partnership between Multicultural NSW and the Council will provide better strategic outcomes and achieve a more cohesive and harmonious multicultural New South Wales.
Multicultural Communities Council of Illawarra	\$102,494	The three year partnership between Multicultural NSW and the Council will provide better strategic outcomes and achieve a more cohesive and harmonious multicultural New South Wales.
Multicultural Council of Wagga Wagga	\$70,000	The three year partnership between Multicultural NSW and the Council will provide better strategic outcomes and achieve a more cohesive and harmonious multicultural New South Wales.
Metro Assist	\$150,000	The grant is to deliver the Skilled Migrant Employment (SkillME) Pilot Project to assist migrants in gaining employment commensurate with their skills and qualifications.
Community Hubs Australian	\$180,000	The grant is to contribute towards establishing Community Hubs in NSW.
Information and Cultural Exchange	\$166,666	The grant is to develop and implement multicultural women's hubs to empower women from diverse cultural backgrounds in Western Sydney, to provide opportunities for them to tap into their skills and talents and to encourage them to participate in their community and the society at large.
NSW Federation of Community Language Schools	\$35,000	The grant is to contribute towards the employment of a worker to assist the Federation in the provision of quality services to after hours community language schools.

ADDITIONAL GRANTS

NAME OF ORGANISATION	PURPOSE OF GRANT	AMOUNT APPROVED
Brazilian Community Council of Australia Inc (BRACCA)	To assist the Council to host workshops to educate its members on the structure of the Australian Government.	\$5,000
Indian Literary and Art Society of Australia & Bharatiya Vidya Bhavan	To contribute towards the Hindi poetry competition at NSW Parliament House in September 2016.	\$5,000
Scouts NSW	To contribute towards celebration 100 years of Club Scouts, Burwood Scouts and International Scouting.	\$4,000
Chabad Double Bay	To contribute towards Chanukah at the Bay in December 2016.	\$10,000
United Indian Association Inc	To contribute towards UIA's Awards Night in January 2017.	\$5,000
Bankstown Youth Development Service Inc	To contribute towards the Poetry Slam Initiatives.	\$1,000
Greek Orthodox Community of NSW	To contribute towards Greek Festival of Sydney in February 2017.	\$10,000
Kosciuszko Heritage Inc	To contribute towards the Kosciuszko Bicentennial Festivities in Jindabyne October 2017.	\$10,000
Chinese Language Education Council of NSW Inc.	To contribute towards the National Chinese Eisteddfod in May 2017.	\$4,500
Children's Festival Organisation Inc	To contribute towards the Children's Festival in March 2017.	\$2,500
Avsar Inc	To contribute towards DiwaliFEST 2017 in October 2017.	\$10,000
Scottish Australian Heritage Council	To contribute towards Macquarie Medal Award Ceremony.	\$3,500
Chabad Youth NSW	To contribute towards the Lag Baomer Parade and Carnival in May 2017.	\$5,000
CASS Care Inc	To assist with collating stories of Chinese migrant experiences.	\$5,000
Affinity Intercultural Foundation	To contribute towards 2017 Iftar Dinner at Parliament house on 7 June 2017.	\$5,000
Federation of Indian Associations of NSW	To contribute towards India Day Celebrations.	\$5,000
Madiba Project Incorporated	To contribute towards the 2017 Annual School Multicultural Concert in June 2017.	\$2,000
3Bridges Community Limited	To contribute towards Information Booklet on Alzheimer's - Nepalese.	\$3,500
Federation of Ethnic Communities Council of Australia	To contribute towards the National Women's Conference in November 2016 in Sydney.	\$5,000
NSW Police Force	To contribute towards the International Students Beach Soccer Tournament in September 2016.	\$2,500
Welcome to Australia	To contribute towards the Walk Together event in Sydney in October 2016.	\$3,000
Australian Institute of Translators and Interpreters	To contribute towards the 2016 AUSIT conference.	\$1,357
Samo Mo samo Council Inc	To contribute towards Samoa Cultural Day Event on 28 January 2017.	\$1,500
Fairfield High School	To contribute towards Refugee Expo in May 2017.	\$3,000
NSW Federation of Community Language Schools	Sponsorship towards the annual dinner.	\$500
Sydney Community Forum Ltd	To contribute towards Sydney Pacifica in July 2017.	\$2,500
Bankstown Women's Health Centre	To contribute towards the LGMN Conference in November 2017.	\$2,000
Greek Orthodox Community of NSW	To contribute towards Greek Festival of Sydney in February 2017.	\$5,000
National Ethnic and Multicultural Broadcasters Council (NEMBC)	To contribute towards the Annual Conference Sydney 2016.	\$5,000

Access Arrangements	49	Ethnic & Multicultural Communities Councils Forum	29	Performance Dashboard (Overall)	14
Accommodation	53	Financial Highlights	41	Performance Measurements	49
Advisory Board Attendance	6	Financial Overview	50	Planning Mechanisms	48
Advisory Board Chair (From the)	4	Functional Structure (Our)	7	Premier's Harmony Dinner	21
Advisory Board Members	5	Government Information (Public Access) Act		Premier's Iftar Dinner	25
Audit and Risk Management Statement of		2009 GIPA	54	Premier's Multicultural Community Medals and	
2016-17 Financial Year	59	Harmony in Action – Reflection from the CEO	4	Multicultural Honour Roll (2017)	22
Australian Multicultural Marketing Awards (AMMAs)	24	Harmony in Action Strategic Plan 2014-17	48	Premier's Multicultural Media Awards (2016)	23
Briefings and Correspondence	31	Human Resources	56, 57	Privacy	54
Chanukah Festivities	25	IDEATION	27	Public Interest Disclosures	55
Communications and Marketing	19	Industrial Relations Policy & Practice	56	Regional Advisory Councils (RACs)	28
Communities in Partnership,		Information Security Annual Attestation Statement		Religious Leaders Forum	27
Taking Action (COMPACT)	17	for the 2016-2017 Financial Year		Revenue	50
Community Cohesion Ambassadors Program	18	for Multicultural NSW	60	SkillME Program	10, 34
Community Language Allowance		Internal Audit and Risk Management	58	Social Media Channels (New)	19
Scheme CLAS (Re-launching the...)	39	Interpreting Services	37	Statement by Chief Executive Officer	64, 99
Community Profiles (Online)	35	Language Services Forum	38	Strategic & Divisional Planning	48
Community Resilience	16	Language Services – Servicing NSW	11	Structure & Function	46
Community Relations Report	35	Letter of Submission, Purpose, Vision & Principles	1	Translation Services	37
Community Resilience & Response Plan (NSW)	16	MediaLink (Transforming)	39	Website (Multicultural NSW)	26
COMPACT Alliance	11	MPSP Framework	32	Work Health & Safety Policy & Practice	56
Comprehensive Income	50	Multicultural March	21	Workers Compensation Claim Status	56
Conditions of Employment	56	Multicultural NSW Advisory Board Visits	29		
Corporate Governance	41	Multicultural NSW Auditor's Report	63		
Credit Card Certification	54	Multicultural NSW Grants Program	41		
Cultural Competency Training Program (CCP)	39	Multicultural NSW Staff Agency Auditor's Report	98		
Deniliquin Community Meeting	28	Multicultural Women's Hub	33		
Diwali Celebrations	25	Northcott Unity Grant	12		
EmailLink	26	NSW Govt Immigration Settlement Planning	31		
Engagements of Consultants	52	Overseas Travel	53		
Environmental Impact	61	Partnerships	20		

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