



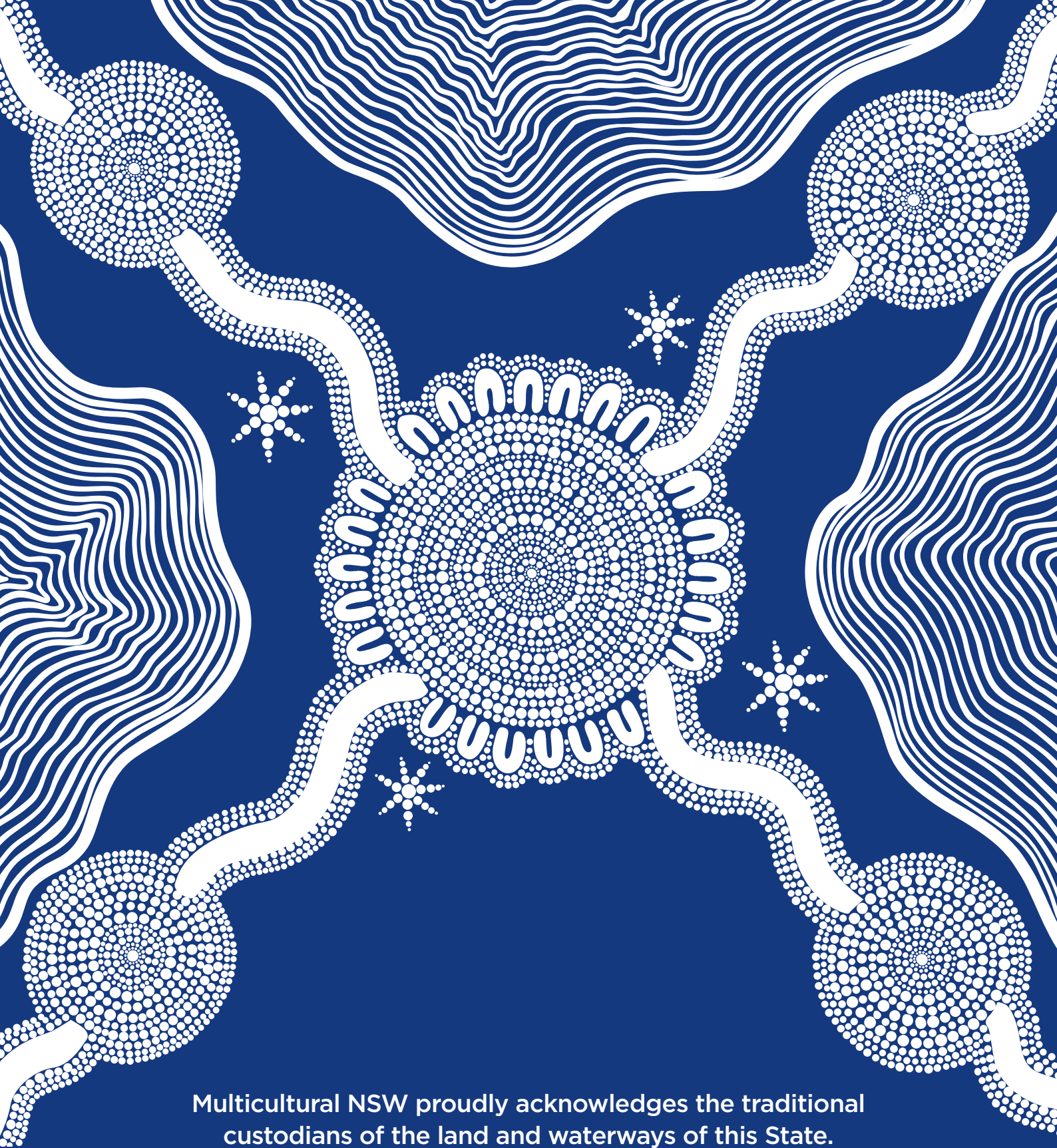
Multicultural  
NSW

# ANNUAL REPORT

2020-2021



STRONGER *together*



**Multicultural NSW proudly acknowledges the traditional custodians of the land and waterways of this State.**

**We pay respect to the elders past, present and future of all Aboriginal nations.**

**As Australia's First People, they have an important role to play in shaping the identity of our State.**

The artwork on this page is taken from the Multicultural NSW Reconciliation Action Plan (RAP) and was created by artist Rheanna Lotter. The artwork represents the commitment, inclusion, diversity and strength between Multicultural NSW and the wider community.

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OUR  
**VISION**

An inclusive, connected  
and socially cohesive  
multicultural NSW.

OUR  
**LEGISLATION**

The *Multicultural NSW Act 2000* establishes  
Multicultural NSW as the government agency in  
NSW responsible for promoting and monitoring  
the Multicultural Principles set out opposite.

**THE MULTICULTURAL  
PRINCIPLES ARE THE  
POLICY OF THE STATE**

Each public authority must observe the  
Multicultural Principles in conducting its  
affairs. It is the duty of the CEO of each public  
authority to implement the Multicultural  
Principles in their administration.

# THE MULTICULTURAL PRINCIPLES

The people of New South Wales are of different linguistic, religious and ancestral backgrounds who, either individually or in community with other members of their respective groups, are free to profess, practise and maintain their own linguistic, religious and ancestral heritage.

## All **individuals** in NSW

- irrespective of their linguistic, religious and ancestral backgrounds, should demonstrate a unified commitment to Australia, its interests and future
- should recognise the importance of shared values governed by the rule of law within a democratic framework
- should have the greatest possible opportunity to:
  - contribute to, and participate in, all aspects of public life in which they may legally participate
  - make use of, and participate in, relevant activities and programs provided or administered by the Government of New South Wales.

## All **institutions** of NSW

- should recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource to maximise the development of the State.

## All **individuals** and **institutions**

- should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language.



## LETTER OF SUBMISSION



**The Hon Dominic Perrottet MP**

Premier of New South Wales  
GPO Box 5341  
Sydney NSW 2001

**The Hon Natalie Ward MLC**

Minister for Multiculturalism  
GPO Box 5341  
Sydney NSW 2001

Dear Premier and Minister

On behalf of Multicultural NSW, it is a pleasure to submit the Annual Report for the year ended 30 June 2021. This report is for presentation by the Minister to the Parliament of New South Wales.

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

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Joseph La Posta', is written over a light blue circular watermark.

**Joseph La Posta**  
Chief Executive Officer  
29 October 2021

# 01

## ABOUT US







**Joseph La Posta**  
Chief Executive Officer  
Multicultural NSW

## FROM OUR CEO

**Reflecting on the period of July 2020 to June 2021, what has continued to inspire, has been the remarkable resilience and strength of our NSW community. The challenges our communities faced in the ongoing rebuild from the bushfires and the COVID-19 pandemic were far from over, as citizens then had to respond to the highly contagious Delta variant of the virus.**

Fortunately, our communities have embraced their fellow citizens with compassion and a spirit of goodwill. In some of our hardest times, we have come together like never before. Stepping up, across cultural, religious, and linguistic backgrounds, our communities have supported those in need and played a vital role in keeping us all safe.

Inspired by the communities we serve, Multicultural NSW and our workforce responded to the pandemic with passion and resilience. Arguably, the role of our agency has never been more important. Every aspect of our business mobilised to serve the community we represent and aspire to represent. We acknowledge some members of our society have endured severe hardship; in particular vulnerable members of our community who have been heavily impacted by the pandemic.

We worked around the clock across our Language Services division to provide timely and accurate translations of the highest quality. As at 30 June 2021, we translated more than 1,600 critical documents in more than 50 languages, representing half a million words since the start of the pandemic. These translated resources include critical public health information, advice about the public health orders, and information about vaccination and Government funding support across all mediums and channels. Our translators

and interpreters have played a vital role in our public health response, especially engaging new and emerging communities. We are deeply grateful to have a growing panel of such highly qualified language services professionals on our team.

Our respectful relationships with the community have been at the core of our response to the COVID-19 pandemic. As at June 2021, we had held more than 100 online engagement forums with our peak bodies, community groups, religious leaders and the settlement sector. These engagements enabled us to listen and learn, and understand the impacts of the pandemic unfolding before us. Our community and religious leaders have been instrumental in sharing public health messages, caring for, and protecting our community. Working side by side with our community and religious leaders since the onset of the pandemic, we are so grateful for the ongoing support of our leaders and their sustained partnership.

Quickly responding to an urgent need for immediate relief on the ground, Multicultural NSW pivoted our grants program to empower multicultural community organisations to deliver grassroots community-led initiatives in response to the pandemic. As at 30 June 2021, we supported more than 220 grassroots initiatives in our community with \$1.1 million



since the start of the pandemic. These initiatives have been led by community, for community.

We cannot underestimate the impacts of these programs, from multicultural volunteer-run food banks, food hamper and food voucher programs, culturally appropriate care and welfare support in language. Many of these programs are breaking down barriers to social isolation. The ripple effect and impacts of this grassroots community work is exponential. We have connected deeply into hard to reach groups. This has enabled us to provide feedback and from these communities back into Government to inform the broader NSW response and adjust our level of assistance accordingly.

During the pandemic, we continued to support the Coordinator General for Settlement Peter Shergold to help vulnerable temporary visa holders. As at June 2021, more than 2,500 temporary visa holders and more than 10,000 asylum seekers had been supported with the NSW Government 2019-20 \$6 million funding package. We also launched our Growing Regions of Welcome (GROW) program which will pair refugees and migrants in metropolitan Sydney with lifestyle and employment opportunities in regional NSW. GROW will support critical skills shortages in regional NSW once freer movement of travel resumes across the state.

**2020-21 has also been a big year for our agency outside of the pandemic.**

The pandemic has demonstrated the critical importance of our interpreters and translators. It was fitting that we revolutionised our language services offering and model in 2020-21. Multicultural NSW was able to negotiate a successful new award in conjunction with the Public Service Association (PSA) for our interpreters and translators. The new Award reflects contemporary industry practice and aims to create new employment opportunities for interpreters and translators. It is also more flexible than our existing award to help us attract potential new customers. Multicultural NSW is proud to continue offering some of the most generous conditions for our interpreters and translators across the country, which in turn helps us to retain our longstanding employees and attract new employees.

We also launched our Strategic Plan, **Stronger Together 2021-2025**, which is our roadmap to a more cohesive and harmonious NSW. The plan was the culmination of months of community

consultations engaging more than 400 stakeholders across metropolitan Sydney and the regions of NSW. Our five core priorities under the plan are building a sustainable and industry leading language services offering, developing policy, programs and services to meet the needs of diverse communities, maintaining robust relationships that will inspire people to foster social cohesion, promoting positive settlement outcomes and supporting newcomers to thrive and promoting a shared sense of value in our multicultural society.

These are big milestones and achievements. Thank you to our partners across all sectors, our community and religious leaders, and our dedicated workforce.

Can I also express my deep gratitude for the inclusive leadership of our Advisory Board Chair Dr Harinath OAM and thank the entire Advisory Board for their frank and fearless counsel and support to our team.

Can I also acknowledge the leadership of the former Minister for Multiculturalism Geoff Lee for the majority of the year and welcome and congratulate Minister Ward on her appointment to lead the multicultural Ministry.

Looking ahead to 2021-22, we know our strength and resilience will be tested. Multicultural NSW will continue to serve and advocate on behalf of the communities we represent with passion, dedication and vigour. Although the path ahead is unclear, we know we will get through this and we are stronger together.



Multicultural NSW CEO Joseph La Posta presenting the 2020 Premier's Multicultural Community Harmony Medal to Savannah Pride Founder Mayor Chagai at PCYC in Mt Druitt.



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

## **OUR ADVISORY BOARD CHAIR**

**It is a great honour to have led Multicultural NSW as Chair of its Advisory Board for another year. The continuing COVID-19 pandemic made 2020–21 an especially tumultuous year. I am proud of how Multicultural NSW worked with its stakeholders and other NSW Government departments and agencies in a concerted effort to counter the spread of COVID-19.**

I continue to be proud of how the agency is responding to support multicultural communities during the pandemic. Multicultural NSW designed a grants package that alleviated some of the pressures on temporary visa holders, provided emergency relief for asylum seekers and helped sustain key refugee support programs. We repurposed and disbursed funding to grassroots organisations to bring much-needed relief to people in the community doing it especially tough. The grants helped organisations provide food, transport, language and mental health support where it was needed most.

We also focused on communities who speak languages other than English in NSW by translating documents about COVID-19 and associated public health measures, and worked to foster social cohesion through a variety of programs and by arranging forums that enhanced community engagement.

The Advisory Board itself was busy. It held six meetings in 2020-21, including three extraordinary meetings convened in response to the pandemic. Several board members chaired Regional Advisory Council (RAC) meetings and forums and held well-attended webinars with local agencies, community organisations and individuals during 2020-21. This helped us better understand the impact of the pandemic on multicultural communities right across our State and guide the allocation of funding.

All members of the Advisory Board are to be commended for their sterling service during 2020-21. I particularly thank three members who left the board over this time: Steve Widders, Devpaal Singh and Albert Vella OAM. All three made outstanding contributions during their terms.

I warmly welcome two new members to the board Nick Kaldas APM, a former NSW Police Deputy Commissioner who led the NSW Police's multicultural and community engagement programs, and Youth Member Hawa Mohammad, a young Australian Afghan woman who is a passionate advocate for our multicultural youth. Both are passionate about multiculturalism and the strength of our multicultural society.

Finally, I would like to thank Multicultural NSW CEO Joseph La Posta, the agency's leadership group and its staff for their hard work during this most challenging year. Their dedication, coupled with the sustained support of our stakeholders, contributes to our State being one of the most successful multicultural societies in the world.



Multicultural NSW Advisory Board online board meeting.

## OUR ADVISORY BOARD



**Dr G.K (Hari) Harinath OAM  
Chair**

MB BS, DT M&H (Syd)  
Appointed 1 July 2013  
Appointment expires 30 June 2022



**Joseph La Posta  
Chief Executive Officer**

B App Sci (Town Planning) RMIT



**Dai Le**

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



**Sonia Sadiq Gandhi**

M.Com  
Appointed 31 January 2018  
Appointment expires 2 February 2024



**Cav. Felice Montrone OAM**

Appointed 1 Dec 2012  
Appointment expires 5 August 2021



**Cristina Talacko**

B.Laws (Lond)  
Appointed 31 January 2018  
Appointment expires 2 February 2024



**Kyung (Kenneth) Hong**

B.Laws (Bond)  
Appointed 15 Sept 2014  
Appointment expires 24 October 2023



**Albert Vella OAM**

Appointed 31 January 2018  
Appointment expires 31 January 2021



**Margaret Piper AM**

B.Ed (Hons) M.Ed (Syd)  
Appointed 15 Sept 2014  
Appointment expires 24 October 2023



**Grace Ho**

B.Com, MBA  
Appointed 10 June 2020  
Appointment expires 25 May 2023



**Prof Sandra Hale**

BA, Dip.Ed., M.App.Ling., PhD, NAATI  
Appointed 1 August 2015  
Appointment expires 31 July 2024



**Omer Incekara**

Appointed 10 June 2020  
Appointment expires 25 May 2023



**Devpaal Singh**

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



**Nick Kaldas - NEW MEMBER**

Appointed 25 October 2020  
Appointment expires 24 October 2023



**Steve Widders - RETIRED MEMBER**

Appointed 15 Sept 2014  
Appointment expires 25 October 2020



**Esther Adeyinka - YOUTH MEMBER**

BA.Laws (ND)  
Appointed 10 June 2020  
Appointment expires 25 May 2023



**Simon Chan**

B.Arch (Hons.) B.Sc.(Arch)  
Appointed 31 January 2018  
Appointment expires 2 February 2024



**Hawa Mohammad -  
NEW YOUTH MEMBER**

Law & Comms student (UTS)  
Appointed 1 February 2021  
Appointment expires 31 January 2024



## ADVISORY BOARD ATTENDANCE

ADVISORY BOARD MEMBER ATTENDANCE	28/08/2020	09/10/2020	06/11/2020	26/02/2021	30/04/2021	25/06/2021
Dr G K Harinath OAM	●	●	●	●	●	A
Joseph La Posta	●	●	●	●	●	●
Simon Chan	●	●	●	●	●	●
Cristina Talacko	●	●	●	A	●	●
Sonia Gandhi	●	●	●	●	●	●
Sandra Hale	●	●	●	●	●	●
Ken Hong	●	●	●	●	●	●
Margaret Piper AM	●	●	●	●	●	●
Nick Kaldas NEW	-	-	●	●	●	●
Hawa Mohammad NEW	-	-	●	●	●	●
Omer Incekara	●	●	●	●	●	●
Esther Adeyinka	●	●	A	●	●	●
Grace Ho	●	●	●	●	●	●
Dai Le	●	●	A	●	●	●
Felice Montrone OAM	●	●	●	●	●	●
Albert Vella	●	●	A	●	●	-
Devpaal Singh	●	●	-	-	-	-
Steve Widders	●	●	-	-	-	-

# OUR FUNCTIONAL STRUCTURE

## Our Senior Leadership Team

**Joseph La Posta**  
Chief Executive Officer

**George Bisas**  
Director, Language Services

**Catherine Davies**  
Director, People and Corporate

**Michael Shaw**  
Director, Community and Policy

**Malcolm Haddon**  
Associate Director,  
Community Resilience

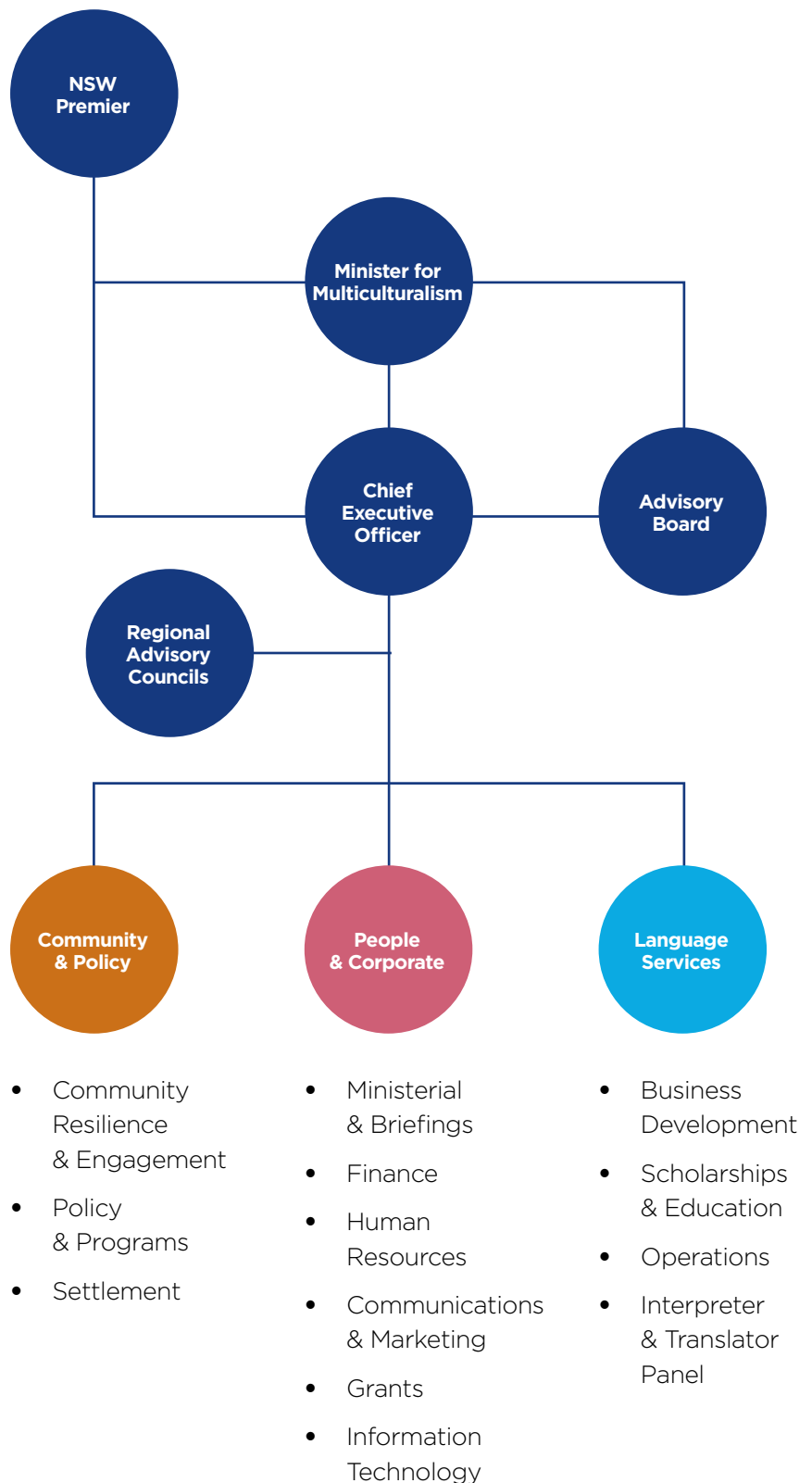
**Janine Shamley**  
Associate Director, Marketing  
and Communications

**Donna Mosford**  
Associate Director,  
Capability Building

**Talia Stump**  
Associate Director, Settlement  
(on leave as at 30 June 2021)

**Katie Baird**  
Acting Associate Director,  
Settlement

**Natalie Juresic**  
Associate Director, Policy



# 02

## SPOTLIGHT





# MULTICULTURAL NSW COVID-19 RESPONSE MARCH 2020 – JUNE 2021

Support to

## **NEW & EMERGING COMMUNITIES**

- \$4M for vulnerable temporary visa holders through 34 specialist migrant and settlement NGO's
  - \$4M for the continuation of refugee programs
    - \$2M for emergency relief for asylum seekers and the asylum seeker sector in NSW
      - supported Study NSW in securing \$20M for international students

## **SOCIAL COHESION**

- NSW Community Resilience and Response Plan (COMPLAN) convened 7 out-of-session sessions
- Remove Hate from the Debate campaign reached over 539,000 people and achieved over 37,000 engagements

## SUPPORT TO BROADER MULTICULTURAL COMMUNITY

- \$1M of quick support grants to 222 organisations working at the grassroots

## LANGUAGE SUPPORT

- translated content in 52 languages
  - 1,602 documents and 438,340 words translated
- supported NSW Health with interpreters at Sydney airport
- supported the NSW's Government Help Us Save Lives advertising campaign in 12 languages

## ENGAGEMENT

- 46 online engagement forums representing over 100 different faiths
- 51 online regional advisory council forums across 8 regional areas
- 5 joint RAC forums and webinars with 300 people
- 24 engagements with leaders from the humanitarian and settlement sector
  - 22 forums with community groups and peak body engagement
  - 9 forums with Muslim leaders during Ramadan
    - 6 NSW consular Corp forums
      - weekly dialogue with the Commonwealth Government through the Department of Home Affairs

# HELPING COMMUNITIES DURING COVID

**Multicultural communities are navigating unique challenges during the global pandemic. These difficulties include families separated by international border closures, isolated seniors facing language barriers, and vulnerable temporary visa holders and international students facing destitution.**

The NSW Government moved swiftly to aid multicultural communities, especially residents who do not qualify for Commonwealth Government support.

In 2020-21, Multicultural NSW and NSW Coordinator General for Settlement Professor Peter Shergold AC worked closely with key leaders in the NSW settlement sector through monthly

meetings to design a crisis support package which would help these vulnerable people.

This collaboration resulted in the delivery of a NSW Government community crisis package to provide urgent support during COVID-19. It included:

- \$4 million in funding for 34 specialist organisations providing direct emergency relief to vulnerable temporary visa holders and delivering services through culturally appropriate caseworkers and community support workers. This funding also provided transport services for disconnected or isolated individuals and interpreting and translation services. Multicultural NSW disbursed these funds in August 2020
- \$2 million in funding to organisations providing direct emergency relief to people seeking asylum to help them provide services, food, medical, telecommunications, transport and essential housing support. These funds were disbursed by Multicultural NSW as a matter of urgency in June 2020 and were supplemented by funding of \$195,000 from Training Services NSW
- \$4 million in funding to continue key community refugee programs, including support for community hubs and schools caring for refugee students
- \$1.1 million as rapid support grants to 222 grassroots community organisations providing essential welfare support to their community members.

COVID-19

**無論何時，一旦出現症狀，都應接受檢測。**

幫助我們遏制COVID-19疫情爆發。即使您只有一種症狀，無論多麼輕微，都應該接受檢測。若您之前已通過篩查，有症狀後也應該再檢測一次。檢測程序簡單安全，所有公立診所都可免費提供服務。

當您有以下任何一種症狀時，請立即接受檢測。

- > 發燒
- > 喉嚨疼痛
- > 咳嗽
- > 呼吸短促
- > 喪失嗅覺
- > 喪失味覺

> 同心協力確保COVID期間安全

查詢您附近的檢測診所地點  
請訪問 [nsw.gov.au](http://nsw.gov.au) 網站或聯絡您的家庭醫生 (GP)

NSW GOVERNMENT

Dr. James Dent

COVID-19

ساعدنا على إنقاذ الحياة.

Dr. Madeleine Fitzpatrick

COVID-19

생명 구조를 도와주세요

Dr. Matt Vukosovic

Recognising the impact of the COVID-19 pandemic on multicultural media, 30 multicultural media outlets succeeded in a grants program to purchase equipment and technology to innovate and reach new audiences. Grants of up to \$10,000 were available.

The NSW Government also announced \$3 million to expand the Multicultural NSW Community Partnership Action program known as COMPACT. With rising concerns about racism and hate during the pandemic, COMPACT is a proven model for building community resilience and social cohesion.

Social tiles and press ad from NSW Government COVID information campaign.





NSW Premier Gladys Berejiklian and religious and community leaders address multicultural media at a NSW Health vaccination hub.

Multicultural NSW has stepped up anti-racism projects such as Remove Hate from the Debate, an online platform that aims to empower young people to speak out against division.

Since the start of the pandemic to June 2021, the Remove Hate from the Debate campaign reached 539,000 people and achieved more than 37,000 engagements.

Since March 2020, the NSW Government has run a COVID information campaign in more than 50 languages.

This ensures that key information about the virus and vaccinations are reaching our diverse communities through print, radio, outdoor and social media advertising.

Certified translators from Multicultural NSW have translated NSW Health public health information into 52 languages, totalling 428,340 words. We have also supplied interpreters to contact Australians in quarantine returning from overseas, and supported NSW Health with interpreters at Sydney Airport. In addition, the NSW Government's Help Us Save Lives campaign has been translated into 12 languages.

## Understanding community concerns

Multicultural NSW continued to lead an intensive community engagement schedule, supported by senior NSW Health officials, to share essential public health advice and messages for leaders to communicate to their communities.

In 2020-21, Multicultural NSW engaged with multicultural communities and religious leaders through:

- 51 online Regional Advisory Council (RAC) forums
- 46 online forums with representatives of more than 100 faiths
- 24 engagements with leaders in the humanitarian and settlement sector
- 22 forums with community groups and peak bodies
- five joint RAC forums with more than 300 people in attendance
- nine forums with Muslim leaders during Ramadan
- six forums with members of the NSW Consular Corps
- weekly dialogue with the Department of Home Affairs.

This engagement has been critical in ensuring that the NSW Government can respond quickly to community concerns and roll out vaccination pop-up clinics and support services to areas affected by COVID.

It has helped us understand what people have needed on the ground and how to respond quickly and effectively to ensure no one is left behind.

## HELPING COMMUNITIES DURING COVID CONT

### Supporting our communities at the grassroots

As the COVID-19 pandemic continued to have profound impacts on our community last year, Multicultural NSW pivoted our grants program to provide emergency support and food relief to grassroots multicultural organisations. This program supported multicultural communities big and small, in metropolitan Sydney and regional and rural NSW. We supported Liberty Foodcare in Tamworth provide food hampers and essential supplies to Aboriginal and migrant communities in the latter half of 2020. Liberty Foodcare has a dedicated volunteer staff base of nearly 30 people who mobilised to support vulnerable members of the community in response to the pandemic last year. The grant supported the delivery of urgent food relief to assist the migrant and international student communities in northwest NSW, including Armidale, Wytalliba, Tingha, Barraba, Moree, Narrabri, Walhallow and Tenterfield.

### One word at a time

Our interpreters and translators have played an absolutely critical role in response to the COVID-19 pandemic to make sure language is no barrier to vital information and services. Multicultural NSW has mobilised its skilled interpreter and translator workforce to provide vital language support to communities speaking a language other than English in NSW. One of the highly skilled translators on our panel is Philimon Darmo. Aged 84, Philimon has worked around the clock to translate vital COVID-19 materials and resources into Assyrian. As the only Assyrian translator with the highest levels of national certification in Australia, Philimon has had an enormous workload during the pandemic and has been in high demand. Migrating to Australia from Iraq in 1964, Philimon is a leader in the Assyrian community and has a deep passion for the Assyrian language. Although he is a retired accountant, Philimon says he can never retire from translating because it is both a service to his community and represents his passion for the written word.



Liberty Foodcare supporting international students in Armidale



Philimon Darmo.  
Source Sydney Morning Herald,  
James Brickwood.



# LAUNCH OF STRONGER TOGETHER STRATEGIC PLAN 2021-2025



Stronger Together Strategic Plan 2021-2025 launch.

## What do we want our multicultural society to look like in 2025?

In NSW we come from more than 300 ancestries, practice more than 140 religions and faiths, and speak more than 215 languages. This is the community that Multicultural NSW and NSW Government agencies across our State serve.

As part of our strategic planning process, we cast our minds forward to 2025 and considered the society we want to be a part of and see flourish.

This year we launched our **Stronger Together Strategic Plan 2021-2025**.

The plan is a proud product of community consultation with more than 400 people from across a range of sectors including the three tiers of government, corporate, industry and business, NGOs, youth, media, arts and sporting organisations, the migrant and settlement sector, religious institutions and regional bodies. These stakeholders gave us a good sense of how communities are faring across the State and what our focus priorities should be. We are deeply thankful for the contributions of our stakeholders.

Our strategic plan is a shared vision. It's a community led plan, developed in conjunction with people who represent and reflect the richness of the NSW community. It's a living, responsive document. It will continue to change in the next five years as our community and society changes.

Over the next five years Multicultural NSW will focus on our priorities:

- **Language Services:** building a sustainable, industry leading language service offering, used across the NSW Government
- **Sector capability:** developing policy, programs, and services to meet the needs of culturally diverse communities
- **Community resilience:** maintaining robust relationships that will inspire people to foster social cohesion, stand against divisive forces and come together in times of need
- **Settlement:** Establishing longer term communities for newcomers to thrive
- **A shared sense of value:** where the people of NSW will understand the value of cultural diversity.

Multicultural NSW's vision is an inclusive, connected and socially cohesive multicultural state. The Stronger Together Strategic Plan is our roadmap to building and maintaining this vision. Although the path ahead remains unknown, we will continue to hold ourselves accountable to our Stronger Together Strategic Plan 2021-2025 as we bring our community's collective vision to life.



A NSW Federation of Community Language Schools event.



NSW Parliament House displays flags around the world to mark Commonwealth Day 2021.



## MULTICULTURAL YOUTH LINKER PROGRAM

**Since October 2020, young people from migrant and refugee backgrounds in Western Sydney have been able to connect with Multicultural Youth Linkers at the Wetherill Park Service NSW Centre as part of an innovative pilot program to link them with services and support during the COVID-19 pandemic. 26-year-old Fadi is one of two Youth Linkers employed to work with young people settling in Fairfield to get connected, feel supported and reach their goals.**

I know the challenges of settling in a new country as a refugee and I know the things that can make a difference when you're finding your feet.

I'm 26 and arrived in New South Wales two and a half years ago. Soon after, I joined Service NSW as part of the NSW Refugee Employment Program. This was the biggest achievement that helped me on my journey of settlement.

I'm from Mosul, Iraq and I sought asylum in Jordan before immigrating to Australia. While there, I worked for humanitarian organisations where I helped refugees from Iraq and Syria settle in Jordan.

Having had a refugee experience of my own and working with other young refugees, I can tell you that finding a job, staying mentally healthy and overcoming feelings of isolation are some of the biggest challenges. For me, I am still working



Multicultural Youth Linker Fadi.

“

**It's been a tough journey, but I'm happy to be here, working and giving back to the community.**

**Fadi**

”

## YOUTH LINKER CONT

to have my university degree – a Bachelor of Mechatronic Engineering from Mosul University - recognised here, though this has been put on hold due to COVID. I love soccer and have set up a team that plays on weekends for fun.

Because of my job at Service NSW, my friends were already asking me questions about support and opportunities available to them, so becoming a Youth Linker felt like the perfect fit. Myself and my fellow Youth Linker Vyshali are 'connectors' that help young people navigate current services and programs in their local area and start their journey to achieve their dreams here in New South Wales.

I am really happy to be a part of this program, to engage with youth through schools, youth hubs and community events, listen to the needs of young people and link them to relevant services depending on their needs. It is amazing to think that we have reached almost 3,500 people so far.

Some of the most common things we work on together include finding courses to do at TAFE and university, applying for Recognised Prior Learning (RPL) for previous study, accessing legal and medical advice, getting government rebates and helping them find opportunities to join local sports teams. I also get questions about what can and can't be done based on COVID-19 restrictions.

Evaluations of the Multicultural Youth Linker program to date have shown that this place-based, peer-to-peer approach with a focus on proactive outreach and social media engagement has been a success. As well as reaching thousands and supporting over 600 young people with referrals and information to help them reach their goals, the pilot has helped build relationships and trust between the government and young people and demonstrated the program's potential to support prevention and early intervention outcomes, to facilitate collaboration between government services and enhance NSW Government initiatives engaging refugees. Multicultural NSW has secured additional funding for three years to continue the Multicultural Youth Linker Pilot and consider options for expansion from July 2021.

# 03

## OUR YEAR





# NSW LANGUAGE SERVICES

**Promoting the sustainability and standards of an industry-leading service used across government agencies**



## **Multicultural NSW provides translation and interpreting services in more than 120 languages to NSW Government departments, non-government agencies and the public.**

We deliver onsite, telephone and video interpreting and translate a broad range of material including vital COVID-19 information from NSW Health. We improve access to services and programs, especially in regional areas, and promote the sustainability and standards of a well-designed interpreting and translating industry.

### **A new era for Multicultural NSW Language Services**

Multicultural NSW has provided interpreting and translation services for more than 20 years to the NSW Government, non-government agencies and the broader community. The responsibility of Multicultural NSW for delivering language services is outlined in the *Multicultural NSW Act 2000* (NSW).

Over this period the way language services have been delivered has changed dramatically. The language services industry in NSW and across Australia has seen major changes to the way interpreting and translation services are delivered.

Multicultural NSW is fortunate to have one of Australia's most experienced and dedicated panels of interpreters and translators working for us. However, they were employed under conditions and terms of a historic Award that have not kept pace with industry trends. Despite the many changes in the language services industry, no significant changes have been made to the Award since its establishment in 1999.

A Government review recommended that Multicultural NSW play a quality management role in the sector rather than a direct delivery role. It found that, in recent years, the costs associated with Multicultural NSW's service have impacted its ability to attract new business and retain existing clients.

Multicultural NSW, supported by the Minister for Multiculturalism, strongly believed

this important service should remain in Government hands. Procuring services from the private sector is not and has never been the preferred approach for Multicultural NSW.

In late 2019, Multicultural NSW began an extensive process to review and modernise the Award to bring it in line with current language services industry practices and standards. We were committed to working cooperatively with our panel of interpreters and translators and the Public Service Association of NSW to modernise the Award.

Over 18 months Multicultural NSW engaged and consulted extensively with all stakeholders. This engagement included:

- we called and messaged every individual interpreter and translator to advise them of the need for change and to seek feedback
- our CEO emailed all interpreters and translators advising of the difficulties in competing for language service clients and inviting their feedback
- we surveyed all interpreters and translators seeking their views on terms and conditions of employment
- we delivered six online interactive roadshows to our panel in which we outlined the major changes we were considering and sought feedback and addressed many questions. More than 320 employees registered.

Additionally, Multicultural NSW and the Public Sector Association met regularly to negotiate specific provisions that might be considered for a new Award.

In the first half of 2021, Multicultural NSW participated in formal conciliations in the NSW Industrial Relations Commission to continue to seek agreement on a new Award. On 19 May 2021 the Industrial Relations Commission granted a new Award.

This was a historic achievement for Multicultural NSW. It was not only the first significant change to the Award in more than 20 years, it also laid the foundation for our service to remain in Government hands and ensure its survival, sustainability and enable it to grow and expand.

Multicultural NSW remains grateful to the many interpreters and translators on our panel who

provided great feedback, suggestions and ideas about what a new Award could look like. We are also appreciative of the work put in by representatives of the Public Sector Association to ensure that the voice of its members and the broader workforce were considered. Our Award today continues to provide some of the best entitlements and conditions offered to interpreters and translators anywhere in Australia.

Multicultural NSW looks forward to growing and expanding the service to ensure the agency remains one of the leading language service providers in Australia.

## Roles of Multicultural NSW interpreters and translators during COVID-19

Language services continued to play a very important role in the NSW Government response to help keep our community safe and to counter the spread of COVID-19. The Multicultural NSW Language Services division and its interpreters and translators provided essential services to clients and NSW Government agencies throughout the pandemic.

The agency's interpreters and translators provided their expertise in translation, interpreting and language technologies to ensure that key messages reached all the people of NSW. Our panelists provided responsive and high-quality services, showed resilience and went above and beyond what their duties require.

## Interpreting services

In 2020–21, Multicultural NSW continued to deliver high-quality, professional face-to-face and telephone interpreting services 24 hours a day, seven days a week, to NSW Government departments and agencies, as well as to private and commercial organisations, community groups and individuals.

During the year, we:

- actioned about 32,000 face-to-face interpreting assignments in 123 different languages/dialects
- delivered 22,800 interpreting assignments in 92 languages and dialects by interpreters who hold National Accreditation Authority for Translators and Interpreters (NAATI) credentials

- delivered 1,071 interpreting assignments through audio visual link (AVL) facilities, a rise of 56% on the previous year. The delivery of interpreting services through AVL enabled greater access to services in regional NSW, especially during the peak of the pandemic.

## Face to face interpreting Top 10 languages

- ARABIC
- CHINESE-MANDARIN
- VIETNAMESE
- PERSIAN (FARSI)
- KOREAN
- CHINESE-CANTONESE
- THAI
- SPANISH
- TAMIL
- PUNJABI



## Telephone interpreting Top 10 languages

- ARABIC
- CHINESE-MANDARIN
- VIETNAMESE
- PERSIAN (FARSI)
- TAMIL
- CHINESE-CANTONESE
- THAI
- BENGALI / BANGLA
- SPANISH
- KOREAN



## Translation services

During 2020–21, Multicultural NSW Language Services offered a complete suite of translation services, including checking, proofreading and desktop publishing. There was a strong emphasis on having top-quality management processes in place to ensure first-class services for clients.

We continued to play a pivotal role in supporting government agencies during the COVID-19

pandemic by providing translation services in many community languages. This was made a priority and assignments were turned around quickly to ensure communities had access to critical information.

In 2020–21, we:

- translated about 2.05 million words and 13,054 documents (thanks to our panel of translators who hold NAATI credentials)
- continued to deliver high-quality translations of all personal documents to individuals through Service NSW shopfronts across the State. In response to movement restrictions during the pandemic, Language Services established an online booking portal to deliver translation services and improve accessibility.

Our team delivered a range of translation work including:

- all types of personal documents
- legal documents including university policies, victim statements, records of proceedings
- transcriptions of audio/video recordings, including telephone intercepts
- proofreading and editing of translated desktop publishing material.

## Translations Top 10 languages

CHINESE

ARABIC

JAPANESE

SPANISH

PERSIAN (FARSI)

VIETNAMESE

KOREAN

ITALIAN

PORTUGUESE

FRENCH



## Service delivery improvements

As part of our strategic planning and process improvement framework, our Language Services division has been implementing a number of improvements for its interpreters and translators, customers and the NSW community.

In 2020–21, we trialed simultaneous interpreting equipment for two weeks in the District Court of NSW. This allowed the interpreter involved to provide constant and high-quality simultaneous interpreting during the trial. It also allowed for the accused person to understand what is being said by all parties during their court case.

Following the success of the trial, Multicultural NSW has bought new equipment and will train interpreters in its use during complex court matters.

Multicultural NSW also delivered these improvements to our services:

- modernising our languages services through Award changes, policy and procedures and a digital strategy
- introducing system enhancements to the recruiting of interpreters and translators
- launching the eClaim system, which automates payment pathways for our interpreters as well as our customers
- streamlining information on our website for our customers
- partnering with a number of key agencies to develop educational material for the public and users of language services to better understand the role of interpreters.

## Key language services initiatives

### NSW Interpreter Scholarship Program – sustaining the NSW language services industry

Interpreters ensure the integrity of our courts and law enforcement systems, enable access to health care and medical information and provide assistance to a very broad range of government and non-government services and programs.

NSW currently has a shortage of qualified and experienced interpreters in a range of languages. Maintaining a supply of properly trained and qualified interpreters in NSW is critical as they are essential in ensuring people who do not have a strong understanding of English can still access government services and programs.

In 2019, Multicultural NSW established the Interpreter Scholarship Program that offered support to train and develop new interpreters in languages in which we were then experiencing shortages.



In the first two years of the program 185 scholarships were issued. Most of the program participants have begun work with Multicultural NSW and other government and private language service providers.

## The program in 2020–21

In 2020, there were more than 800 expressions of interest in the NSW Interpreter Scholarship Program from new and emerging communities in Sydney and across regional NSW. The focus was on languages where there is a critical need. This followed on from the high interest we received in 2019, demonstrating a strong interest in pursuing interpreting as a career. Of the 800, 200 were from regional areas such as Albury/Wodonga, Armidale, Coffs Harbour, Newcastle, Wollongong, and Wagga Wagga.

It is always preferable for us to run the courses in a classroom face-to-face program with our project partner TAFE NSW. Unfortunately, due to the COVID restrictions, this was not possible for much of 2020.

Fortunately, RMIT University has an online training program. This was developed in consultation with the National Accreditation Authority for Interpreters and Translators (NAATI).

Multicultural NSW was able to enrol 107 students through this 13-week RMIT program. Students enrolled in these courses were skilled in these languages: Burmese, Chinese-Chiu Chow, Creole, Dinka, Fiji Hindi, Fijian, Igbo, Khmer, Kinyarwanda, Kirundi, Krio, Kurmanji-Kurdish, Mongolian, Nepali, Oromo, S'Gaw Karen, Samoan, Somali, Swahili, Telugu, Tigrinya, Tongan, Twi, Urdu and Uyghur.

For some of these languages there is either not a single NAATI certified interpreter in Australia or very few are available. Graduates became certified by NAATI as Recognised Practising Interpreters ensuring that the quality and availability of interpreters remains high in the sector

Multicultural NSW continued to work closely with TAFE NSW to support the development of much needed interpreters in regional NSW. In 2020, TAFE NSW delivered a course in Coffs Harbour and in Wagga Wagga for languages spoken in new and emerging communities. The languages included were Burmese, Nepali, Somali, Swahili and Urdu. We received 55 expressions of interest and 25 scholarships were issued. This program

was delivered with blended learning with classes run over 10 weeks starting in mid-September 2020 at the TAFE NSW Wagga Wagga campus.

Multicultural NSW continued to deliver programs as part of the NSW Interpreter Scholarship Program in 2021-22, in new and emerging languages and for the first time in more established languages where there are shortages of interpreters.

## Our people – interpreters and translators

### Supporting and engaging our panel

As a key NSW Government provider of language services, Multicultural NSW employs and manages an Australia-wide panel of language services professionals. Between them, these interpreters and translators are adept in more than 120 different languages, including AUSLAN.

Our panel provides telephone, face to face and audio-video interpreting services and translation services to NSW Government, non-government agencies and the public. The NSW telephone interpreting service has given people living in regional and remote NSW greater access to services and programs.

Multicultural NSW primarily delivers specialised legal and police interpreting.

In 2020–21, the Language Services Division continued to focus on attracting language services professionals and building the capabilities of our people. This ensured the delivery of accessible and responsive services.

Through the implementation of key organisational strategies, we continued to:

- maintain strong communication links to provide our language services professionals the latest industry news and organisational strategic priorities
- create ongoing recruitment campaigns to attract new professionals for telephone and onsite interpreting and translation work to meet the geographic and diversity needs of community of NSW
- strengthen collaboration with language services professionals to improve organisational performance, engagement and retention
- Continue to deliver customer-centred services.

These strategies have resulted in Multicultural NSW continuing to be a lead agency with a high-quality workforce.

## Implementing a workforce and recruitment strategy

Multicultural NSW continued to build a talented and flexible workforce to meet the current and future needs of our community and NSW Government entities. The demand for interpreters and translators is projected to continue to grow because of increases in new and emerging communities.

In 2020–21, Multicultural NSW continued to deliver a targeted recruitment campaign for telephone interpreters across Australia. This was in response to the development of an automated NSW Telephone Interpreting Service. To continue to meet the demand for language services for people from new and emerging communities and those in regional locations, we continued our ongoing recruitment activities.

These included:

- targeting recruitment of interpreters (telephone and onsite) and translators with specific languages and skill sets
- using social media and digital platforms
- running a recruitment drive through community leaders, multicultural communities and organisations within NSW
- targeting recruitment of translators for COVID-19 translations on behalf of government agencies and our multicultural communities.

These efforts resulted in the further expansion of the Multicultural NSW panel. The new NAATI- certified language professionals were recruited from across the country and covered many languages.

## Building industry capability

Multicultural NSW places a strong emphasis on building the capability of language services professionals and the NSW Government agencies which use language services.

The agency has an active presence in the industry providing input, advocacy and advice on a policy and operational level on key issues facing the industry sector at large.

In 2020–21, we presented at an Australian Institute of Interpreters & Translators (AUSIT) forum and at the Public Defenders Conference. We also worked closely with NAATI and other industry bodies, raising key matters at state and federal levels.

We continued to invest in our workforce through learning and development and the professional development of our workforce.

In 2020–21, Multicultural NSW delivered a strong professional development program covering topics such as ethics, interpreting in a legal setting, medical terminology, remote interpreting protocols, chuchotage for community interpreting and chuchotage for legal interpreting.

We ran five induction programs for our new interpreters and translators. We also provided a specific learning and mentoring program for our graduates from the NSW Interpreter Scholarship Program.

To date, the agency has conducted more than 35 professional development workshops. Some of the planned professional development activities were cancelled because of the COVID-19 pandemic. Despite this, we were able to deliver several courses online.

## Cert IV Training and Assessment

Multicultural NSW Languages Services also funded 12 senior interpreters and translators to undertake a nationally accredited Certificate IV in Training and Assessment. These language professionals comprise a pool of professionals who are now delivering workshops to upskill their peers.

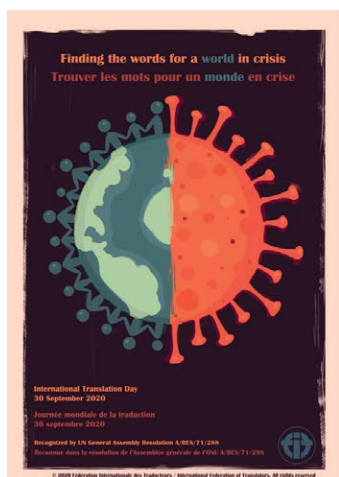
## Specialist training in sexual assault and domestic violence

In 2020–21, Multicultural NSW continued to support the Education Centre Against Violence (ECAV) training programs for interpreters. ECAV delivers specific courses on interpreting for sexual assault and domestic violence matters.

We funded 12 panelists to attend the ECAV workshops.

## International Translation Day

Every year, Languages Services and its interpreters and translators promote International Translation Day. This event is celebrated around the world every 30 September to honour the work of interpreters and translators.



The International Federation of Translators declared the theme for 2020 International Translators Day as 'finding the words for a world in crisis'.

To mark this event Multicultural NSW brought in guest speakers, ran a poster competition and hosted a Q&A session with our panel of interpreters and translators.

Guests enjoyed three presentations, titled Translating & Interpreting in Times of Crisis, Complexities of Interpreting, Technological Perspective (Machine Translation) and Interpreter/Translator Perspectives. These engaging seminars were delivered by Associate Professor Marc Orlando at Macquarie University, Associate Professor Stephen Doherty at the University of NSW, and Ms Abigail Pita, a member of the Multicultural NSW Casual Panel of Interpreters and Translators.

More than 100 interpreters and translators attended these events.

We also presented the winners of the poster competition.

### International Translation Day - Poster Competition

To mark International Translation Day, we asked panelists and or their family members to design a poster in line with this year's theme 'Finding the words for a world in crisis'.

## Support for the National Accreditation Authority for Translators and Interpreters

Additionally, Multicultural NSW provides \$219,624 a year to support NAATI operations. Through NAATI, our mission is to set and maintain high national standards for the translating and interpreting sector to ensure the supply of appropriately credentialed translating and interpreting professionals who can respond to the changing needs and demography of Australia's diverse population.

From 1 January 2018, we have also supported NAATI's credentialing process change from an accreditation process to a certification system. This provides greater assurance to the public that certified language service providers are appropriately skilled and committed to continuous improvement.

The winners were:



- **1st – Ms. Hilda Wang**  
Mandarin interpreter and translator



- **2nd – Mr. Ruben Amores**  
Filipino interpreter and translator



- **3rd – Ms. Syamala Modali**  
Telugu interpreter (designed by her granddaughter).





**COMMUNITY  
RESILIENCE**

**Multicultural NSW delivers programs and activities that strengthen our community resilience**



**These programs expand and build on our robust relationships and inspire people to foster social cohesion, stand united against divisive forces and come together in times of need.**

### Religious Communities Forum

Religious communities continued to play a vital role in flattening the curve during the COVID-19 pandemic and supporting people spiritually, socially and emotionally during these challenging times.

Throughout 2020-21, Multicultural NSW activated its interfaith Religious Communities Forum in frequent online engagement forums. These empowered senior faith leaders across the State with the latest public health information to help

get the message out about COVID-19 and share ideas on how to stop the spread. More than 40 online engagement forums featuring the Minister for Multiculturalism, the Multicultural NSW CEO and senior NSW Police Force (NSW Police) and NSW Health officials were convened throughout the year. They involved more than 180 religious leaders from more than 100 faiths.

On 26 May 2021, more than 40 leaders from different faiths joined the Premier, Minister for Multiculturalism, Minister for Health and the Chief Health Officer at the vaccination centre at Sydney Olympic Park to receive their COVID-19 jabs and set examples for their communities and congregations.

### Regional Advisory Councils

Throughout 2020-21, Multicultural NSW activated its Regional Advisory Councils (RACs) network online to better understand the impact of the pandemic on communities across the State. For the first time, Multicultural NSW brought its 12 RACs together for a series of Joint RAC Forums





for regional stakeholders to share insights. More than 250 regional stakeholders participated in RAC forums through the year. The insights and contributions of regional stakeholders through our online consultations helped to build an evidence base to inform the allocation of funding for COVID community support.

### Leaders in Cultural Diversity Program

Under the umbrella of the Leaders in Cultural Diversity (LinCD) Program, peak multicultural bodies the Ethnic Communities Council of NSW, Multicultural Communities Council of the Illawarra, Hunter Multicultural Council, Multicultural Council of Wagga Wagga and the Federation of Community Language Schools met throughout 2020-21 to advise Multicultural NSW and the Acting Minister for Multiculturalism on issues impacting migrant communities during the pandemic and strategies to support them.

The LinCD Program aims to recognise and support the leadership role of peak multicultural bodies in promoting and advocating for social cohesion and community harmony in a culturally diverse NSW.

### NSW Community Resilience and Response Plan

The NSW Community Resilience and Response Plan (COMPLAN) Committee, led by Multicultural NSW, met five times during 2020-21 to identify, monitor and share information about issues affecting social cohesion and community harmony in NSW, including the impacts of COVID-19 on community harmony. The Committee examined a range of community concerns, including experiences of racism during the pandemic. Committee members also participated in forums to raise community awareness of reporting mechanisms and support services.

COMPLAN draws together NSW agencies and details a coordinated, whole-of-government



## Impacts of COVID-19 on migrant and refugee women

A roundtable hosted by Multicultural NSW and Women NSW in November 2020 brought RAC members and specialist services together from across NSW regions to explore the impacts of the pandemic on migrant and refugee women.

For expecting and new mothers from migrant communities, international border closures meant missing out on visits from family members who often provide an informal support network during this important time of life.

Migrant and refugee women often experienced additional care responsibilities with children and families spending more time at home. This put extra pressure on refugee women in large households.

With school closures, some migrant and refugee mothers experienced challenges in supporting school-aged children in remote learning. Challenges related to language barriers, limited knowledge of the schooling system, digital literacy issues and limited access to devices to access online learning.

While formal reports of domestic and family violence did not appear to rise during the pandemic, concerns remained in the sector that social isolation could prevent migrant and refugee women already exposed to family violence from accessing support services.

The roundtable acknowledged the innovative and collaborative work being done to address these issues across the State. It also identified a range of opportunities to foster cross-sector collaboration and enhance cultural diversity awareness among services to support migrant and refugee women.

approach to preventing and managing risks to community harmony. COMPLAN facilitates coordination of information and insights identified by agencies through any of their community engagement activities, social cohesion programs or complaints processes. The COMPLAN Committee is a group of senior officers responsible for the plan's oversight and implementation across the four phases of Preparedness, Prevention, Response and Recovery.

The 2020 activity statement from the COMPLAN Committee was published in the Community Relations Report 2019-20 that was tabled in both Houses of the Parliament of NSW on 9 June 2021.

## Indian communities stand united

From August 2020, Multicultural NSW and the NSW Police worked with Indian community leaders to promote community harmony in response to concerns that domestic political issues in India were having an impact on local community relations within the Indian community in NSW.

Multicultural NSW, NSW Police and Indian community leaders came together for a series of forums to discuss community-led strategies to promote unity and harmony across the diverse Indian community. On 24 February 2021, leaders came together for a Unity Dinner and endorsed a Joint Statement of Unity that was distributed by a range of community organisations.



Indian community leaders come together for a unity dinner.



## Expanding the proven COMPACT Program

In July 2020, \$3 million in new funding was announced to expand the proven COMPACT (Community Partnership Action) Program for 12 months. The new round of COMPACT partnership grants supports 15 new youth engagement projects involving more than 50 partner organisations.

COMPACT aims to inspire and empower young people to stand up and stand united against fear, hate and division as champions for community harmony.

Under the umbrella of the COMPACT Alliance, partners work proactively to build and maintain a strong, responsive and collaborative

community resilience network that operates across communities and sectors, and that can mobilise to respond to challenges and threats to community harmony, resolve conflict and actively promote social cohesion.

New COMPACT Alliance partners include the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) Coffs Harbour, PCYC Armidale, Multicultural Communities Council of the Illawarra, Western Sydney University with the Institute for Economics and Peace, Western Sydney Community Forum, Islamophobia Register Australia, and many more.



COMPACT Alliance meeting on 30 March 2021 in Parramatta NSW.

## Community Relations Report

The annual Community Relations Report is an independent report by Multicultural NSW to the NSW Parliament delivered under the requirements of Section 14(1) of the *Multicultural NSW Act 2000*. The 2019–20 Community Relations Report was tabled in both Houses of the Parliament of NSW on 9 June 2021.

The 2019–20 Community Relations Report affirmed that the people of NSW proved to be remarkably resilient and cohesive, with communities coming together across the multicultural spectrum of our society to help each other in times of need.

The Community Relations Report also showcased good practice in multicultural policy and service delivery. Seven NSW agencies came in for special review in 2019–20:

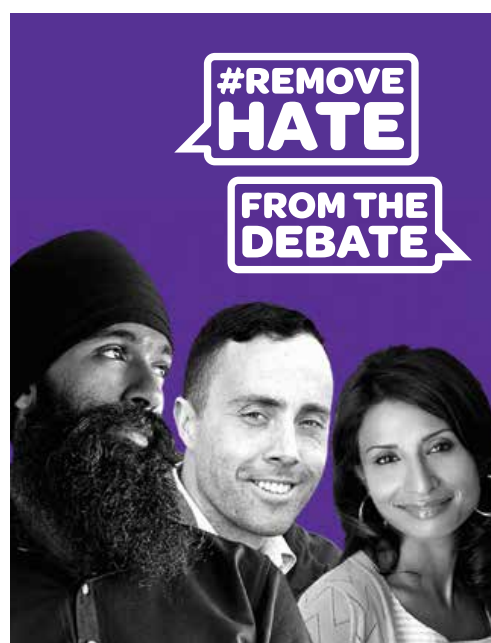
- NSW Department of Education
- NSW Health
- iCare
- NSW Fair Trading
- Legal Aid NSW
- TAFE NSW
- Transport for NSW.



## Remove Hate from The Debate

People are spending more time online to find a sense of community and social connection because of COVID-19. However, there is a risk that people will experience racist, hateful and other harmful content online that threatens social cohesion. To help address this, Multicultural NSW continued to promote its Remove Hate from the Debate initiative.

Remove Hate from the Debate is an online project that aims to amplify and empower young people with the tools to speak out against online hate and use their voices to promote positive messages. The project gives young people the resources and advice to stay safe online and to ‘flip the script’ on online hate. So far, the social media campaign has reached more than 900,000 people.



RHFTD Ambassadors L-FRESH the Lion, James Fry and Niromi de Soyza



## SETTLEMENT

**Supporting longer term communities and new arrivals to thrive in place**

## **As the NSW Government's lead agency for settlement policy coordination and planning, Multicultural NSW engages community and Government to work collaboratively and welcome, empower and successfully settle newcomers across our state.**

Over recent years Multicultural NSW and the NSW Coordinator General for Settlement, Professor Peter Shergold AC, have built a robust evidence base of successful approaches to secondary settlement, informed by action-based research.

### **Delivering the NSW Growing Regions of Welcome Pilot Program**

Multicultural NSW's Growing Regions of Welcome Pilot Program (NSW GROW) is a three-year pilot operating in Western Sydney, and the Riverina and Murray regions. The pilot supports coordinated, cross-sector efforts to create secondary migration links between Western Sydney and regional NSW and drives sustainable social and economic outcomes for participating regional communities and newcomers alike.

NSW GROW aims to strengthen regional community capability to attract and retain newcomers, and help interested newcomers in Western Sydney to relocate to regional NSW for employment and lifestyle opportunities.



### **Pre-launch engagement**

For most of 2020, Multicultural NSW undertook robust stakeholder engagement to help build the foundations of NSW GROW. The two regional pilot sites were chosen, and cross-sector regional taskforces were established.

Multicultural NSW engaged closely with the NSW GROW Riverina and Murray Regional Taskforces and key program stakeholders as the state continued to respond to fluctuating impacts of the COVID-19 pandemic.

During 2020 COVID-19-related lockdowns and travel restrictions, the two taskforces focused on helping migrants, refugees and people seeking asylum already living in each region to secure employment and industries with workforce shortages to find employees, with Multicultural NSW providing resources.

Communities and businesses across the Riverina and Murray continue to be impacted by the economic ramifications of COVID-19. Multicultural NSW is committed to assisting the broader recovery by building inclusive and resilient communities in which newcomers are helped to contribute to their social, cultural and economic development.

### **Program launch**

In June 2021, the Minister for Multiculturalism, the Hon. Natalie Ward MLC, along with Professor Shergold, formally launched NSW GROW and introduced the roles of the Australian Red Cross and Regional Development Australia Riverina to support program delivery.

Now that the program has launched, the NSW GROW Riverina and Murray Regional Taskforces will explore their readiness to attract and retain newcomers and focus on longer-term planning. The Australian Red Cross and Regional Development Australia Riverina will establish and provide backbone coordination for the two taskforces.

The Australian Red Cross will also establish the Regional Employment Hub in Western Sydney to engage directly with interested newcomers, and facilitate tailored matchmaking of their aspirations and skills with employment and lifestyle opportunities in the regions.



## NSW Settlement Strategy

Multicultural NSW's 2021-2025 Strategic Plan outlines the agency's commitment to deliver a NSW Settlement Strategy.

The purpose of a NSW Settlement Strategy is to improve the settlement journey for newcomers to NSW. The strategy is intended to achieve this by:

- formalising coordination, collaboration, and strategic planning within NSW Government
- enhancing strategic partnerships with the Commonwealth Government to influence national planning
- engaging a wide range of stakeholders in each stage of the strategy's development and delivery
- embedding the voice of lived experience in decision-making.

### Update on progress

In 2021, Multicultural NSW has worked closely with the NSW Coordinator General for Settlement to examine and build on the last five years of cross-sector collaboration and begin laying the foundational work of the Strategy.

Across 2021-22, Multicultural NSW will begin to engage with stakeholders across community, services, and governments to co-design the strategy and its guiding principles. The NSW Settlement Strategy will be delivered in 2022-23.

## Coordinated policy and service responses

### COVID-19 crisis support packages

NSW is home to the largest population of temporary visa holders in Australia, who include skilled migrants, asylum seekers and seasonal workers. Before the COVID-19 pandemic begun, many earned an income and made substantial contributions to the NSW economy.

However, at the onset of the pandemic large numbers of people lost their jobs and were left without any financial support as they did not qualify for Commonwealth Government assistance. Specialist non-government organisations reported a sharp rise in the number of temporary visa holders who were homeless, isolated, destitute and requesting emergency relief to meet their basic needs.

In addition, specialist migrant and settlement organisations reported mounting pressure on their services due to cuts in staff and volunteers, and a spike in the number of clients seeking help.

In 2020, Multicultural NSW and Professor Shergold worked closely with key leaders in the NSW settlement sector through monthly Joint Partnership Working Group on Refugee Resettlement (JPWG) meetings to design a crisis support package which would help these vulnerable people.

This collaboration resulted in the delivery of a \$10.14 million NSW Government package to provide urgent support during COVID-19.

It included:

- \$2 million in funding to organisations providing direct emergency relief to people seeking asylum to help them provide services, food and medical, telecommunications, transport and essential housing support. These funds were disbursed by Multicultural NSW as a matter of urgency in June 2020 and were supplemented by funding of \$195,000 from Training Services NSW
- \$4 million in funding for organisations providing direct emergency relief to vulnerable temporary visa holders and delivering services through culturally appropriate caseworkers and community support workers. This funding was also to help them provide transport for disconnected or isolated communities and interpreting and translation services. Multicultural NSW disbursed these funds in August 2020.



Minister for Multiculturalism Natalie Ward addressing GROW launch attendees.

By the end of June 2021, this funding had helped organisations to provide direct support to more than 3,000 temporary visa holders and about 5,000 asylum seekers.

The package also included:

- \$4.14 million in funding to support key programs aimed at reducing social isolation, including the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) Families in Cultural Transition program, and to help community hubs and schools providing specialised care for refugee students.

With NSW entering a second wave of COVID-19 infections in June 2021, the NSW Government committed an extra \$1 million for the COVID-19 crisis package for vulnerable cohorts in NSW. This funding was distributed by Multicultural NSW through a select tender process to specialist organisations, service providers and grassroots community organisations in July 2021.

### **Refugee Youth Policy Initiative and the Multicultural Youth Linker Pilot**



Multicultural Youth Linkers Fadi and Vyashali

In 2019, Multicultural NSW partnered with the NSW Department of Customer Service (DCS) to design policy and program responses to the settlement challenges faced by young refugees. Working closely with young refugees, the agencies found that young people from refugee backgrounds needed help to navigate the myriad services available to them. In late 2019, the NSW Government Secretaries Board endorsed the Refugee Youth Policy Initiative as a customer service priority.

In 2020, Multicultural NSW continued its partnership with DCS, young refugees and community stakeholders to co-design and implement the Multicultural Youth Linker Pilot.

The Multicultural Youth Linker Pilot began in October 2020 through Service NSW’s Wetherill Park Service Centre in Fairfield. The pilot aimed to connect young people from migrant, refugee and refugee-like backgrounds in the Fairfield Local Government Area with relevant support and information to meet their economic, educational, social and health needs.

Through the Multicultural Youth Linker Pilot, two young people from refugee backgrounds were employed as Multicultural Youth Linkers. The Youth Linkers were recruited to engage with other young people from refugee backgrounds in Fairfield to help them navigate the service system and meet their individual needs and aspirations. The Youth Linkers also provide easy access to up-to-date information about NSW Government programs and refer young people to community-based arts and sports programs.

The Multicultural Youth Linker Pilot’s focus on navigation aims to redesign young people’s experience of interacting with the NSW Government service system, addressing their immediate needs and improving their experience as customers. Up to 30 June 2021, the Youth Linkers:

- reached more than 3,400 young people through targeted youth engagement
- attended more than 60 community events and meetings
- helped more than 600 young people with referrals and information on how to find courses at universities and TAFEs, accessing legal advice, employment support, recognition for prior learning, finding local sport teams and accessing government rebates and medical professionals
- built relationships and trust between government and young people
- demonstrated the potential of the pilot program to support prevention and early intervention outcomes, connect and facilitate collaboration between government services with similar goals and enhance NSW Government initiatives targeting refugees.

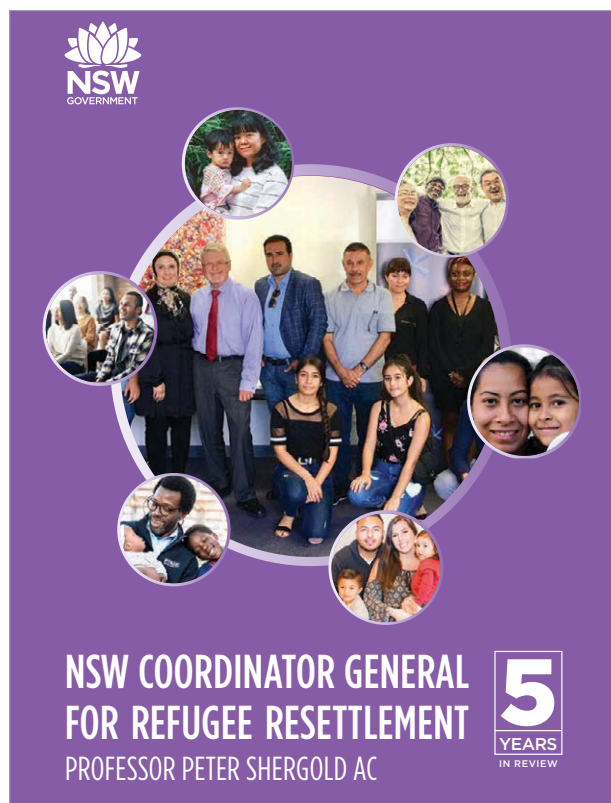


The mid-term evaluation also found Multicultural Youth Linker Pilot’s place-based approach, peer-to-peer and proactive outreach model, and its use of social media, had been essential elements to achieving the pilot’s intended outcomes.

Multicultural NSW secured funding for an additional three years to continue the pilot and explore options for expansion from July 2021.

### Fairfield City Settlement Action Plan

Multicultural NSW worked closely with the Fairfield City Settlement Action Plan Working Group to drive a cohesive approach and help grassroots organisations to escalate community concerns through government channels. In 2020–21, Multicultural NSW contributed to the evaluation of the Fairfield City Settlement Action Plan.



## The dedicated work of the NSW Coordinator General for Settlement

In September 2015, Professor Peter Shergold AC was appointed NSW Coordinator General for Refugee Resettlement following the Australian Government’s decision to accept an additional 12,000 refugees displaced by conflicts in Syria and Iraq.

In 2020, Professor Shergold’s title was changed to NSW Coordinator General for Settlement (NSW CGS) to recognise the NSW Government’s broadened focus on strategic settlement planning for refugees, migrants and asylum seekers in the State.

Over the past five years, Professor Shergold has adopted a whole-of-community and cross-sector approach to improving settlement outcomes for newcomers beginning new lives in NSW. Multicultural NSW has worked closely with Professor Shergold and supported a cross-sector partnership approach to this important work.

Through a number of partnerships and collaborations with community organisations and all levels of government, Professor Shergold has trialled innovative approaches to policy and program priorities during his term. In 2020–21, these included:

- working with the JPWG to design a NSW Government response to the impacts of COVID-19 on vulnerable temporary visa holders
- overseeing the Refugee Employment Support Program, a \$22 million program that helps refugees find jobs that suit their skills and qualifications
- leading the Refugee Youth Policy Initiative and overseeing the Multicultural Youth Linker Pilot Program to meet the needs of young refugees and support positive settlement
- overseeing the establishment of the NSW Growing Regions of Welcome (GROW) Pilot Program in the Riverina, Murray and Western Sydney pilot locations through local, place-based partnerships of government, community and business to develop and implement strategies to attract and retain newcomers. Professor Shergold was also appointed the chair of the NSW GROW Program Steering Committee
- supporting place-based settlement planning and coordination through the NSW Government Immigration and Settlement Planning Committee, the Senior Officials Settlement Outcomes Group (SOSOG) - the Australian Government’s interjurisdictional forum - and ongoing collaboration with the Commonwealth and local governments.

Although the onset of the COVID-19 pandemic prompted temporary suspension of resettlement travel for refugees in March 2020, the NSW CGS continues to work with government and community agencies to explore options for NSW to support the Commonwealth to safely restart the Refugee and Humanitarian Program.

The NSW CGS will continue focus on six priority areas in 2021-22:

- continuing to help refugees find education and employment opportunities
- delivering place-based initiatives to create beneficial collective impact
- engaging and supporting refugees to navigate the maze of support services available and find the best paths to integration
- enhancing, tailoring and coordinating settlement programs
- strengthening coordination and collaboration between NSW public sector agencies and community organisations to improve outcomes for newcomers
- coordinating and overseeing NSW's contribution to the implementation of Australia's settlement and migration planning.

## Increased coordination on the impact of national immigration policies

### Joint Partnership Working Group on Refugee Resettlement

The JPWG was established in October 2015 to facilitate whole-of-government and cross-sectoral collaboration on humanitarian settlement.

It is convened by Multicultural NSW and is chaired by Professor Shergold. From its inception, the JPWG has been a robust and collaborative forum that brings together senior representatives from all levels of government, the community sector and settlement services.

The group met six times in 2020-21, the frequency of meetings continuing monthly for the remainder of 2020 because of the COVID-19 pandemic. The JPWG has remained a dynamic, solutions-focused forum which supports innovation and plays an important role in responding to systemic issues across NSW.

### Government Immigration and Settlement Planning Committee

The NSW Government Immigration and Settlement Planning Committee (GISPC) was established to strengthen the settlement of refugees, migrants and asylum seekers within NSW. Another of its aims is to foster a whole-of-NSW Government approach to achieving positive social and economic outcomes. It is chaired by the CEO of Multicultural NSW.

The GISPC did not formally meet in 2020-21 although members were actively engaged out of session. The GISPC is expected to hold its next formal meeting in 2021-22.

### Senior Officials Settlement Outcomes Group

SOSOG is the Commonwealth Government's interjurisdictional forum for information exchange and consultation on settlement issues. Multicultural NSW is the NSW Government's representative and is joined by Professor Shergold for certain meetings.

In 2020-21, Multicultural NSW worked closely with other jurisdictions and the Department of Home Affairs to discuss and agree on national priorities for SOSOG while Australia's borders remained closed and Humanitarian Program arrivals had mostly paused. Through this collaboration, SOSOG will form working groups to focus on key enablers to achieve successful settlement outcomes across Australia. Multicultural NSW will chair a working group on 'better settlement planning' that will help us prepare for the reopening of international borders and the resumption of humanitarian settlement work in 2021-22.





**Understanding the value of cultural, religious and linguistic diversity**

**A SHARED SENSE OF VALUE**





**Our cultural, religious and linguistic diversity is one of NSW's greatest social assets. Multicultural NSW engages with all members of our community to promote a shared sense of value in our State's rich multiculturalism.**

We do this by supporting programs and activities that promote the vibrancy of NSW and our diverse communities. This includes events, grants, strategic partnerships and social and digital media. Multicultural NSW has continued to be responsive to needs of our communities throughout the COVID-19 pandemic. We have delivered a suite of grants programs providing immediate relief to support vulnerable members of our community and empowering multicultural community organisations to deliver grassroots community-led initiatives. Our grants have also supported COVID-Safe activities and events combatting social isolation that also celebrate our multicultural identity in new and innovative ways.

## Connecting with community through events

Every year, Multicultural NSW runs a calendar of community events and awards programs to showcase the diversity of NSW communities. These honour extraordinary community members for their service to our multicultural society.

### Flagship events

#### 2021 Premier's Harmony Dinner

The Premier's Harmony Dinner recognises and celebrates our cohesive and inclusive society, which embraces our cultural, linguistic and religious diversity in NSW.

The 2021 dinner was hosted on 13 March 2021 by the Premier of NSW, The Hon Gladys Berejiklian and the Minister for Multiculturalism, Geoff Lee at the International Convention Centre at a COVID-Safe event. This year, a smaller gathering of approximately 640 people attended the event due to COVID-19 restrictions. The dinner was also livestreamed online.

The winners of the flagship NSW Government awards program recognising outstanding service to our multicultural communities, the Premier's Multicultural Community Medals, were announced on the night. New inductees into the posthumous Multicultural Honour Roll were also announced, recognising individuals who have left a lasting legacy to our multicultural society.

## 2021 Premier's Multicultural Community Medals and Multicultural Honour Roll

The 2021 Premier's Multicultural Community Medals were awarded to:

### **SBS Lifetime Community Service Medal**

#### **Recipient - Abla Tohamy Kadous**

Abla Kadous began volunteering in 1984 when she helped establish the Muslim Women's Association. In 2000, she established the Islamic Women's Welfare Association (IWWA) and has been the president of the organisation for more than twenty years. Abla fundraised for the purchase and development of a state-of-the-art function centre in Western Sydney to accommodate IWWA's many weekly activities, including support for the elderly, celebration dinners, Eid Fairs, school holiday activities, sports activities, and cooking and sewing classes.

### **National Rugby League Youth Medal**

#### **Recipient - Angelica Ojinnaka**

Angelica Ojinnaka is a 23-year-old advocate for youth mental health, gender equity and youth participation in decision-making processes. Angelica is the Vice-President of the Nigerian Youth Association (Next Gen Naija), founding member of the African Australian Youth Suicide Prevention Committee (AAYSP) and MYAN NSW Youth Ambassador. As a member of the AAYSP, she collaborates with young people and organisations to shape mental health promotion for young Africans living in Australia and foster greater intercultural support for mental health awareness.

### **Settlement Services International NSW Human Rights Medal**

#### **Recipient - Dr Roger Gurr**

Dr Roger Gurr co-founded the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) in 1988. Dr Gurr has played crucial roles in the areas of human rights, mental health, service innovation, and education throughout his career, including at organisations such as Amnesty International, the Human Rights Council of Australia, Western Sydney University and Headspace.

### **Stepan Kerkyasharian AO Community Harmony Medal**

#### **Recipient - Rev Fr Fadi Nemme**

Since arriving in Australia in 1996, Rev Fr Fadi has achieved a great deal working with, and supporting the greater community in NSW, especially those from Arabic speaking backgrounds. Fr Fadi has worked mainly in the community sector on social cohesion programs with migrants. He is involved in community programs supporting the NSW Police and works tirelessly for his parish in the Sutherland Shire.

### **Highly commended - International Student Water Safety Initiative**

The International Student Water Safety Video was launched in December 2020 as a collaboration between Study NSW, the NSW Police, Surf Lifesaving NSW, Royal Lifesaving NSW and the Northern Beaches Council. Tragically, international students accounted for the fourth highest category of overseas born drowning deaths in 2019-2020. The video seeks to address these statistics as an educational tool promoting water safety in the surf, rock pools, rivers and pools and seeks to encourage international students to enroll in swimming lessons.

### **CommBank Regional Unity Medal**

#### **Recipient - Miza Torlakovic**

Miza Torlakovic is a family worker at the Northern Settlement Services Ltd in Newcastle. Miza delivers high quality services to communities from culturally and linguistically diverse backgrounds, which often requires facilitating connection with various government and non-government services, community networks and charities. Miza's advocacy and support work has been instrumental in successful settlement of many refugees throughout the Newcastle and the Hunter region.

### **All Graduates Interpreting and Translating Language Services Medal**

#### **Recipient - Professor Rifaat Ebied**

Professor Rifaat Ebied is an Emeritus Professor of Semitic Studies at the University of Sydney. For more than 40 years, Professor Ebied has made prolific contributions to the translation of Arabic, Hebrew and Syriac ancient texts. Prof Ebied served as the Chair of the Arabic Examiners Panel of the National Accreditation Authority for Translators and Interpreters for 25 years and contributed extensively to the Arabic HSC curriculum in NSW.

### **Village Plaza Sports Medal**

#### **Recipient - Bevan Stuart Calvert**

Bevan Stuart Calvert is a Filipino Australian who started his handball journey in high school and went on to play at state, national and international levels, including at numerous world championships. Bevan became the first Australian to play with the Champions Handball Team THW Kiel in Europe. He has been recognised with numerous accolades by the Australian Filipino community and is an inspiration for young people from all backgrounds including Australian Filipinos to play the sport of handball.

### **Australian National Maritime Museum Arts and Culture Medal**

#### **Recipient - Ghada Daher-Elmowy**

Ghada Daher-Elmowy first established herself as an artist performing classical songs in Arabic and various Arabic dialects with solo concerts in Parramatta and at council-run cultural festivals. Ghada established the not for profit Andalus Arabic Choir (AAC) in 2013. The choir is open to Arabic and non-Arabic speakers alike and preserves the heritage and culture behind traditional Arabic music.

### **Business Excellence, Not-For-Profit Medal**

#### **Recipient - Chinese Australian Services Society Ltd**

The Chinese Australian Services Society Ltd. (CASS) formed in 1981. Over the last 40 years CASS has grown into a major social and welfare services provider with a very comprehensive range of community services, catering to the needs of families with newborns to seniors. Its services include residential aged care, child care, home ageing and disability services, settlement and health services, vocation and training services, volunteering services, Chinese language classes and cultural classes.

### **ADAPS Corporate Business Excellence Medal**

#### **Recipient - Navitas English**

Navitas English has been delivering high-quality English programs and training to the community for more than 30 years. Since 1998, Navitas has

also delivered the Adult Migrant English Program (AMEP) to migrants and refugees, supporting them to achieve successful settlement and employment outcomes. More recently, Navitas became a national provider for the Foundation Skills for Your Future (FSFYF) program. Working directly to support employers, the program provides tailored training to up-skill employees in the areas of language, literacy, numeracy and digital skills.

### **Welcoming Cities Local Government Business Excellence Medal**

#### **Recipient - Tamworth Regional Council**

One of the five goals of Tamworth's Regional Cultural Plan is to celebrate the diverse community of Tamworth. Council-run activities to support migrants and refugees and promote inclusion include multicultural resources at the local library and English support for new migrants, the annual multicultural street festival Fiesta La Peel, and ongoing art projects and exhibitions promoting local artists from multicultural backgrounds.

### **2021 Premier's Multicultural Honour Roll Inductees**

#### **Maria Cheng**

The late Maria Cheng made tremendous contributions to the Chinese Australian community as the Chief Operations Manager of the Chinese Australian Services Society. Maria was a passionate advocate for the rights of women from diverse backgrounds.

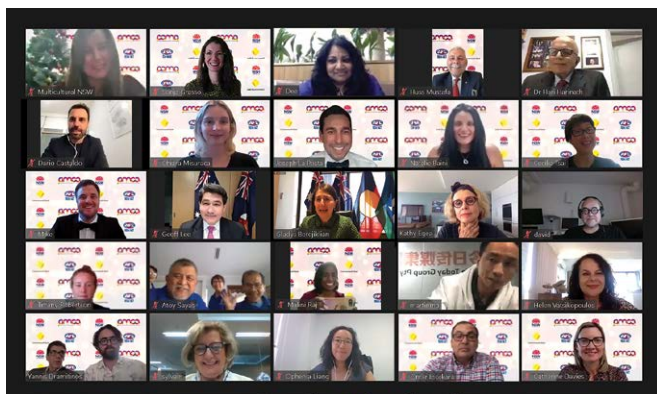
#### **John Homeh**

The late John Homeh was a renowned filmmaker, artist, writer, philosopher and an advocate for the Assyrian culture. He has left a legacy for the Australian Assyrian community through the arts and entertainment industry.

#### **Dr Amarjit Singh More OAM**

The late Dr Amarjit Singh was a General Practitioner and a founding member of the Woolgoolga Sikh Temple. He was recognised with a Medal of the Order of Australia posthumously for his service to medicine and the local Woolgoolga community.





Premier's Multicultural Communications Awards

## 2020 NSW Premier's Multicultural Communications Awards

Due to the COVID-19 pandemic, the 2020 NSW Premier's Multicultural Communications Awards (PMCA's) were hosted online by the then Acting Minister for Multiculturalism, the Hon. Dr Geoff Lee MP, on 25 November 2020.

The PMCA's recognise excellence in the multicultural media and marketing industries. The awards program acknowledges the important role that marketing and media professionals play in communicating to diverse audiences across the State. They celebrate and recognise marketers, journalists, editors and publishers in print, radio, television and digital media. They also honour innovative and creative marketing agencies and campaigns that inspire social cohesion and community harmony.

### The 2020 winners were:

#### Agency Campaign of the Year

**Etcom - 'Speak Out' Domestic Violence campaign**

#### AFL NSW/ACT Community Campaign of the Year

**Addison Road Community Organisation and Inner West Multicultural Network - Podcast on Racism campaign**

#### CommBank Business Campaign of the Year

**South Eastern Local Health District - 'Shisha No Thanks' campaign**

#### Publication of the Year

**O Kosmos Insight Series**

#### Best Audio-Visual Report

**Marty Smiley, SBS The Feed - 'Shadow Workers'**



The sails of the Sydney Opera House turn gold to mark Diwali.

#### Best Audio Report

**Maram Ismail, SBS Arabic24 - 'My Arab Identity'**

#### Best Print Report

**Neena Bhandari, Inter Press Service - 'Modern Slavery in Asia Pacific fueled by poverty, migration, and weak governance'**

#### Young Journalist of the Year

**Daniel Nour**

#### Best Use of Digital or Social Media

**Sydney Today - 'COVID-19 campaign'**

#### Alan Knight Student Award

**Georgios Platias**

#### Public Interest Award

**ABC Asia Pacific Newsroom - 'Coronavirus pandemic sparks racist attacks against Asian Australians'**

#### Lifetime Achievement Award

**Benjie de Ubago**

## Cultural events

### 2020 Diwali celebrations

Diwali is known as the festival of lights. Ordinarily, the NSW Government holds an annual community reception to celebrate Diwali with hundreds of members of the Indian and Subcontinent community. The NSW Government's 2020 Diwali celebrations were cancelled due to COVID-19 public gathering restrictions.

To acknowledge the significance of the occasion the sails of the Sydney Opera House were lit in a warm gold to mark the Hindu festival of lights and the symbolism of the diya oil lamps

usually lit during Diwali. The Acting Minister for Multiculturalism joined the Consul General of India, Sydney Mr Manish Gupta to officially countdown to the lighting of the sails of the Opera House for Diwali on 20 November 2020.

Multicultural NSW continued to stay connected with Indian and Subcontinent communities in 2020-21 through regular online engagement.

### 2020 Chanukah festivities

The Acting Minister for Multiculturalism and the NSW Premier hosted a pre-Chanukah community reception at NSW Parliament House on 25 November 2020, which was livestreamed due to COVID-19 restrictions.

The eight-day Jewish festival of lights celebrates the universal triumph of light over darkness, good over evil and freedom over oppression. At the heart of the Chanukah festivities is the lighting of the menorah. Representatives from the NSW Jewish Board of Deputies and Chabad NSW were invited to Parliament House to join in a Pre-Chanukah Celebration.

Rabbi Elimelech Levy blessed guests with an invocation prayer and Chanukah song and lit the menorah, after the lighting of the shamash candle. Rabbi Benjamin Elton delivered the Chanukah Blessing.

### 2021 Lunar New Year

On 11 February 2021, the Acting Minister for Multiculturalism addressed multicultural media at Hickson Road Reserve in celebration of Lunar New Year.

The Lunar New Year Festival begins with the first new moon of the lunar calendar and is celebrated widely across Asia and in Australia. This year, in celebration of the Year of the Ox, the sails of the Sydney Opera House were illuminated in red.

### 2021 Premier's Iftar Dinner

Every year, the NSW Government hosts an interfaith Iftar dinner during Ramadan. The 2021 Iftar Dinner was held on Tuesday 20 April 2021 at Bankwest Stadium in Parramatta. Approximately 300 Muslim community representatives, interfaith leaders and Members of Parliament commemorated one of the most important religious events in Islam. Fatema Mohammed Ali was Master of Ceremonies, and Sheikh Mohamed Harby led the Qur'an Recitation.



NSW Premier Gladys Berejiklian at the 2021 Premier's Iftar Dinner



2020 NSW Government Pre-Chanukah event

## Social, digital and traditional media

Multicultural NSW uses social, digital and other media as a positive force to communicate with diverse audiences, reach new people and invite all members of our community to think positively about our diversity.

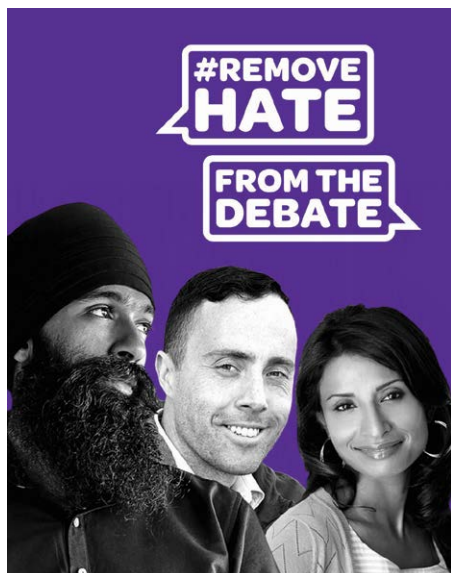
Multicultural NSW continued to build its social and digital audiences and reach, communicate and engage with communities through a diverse mix of channels. Social and digital media have been vital to communicate evolving public health information with diverse communities throughout the pandemic. Multicultural NSW has been working closely with NSW Health, the NSW Multicultural Health Communication Service and the Department of Customer Service to disseminate NSW Government messages widely and across a diverse channel mix. Multicultural NSW continues to work with traditional media including multicultural media outlets representing print, radio and online.

While social media can be a powerful tool for promoting cohesion, it can also enable the spread of divisive online hate. This has been demonstrated during the pandemic, which has seen the spread of racist materials and myths and misinformation on social media. The 2020 Scanlon survey found 55% of respondents indicated that they had seen racist content online in the past three months. Of those aged 18-24, 73% had seen racist content online.

### Remove Hate from the Debate

To respond to online hate during the pandemic, Multicultural NSW activated its anti-hate initiative, Remove Hate From the Debate, to provide advice and information to young people encountering online hate.

As at 30 June 2021, the Remove Hate from the Debate campaign had reached more than 530,000 people with engagement levels of over 37,000.



Remove Hate from the Debate ambassadors

## Empowering community through Multicultural NSW Multicultural Community Support Grants

The Multicultural NSW Multicultural Community Support Grants Program plays a key role in connecting the NSW Government with the community by investing in projects, events and activities that foster community harmony and celebrate cultural diversity as a significant part of the State's identity and way of life.

### Multicultural Community Support Grants – COVID-19 Community Support Grants for Immediate Crisis Support

The COVID-19 pandemic and measures to control its spread presented significant challenges to our multicultural sector and community.

Multicultural NSW provided much-needed support to communities in crisis through a quick-response grants program. The funding supported grassroots community groups which supply food, groceries, rent assistance, help with utility bills, counselling and referral services to vulnerable people affected by the pandemic.

In 2020-21, \$495,471 was awarded to 102 multicultural organisations. Several of these organisations are listed below:

- **Antiochian Welfare Association** to deliver mental health and wellbeing workshops in response to refugees, newly arrived immigrants and the elderly in response to the impacts of the pandemic
- **Aasha Australia Foundation** to reduce the social isolation of seniors and improve fitness and mental wellbeing through regular online seniors' programs, including Bollywood dancing for fitness and yoga
- **Australian Pacific and Maori Community Services** to deliver a food hamper project distributing fruit, vegetables and household pantry staples to vulnerable communities
- **House to Grow Ltd** to promote positive mental health and wellbeing of international students in NSW who are struggling due to the pandemic
- **Islamic Women's Welfare Association** to support a food program that provides groceries and food hampers to vulnerable families in Western Sydney
- **Kehillat Masada Synagogue** to provide free Sabbath lunches and dinners to seniors including Holocaust survivors who have been isolated due to the pandemic.
- **Somali Australian Community Association of NSW** to connect with Western Sydney's Somali community and provide care packages and culturally appropriate support to vulnerable and isolated people

- **St Francis Social Services**, the House of Welcome, to provide a free foodbank service for people seeking asylum in Western Sydney
- **Western Sydney Migrant Resource Centre** to deliver a pilot project sharing information and supporting diverse and vulnerable communities to increase understanding about the COVID-19 vaccination program with in-language digital and print resources.

### **Multicultural Community Support Grants – Festival and Event Grants**

The NSW calendar is usually filled with events and festivals that celebrate our cultural diversity.

Multicultural Community Support: Festival and Event Grants aim to bring communities together, showcase the benefits of cultural diversity and promote social cohesion and community harmony. Grants of up to \$10,000 were made available.

In 2020–21, a total of \$287,150 was awarded to 53 organisations to fund multicultural events and festivals.

### **Multicultural Community Support Grants – Multicultural Media**

This small grants program supported multicultural media outlets in NSW to reach new audiences. Recognising the impact of the COVID-19 pandemic on multicultural media operating in NSW, the program supported media to purchase new equipment and technology to innovate and reach new audiences. Grants of up to \$10,000 were available.

In 2020–21, \$258,161 was awarded to 30 multicultural media outlets.

## **Collaborating with community through partnerships**

Collaborative, strategic partnerships and sponsorships are valuable communication platforms used to promote cultural diversity as one of the State’s major assets. Multicultural NSW has developed partnerships with a range of organisations to drive the development of cultural diversity, social cohesion and community harmony in the corporate sector.

## **Partnerships**

In 2020–21, we partnered with the following organisations:

### **Commonwealth Bank of Australia**

We have an ongoing partnership with the Commonwealth Bank of Australia. This enables us to drive diversity through business and more broadly in NSW.

CBA is a major event partner of Multicultural NSW events, including the Premier’s Harmony Dinner and the NSW Premier’s Multicultural Communications Awards.

### **AFL NSW/ACT**

Multicultural NSW has partnered with the AFL NSW/ACT for the past four years. Through this partnership, we provide support, resources and advice in relation to cultural diversity in the workforce, community engagement initiatives and throughout the Australian Football League.

AFL NSW/ACT is a major event partner of the Premier’s Harmony Dinner and the NSW Premier’s Multicultural Communications Awards.

### **Special Broadcasting Service (SBS)**

Multicultural NSW has worked closely with the Special Broadcasting Service (SBS) for many years. In 2019–20, we embarked upon a new three-year partnership with SBS.

SBS aims to inspire all Australians to explore, respect and celebrate our diverse society and, by doing so, contribute to an inclusive and cohesive society. This partnership provides Multicultural NSW with the ability to learn from and collaborate with one of Australia’s most diverse broadcasters.

SBS is a major event partner of the Premier’s Harmony Dinner and a sponsor of the NSW Premier’s Multicultural Communications Awards.

## **Sporting partners**

Multicultural NSW funds the following four sporting organisations to deliver grassroots programs to multicultural communities over four years:

- NSW Rugby Union
- Cricket NSW
- NSW Rugby League
- GWS GIANTS.





## SECTOR CAPABILITY

**Policy, programs and services meet the needs of culturally diverse communities**



## **Multicultural NSW continues to work closely with our colleagues across sectors to contribute to policy development and program design to improve outcomes for the people of NSW.**

We do this through our Multicultural Policies and Services Program, our deep engagement and collaboration across all facets of NSW Government and our ongoing research and strategic partnerships with government agencies that put people at the centre of policy, programs and service delivery.

### **Multicultural Policies and Services Program**

The *Multicultural NSW Act 2000* legislates the NSW Government's ongoing commitment to building and maintaining a socially cohesive, harmonious multicultural society in NSW. Under the Act, heads of NSW Government agencies are accountable for implementing the Principles of Multiculturalism through the Multicultural Policies and Services Program (MPSP).

The MPSP provides a framework for NSW Government agencies to support people from all backgrounds, irrespective of their country of birth, language spoken at home or religious affiliation. It is an integrated program that calls for strong corporate leadership which flows into agency planning and resources.

It is also a guide which helps agencies regularly review their policies and programs so they can respond effectively to the needs of our diverse communities.

In 2020-2021, seven agencies provided detailed reports to Multicultural NSW which outlined progress against their multicultural plans. These agencies were:

- Department of Education
- NSW Fair Trading
- icare
- Legal Aid NSW

- NSW Ministry of Health
- TAFE NSW
- Transport for NSW

Highlights of how agencies are viewing their services and programs through the prism of diversity can be found in the Community Relations Report 2020-2021.

A flagship commitment of our Stronger Together Strategic Plan 2021-25 is to review, refresh and enhance the MPSP to ensure its continued relevance and impact across the sector. The review is in the scoping phase, and this work will be ongoing in 2021-22.

### **Tools and Resources for Multicultural Planning**

Tools and Resources for Multicultural Planning is a free online resource developed to help the government, non-government, corporate and not-for-profit sectors to build cultural capacity, responsiveness and engagement in their planning and delivery of services.

The resource consists of a selection of tools, tips, guides and case studies to help individuals or organisations working to engage and include culturally diverse clients and workforces.

Content was developed in consultation with stakeholders from various sectors and the resource was tested across sectors.

Tools and Resources for Multicultural Planning was launched in June 2021 and is live on the Multicultural NSW website.

### **Multicultural Coordinators' Forum**

The Multicultural Coordinators Forum (MCF) provides an avenue to share best practice as well as discuss challenges and opportunities when implementing the Principles of Multiculturalism through the MPSP. Members of the MCF include senior representatives of NSW Government agencies, NSW-based universities and NSW state-owned corporations.

An MCF forum meeting was held in September 2020. The forum focused on discussing the challenges and opportunities of implementing multicultural plans. This session was attended by more than 30 participants from metropolitan and

regional locations. The MCF is also an opportunity for agencies to identify emerging issues and strategic priorities across portfolio areas and will continue to be engaged as part of the MPSP review.

## Community hubs

The NSW Government, through Multicultural NSW, continued to support the Community Hubs program through 2020-21.

The program supports refugee and migrant families, particularly women and children, who may otherwise be hard to reach. The hubs encourage friendship and community support as well as bring information and services together, support new migrants and help refugees to connect with education, health, community and settlement services. They also offer activities to enhance skills and opportunities for employment, further training and volunteering.

By June 2021, there were 25 hubs in Western Sydney and Wollongong, supported by Settlement Services International, Liverpool City Council and Illawarra Multicultural Services.

In 2020-2021, families attended NSW hubs on more than 2,300 separate occasions. During the year, 130 volunteers participated in 3,866 volunteering opportunities, and 105 hub participants found work. Some 1,060 English conversation classes were attended 10,377 times.\*

Hub leaders continue to use creative methods of engagement that includes online delivery, or activity packs to maintain strong connections with families when appropriate.



Multicultural NSW CEO Joseph La Posta at a Community Hub in Westmead to mark Harmony Week 2021.

## Contributions to NSW Government strategies

### Ageing Strategy

Multicultural NSW supports the NSW Government's vision that all people in NSW experience the benefits of living longer and enjoy opportunities to participate in, contribute to and be included in their communities. We took part in the development of Ageing Well in NSW - Senior Strategy 2021-2031 and committed to improve the wellbeing of older migrants and refugees and to foster their participation in society.

In the Ageing Well in NSW Action Plan 2021-22, we committed to investigating and identifying service gaps and strategies to respond to the needs of older migrants and refugees. This will determine the extent of barriers for older migrants and refugees accessing services and the support they need to participate fully in society.

### NSW Carers Strategy

Multicultural NSW supports the NSW Carers Strategy: Caring in NSW 2020-2030, a 10-year, whole-of-government plan co-designed with carers that aims to improve the recognition and support of carers in NSW.

During the development of the strategy, Multicultural NSW provided advice to the Department of Communities and Justice (DCJ) with a focus on carers from culturally and linguistically diverse (CALD) communities and committed to working in partnership with DCJ to develop and implement a Carer Awareness Campaign with a spotlight on CALD carers in Carers Week October 2021.

### NSW Women's Strategy

Multicultural NSW continued to support the NSW Women's Strategy 2018-2022. This is an important initiative which provides a whole-of-government and whole-of-community policy framework and aims to improve the economic, social and physical wellbeing of women and girls across NSW.

\* Note: data reporting in the last half of 2020 was adjusted due to take account of how clients engaged with the hubs during COVID lockdown.

As part of the NSW Women's Strategy Year 3 Action Plan, Multicultural NSW committed to:

- including women of CALD backgrounds in leadership roles as a theme for the MPSP to encourage NSW Government agencies to report on their efforts in increasing the proportion of CALD women in leadership positions
- investigating and identifying service gaps and strategies to respond to the needs of older migrant and refugee women
- celebrating the contributions of migrant and refugee women to the NSW community on International Women's Day 2021
- examining employment opportunities available to migrant and refugee women in the Riverina and Murray.

## Brighter beginnings

'Brighter Beginnings: the first 2000 days of life' is a NSW Government initiative that brings together government agencies and frontline professionals to improve outcomes for NSW children and families in the first 2,000 days of life, from conception to age five. Multicultural NSW continues to provide input to ensure the voice of migrant families are embedded within this whole-of-government initiative.

In 2020–21, we worked closely with the Department of Customer Service (DCS) to include families from new and emerging communities in the discovery phase of the initiative's Experience and Opportunities Mapping project. We provided expert advice around how to engage with families with low English literacy and worked alongside our migrant resource partners to identify families who could be interviewed as part of the project. Many families noted the unique issues they faced when engaging with early childhood services, for example the differences between the Australian system and the systems in their countries of birth, and their difficulties when navigating digital services and accessing information in languages other than English.

## Temporary visa holders and housing

In 2020–21, Multicultural NSW partnered with the DCS and DCJ to understand the journey of temporary visa holders who are experiencing, or are at risk of, homelessness and are trying to access housing and homelessness supports.

The project focused on asylum seekers on bridging visas, temporary visa holders experiencing domestic and family violence and temporary visa holders on working visas in regional NSW.

We worked with non-government organisations, people with lived experience and service providers to develop customer journey maps that outlined some of the systemic barriers and referral pathways temporary visa holders may face when trying to access housing and homelessness support.

This innovative, collaborative policy approach has led to a number of recommendations in the housing and homelessness areas, including improving data collection, increasing cultural competency and trauma-informed practice, clarifying eligibility criteria in existing guidelines, referral and escalation processes, enhancing collaboration and streamlining information sharing among other recommendations.

## Roundtable on the impacts of COVID-19 on women and girls from migrant and refugee backgrounds

Women across the world have been particularly affected by the ongoing impacts of the COVID-19 pandemic. This is also the case in Australia, where women make up a higher portion of the workforce in healthcare, social assistance and teaching and are the majority of our unpaid carers.

In the early months of the pandemic, we engaged our Regional Advisory Council (RAC) network to learn how it was impacting our diverse communities across NSW. Several concerns and challenges were identified in these conversations, including how it has affected refugee and migrant women who are mothers of young children, experiencing increased mental health concerns, and experiencing domestic and family violence.

Multicultural NSW decided to examine these emerging challenges in more detail with community and government colleagues to understand the situation better and find ways to work collaboratively to address these issues. We also wanted to give an opportunity for communities to directly inform government-funded programs and initiatives.

Roundtable participants included Multicultural NSW's RAC members and select stakeholders with expertise in the three focus areas. Key NSW government agencies including the NSW Department of Premier and Cabinet, NSW Health and DCJ attended on the day. This roundtable was the second in a series of issues-based discussions between community and government, bringing together RAC members and other stakeholders from across NSW.

The roundtable generated key insights which aligned with our conversations about the experiences of migrant and refugee women during the COVID-19 pandemic within and across communities of NSW. We identified key insights including the ongoing challenge of digital literacy, the critical nature of accessibility and cultural sensitivity for services supporting migrant and refugee women. The roundtable identified cross-sector collaboration as vital in supporting women and girls from migrant and refugee backgrounds.

Multicultural NSW continues to be involved in cross-sector efforts continue to address these issues.





# 04

## OUR PEOPLE AND MANAGEMENT ACTIVITIES



# OUR PEOPLE

## **The Multicultural NSW workforce has continued to demonstrate its ability to adapt and respond to uncertainty of the COVID-19 pandemic.**

In 2020–21, Multicultural NSW's workforce achieved substantial outcomes for the people of NSW during a period of continued uncertainty and challenges. Supported by technology, training and development, and regular communication, staff continued to provide valuable services for the community while working remotely for the majority of 2020–21.

## **Employee engagement**

Multicultural NSW engages directly with its workforce to understand the health and wellbeing needs of staff and to obtain feedback on what ongoing support is required. The 2020 People Matter Survey results were positive, demonstrating that our workforce had overwhelmingly adjusted confidently to working remotely. The survey found the vast majority of staff were engaged at work and had high levels of job satisfaction. The survey recorded higher employee engagement, job satisfaction and health and wellbeing levels than the year before.





## People Matter Survey 2020 highlights

- **98%** response rate
- **75%** employee engagement
- **81%** job satisfaction
- **92%** wellbeing, health and safety
- **87%** flexible working satisfaction
- **86%** autonomy and employee voice

We identified further measures about how to enhance staff health and wellbeing and ensure a safe return to the workplace when restrictions were eased.

## Learning and development

Multicultural NSW continued our program of online and in-person learning and development initiatives with capability needs identified through performance development conversations. The learning and development program was adapted to address working in a remote environment. During 2020-21, agency staff had access to a range of learning and development opportunities these initiatives included professional and capability development, knowledge building on compliance requirements, and leadership development.





## Work health and wellbeing

Multicultural NSW had a strong focus on health and wellbeing during 2020–21, a year that included an uncompromising response to ensure the safety, health and wellbeing of employees, contractors, and the community as we continued to implement systems to ensure safety in response to global pandemic including a safe and supported return to the office environment. Multicultural NSW implemented flexible working arrangements to support staff undertake a mix of work from home and work from the office.

In 2021 an all-staff Pulse Survey was undertaken to support staff as the agency built its understanding of how to best support a flexible working approach to safely return to the office. The learnings from the Pulse Survey have assisted in achieving a co-design approach to flexible working across the Agency.

A range of initiatives were undertaken to promote positive and sustainable health and lifestyle opportunities for employees. In 2020–21 these included:

- responding to changes to the workplace in response to COVID-19, including flexible working from home arrangements, clear communication of updates to health advice and updating policies and procedures to ensure the workplace was a safe environment for all staff
- all staff workshop with the Blackdog Institute to focus on mental health and well being during time of change and how to support self and each other
- introduction of Peer Support Officer roles to assist staff in a range of areas including confidential, practical help for staff experiencing difficulties and to refer staff to further information and support to address mental health, issues with alcohol, tobacco and drugs, workplace grievances and grief

- seasonal flu vaccination program for all staff including interpreters and translators
- Employee Assistance Program continued to be offered to support the wellbeing of staff and their immediate family members and promoted regularly during the year
- additional subscription with EAP provider for a dedicated domestic and family violence hotline
- access to Fitness Passport to enhance staff wellbeing
- distributing online resources to help enhance health and wellbeing.

## Organisational Structure

In 2020–22 Multicultural NSW implemented a new organisational structure. This new structure created an improved alignment of teams within each division and reduced the number of executive positions in the Agency.

This change to structure coincided with the impact of the COVID-19 pandemic and staff were able to effectively adjust to the new approach resulting in improved support for the community of NSW in a time of significant challenge.

## Recognising our employees

Multicultural NSW is committed to recognising its talented and high performing workforce. We have introduced a staff recognition program, including an employee of the month award. This program continues to bring our agency's workforce together and is an opportunity to celebrate our successes, especially during the long periods of working from home in 2020–21.

# 05 FINANCIALS

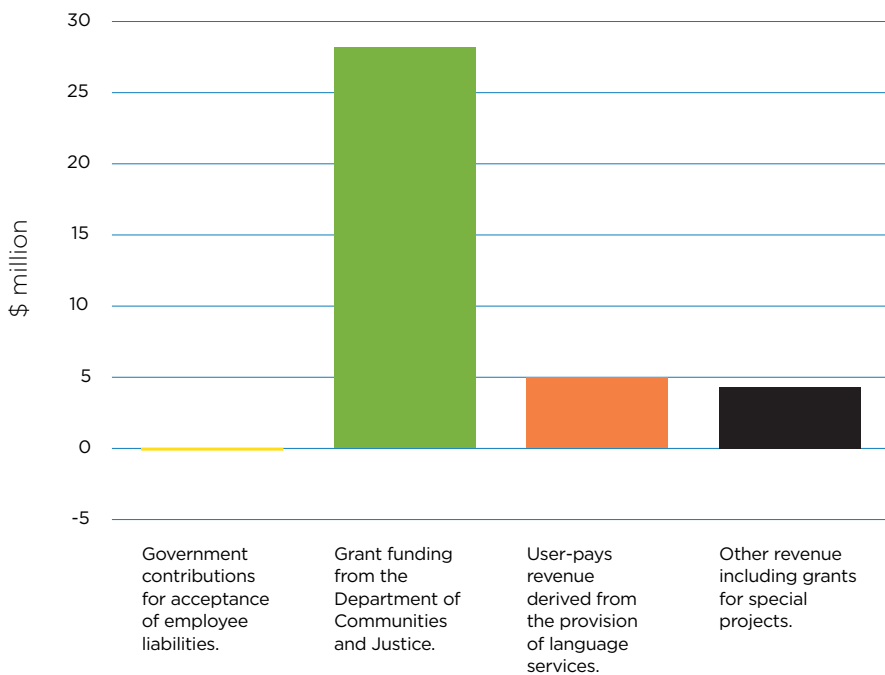


## FINANCIAL OVERVIEW

### Revenue

Multicultural NSW's revenue in **2020-21** was **\$37.327 million** which was drawn from four sources:

#### Multicultural NSW



Source	2018-19	2019-20	2020-21
	\$'000	\$'000	\$'000
Government appropriation and contribution	518	99	(115)
Grant funding from the Department of Communities and Justice	16,695	24,469	28,175
User Charges	5,150	4,933	4,980
Grants and other contributions	2,151	1,846	4,287
	<b>\$24,514</b>	<b>\$31,347</b>	<b>\$37,327</b>

The appropriation for each agency cluster is received by the principal department of the cluster. In 2020-21 the principal department of the cluster was the Department of Communities and Justice.

## FINANCIAL OVERVIEW

### Expenses

Multicultural NSW's total expenses and other losses for the year ended 30 June 2021 were \$37.955 million. The following table provides a comparison of the expenditure of Multicultural NSW over the past three financial years:

CATEGORY	2018-19	2019-20	2020-21
	\$'000	\$'000	\$'000
Employee related expenses	15,601	15,493	16,170
Other operating expenses	3,841	2,991	2,812
Maintenance	39	22	17
Depreciation and amortisation	830	1,597	1,386
Grants and Subsidies	4,883	9,239	17,307
Finance costs	-	42	34
Other losses	-	210	229
	<b>\$25,194</b>	<b>\$29,594</b>	<b>\$37,955</b>



## FINANCIAL OVERVIEW

### Payment of accounts for goods and services

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

ACCOUNTS DUE OR PAID WITHIN EACH QUARTER	September	December	March	June
MEASURE	2020	2020	2021	2021
Invoices due for Payment (#)	464	352	379	697
Invoices paid on time	464	352	379	697
	100%	100%	100%	100%
Amount due for payment (\$)	5,384,521	2,375,580	3,573,958	10,374,849
Amount paid on time (\$)	5,384,521	2,375,580	3,573,958	10,374,849
Number of payments for interest on overdue accounts (#)	-	-	-	-
Interest paid to businesses on late payments (\$)	-	-	-	-
Number of payments to small business for interest on overdue accounts (#)	-	-	-	-
Interest paid to small businesses on late payments (\$)	-	-	-	-
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
<b>All suppliers</b>					
September 2020	10	-	-	-	-
December 2020	-	-	-	-	-
March 2021	46	-	-	-	-
June 2021	186	-	-	-	-
<b>Small business suppliers</b>					
September 2020	-	-	-	-	-
December 2020	-	-	-	-	-
March 2021	-	-	-	-	-
June 2021	-	-	-	-	-

## FINANCIAL OVERVIEW



### 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 comprises the Statement by the Chief Executive Officer, the Statement of Comprehensive Income for the year ended 30 June 2021, the Statement of Financial Position as at 30 June 2021, the Statement of Changes in Equity and the Statement of Cash Flows, for the year then ended, notes comprising a Statement of Significant Accounting Policies and other explanatory information of Multicultural NSW and the consolidated entity. The consolidated entity comprises Multicultural NSW and the entity it controlled at the year's end or from time to time during the financial year.

In my opinion, the financial statements:

- have been prepared in accordance with Australian Accounting Standards and the applicable financial reporting requirements of the *Government Sector Finance Act 2018* (GSF Act), the *Government Sector Finance Regulation 2018* (GSF Regulation) and the Treasurer's Directions
- presents fairly the financial position, financial performance and cash flows of Multicultural NSW and the consolidated entity.

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 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 (including Independence Standards)' (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.

## FINANCIAL OVERVIEW

### Other Matter

As part of my audit procedures, I found that Multicultural NSW did not have delegations from their responsible Ministers to the Chief Executive Officer to incur expenditure for the 2020-21 financial year and therefore was non-compliant with section 5.5 of the *Government Sector Finance Act 2018*.

My opinion is not modified in respect of this matter.

### Other Information

Multicultural NSW's annual report for the year ended 2021 includes other information in addition to the financial statements and my Independent Auditor's Report thereon. The Chief Executive Officer of Multicultural NSW is responsible for the other information. At the date of this Independent Auditor's Report, the other information I have received comprise the Statement by the Chief Executive Officer.

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

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

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

I have nothing to report in this regard.

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

The Chief Executive Officer is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards, the GSF Act, GSF Regulations and Treasurer's Directions. The Chief Executive Officer's responsibility also includes such internal control as the Chief Executive Officer 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 Chief Executive Officer is responsible for assessing the ability of Multicultural NSW and the consolidated entity to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting.

### Auditor's Responsibilities for the Audit of the Financial Statements

My objectives are to:

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

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

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

The scope of my audit does not include, nor 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

## FINANCIAL OVERVIEW

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- about the security and controls over the electronic publication of the audited financial statements on any website where it may be presented
- about any other information which may have been hyperlinked to/from the financial statements.



Michael Kharzoo  
Director, Financial Audit Services

Delegate of the Auditor-General for New South Wales

15 October 2021  
SYDNEY



## STATEMENT BY CHIEF EXECUTIVE OFFICER

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Pursuant to Part 7 of the *Government Sector Finance Act 2018 (GSF Act)*, 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 *Government Sector Finance Act 2018 (GSF Act)* and the Treasurer's Directions issued under the GSF Act.
- b) These financial statements and notes exhibit a true and fair view of the financial position of Multicultural NSW and its controlled entity as at 30 June 2021 and its financial performance for the year then ended, and
- c) There are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



**Joseph La Posta**

Chief Executive Officer  
Multicultural NSW  
24 September 2021

**STATEMENT OF COMPREHENSIVE INCOME** FOR THE YEAR ENDED 30 JUNE 2021

	Notes	Economic Entity Budget	Parent Actual	Economic Entity Actual	Parent Actual	Economic Entity Actual
		2021 \$'000	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
<b>CONTINUING OPERATIONS</b>						
<b>Expenses excluding losses</b>						
Employee related expenses	2(a)	16,732	-	16,170	-	15,493
Operating expenses	2(b)	2,632	2,829	2,829	3,013	3,013
Depreciation and amortisation	2(c)	1,631	1,386	1,386	1,597	1,597
Grants and subsidies	2(d)	28,199	17,307	17,307	9,239	9,239
Finance costs	2(e)	38	34	34	42	42
Personnel services	2(a)	-	16,170	-	15,493	-
<b>Total expenses excluding losses</b>		<b>49,232</b>	<b>37,726</b>	<b>37,726</b>	<b>29,384</b>	<b>29,384</b>
<b>Revenue</b>						
Sale of goods and services from contracts with customers	3(a)	5,033	4,980	4,980	4,933	4,933
Grants and other contributions	3(b)	42,179	32,198	32,198	26,122	26,122
Acceptance by The Crown in right of the State of New South Wales of employee benefits and other liabilities	3(c)	732	-	(115)	-	99
Other income	3(d)	27	149	264	292	193
<b>Total revenue</b>		<b>47,971</b>	<b>37,327</b>	<b>37,327</b>	<b>31,347</b>	<b>31,347</b>
<b>Operating result</b>						
Other gains/(losses)	4	-	(229)	(229)	(210)	(210)
<b>Net result from continuing operations</b>		<b>-</b>	<b>(229)</b>	<b>(229)</b>	<b>(210)</b>	<b>(210)</b>
<b>Net result</b>		<b>(1,261)</b>	<b>(628)</b>	<b>(628)</b>	<b>1,753</b>	<b>1,753</b>
Other comprehensive income		-	-	-	-	-
<b>Total other comprehensive income</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL COMPREHENSIVE INCOME</b>		<b>(1,261)</b>	<b>(628)</b>	<b>(628)</b>	<b>1,753</b>	<b>1,753</b>

The accompanying notes form part of these financial statements.

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2021

	Notes	Economic Entity Budget	Parent Actual	Economic Entity Actual	Parent Actual	Economic Entity Actual
		2021 \$'000	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
<b>ASSETS</b>						
<b>Current assets</b>						
Cash and cash equivalents	5	801	1,786	1,786	892	892
Receivables	6	1,014	1,841	1,841	1,264	1,264
<b>Total Current Assets</b>		<b>1,815</b>	<b>3,627</b>	<b>3,627</b>	<b>2,156</b>	<b>2,156</b>
<b>Non-Current Assets</b>						
Property, plant & equipment	7					
- Land and buildings (Leasehold improvements)		-	32	32	422	422
- Plant & equipment		136	207	207	132	132
Total property, plant & equipment		136	239	239	554	554
Right-of-use assets	8	912	965	965	1,580	1,580
Intangible assets	9	1,066	895	895	1,292	1,292
<b>Total Non-Current Assets</b>		<b>2,114</b>	<b>2,099</b>	<b>2,099</b>	<b>3,426</b>	<b>3,426</b>
<b>Total Assets</b>		<b>3,929</b>	<b>5,726</b>	<b>5,726</b>	<b>5,582</b>	<b>5,582</b>
<b>LIABILITIES</b>						
<b>Current Liabilities</b>						
Payables	10	898	1,250	1,250	898	898
Contract liabilities	11	683	1,412	1,412	683	683
Borrowings	12	536	419	419	439	439
Provisions	14	1,269	1,392	1,392	1,269	1,269
<b>Total Current Liabilities</b>		<b>3,386</b>	<b>4,473</b>	<b>4,473</b>	<b>3,289</b>	<b>3,289</b>
<b>Non-Current Liabilities</b>						
Borrowings	13	900	956	956	1,375	1,375
Provisions	15	247	254	254	247	247
<b>Total Non-Current Liabilities</b>		<b>1,147</b>	<b>1,210</b>	<b>1,210</b>	<b>1,622</b>	<b>1,622</b>
<b>Total Liabilities</b>		<b>4,533</b>	<b>5,683</b>	<b>5,683</b>	<b>4,911</b>	<b>4,911</b>
<b>Net Assets/(liabilities)</b>		<b>(604)</b>	<b>43</b>	<b>43</b>	<b>671</b>	<b>671</b>
<b>EQUITY</b>						
Accumulated funds	16	(604)	43	43	671	671
<b>Total Equity</b>		<b>(604)</b>	<b>43</b>	<b>43</b>	<b>671</b>	<b>671</b>

The accompanying notes form part of these financial statements.

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2021

Notes	Economic Entity Budget	Parent Actual	Economic Entity Actual	Parent Actual	Economic Entity Actual
	2021 \$'000	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
<b>Balance at 1 July</b>	657	671	671	(1,082)	(1,082)
<b>Net result for the year</b>	(1,261)	(628)	(628)	1,753	1,753
<b>Other comprehensive income</b>	-	-	-	-	-
<b>Total other comprehensive income</b>	-	-	-	-	-
<b>Balance at 30 June</b>	<b>(604)</b>	<b>43</b>	<b>43</b>	<b>671</b>	<b>671</b>

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 2021

	Notes	Economic Entity Budget	Parent Actual	Economic Entity Actual	Parent Actual	Economic Entity Actual
		2021 \$'000	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>						
<b>Payments</b>						
Employee related		(16,000)	-	(16,309)	-	(15,039)
Personnel services		-	(16,309)	-	(15,039)	-
Grants and subsidies		(28,199)	(19,038)	(19,038)	(10,163)	(10,163)
Finance costs		(38)	(31)	(31)	(39)	(39)
Other		(2,382)	(2,530)	(2,530)	(6,188)	(6,188)
<b>Total Payments</b>		<b>(46,619)</b>	<b>(37,908)</b>	<b>(37,908)</b>	<b>(31,429)</b>	<b>(31,429)</b>
<b>Receipts</b>						
Sale of goods and services		5,033	5,262	5,262	5,609	5,609
Grants and other contributions		42,179	32,846	32,846	26,549	26,549
Other		27	1,421	1,421	759	759
<b>Total Receipts</b>		<b>47,239</b>	<b>39,529</b>	<b>39,529</b>	<b>32,917</b>	<b>32,917</b>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>20</b>	<b>620</b>	<b>1,621</b>	<b>1,621</b>	<b>1,488</b>	<b>1,488</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>						
Purchases of property, plant and equipment		(50)	(141)	(141)	(66)	(66)
Purchases of intangible assets		(250)	(147)	(147)	(266)	(266)
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>		<b>(300)</b>	<b>(288)</b>	<b>(288)</b>	<b>(332)</b>	<b>(332)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>						
Payment of principal portion of lease liabilities		(411)	(439)	(439)	(411)	(411)
<b>NET CASH FLOWS FROM FINANCING ACTIVITIES</b>		<b>(411)</b>	<b>(439)</b>	<b>(439)</b>	<b>(411)</b>	<b>(411)</b>
<b>NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS</b>		<b>(91)</b>	<b>894</b>	<b>894</b>	<b>745</b>	<b>745</b>
Opening cash and cash equivalents		892	892	892	147	147
<b>CLOSING CASH AND CASH EQUIVALENTS</b>	<b>5</b>	<b>801</b>	<b>1,786</b>	<b>1,786</b>	<b>892</b>	<b>892</b>

The accompanying notes form part of these financial statements.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 1. Statement of significant accounting policies

#### a) Reporting Entity

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

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

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

These financial statements for the year ended 30 June 2021 have been authorised for issue by the Chief Executive Officer on 24 September 2021.

#### 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 (AAS) (which include Australian Accounting Interpretations);
- the requirements of the *Government Sector Finance Act 2018 (GSF Act)*; and
- Treasurer's Directions issued under the GSF Act.

Property, plant and equipment and certain financial assets and liabilities are measured at fair value. Other financial statement items are prepared in accordance with the historical cost convention except where specified otherwise.

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

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

#### c) Statement of Compliance

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

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

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

- amount of GST incurred by Multicultural NSW as a purchaser that is not recoverable from the Australian Taxation Office (ATO) 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 ATO are classified as operating cash flows.

#### e) Comparative information

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

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### f) Changes in Accounting Policies, including new or revised Australian Accounting Standards

#### (i) Effective for the first time in the 2020-21 financial year

The accounting policies applied in 2020-21 are consistent with those of the previous financial year.

Several other accounting standards and interpretations apply for the first time in 2020-21, but do not have an impact on the financial statements of Multicultural NSW.

#### (ii) Issued but not yet effective

New South Wales public sector entities are not permitted to early adopt new Australian Accounting Standards unless NSW Treasury determines otherwise. In accordance with NSW Treasury mandate (Treasury Circular TC20-08), the following new Australian Accounting Standards have not been applied and are not yet effective. Management has determined that these standards are not likely to have a material impact on the financial statements in the period of their initial application.

- AASB 2020-1      Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-current  
(Applicable to annual reporting periods beginning on or after 1 January 2022)  
(Effective application date for Multicultural NSW – 1 July 2022)
- AASB 2020-6      Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-current  
- Deferral of Effective Date  
(Applicable to annual reporting periods beginning on or after 1 January 2022)  
(Effective application date for Multicultural NSW – 1 July 2022)

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### g) Impact of COVID-19 on Financial Reporting for 2020-21

The Novel Corona virus (COVID-19) pandemic in late February 2020 has significantly changed the economic environment in which Multicultural NSW operates. The impacts from these changes and the associated uncertainties have required Multicultural NSW to include additional disclosures as follows:

#### Going Concern and Liquidity Risk

NSW Treasury has approved Multicultural NSW's future budgeted expenditure for the period 2022 - 2025. 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 2021 of \$1.786 million. Multicultural NSW will receive grants from the Department of Communities and Justice in 2021-22 to fund its approved budgeted operations.

#### Expected Credit Losses and Credit Risk

The concepts of expected credit losses and credit risk are defined in Notes 6 and 22(d) respectively. From a historical perspective, Multicultural NSW has a minimal credit loss experience in respect to its trade receivables due to the majority of Multicultural NSW's trade debtors being government organisations holding AAA credit ratings. In addition, even though the organisation was subject to the impact of the COVID-19 economic environment during the latter half of 2019-20 and the current 2020-21 reporting period, Multicultural NSW received no indication that any outstanding contractual amounts were unlikely to be received as at the end of the reporting period. As Multicultural NSW does not anticipate that this position will change in the foreseeable future, it determined that no change in the level of its expected credit losses was warranted.

#### Impairments of Non-financial Assets

Multicultural NSW is contractually bound by operating leases in relation to office accommodation and car parking facilities at Parramatta, which are managed by Property NSW. In accordance with NSW Treasury Circular TC20-02, Property NSW is required to assess whether there are general market indications of impairment in the property market. This assessment is based on identifying any observable market indications that values of property leases have significantly declined, e.g. a significant decline of market rents in general. Property NSW is required to share the outcome of their central assessment with Multicultural NSW, including the market rent index movements and the potential impairment losses arising from the market rent index movement for each individual lease managed by Property NSW.

Due to the COVID-19 impact on office accommodation rent since mid-March 2020, Property NSW has assessed that market rent index movements in the future are anticipated to decline in the Parramatta region. As such, Property NSW provided Multicultural NSW with a potential impairment loss calculation to facilitate its assessment of its right-of-use asset impairment loss. Multicultural NSW has agreed with Property NSW's assessment and has recognised an impairment loss in Note 4.



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 2. Expenses excluding losses

	Parent	Economic Entity	Parent	Economic Entity
	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
<b>(A) EMPLOYEE RELATED EXPENSES</b>				
Salaries and wages (including annual leave)	-	14,249	-	13,478
Superannuation - defined contribution plans	-	1,246	-	1,135
Long service leave	-	(115)	-	99
Workers' compensation insurance	-	81	-	48
Payroll tax and fringe benefits tax	-	709	-	733
Personnel services	16,170	-	15,493	-
	<b>16,170</b>	<b>16,170</b>	<b>15,493</b>	<b>15,493</b>

The decrease in Long service leave expense is primarily driven by a significant increase in the Commonwealth 10 year bond rate over the year, from 0.870% (2020) to 1.485% (2021).

	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
<b>(B) OTHER OPERATING EXPENSES INCLUDE THE FOLLOWING:</b>				
Operating lease expense - outgoings and management fees	212	212	201	201
Consultants	81	81	7	7
Fees to contractors	194	194	455	455
Auditor's remuneration - audit of the financial statements	75	75	81	81
Advertising and promotion	49	49	38	38
Postage, freight and couriers	56	56	77	77
Electricity	15	15	23	23
Insurance	47	47	21	21
Training and development	81	81	80	80
Telephone and telecommunication services	212	212	212	212
Travel and accommodation	100	100	288	288
Maintenance	17	17	22	22
Fees for services/general expenses	705	705	541	541
Fees for outsourced translating/interpreting booking services	230	230	293	293
Computer software and maintenance	395	395	382	382
Internal audit fees	69	69	52	52
Legal	174	174	-	-
Other expenses	117	117	240	240
	<b>2,829</b>	<b>2,829</b>	<b>3,013</b>	<b>3,013</b>
<i>Reconciliation - Total maintenance expense</i>				
Maintenance expense - contracted labour and other (non-employee related), as above	17	17	22	22
Employee related maintenance expense included in Note 2(a)	-	-	-	-
Total maintenance expense included in Notes 2(a) and 2(b)	17	17	22	22
<i>Reconciliation - Total maintenance expense</i>	<b>17</b>	<b>17</b>	<b>22</b>	<b>22</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

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### Recognition and Measurement

#### *Maintenance expense*

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

#### *Insurance*

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

#### *Lease expense*

Multicultural NSW recognises the lease payments associated with the following types of leases as an expense on a straight-line basis:

- Leases that meet the definition of short-term, i.e. where the lease term at commencement of the lease is 12 months or less. This excludes leases with a purchase option.
- Leases of assets that are valued at \$10,000 or under when new.

Variable lease payments not included in the measurement of the lease liability (i.e. variable lease payments that do not depend on an index or a rate, initially measured using the index or rate as at the commencement date). These payments are recognised in the period in which the event or condition that triggers those payments occurs.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 2. Expenses excluding losses

	Parent	Economic Entity	Parent	Economic Entity
	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
<b>(C) DEPRECIATION AND AMORTISATION EXPENSE</b>				
Depreciation of Land and Buildings (Leasehold Improvements)	390	390	509	509
Depreciation of Plant and Equipment	66	66	96	96
Depreciation of Right-of-use Assets	386	386	435	435
Amortisation of Intangible Assets	544	544	557	557
	<b>1,386</b>	<b>1,386</b>	<b>1,597</b>	<b>1,597</b>

Refer to Notes 7, 8 and 9 for recognition and measurement policies on depreciation and amortisation.

	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
<b>(D) GRANTS AND SUBSIDIES</b>				
Multicultural NSW Grants Program	14,385	14,385	8,483	8,483
Countering Violent Extremism/COMPACT Grants	2,922	2,922	756	756
	<b>17,307</b>	<b>17,307</b>	<b>9,239</b>	<b>9,239</b>

	Parent	Economic Entity	Parent	Economic Entity
	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
<b>(E) FINANCE COSTS</b>				
Interest expense from lease liabilities	31	31	39	39
Total interest expense	31	31	39	39
Unwinding of discount and effect of changes in discount rate on provisions	3	3	3	3
	<b>34</b>	<b>34</b>	<b>42</b>	<b>42</b>

#### Recognition and Measurement

Finance costs consist of interest and other costs incurred in connection with the borrowing of funds. Borrowing costs are recognised as expenses in the period in which they are incurred, in accordance with Treasury's Mandate to not-for-profit NSW General Government Sector entities.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 3. Revenue

#### Recognition and Measurement

Income is recognised in accordance with the requirements of AASB 15 *Revenue from Contracts with Customers* or AASB 1058 *Income of Not-for-Profit Entities*, dependent on whether there is a contract with a customer defined by AASB 15 *Revenue from Contracts with Customers*. Comments regarding the accounting policies for the recognition of income are discussed below.

	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
<b>(A) SALE OF GOODS AND SERVICES FROM CONTRACTS WITH CUSTOMERS</b>				
Rendering of services				
Interpreting	3,245	3,245	3,195	3,195
Translating	1,300	1,300	1,327	1,327
Other Services	435	435	411	411
	<b>4,980</b>	<b>4,980</b>	<b>4,933</b>	<b>4,933</b>

#### Recognition and Measurement

##### *Rendering of services*

Revenue from rendering of services is recognised when Multicultural NSW satisfies the performance obligations by transferring the promised services. Multicultural NSW's services rendered primarily relate to the provision of quality interpreting and translation services of community languages.

Multicultural NSW typically satisfies its performance obligations when control of the services are transferred to the customers, usually when the service is provided.

The revenue is measured at the transaction price agreed under the contract and the transaction price is allocated to distinct performance obligations where practical. No element of financing is deemed present as payments are due when service is provided.

Refer to Note 11 for the disclosure of the aggregate amount of the transaction price allocated to performance obligations that are unsatisfied (or partially unsatisfied) at the end of the reporting period, and when Multicultural NSW expects to recognise the unsatisfied portion as revenue.



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

	Parent	Economic Entity	Parent	Economic Entity
	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
<b>(B) GRANTS AND OTHER CONTRIBUTIONS</b>				
Grants with sufficiently specific performance obligations	4,023	4,023	1,653	1,653
Grants without sufficiently specific performance obligations:				
Recurrent Grants from Department of Communities and Justice	28,140	28,140	24,434	24,434
Capital Grants from Department of Communities and Justice	35	35	35	35
	<b>32,198</b>	<b>32,198</b>	<b>26,122</b>	<b>26,122</b>

### Recognition and Measurement

Income from grants to acquire/construct a recognisable non-financial asset to be controlled by Multicultural NSW is recognised when Multicultural NSW satisfies its obligations under the transfer. Multicultural NSW satisfies the performance obligations under the transfer to construct assets over time as the non-financial assets are being constructed.

Revenue from grants with sufficiently specific performance obligations is recognised when Multicultural NSW satisfies a performance obligation by transferring the promised goods or services.

Revenue from these grants is recognised based on the grant amount specified in the funding agreement/funding approval, and revenue is only recognised to the extent that it is highly probable that a significant reversal will not occur. No element of financing is deemed present as funding payments are usually received in advance or shortly after the relevant obligation is satisfied.

Refer to Note 11 for the disclosure of the transaction price allocated to the performance obligations that have not been satisfied at the end of the year and when it is expected to be recognised as revenue.

Income from grants without sufficiently specific performance obligations is recognised when Multicultural NSW obtains control over the granted assets (e.g. cash).

Receipt of volunteer services is recognised when and only when the fair value of those services can be reliably determined and the services would have been purchased if not donated. Volunteer services are measured at fair value.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

	Parent	Economic Entity	Parent	Economic Entity
	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
<b>(C) ACCEPTANCE BY THE CROWN OF EMPLOYEE BENEFITS AND OTHER LIABILITIES</b>				

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

Long service leave provision	-	(115)	-	99
	-	<b>(115)</b>	-	<b>99</b>

The decrease in Long service leave expense is primarily driven by a significant increase in the Commonwealth 10 year bond rate over the year, from 0.870% (2020) to 1.485% (2021).

	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
<b>(D) OTHER INCOME</b>				
Sponsorship	250	250	147	147
Miscellaneous income	14	14	46	46
Personnel services revenue	(115)	-	99	-
	<b>149</b>	<b>264</b>	<b>292</b>	<b>193</b>

The decrease in Personnel services revenue is primarily driven by a significant increase in the Commonwealth 10 year bond rate over the year, from 0.870% (2020) to 1.485% (2021).

	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
<b>(E) MOVEMENT OF SECTION 4.7 GSF ACT - DEEMED APPROPRIATIONS</b>				
Opening balance	892	892	147	147
Add: additions of deemed appropriations	11,354	11,354	8,448	8,448
Less: expenditure charged against deemed appropriations	(10,460)	(10,460)	(7,703)	(7,703)
<b>Closing Balance</b>	<b>1,786</b>	<b>1,786</b>	<b>892</b>	<b>892</b>

Deemed appropriation money is government money that a GSF agency receives or recovers of a kind prescribed by the regulations that:

- (a) forms part of the Consolidated Fund; and
- (b) is not appropriated under the authority of an Act.

Deemed appropriations is a legal concept under the GSF Act, that does not have a corresponding financial statement line item. Instead, deemed appropriations may come from various sources, such as sale of goods and services, and the corresponding revenue is disclosed in the relevant sections of these items in the financial statements.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 4. Other gains/(losses)

	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
Impairment loss on right-of-use assets	(229)	(229)	(210)	(210)
	<b>(229)</b>	<b>(229)</b>	<b>(210)</b>	<b>(210)</b>

#### Recognition and Measurement

##### *Impairment losses on non-financial assets*

Impairment losses may arise on non-financial assets held by Multicultural NSW from time to time. Accounting for impairment losses is dependent upon the individual asset (or group of assets) subject to impairment. Accounting Policies and events giving rise to impairment losses are disclosed in the following notes:

Property, plant and equipment - Note 7

Leases - Note 8

Intangible assets - Note 9

##### **Impairment Losses for Right-of-Use Leased Property Assets**

The COVID-19 outbreak occurring throughout the 2019-20 and 2020-21 financial years had an unprecedented effect on the NSW and global economies. COVID-19 significantly impacted the market rent for leased properties and therefore the value of some lease right-of-use assets in the Statement of Financial Position.

In 2020-21, in accordance with NSW Treasury Circular TC20-02, Multicultural NSW undertook an impairment assessment of its right-of-use assets, to determine whether the carrying amount exceeded their recoverable amount. Impacted right-of-use assets were written down to their recoverable amounts by reference to the right-of-use asset's fair value less costs of disposal and an impairment loss was recognised.

Multicultural NSW recognised impairment losses for right-of-use assets of \$229k in 2020-21 (2019-20: \$210k). Impairment losses for right-of-use assets are included in Other Gains/(Losses) as part of 'Operating result' in the Statement of Comprehensive Income.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 5. Current Assets - cash and cash equivalents

	Parent	Economic Entity	Parent	Economic Entity
	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
Cash at bank and on hand	1,786	1,786	892	892

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

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

	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
Cash and cash equivalents (per Statement of Financial Position)	1,786	1,786	892	892
Cash and cash equivalents (per Statement of Cash Flows)	1,786	1,786	892	892

Refer to Note 22 for details regarding credit risk and market risk arising from financial instruments.

	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
<b>RESTRICTED ASSETS</b>				
Grants received - unspent at year-end	1,334	1,334	518	518

These funds are included in Cash at bank and on hand and represent contributions for the co-ordination of specific purpose community projects.



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 6. Current Assets – Receivables

	Parent	Economic Entity	Parent	Economic Entity
	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
Trade receivables from contracts with customers	831	831	603	603
Accrued income	122	122	27	27
Less: Allowance for expected credit losses*	-	-	-	-
Prepayments	109	109	140	140
GST receivable	779	779	494	494
	<b>1,841</b>	<b>1,841</b>	<b>1,264</b>	<b>1,264</b>

	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
<i>*Movement in the allowance for expected credit losses</i>				
Balance at the beginning of the year	-	-	-	-
Amounts written off during the year	-	-	-	-
Amounts recovered during the year	-	-	-	-
Increase/(decrease) in allowance recognised in net result	-	-	-	-
<b>Balance at the end of the year</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Details regarding credit risk of trade receivables that are neither past due nor impaired, are disclosed in Note 22.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

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### **Recognition and Measurement**

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

Receivables are initially recognised at fair value plus any directly attributable transaction costs. Trade receivables that do not contain a significant financing component are measured at the transaction price.

### ***Subsequent measurement***

Multicultural NSW holds receivables with the objective to collect the contractual cash flows and therefore measures them 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.

### ***Impairment***

Multicultural NSW recognises an allowance for expected credit losses (ECLs) for all debt financial assets not held at fair value through profit or loss. ECLs are based on the difference between the contractual cash flows and the cash flows that Multicultural NSW expects to receive, discounted at the original effective interest rate.

For trade receivables, Multicultural NSW applies a simplified approach in calculating ECLs. Multicultural NSW recognises a loss allowance based on lifetime ECLs at each reporting date. Multicultural NSW has established a provision matrix based on its historical credit loss experience for trade receivables, adjusted for forward-looking factors specific to the receivable.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 7. Property, plant and equipment

	Land and Buildings (Leasehold Improvements \$'000	Plant and Equipment \$'000	Total \$'000
<b>AT 1 JULY 2019 - FAIR VALUE</b>			
Gross carrying amount	1,799	479	2,278
Accumulated depreciation and impairment	(868)	(317)	(1,185)
<b>Net carrying amount</b>	<b>931</b>	<b>162</b>	<b>1,093</b>
<b>YEAR ENDED 30 JUNE 2020</b>			
Net carrying amount at beginning of year	931	162	1,093
Additions	-	66	66
Disposals - Cost (gross carrying amount)	-	(185)	(185)
Disposals - Accumulated depreciation	-	185	185
Depreciation expense	(509)	(96)	(605)
<b>Net carrying amount at end of year</b>	<b>422</b>	<b>132</b>	<b>554</b>
<b>AT 1 JULY 2020 - FAIR VALUE</b>			
Gross carrying amount	1,799	360	2,159
Accumulated depreciation and impairment	(1,377)	(228)	(1,605)
<b>Net carrying amount</b>	<b>422</b>	<b>132</b>	<b>554</b>
<b>YEAR ENDED 30 JUNE 2021</b>			
Net carrying amount at beginning of year	422	132	554
Additions	-	141	141
Disposals - Cost (gross carrying amount)	-	(11)	(11)
Disposals - Accumulated depreciation	-	11	11
Depreciation expense	(390)	(66)	(456)
<b>Net carrying amount at end of year</b>	<b>32</b>	<b>207</b>	<b>239</b>
<b>AT 1 JULY 2021 - FAIR VALUE</b>			
Gross carrying amount	1,799	490	2,289
Accumulated depreciation and impairment	(1,767)	(283)	(2,050)
<b>Net carrying amount</b>	<b>32</b>	<b>207</b>	<b>239</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### Recognition and Measurement

#### Acquisition of property, plant and equipment

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

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

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

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

#### Capitalisation thresholds

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

#### Major inspection costs

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

#### Restoration costs

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

#### Depreciation of property, plant and equipment

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

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

DESCRIPTION	ESTIMATED USEFUL LIFE
Property, Plant & Equipment	5 years
Computer Hardware	4 years
Furniture & Fittings	5 years
Land and Buildings (Leasehold Improvements)	Term of lease



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

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### *Revaluation of property, plant and equipment*

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

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

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

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

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

### *Impairment of property, plant and equipment*

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

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

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### 8. Leases

#### Entity as a lessee

Multicultural NSW is contractually bound by operating leases in relation to office accommodation and car parking facilities at Level 8, 56 Station Street East, Parramatta and data centre storage facilities at Silverwater.

Lease terms are negotiated on an individual basis and contain a wide range of different terms and conditions. The lease agreements do not impose any covenants, but leased assets may not be used as security for borrowing purposes. Multicultural NSW does not provide residual value guarantees in relation to leases.

Extension and termination options are included in the property leases. These terms are used to maximise operational flexibility in terms of managing contracts. The majority of extension and termination options held are exercisable only by Multicultural NSW and not by the respective lessor. In determining the lease term, management considers all facts and circumstances that create an economic incentive to exercise an extension option, or not exercise a termination option. Extension options (or periods after termination options) are only included in the lease term if the lease is reasonably certain to be extended (or not terminated). The assessment is reviewed if a significant event or a significant change in circumstances occurs which affects this assessment and that is within the control of the lessee. Multicultural NSW has assessed that its office accommodation lease is reasonably certain to be extended and that the associated extension options will be exercised.

AASB 16 *Leases* (AASB 16) requires a lessee to recognise a right-of-use asset and a corresponding lease liability for most leases.

Multicultural NSW has elected to recognise payments for short-term leases and low value leases as expenses on a straight-line basis, instead of recognising a right-of-use asset and lease liability. Short-term leases are leases with a lease term of 12 months or less. Low value assets are assets with a fair value of \$10,000 or less when new.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### Right-of-use assets under leases

The following table presents right-of use assets that do not meet the definition of investment property.

	Land and Buildings \$'000	Total \$'000
Balance at 1 July 2020	1,580	1,580
Depreciation expense	(386)	(386)
Impairment loss	(229)	(229)
<b>Balance at 30 June 2021</b>	<b>965</b>	<b>965</b>

	Land and Buildings \$'000	Total \$'000
Balance at 1 July 2019	2,225	2,225
Depreciation expense	(435)	(435)
Impairment loss	(210)	(210)
<b>Balance at 30 June 2020</b>	<b>1,580</b>	<b>1,580</b>

### Lease Liabilities

The following table presents liabilities under leases.

	2021 \$'000	2020 \$'000
Balance at 1 July	1,814	2,225
Interest expenses	31	39
Payments	(470)	(450)
<b>Balance at 30 June</b>	<b>1,375</b>	<b>1,814</b>

The following amounts were recognised in the Statement of Comprehensive Income during the period in respect of leases where Multicultural NSW is the lessee:

	2021 \$'000	2020 \$'000
Depreciation expense of right-of-use assets	386	435
Interest expense on lease liabilities	31	39
Impairment loss on right-of-use assets	229	210
<b>Total amount recognised in the Statement of Comprehensive Income</b>	<b>646</b>	<b>684</b>

Multicultural NSW had total cash outflows for leases of \$470k in 2020-21 (2019-20: \$450k).

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### Recognition and measurement

Multicultural NSW assesses at contract inception whether a contract is, or contains, a lease. That is, if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

Multicultural NSW recognises lease liabilities to make lease payments and right-of-use assets representing the right to use the underlying assets, except for short-term leases and leases of low-value assets.

#### (i) Right-of-use assets

Multicultural NSW recognises right-of-use assets at the commencement date of the lease (i.e. the date the underlying asset is available for use). Right-of-use assets are initially measured at the amount of initial measurement of the lease liability (refer ii below), adjusted by any lease payments made at or before the commencement date and lease incentives, any initial direct costs incurred, and estimated costs of dismantling and removing the asset or restoring the site.

The right-of-use assets are subsequently measured at cost. They are depreciated on a straight-line basis over the shorter of the lease term and the estimated useful lives of the assets.

If ownership of the leased asset transfers to Multicultural NSW at the end of the lease term or the cost reflects the exercise of a purchase option, depreciation is calculated using the estimated useful life of the asset.

The right-of-use assets are also subject to impairment. Multicultural NSW assesses, at each reporting date, whether there is an indication that an asset may be impaired. If any indication exists, or when annual impairment testing for an asset is required, Multicultural NSW estimates the asset's recoverable amount. When the carrying amount of an asset exceeds its recoverable amount, the asset is considered impaired and is written down to its recoverable amount. After an impairment loss has been recognised, it is reversed only if there has been a change in the assumptions used to determine the asset's recoverable amount. The reversal is limited so that the carrying amount of the asset does not exceed its recoverable amount, nor exceed the carrying amount that would have been determined, net of depreciation, had no impairment loss been recognised for the asset in prior years. Such reversal is recognised in the net result.

#### (ii) Lease liabilities

At the commencement date of the lease, Multicultural NSW recognises lease liabilities measured at the present value of lease payments to be made over the lease term. Lease payments include:

- fixed payments (including in substance fixed payments) less any lease incentives receivable;
- variable lease payments that depend on an index or a rate;



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

- amounts expected to be paid under residual value guarantees;
- exercise price of a purchase option which is reasonably certain to be exercised by Multicultural NSW; and
- payments of penalties for terminating the lease, if the lease term reflects Multicultural NSW exercising the option to terminate.

Variable lease payments that do not depend on an index or a rate are recognised as expenses (unless they are incurred to produce inventories) in the period in which the event or condition that triggers the payment occurs.

The lease payments are discounted using the interest rate implicit in the lease. If that rate cannot be readily determined, which is generally the case for the entity's leases, the lessee's incremental borrowing rate is used, being the rate that the entity would have to pay to borrow the funds necessary to obtain an asset of similar value to the right-of-use asset in a similar economic environment with similar terms, security and conditions

After the commencement date, the amount of lease liabilities is increased to reflect the accretion of interest and reduced for the lease payments made. In addition, the carrying amount of lease liabilities is remeasured if there is a modification, a change in the lease term, a change in the lease payments (e.g., changes to future payments resulting from a change in an index or rate used to determine such lease payments) or a change in the assessment of an option to purchase the underlying asset.

Multicultural NSW's lease liabilities are included in borrowings.

### **(iii) Short-term leases and leases of low-value assets**

Multicultural NSW applies the short-term lease recognition exemption to its short-term leases of machinery and equipment (i.e., those leases that have a lease term of 12 months or less from the commencement date and do not contain a purchase option). It also applies the lease of low-value assets recognition exemption to leases of office equipment that are considered to be low value. Lease payments on short-term leases and leases of low value assets are recognised as expense on a straight-line basis over the lease term.

### **(iv) Leases that have significantly below-market terms and conditions principally to enable the entity to further its objectives**

The initial and subsequent measurement of right-of-use assets under leases at significantly below-market terms and conditions that are entered into principally to enable Multicultural NSW to further its objectives is the same as normal right-of-use assets. They are measured at cost, subject to impairment.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 9. Intangible assets

	Software \$'000	Total \$'000
<b>AT 1 JULY 2019</b>		
Cost (gross carrying amount)	1,981	1,981
Accumulated amortisation and impairment	(398)	(398)
<b>Net carrying amount</b>	<b>1,583</b>	<b>1,583</b>
<b>YEAR ENDED 30 JUNE 2020</b>		
Net carrying amount at beginning of year	1,583	1,583
Additions	266	266
Disposals - Cost (gross carrying amount)	(398)	(398)
Disposals - Accumulated amortisation	398	398
Amortisation (recognised in 'depreciation and amortisation')	(557)	(557)
<b>Net carrying amount at end of year</b>	<b>1,292</b>	<b>1,292</b>
<b>AT 1 JULY 2020</b>		
Cost (gross carrying amount)	1,849	1,849
Accumulated amortisation and impairment	(557)	(557)
<b>Net carrying amount</b>	<b>1,292</b>	<b>1,292</b>
<b>YEAR ENDED 30 JUNE 2021</b>		
Net carrying amount at beginning of year	1,292	1,292
Additions	147	147
Amortisation (recognised in 'depreciation and amortisation')	(544)	(544)
<b>Net carrying amount at end of year</b>	<b>895</b>	<b>895</b>
<b>AT 30 JUNE 2021</b>		
Cost (gross carrying amount)	1,946	1,946
Accumulated amortisation and impairment	(1,051)	(1,051)
<b>Net carrying amount</b>	<b>895</b>	<b>895</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### Recognition and Measurement

Multicultural NSW recognises intangible assets only if it is probable that future economic benefits will flow to Multicultural NSW and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition.

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

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

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

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

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

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

### Joint Operations

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

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

Multicultural NSW has a 33.3% interest in the Australian Cultural Competence Program with Special Broadcasting Service Corporation (SBS) and International Education Services Ltd (IES). The Program was set up to establish a collaborative arrangement which promotes social cohesion through training individuals and organisations in cultural competence. Multicultural NSW has recognised its share of the assets held and liabilities incurred jointly with the other joint operators to a joint arrangement. Contributions to the joint operation are treated as transactions with the other parties to the joint operation. Assets and liabilities arising are recognised within their respective line items in the Statement of Financial Position. Multicultural NSW disposed of its associated intangible asset as at the end of the 2019-20 reporting period.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 10. Current Liabilities – Payables

	Parent	Economic Entity	Parent	Economic Entity
	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
Personnel Services	62	-	58	-
Creditors - Payroll	297	297	452	452
FBT Payable	-	3	-	8
Other Accruals	712	712	388	388
Accrued Payroll Tax	-	59	-	50
Accrued Grants	179	179	-	-
<b>Total current liabilities - payables</b>	<b>1,250</b>	<b>1,250</b>	<b>898</b>	<b>898</b>

Details regarding liquidity risk, including a maturity analysis of the above payables are disclosed in Note 22.

#### Recognition and measurement

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

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

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 11. Current contract liabilities

	Parent	Economic Entity	Parent	Economic Entity
	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
Contract liabilities	1,412	1,412	683	683
<b>Total current contract liabilities</b>	<b>1,412</b>	<b>1,412</b>	<b>683</b>	<b>683</b>

#### Recognition and measurement

Contract liabilities relate to consideration received in advance from customers and when the associated performance obligations are satisfied, Multicultural NSW recognises a decrease in the balance of its contract liabilities.

The contract liability balance has increased significantly during the year due to a number of new contracts being entered into with outstanding performance obligations as at the end of the reporting period.

	2021	2021	2020	2020
	\$'000	\$'000	\$'000	\$'000
Revenue recognised that was included in the contract liability balance at the beginning of the year	407	407	147	147
Transaction price allocated to the remaining performance obligations from contracts with customers	1,412	1,412	683	683

The transaction price allocated to the remaining performance obligations is expected to be recognised as revenue by the end of the 2021-22 financial year.



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 12. Current Liabilities – Borrowings

	Parent	Economic Entity	Parent	Economic Entity
	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
Lease Liability	419	419	439	439
<b>Total current liabilities - borrowings</b>	<b>419</b>	<b>419</b>	<b>439</b>	<b>439</b>

### 13. Non-Current Liabilities – Borrowings

	Parent	Economic Entity	Parent	Economic Entity
	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
Lease Liability	956	956	1,375	1,375
<b>Total non-current liabilities - borrowings</b>	<b>956</b>	<b>956</b>	<b>1,375</b>	<b>1,375</b>

Details regarding liquidity risk, including a maturity analysis of the above payables are disclosed in Note 22.

#### Recognition and Measurement

##### *Financial liabilities at amortised cost*

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

#### Changes in liabilities arising from financing activities

	Leases \$'000	Total liabilities from financing activities \$'000
Recognised on adoption of AASB 16 as at 1 July 2019	2,225	2,225
Carrying amount at 1 July 2019	2,225	2,225
Cash flows	(450)	(450)
Interest expense	39	39
<b>Carrying amount at 30 June 2020</b>	<b>1,814</b>	<b>1,814</b>
Cash flows	(470)	(470)
Interest expense	31	31
<b>Carrying amount at 30 June 2021</b>	<b>1,375</b>	<b>1,375</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 14. Current Liabilities – Provisions

	Parent	Economic Entity	Parent	Economic Entity
	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
<b>EMPLOYEE BENEFITS AND RELATED ON-COSTS</b>				
Annual leave	-	778	-	660
Annual leave on-costs - payroll tax	-	33	-	32
Annual leave on-costs - other	-	84	-	63
Long service leave on-costs - payroll tax	-	172	-	182
Long service leave on-costs - other	-	325	-	332
Other - Personnel Services	1,392	-	1,269	-
<b>Total Provisions</b>	<b>1,392</b>	<b>1,392</b>	<b>1,269</b>	<b>1,269</b>

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

	Parent	Economic Entity	Parent	Economic Entity
	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
Within 12 months	655	655	526	526
Later than 12 months	737	737	743	743
<b>Total</b>	<b>1,392</b>	<b>1,392</b>	<b>1,269</b>	<b>1,269</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 15. Non-Current Liabilities – Provisions

	Parent	Economic Entity	Parent	Economic Entity
	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
<b>EMPLOYEE BENEFITS AND RELATED ON-COSTS</b>				
Long service leave on-costs - payroll tax	-	17	-	16
Long service leave on-costs - other	-	32	-	29
Personnel Services	49	-	45	-
	<b>49</b>	<b>49</b>	<b>45</b>	<b>45</b>

<b>OTHER PROVISIONS</b>				
Restoration costs	205	205	202	202
	205	205	202	202
<b>Total Provisions</b>	<b>254</b>	<b>254</b>	<b>247</b>	<b>247</b>

<b>AGGREGATE EMPLOYEE BENEFITS AND RELATED ON-COSTS</b>				
Provisions - current	-	1,392	-	1,269
Provisions - non-current	-	49	-	45
	-	<b>1,441</b>	-	<b>1,314</b>

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

#### Movements in provisions (other than employee benefits)

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

	2021 \$'000	2021 \$'000
Carrying amount at 1 July 2020	202	202
Additional provisions recognised	-	-
Amounts used	-	-
Unwinding/change in the discount rate	3	3
<b>Carrying amount at 30 June 2021</b>	<b>205</b>	<b>205</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### Recognition and Measurement

#### *Employee benefits and related on-costs*

##### *Salaries and wages, annual leave and sick leave*

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

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

Actuarial advice obtained by Treasury has confirmed that using the nominal annual leave balance plus the annual leave entitlements accrued while taking annual leave (calculated using 8.4% of the nominal value of annual leave) can be used to approximate the present value of the annual leave liability. Multicultural NSW has assessed the actuarial advice based on Multicultural NSW's circumstances and has determined that the effect of discounting is immaterial to annual leave. All annual leave is classified as a current liability even where Multicultural NSW does not expect to settle the liability within 12 months as Multicultural NSW does not have an unconditional right to defer settlement.

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

##### *Long service leave and superannuation*

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

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

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

##### *Consequential on-costs*

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

##### *Other provisions*

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

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 16. Equity

#### *Accumulated Funds*

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

### 17. Commitments

#### **Capital Commitments**

Multicultural NSW had no capital commitments as at the end of the reporting period (2020: Nil).

### 18. Contingent liabilities and contingent assets

#### **Contingent Liabilities**

Multicultural NSW had no contingent liabilities as at the end of the reporting period (2020: Nil).

#### **Contingent Assets**

Multicultural NSW had no contingent assets as at the end of the reporting period (2020: Nil).

### 19. Budget review

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

#### **Net Result**

Multicultural NSW's actual net result is a deficit of \$628k, a variance of \$633k to the budgeted deficit position of \$1.261m. This result is a product of total expenses of \$37.726m being lower than the budget of \$49.232m by \$11.506m, revenue of \$37.327m being lower than the budget of \$47.971m by \$10.644m and other losses of \$229k being unbudgeted.

The main drivers for the total expenses position related to Grants and Subsidies expenses being lower than the budget by \$10.892m primarily due to funding for multicultural aged care facilities being delayed arising from contractual milestones not being completed.

The main driver for the total revenue position related to Recurrent Grants from the Department of Communities and Justice being lower than the budget due to the lower level of funding required to be incurred on Grants and Subsidies related expenditure.



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### Assets and Liabilities

The net assets position of Multicultural NSW stands at \$43k, an increase of \$647k on the budgeted deficit position of \$604k.

The net asset result is driven by:

- total liabilities being \$1.150m higher than the budget of \$4.533m which is mainly attributable to a higher level of:
  - a) payables being recognised;
  - b) contract liabilities being recognised due to a number of new contracts being entered into with outstanding performance obligations as at the end of the reporting period; than was originally anticipated.
- total assets being \$1.797m higher than the budget of \$3.929m. The variance is primarily due to a higher level of:
  - a) funds being retained in Multicultural NSW's Restricted Bank Account which relate to unspent specific purpose grants funding received; and
  - b) receivables being recognised; than was originally anticipated

### Cash flows

Net cash inflows from operating activities are higher than budget by \$1.001m mainly due to:

- Grants and Subsidies payments being lower than the budget primarily due to funding for multicultural aged care facilities being delayed arising from contractual milestones not being completed; and
- Grants and other contributions receipts being lower due to the lower level of Grants and Subsidies expenditure required.

Net cash outflows from investing activities are \$288k which is lower than the budget of \$300k by \$12k and is attributable to lower than anticipated purchases of intangible assets.

Net cash outflows from financing activities are \$439k which is higher than the budget of \$411k by \$28k.

Closing cash and cash equivalents of \$1,786k are \$985k higher than the budget of \$801k.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 20. Reconciliation of net cash flows from operating activities to net result

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

	Parent	Economic Entity	Parent	Economic Entity
	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
Net cash used on operating activities	1,621	1,621	1,488	1,488
Depreciation and amortisation expense	(1,386)	(1,386)	(1,597)	(1,597)
Finance costs (non-cash)	(3)	(3)	(3)	(3)
Impairment loss on right-of-use assets	(229)	(229)	(210)	(210)
(Increase)/decrease in provisions	(127)	(127)	(202)	(202)
Increase/(decrease) in prepayments and other assets	577	577	468	468
(Increase)/decrease in payables	(352)	(352)	2,492	2,492
(Increase)/decrease in contract liabilities	(729)	(729)	(683)	(683)
<b>Net result</b>	<b>(628)</b>	<b>(628)</b>	<b>1,753</b>	<b>1,753</b>

### 21. Non-cash financing and investing activities

	Parent	Economic Entity	Parent	Economic Entity
	2021 \$'000	2021 \$'000	2020 \$'000	2020 \$'000
Employee benefits assumed by the Crown	-	(115)	-	99
<b>Liability assumed by the Crown</b>	<b>-</b>	<b>(115)</b>	<b>-</b>	<b>99</b>

The decrease in Long service leave expense is primarily driven by a significant increase in the Commonwealth 10 year bond rate over the year, from 0.870% (2020) to 1.485% (2021).

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 22. Financial instruments

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

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

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

#### (a) Financial instruments categories

Class	Note	Category	Carrying Amount	Carrying Amount
			2021 \$'000	2020 \$'000
<b>FINANCIAL ASSETS</b>				
Cash and cash equivalents	5	Amortised cost	1,786	892
Receivables <sup>1</sup>	6	Amortised cost	953	630
<b>FINANCIAL LIABILITIES</b>				
Payables <sup>2</sup>	10	Financial liabilities measured at amortised cost	1,188	840
Borrowings	12 & 13	Financial liabilities measured at amortised cost	1,375	1,814

#### Notes

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

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

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### b) Derecognition of financial assets and financial liabilities

A financial asset (or, where applicable, a part of a financial asset or part of a group of similar financial assets) is derecognised when the contractual rights to the cash flows from the financial assets expire; or if Multicultural NSW transfers its rights to receive cash flows from the asset or has assumed an obligation to pay the received cash flows in full without material delay to a third party under a 'pass-through' arrangement; and either:

Multicultural NSW has transferred substantially all the risks and rewards of the asset; or

Multicultural NSW has neither transferred nor retained substantially all the risks and rewards of the asset, but has transferred control.

When Multicultural NSW has transferred its rights to receive cash flows from an asset or has entered into a passthrough arrangement, it evaluates if, and to what extent, it has retained the risks and rewards of ownership. Where Multicultural NSW has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset continues to be recognised to the extent of the Multicultural NSW's continuing involvement in the asset. In that case, Multicultural NSW also recognises an associated liability. The transferred asset and the associated liability are measured on a basis that reflects the rights and obligations that Multicultural NSW has retained.

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled or expires. When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as the derecognition of the original liability and the recognition of a new liability. The difference in the respective carrying amounts is recognised in the net result.

### (c) Offsetting financial instruments

Financial assets and financial liabilities are offset and the net amount is reported in the Statement of Financial Position if there is a currently enforceable legal right to offset the recognised amounts and there is an intention to settle on a net basis, or to realise the assets and settle the liabilities simultaneously.

### (d) Financial risks

#### (i) 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 credit losses or allowance for impairment).

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

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

Multicultural NSW generally considers a financial asset to be in default when contractual payments are 90 days past due. However, in certain cases, Multicultural NSW may also consider a financial asset to be in default when internal or external information indicates that Multicultural NSW is unlikely to receive the outstanding contractual amounts in full before taking into account any credit enhancements held by Multicultural NSW.

#### *Cash and cash equivalents*

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

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### Accounting policy for impairment of trade debtors and other financial assets

#### Receivables - trade receivables

Collectability of trade receivables is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand.

Multicultural NSW applies the AASB 9 simplified approach to measuring expected credit losses which uses a lifetime expected loss allowance for all trade receivables.

To measure the expected credit losses, trade receivables have been grouped based on shared

credit risk characteristics and the days past due.

The expected loss rates are based on historical observed loss rates. The historical loss rates are adjusted to reflect current and forward-looking information on macroeconomic factors affecting the ability of the customers to settle the receivables.

Trade receivables are written off when there is no reasonable expectation of recovery. Indicators that there is no reasonable expectation of recovery include, amongst others, a failure to make contractual payments for a period of greater than 90 days past due.

The loss allowance for trade receivables as at 30 June 2021 and 30 June 2020 was determined as follows:

	30 June 2021					Total
	Current	<30 days \$'000	30-60 days \$'000	61-90 days \$'000	>90 days \$'000	
Expected credit loss rate	0%	0%	0%	0%	0%	
Expected total gross carrying amount at risk of default	585	78	73	41	54	831
Expected credit loss	-	-	-	-	-	-

	30 June 2020					Total
	Current	<30 days \$'000	30-60 days \$'000	61-90 days \$'000	>90 days \$'000	
Expected credit loss rate	0%	0%	0%	0%	0%	
Expected total gross carrying amount at risk of default	574	27	1	1	-	603
Expected credit loss	-	-	-	-	-	-

Notes:

The analysis excludes statutory receivables and prepayments, as these are not within the scope of AASB 7. Therefore, the 'total' will not reconcile to the receivables total in Note 6.

Multicultural NSW is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors as at 30 June 2021 and 30 June 2020. Most of Multicultural NSW's debtors have a AAA credit rating.



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### (ii) Liquidity risk

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

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

During the current and prior year, there were no defaults of borrowings. 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.

Multicultural NSW will receive grants from the Department of Communities and Justice in 2021-22 to fund its approved budgeted operations.

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 8.01% (2020 - 8.89%).

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 <sup>1</sup>	Maturity dates		
		< 1 yr	1-5 yrs	> 5 yrs
	\$'000	\$'000	\$'000	\$'000
<b>2021</b>				
Payables <sup>2</sup>	1,188	1,188	-	-
Borrowings - Lease Liabilities	1,417	442	975	-
<b>2020</b>				
Payables <sup>2</sup>	840	840	-	-
Borrowings - Lease Liabilities	1,935	471	1,464	-

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. These amounts include both interest and principal cashflows and therefore will not reconcile to the amounts disclosed in the Statement of Financial Position.
- The amounts disclosed here exclude statutory payables and unearned revenue (not within scope of AASB 7).

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### (iii) 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*

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. 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 or assets. 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.

## 23. 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 Communities and Justice and the Chief Executive Officer of Multicultural NSW have been identified as the key management personnel of Multicultural NSW for the year ended 30 June 2021.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 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 Communities and Justice 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:

	2021 \$'000	2020 \$'000
Short-term employee benefits	312	315
Other long-term employee benefits	-	-
Post employment benefits	21	21
Termination benefits	-	-
<b>Total remuneration</b>	<b>333</b>	<b>336</b>

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 receives grants from the Department of Communities and Justice 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.

## 24. Events after the reporting period

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



# 06

## APPENDICES





## APPENDIX A GRANTS AWARDED

### Multicultural Community Support Grants Festivals and Events

Organisation	Amount
Afghan Women on the Move Incorporated	\$5,000
Armenian Community Welfare Centre Limited	\$2,500
Arya Pratinidhi Sabha of Australia	\$5,000
Ausdance NSW	\$4,000
Australian Arab Artist Voice Inc	\$4,000
Australian Foundation for Disability	\$7,500
BANKSTOWN ABORIGINAL EDUCATION CONSULTATIVE GROUP (AECG)	\$4,000
Bicol Communities League Inc	\$5,000
Bishwobeenena-Harmony with Tagore Inc	\$5,000
Bulgarian Cultural And Social Association Rodina	\$7,500
Byron Multicultural Inc	\$7,000
Canterbury City Community Centre	\$2,500
Celebration of African Australians Inc	\$2,500
CNA Multicultural Services	\$2,500
COA Sydney Incorporated	\$4,000
CreArte Latin America & Australia Inc	\$6,000
El-Dunnieh Sons Charity Association	\$2,500
Fairfield Bulls Soccer Club Inc	\$5,000
Father Atanasio Gonelli Charitable Fund	\$2,500
Federation of Indian Associations of NSW Inc	\$10,000
Fitness for Purpose	\$8,000
Friends of India Australia	\$5,000
Harman Foundation Limited	\$10,000
Hindu Council of Australia	\$10,000
Hunter Chinese Language School Inc.	\$9,650
Kateb Hazara Association Inc	\$7,000

## APPENDIX A GRANTS AWARDED

### Multicultural Community Support Grants Festivals and Events cont

Organisation	Amount
Ku ring gai Neighbourhood Centre Ltd	\$6,000
Little India Harris Park Business Association incorporated	\$10,000
Metta Centre Inc	\$2,500
Multicultural Communities Council of Illawarra Ltd	\$4,000
Multicultural Society of Campbelltown Inc	\$7,000
Nautanki Theatre Inc	\$8,500
Newtown Neighbourhood Centre	\$4,000
NSW Council for Pacific Communities Inc	\$2,500
NSW Federation of Community Languages Schools Inc	\$4,000
NSW Jewish Board of Deputies Harm Prevention Foundation Ltd	\$2,500
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors	\$7,000
NSW Spanish and Latin American Association (NSW SLASA)	\$2,500
Orana Support Services Inc	\$4,500
Pacific Communities Centre Inc	\$2,500
Prabhakara	\$7,500
Refugee Council Of Australia (RCOA)	\$8,000
Somali Australian Community Association of NSW (SACA)	\$4,000
Sydney St Patricks Day Organisation Incorporated	\$6,500
Tamworth Regional Council	\$7,000
The Greek Orthodox Parish & Community of Burwood & District Saint Nectarios Ltd	\$4,000
The Neighbourhood Centre Bathurst	\$7,000
The Sabian Mandaean Association in Australia	\$7,000
The Sinhalese Cultural Forum of New South Wales Australia Incorporated	\$2,500
Think & DO Tank Foundation Limited trading as 'LOST IN BOOKS'	\$6,000
Western Sydney Migrant Resource Centre Ltd	\$7,000
Women of Colour Ltd	\$7,000

## APPENDIX A GRANTS AWARDED

### Multicultural Community Support Grants COVID-19 Community Support Grants

Organisation	Amount
Aasha Australia Foundation	\$5,000.00
Ability Beyond Boundaries Ltd	\$5,000.00
Antiochian Welfare Association	\$5,000.00
Armenian Catholic Church Australia	\$5,000.00
Association of Haryanvis in Australia	\$5,000.00
Auburn Youth Centre	\$5,000.00
Australian Foundation for Disability	\$5,000.00
Australian Indian Sports Educational and Cultural Society	\$5,000.00
Australian Pacific and Maori Community Services Inc	\$5,000.00
Australian Turkish Professionals Society Limited	\$5,000.00
Bahayra Youth Association	\$5,000.00
Bankstown City FC INC	\$5,000.00
Bhutanese Australia Community Support Group in Albury Wodonga Inc	\$4,963.00
Bondi International Support	\$5,000.00
Branding Bangladesh Inc	\$5,000.00
Bridge for Asylum Seekers Incorporated	\$5,000.00
Buddha's Light International Association of Australia	\$5,000.00
CASS Care Ltd	\$2,583.00
Catholic Care Social Services Hunter-Manning	\$5,000.00
Celebration of African Australians Inc	\$5,000.00
Centre for Hope	\$5,000.00
Christ Church Inner West Anglican Community	\$5,000.00
Christ Church St Ives	\$5,000.00
Community and Cultural Connections Inc	\$5,000.00
CREATE Latin America & Australia Inc	\$5,000.00
Cultural Diversity Network Inc	\$3,320.00
Federation of Indian Associations of NSW Inc	\$5,000.00
Fitness for Purpose	\$5,000.00
Good Neighbors Australia Inc	\$5,000.00
Great Lakes Agency for peace and Development International (GLAPD)	\$5,000.00
Greek Orthodox Community of NSW Ltd	\$5,000.00
GWC Community Services	\$5,000.00
Harman Foundation Limited	\$5,000.00
Holy Trinity Anglican Church Liverpool	\$5,000.00
Home-Start National Inc	\$5,000.00

## APPENDIX A GRANTS AWARDED

### Multicultural Community Support Grants COVID-19 Community Support Grants cont

Organisation	Amount
House to Grow Ltd	\$5,000.00
Human Appeal Australia Community Care Ltd	\$5,000.00
Indian Support Center Inc	\$5,000.00
Islamic Women's Welfare Association	\$5,000.00
ITSOWEL - Italian Social Welfare Org of Wollongong	\$5,000.00
Karitane	\$5,000.00
Kehillat Masada Synagogue	\$2,500.00
Lakemba Anglican Church	\$5,000.00
Liberty Tamworth	\$5,000.00
Life Anglican Church Quakers Hill	\$5,000.00
Lighthouse Community Support	\$5,000.00
Link Housing Ltd	\$5,000.00
Little India Harris Park Business Association	\$5,000.00
Love Culburra Beach Festival Inc	\$5,000.00
Love the Children Inc	\$5,000.00
Macedonian Australian Welfare Association	\$5,000.00
Macquarie Baptist Church	\$5,000.00
Maltese Community Council of NSW Inc.	\$3,610.00
Mentoring Men	\$5,000.00
Nakango Vision Multicultural Integration Community Services	\$5,000.00
Nest Incorporated	\$4,000.00
Newtown Synagogue Inc	\$5,000.00
NSW Council for Pacific Communities Inc	\$5,000.00
NSW Federation of Community Language Schools Inc.	\$5,000.00
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors	\$5,000.00
Padstow Community Care Ltd	\$5,000.00
Parish of St George North	\$5,000.00
Parish of St Nicholas	\$5,000.00
Parramatta Young Christian Workers	\$5,000.00
Polish Club Ltd	\$5,000.00
Rotary Club of Granville	\$5,000.00
Salt Care	\$5,000.00
Shakti Migrant & Refugee Women's Support Group NSW	\$4,950.00
SHARE	\$4,715.00

## APPENDIX A GRANTS AWARDED

### Multicultural Community Support Grants COVID-19 Community Support Grants cont

Organisation	Amount
Shopfront Arts Co-op	\$2,000.00
Shrimad Rajchandra Mission Dharampur (Australia) Limited	\$5,000.00
Somali Australian Community Association of NSW (SACA)	\$4,550.00
Somali Welfare and Cultural Association	\$5,000.00
South West Community Transport Ltd	\$5,000.00
Sri Guru Singh Sabah The Sikh Association of Sydney Inc	\$5,000.00
Sri Om Foundation Limited	\$5,000.00
St Francis Social Services (t/a The House of Welcome)	\$5,000.00
St Johns Anglican Church - Minchinbury	\$5,000.00
St John's Anglican Church North Ryde	\$5,000.00
St Luke's Anglican Church Liverpool	\$5,000.00
St Mary Antiochian Orthodox Church Incorporated	\$4,480.00
St Pauls Anglican Church	\$5,000.00
St Raphael's Antiochian Orthodox Christian Mission Inc	\$5,000.00
St. Basil's NSW/ACT	\$5,000.00
St. Thomas' Anglican Church Cranebrook	\$5,000.00
Surry Hills Neighbourhood Centre	\$4,300.00
Sydney Youth Dragon & Lion Dance Troupe Incorporated	\$4,500.00
The Association of Zgharta (Youssef Bey Karam Batal Lebanon) Australia Inc.	\$5,000.00
The Cyprus Community of NSW	\$5,000.00
The Greek Orthodox Parish & Community of Burwood & District Saint Nectarios Ltd	\$5,000.00
Turbans 4 Australia	\$5,000.00
Ukrainian Council of NSW	\$5,000.00
Vietnamese Community in Australia - NSW Chapter Inc	\$5,000.00
Western Sydney Community Legal Centre	\$5,000.00
Western Sydney Migrant Resource Centre	\$5,000.00
Zia Forum Australia	\$5,000.00



## APPENDIX A GRANTS AWARDED

### Multicultural Community Support Grants Multicultural Media Grants

Organisation	Amount
1620 PL Radio 2Moro	\$5,000.00
Ability Beyond Boundaries Ltd	\$5,000.00
AEA Ethnic Publishers Pty Ltd	\$7,658.00
Allora Italian Australian News	\$6,876.00
AMUST (T/A Seena Incorporated)	\$10,000.00
Auscare Foundation Limited	\$5,000.00
Australia India Media Group T/A indian Link	\$10,000.00
Australian Chinese Daily	\$10,000.00
BongOz	\$10,000.00
Cultural Pulse Pty Ltd	\$7,000.00
Desi Australia	\$10,000.00
EI Clandestino Radio	\$10,000.00
FBI Radio	\$10,000.00
Foreign Language Press	\$10,000.00
Indus Age	\$10,000.00
La Fiamma	\$10,000.00
Media and Media Group Pty Ltd	\$5,000.00
Monthly Muktamancha	\$10,000.00
P.G.P. Publishing Pty Ltd	\$10,000.00
Rete Italia	\$10,000.00
RusTalk	\$8,400.00
Suprovat Sydney	\$10,000.00
The Clamore Pty Ltd	\$10,000.00
The Daily Chinese Herald	\$10,000.00
The Polaris Media Trust T/A The Australian Jewish News	\$10,000.00
The Sabian Mandaean Association In Australia Limited	\$5,500.00
Turkish Media Limited	\$8,000.00
VCT News Pty Ltd	\$10,000.00
Zaman Australia	\$9,727.00

## APPENDIX A GRANTS AWARDED

### COVID-19 Emergency Relief Grants for Vulnerable Temporary Visa Holders

Organisation	Amount
Advance Diversity Services Limited	\$40,000.00
Albury Wodonga Volunteer Resource Bureau Inc	\$55,000.00
Australian Red Cross Society	\$742,777.00
Bonnie Support Services Ltd	\$100,000.00
Chinese Australian Services Society Ltd	\$62,440.00
CORE Community Services	\$198,000.00
Domestic Violence NSW Service Management	\$50,000.00
Great Lakes Agency for Peace and Development International (GLAPD)	\$73,049.00
Hills Community Aid and Information Service Inc	\$33,500.00
Immigrant Women's Speakout Association	\$80,000.00
Immigration Advice and Rights Centre	\$59,816.00
Immigration Advice and Rights Centre	\$69,414.00
Jesuit Refugee Service	\$203,000.00
MARSS Australia Inc	\$105,000.00
Metro Assist Limited	\$250,000.00
Mount Druitt Ethnic Communities Agency	\$20,000.00
Multicultural Communities Council of Illawarra Ltd	\$58,982.00
Multicultural Disability Advocacy Association of NSW	\$5,000.00
Multicultural Youth Affairs Network (MYAN NSW)	\$79,870.00
Muslim Women Association	\$100,000.00
Northern Settlement Services	\$190,000.00
NSW Council for Pacific Communities	\$40,000.00
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors	\$150,000.00
Orana Support Services Inc	\$220,000.00
Parramatta Mission	\$105,684.00
Prosper (Project Australia)	\$43,000.00
Queanbeyan Multilingual Centre Inc	\$75,966.00
SCARF Refugee Support	\$106,000.00
Settlement Services International	\$80,000.00
SydWest Multicultural Services Inc	\$70,000.00
The Exodus Foundation	\$100,000.00
The Salvation Army (NSW) Property Trust	\$340,000.00
The Uniting Church in Australia Property Trust (NSW) for and on behalf of Uniting (NSW, ACT)	\$22,000.00
Western Sydney MRC	\$20,000.00
Woolgoolga Neighbourhood Centre Inc	\$50,000.00

## APPENDIX A GRANTS AWARDED

### Lunar New Year Grants

Organisation	Amount
Buddha's Light International Association of Australia	\$10,000.00
Georges River Council	\$10,000.00
Haymarket Chamber of Commerce	\$15,000.00
Inner West Council & Asian Business Chamber of Commerce	\$10,000.00
Ku-ring-gai Council	\$15,000.00
Sydney Youth Dragon & Lion Dance Troupe Inc	\$10,000.00
Vietnamese Community in Australia	\$15,000.00

### Partnership Grants

Organisation	Amount
AFL NSW/ACT	\$120,000
Community Hubs Australia	\$230,000
Cricket NSW	\$112,500
GWS Giants	\$100,000
Information and Cultural Exchange	\$166,666
NSW Rugby League	\$100,000
NSW Rugby Union	\$100,000
NSW Federation of Community Language Schools	\$50,000
NAATI	\$198,295

### Other Grants

Organisation	Amount
Lebanese Muslim Association	\$2,500,000.00
Melkite Catholic Eparchy	\$600,000.00
Antiochian Orthodox Church	\$1,500,000.00
Trustees of Lebanese Maronite Order	\$700,000.00
Our Lady Aged Care Centre Ltd	\$2,500,000.00
Phillippine Australian Community Foundation Inc	\$100,000.00
The Vietnamese Australian Welfare Association, NSW Inc	\$18,750.00
Greek Orthodox Community of NSW	\$100,000.00

## APPENDIX A GRANTS AWARDED

### COMPACT

Organisation	Amount
All Together Now	\$80,192.00
CuriousWorks Incorporated	\$57,500.00
Football NSW	\$97,495.00
Gallipoli Turkish Cultural Foundation	\$58,513.00
GyMEA Community Aid & Information Service	\$72,950.00
Islamophobia Register Australia	\$116,000.00
Multicultural Communities Council of Illawarra Ltd	\$96,914.25
National Rugby League Ltd (NRL)	\$175,000.00
Northern Settlement Services Ltd	\$200,000.00
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors	\$199,659.00
Police Citizens Youth Club NSW Ltd (PCYC Wagga Wagga)	\$63,044.00
Western Sydney Community Forum	\$195,500.00
Western Sydney MRC	\$120,000.00
Western Sydney University	\$60,000.00
Youth Off The Streets Limited	\$59,386.80

### Discretionary Grants

Organisation	Amount
Italian Community Festival Incorporated	\$9,000
Associazione Napoletana Inc	\$5,000
Little India Harris Park Business Association	\$7,500
Maronite Sports Day	\$5,000
Persian Library Inc	\$5,000

## APPENDIX B

### Number of Executives

#### Executive Salaries

Range and average remunerations	2018-19	2019-20	2020-21
Band 2 (CEO)	\$302,551	\$310,126	\$312,629
Band 1 (Directors)	\$227,950	\$233,650	\$246,901

#### Staffing

Staffing	2018-19	2019-20	2020-21
Number of employees	51	65	67

#### 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, the Crown Employees (Interpreters and Translators, Multicultural NSW) *State Award 2016* and the *Government Sector Employment Act 2013*.

#### Exceptional movements in wages and salaries and allowances

There were no exceptional movements recorded in employee wages, salaries and allowances during 2020-21.

#### Industrial relations policy and practice

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

Over this period Multicultural NSW has worked closely with its interpreter and translator workforce and the PSA on developing a new *Crown Employees (Interpreters and Translators Multicultural NSW) State Award*. The new Award was finalized before the Industrial Relations Commission in May 2021.



## APPENDIX C

### Disability Inclusion Action Plan

Multicultural NSW is proud to be working in the age of inclusion and is committed to having a diverse and inclusive workforce that represents the diversity of the people of NSW. A new Disability Inclusion Action Plan is being developed to identify actions that organisation will undertake over the next four years to continue to foster an inclusive environment for people with disability. The plan highlights our ongoing commitment to supporting people with disability and will continue to outline policies, practices and services that engage and respond to the diverse needs of our community.

The Language Services Unit provides extensive Auslan interpreting services across all of NSW to ensure our community can access services.

Multicultural NSW’s premises have been fitted out according to Australian Standards AS 1428 design for access and mobility. Multicultural NSW has unisex accessible toilets.

## APPENDIX D

### Engagement of consultants

#### Engagements over \$50,000

CONSULTANTS	PROJECT	AMOUNT (\$)
Collaboration for Impact	Regional Resettlement Pilot Program	70,000
Newgate	Regional Advisory Council Review	55,745

#### Engagements under \$50,000

PROJECT	AMOUNT (\$)
Leaders in Cultural Diversity (LinCD) Program Review	24,900

## APPENDIX E

### Accommodation services

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 monitors the Agency’s performance in respect of:

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

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

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

### Reduced environmental impact

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 encourage the 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. We have moved to an increasingly paperless approach over the past 12 months.

### Waste management

Recycling Measures	2018-19	2019-20	2020-21
Use of recycled toner cartridges	•	•	•
Recycling empty Toner cartridges	•	•	•
Use of Scanners to minimize paper use	•	•	•
Using Scrap paper for drafting documents	•	•	•
Direct capture of electronic mail in lieu of printing	•	•	•
Providing centralized recycling	•	•	•

## APPENDIX F

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### Overseas travel

There was no overseas travel in 2020–21.

## APPENDIX G

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### Privacy and personal information

Multicultural NSW is 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.

## APPENDIX H

### Public Access information

#### 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.

Access Information is available on our website. Charges for access to documents are in accordance with the guidelines established by the Information and Privacy Commissioner.

#### Government Information (Public Access) Act 2009 GIPA

Under section 7(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 2020-2021 we determined that there were no particular categories of information that were being regularly requested. Two formal applications for access to information were received under the GIPA Act. Detailed information is available below.

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 2020-2021.

**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

## APPENDIX H

TABLE A: 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



## APPENDIX H

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

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, there were no Public Interest Disclosures made during 2020-2021.

	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

## APPENDIX H

**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
<b>TOTAL</b>	<b>0</b>

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

	Decision varied	Decision upheld	Total
Internal review	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
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The Information Commissioner does not have the authority to vary decisions but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

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

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

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### Corporate governance

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

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

### Internal audit and risk management

The Multicultural NSW Audit and Risk Committee:

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

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

During 2020-21 the committee operated with three independent members:

- **Mr Paul Crombie**, Independent Chair
- **Ms Gayle Ginnane**, Independent member
- **Mr Henry Capra**, Independent member

Meetings were also regularly attended by our Chief Executive Officer, the Chief Audit Executive and representatives of the NSW Audit Office.

The Committee met on five occasions during the reporting period:

- 29 July 2020
- 23 September 2020
- 09 December 2020
- 02 March 2021

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On these occasions, the committee:

- 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
- reviewed and monitored the Agency's response to the COVID-19 pandemic.

### Audit and Risk Management Statement 2020-21

I, Joseph La Posta, 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, Paul Crombie** (10/4/18 - 11/60/22)

**Independent member, Gayle Ginnane** (28/5/16-25/5/22)

**Independent member, Henry Capra** (10/4/18-12/04/24)



**Joseph La Posta**  
Chief Executive Officer  
Multicultural NSW  
19 October 2021

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### Cyber Security Annual Attestation Statement for the 2020-21 Financial Year for Multicultural NSW

I, Joseph La Posta am of the opinion that Multicultural NSW have managed cyber security risks in a manner consistent with the Mandatory Requirements set out in the NSW Government Cyber Security Policy.

Governance is in place to manage the cyber security maturity and initiatives of Multicultural NSW.

Risks to the information and systems of Multicultural NSW have been assessed and are managed.

There exists a current cyber incident response plan for Multicultural NSW which has been tested during the reporting period.

Multicultural NSW is in the process of implementing an Information Security Management System (ISMS) and two factor authentication to continuously improve the management of cyber security governance and resilience.



**Joseph La Posta**  
Chief Executive Officer  
Multicultural NSW  
1 October 2021

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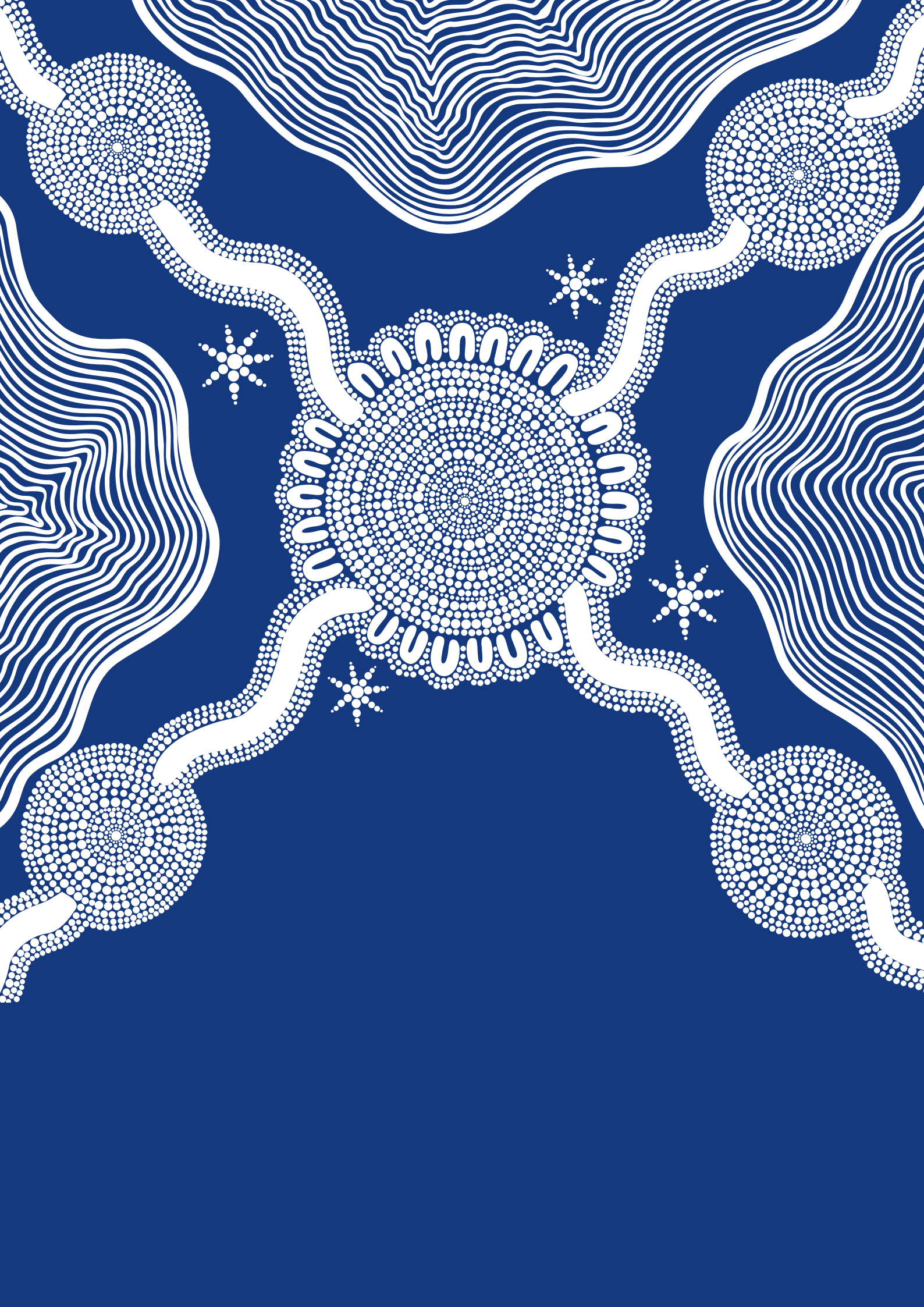
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