



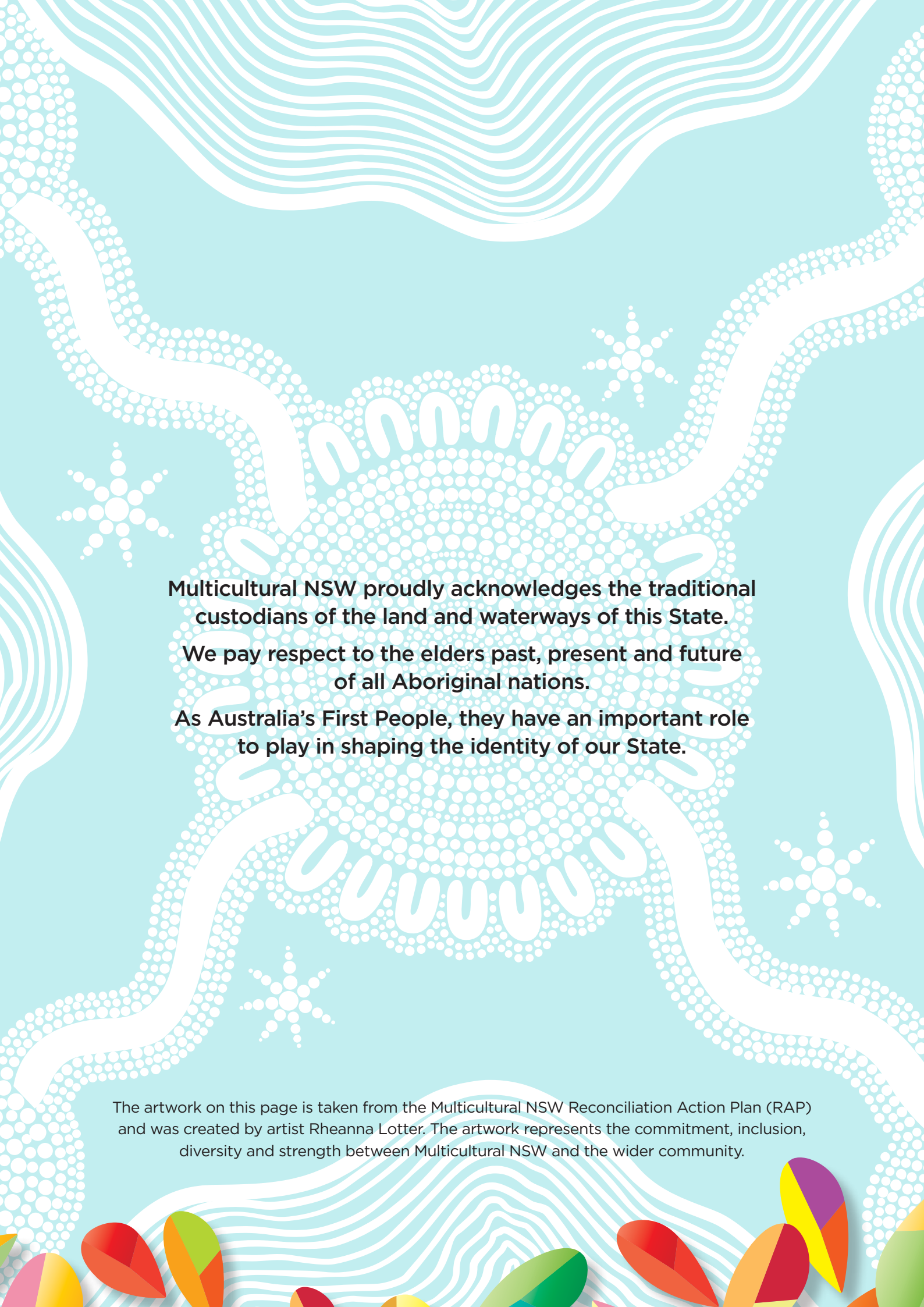
Multicultural  
NSW

# ANNUAL REPORT

| 2019-2020



*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.

# Our Vision

Our vision is for an inclusive, connected and socially cohesive multicultural NSW.

# Our Values

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

1

All individuals in NSW, irrespective of their linguistic, religious and ancestral backgrounds, should:



demonstrate a unified commitment to Australia, its interests and future



recognise the importance of shared values governed by the rule of law within a democratic framework.



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 NSW Government.

2

The people of NSW 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.

3

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.

4

All institutions of NSW should recognise the linguistic and cultural assets in the population of NSW as a valuable resource and promote this resource to maximise the development of the State.





# Our priority areas

## COMMUNITY CONNECTION

Embracing a shared and active commitment to cultural diversity by building stronger, connected, inclusive communities.

## LANGUAGE SERVICES

Cultivating participation through language services for all people of NSW and promoting the sustainability and standards of a well-designed interpreting and translating industry.

## SECTOR CAPABILITY

Inspiring the NSW Government to be a global leader in cultural diversity inclusion and social cohesion policy, programs and service delivery.



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# Letter of Submission



**Multicultural  
NSW**

**The Hon Gladys Berejiklian MP**

Premier of New South Wales  
GPO Box 5341  
Sydney NSW 2001

**The Hon Dr Geoff Lee MP**

Acting Minister for Multiculturalism  
GPO Box 5341  
Sydney NSW 2001

Dear Premier and Acting Minister

On behalf of Multicultural NSW, it is a pleasure to submit the Annual Report for the year ended 30 June 2020. This report is for presentation by the Acting 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'.

**Joseph La Posta**  
Chief Executive Officer  
30 October 2020



# 01 ABOUT US





# From our Chief Executive Officer



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

1

This year was unprecedented. It was a journey for both the agency and the communities we serve; one filled with numerous challenges, but also one to recognise community spirit and the resilience of the NSW Community.

Last summer we saw the devastating effects of severe bushfires across NSW and Australia. Tragically 25 people lost their lives, 2,448 properties were damaged, and 11,400 fires destroyed 5.5 million hectares throughout the State.

However, at the height of the crisis, we also saw our culturally diverse communities throughout Sydney and regional NSW unite to raise funds and support fire-affected regions and firefighters at the frontline.

To assist, Multicultural NSW dispatched two senior staff members to support the Office of Emergency Management. We also held a fundraising morning tea with Multicultural NSW staff raising nearly \$5,000 to support the Salvation Army, Red Cross and the RFS.





After this devastation came more challenging times in the form of drought, floods, and the global COVID-19 pandemic. For public safety, Multicultural NSW made the difficult decision to cancel flagship events including Parramasala and the 2020 Premier's Harmony Dinner. We would like to extend our heartfelt thanks to the community for their patience and to our corporate partners, sponsors and all affected artists for their continued support and understanding.

Throughout COVID-19, communities united to help one another. To support efforts, we provided 120 community organisations with assistance in the form of support grants. The funding supported organisations working at the grassroots level to deliver emergency food, medical and transport relief to vulnerable people affected by the pandemic.

Building on our COVID-19 support work, Multicultural NSW implemented a Multicultural Youth Linker Pilot Program in partnership with Service NSW to connect young people from refugee and migrant backgrounds to the support and information they need to cope with COVID-19 and to meet their economic, education, social and health needs.

We also implemented a Regional Resettlement Pilot Program with a focus on secondary settlement. The pilot has the dual aims of supporting regional communities and employers to attract and retain newcomers, as well as connecting migrants and refugees in western Sydney with employment and lifestyle opportunities in regional NSW.

I am proud of the work undertaken by the team to support Professor Peter Shergold AC, the NSW Coordinator General for Refugee Resettlement, which positively affects the successful settlement of refugees in regional NSW. I would like to thank Professor Shergold, whose reappointment was announced by the Acting Minister for Multiculturalism on World Refugee Day, for his expertise and unwavering commitment. Going forward, Professor Shergold will assume broader responsibility for settlement throughout NSW as the NSW Coordinator General for Settlement. This demonstrates the Government's serious commitment to all new migrant and emerging communities.

Social cohesion has become increasingly important in the face of challenging global issues and we cannot take it for granted. Community harmony takes commitment and a concerted effort from all sections of our society. With that in mind, we reflected on what we achieved over the past year, took stock of our learnings, and aim to build on our successes. After extensive consultation with 345 community, cultural and religious leaders, key stakeholders and with the shift of priorities during COVID, we developed a new Strategic Plan. This will guide us through the next four years with these valuable insights and community feedback in mind.

As the custodians of the Multicultural Principles of our State, modelling good practice and building capability across sectors to meet the needs of diverse communities through policy, programs and service delivery remains one of our key priorities. We aim to build the capability of government agencies and workplaces through tailored training and advice that brings a cultural diversity lens to leadership, planning, engagement, communications and service delivery. Interagency policy collaboration, local government collaboration and the NSW Interpreter Scholarship Program are just a few of the ways we work to increase capability across a number of sectors.

Our commitment to modelling good practice in diversity and inclusion is further reinforced by the percentage of culturally and linguistically diverse employees at Multicultural NSW and the female representation on our senior leadership team.

In closing, I would like to thank the people behind the important work of Multicultural NSW, our staff, the Advisory Board, chaired by Dr Hari Harinath, and our leadership team for their dedicated and tireless efforts. I am constantly inspired by the compassion, skills, expertise and inclusivity demonstrated across the organisation.

I'd also like to acknowledge the leadership provided by Acting Minister Geoff Lee MP. His passion for multiculturalism has been instrumental in the support for our activities and in our success.

Looking forward, we are eager to embark upon a new year with optimism and work towards building an even more resilient and harmonious multicultural NSW.

# From our Advisory Board Chair



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

A handwritten signature in black ink that reads "G.K. Harinath" with a long horizontal line underneath.

3





I am immensely proud to serve as the Chair of the Multicultural NSW Advisory Board for another year. Certainly, a year like no other, with many challenges which have impacted us all. However, it was also a year in which NSW communities bonded and came together in support of one another in an inspiring manner.

Multicultural NSW responded to and worked with the NSW community to provide support through the Australian bushfires, floods, devastating world events and the COVID-19 pandemic.

We also found reason to unite in celebration and to pause to recognise some of the inspiring feats achieved by some of our wonderful community leaders.

At an online presentation of the NSW Premier's Multicultural Community Medals, the NSW Government paid tribute to those who had dedicated their lives to multiculturalism. Their names are now enshrined on the Multicultural Honour Roll. We also celebrated the achievements of numerous individuals who were recognised for their outstanding commitment to social cohesion and community harmony.

Many thanks must go to Multicultural NSW CEO, Mr Joseph La Posta and his leadership team who navigated the Agency through a difficult year. Every decision they made held the community at its heart.

In June, the Acting Minister for Multiculturalism, The Hon. Dr Geoff Lee MP appointed three new Advisory Board members, one being a Youth Advisory Board member. I am delighted with the appointments of Grace, Omer and Esther. These new members bring a range of capabilities, specialist knowledge and understanding of a broad range of communities, which further extends the reach and complimentary assets of our Board.

I would also like to offer my sincere thanks to all the members of the Multicultural NSW Advisory Board for their contribution to our State over this extraordinary year.

Finally, I would like to thank the Agency's key stakeholders across Government, the corporate and not for profit sectors and our diverse communities. Thank you for standing with us on our journey towards achieving a truly united NSW. Without their commitment, and without the leadership of the Premier, the Acting Minister for Multiculturalism and the dedicated staff across the Agency, these achievements would not have been possible.



# Our Advisory Board



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

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



**Joseph La Posta**  
**Chief Executive Officer**

B App Sci (Town Planning) RMIT



**Simon Chan**

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



**Prof Sandra Hale**

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



**Kyung (Kenneth) Hong**

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



**Dai Le**

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



**Cav. Felice Montrone OAM**

Appointed 1 Dec 2012  
Appointment expires 5 August 2021



**Margaret Piper AM**

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



**Sonia Sadiq Gandhi**

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



**Devpaal Singh**

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



**Cristina Talacko**

Appointed 31 January 2018  
Appointment expires 31 January 2021



**Albert Vella**

Appointed 31 January 2018  
Appointment expires 31 January 2021



**Steve Widders**

Appointed 15 Sept 2014  
Appointment expires 25 October 2020



**Grace Ho - NEW MEMBER**

Appointed 17 June 2020  
Appointment expires 26 May 2023



**Omer Incekara - NEW MEMBER**

Appointed 17 June 2020  
Appointment expires 26 May 2023



**Esther Adeyinka - NEW MEMBER**

Appointed 17 June 2020  
Appointment expires 26 May 2023



# Advisory Board Attendance

\*EXTRAORDINARY

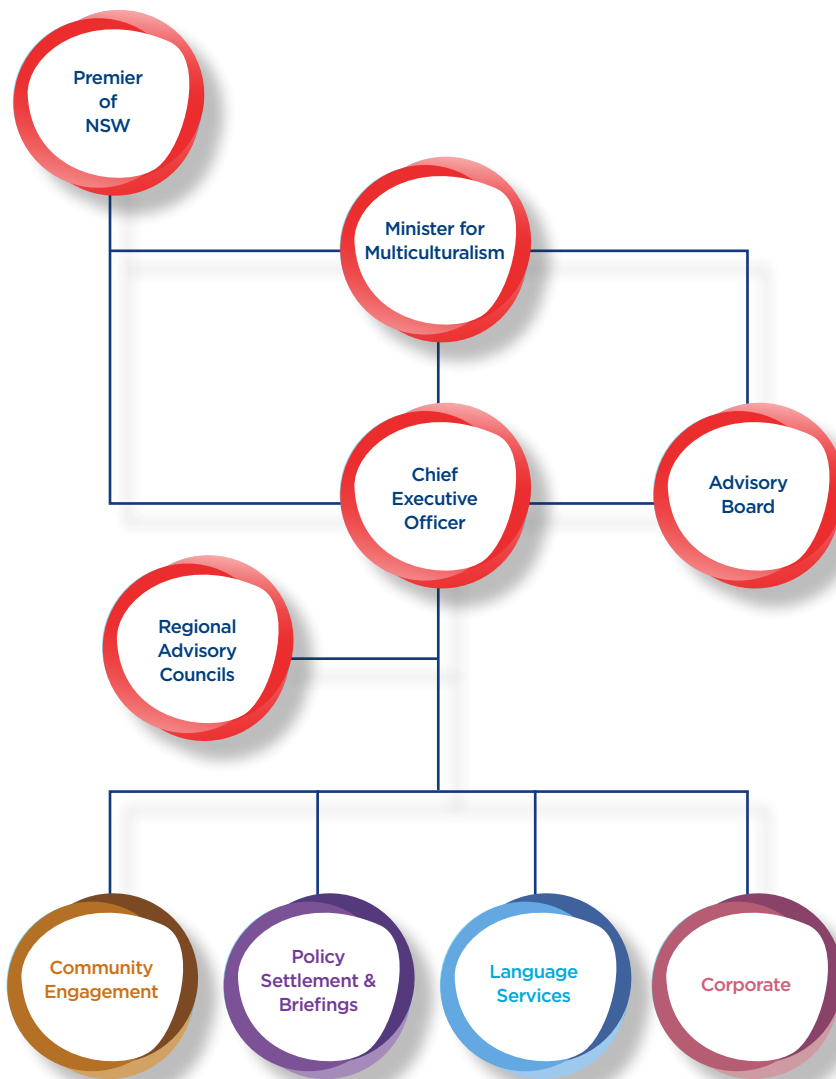
ADVISORY BOARD MEMBER ATTENDANCE	21/06/2019	30/08/2019	25/10/2019	13/12/2019	28/02/2020	27/03/2020*	03/04/2020*	17/04/2020	8/05/2020*	19/06/2020
Dr G K (Hari) <b>HARINATH</b> OAM (Chair)	●	●	●	●	●	●	●	●	●	●
Joseph <b>LA POSTA</b> (CEO)	●	A	●	●	●	●	●	●	●	●
Simon <b>CHAN</b>	●	A	A	●	●	●	●	●	●	●
Prof Sandra <b>HALE</b>	●	●	A	●	●	●	●	●	A	●
Kenneth <b>HONG</b>	A	●	●	●	A	●	●	●	A	●
Dai <b>LE</b>	●	●	A	●	●	●	A	A	●	●
Felice <b>MONTRONE</b> OAM	●	●	●	●	●	●	●	●	●	●
Margaret <b>PIPER</b> AM	●	●	●	●	●	●	A	●	●	●
Sonia <b>SADIQ GANDHI</b>	A	●	●	A	●	●	●	●	●	A
Devpaal <b>SINGH (Y)</b>	●	●	A	●	●	●	●	●	●	A
Cristina <b>TALACKO</b>	●	●	A	●	A	●	●	●	●	A
Albert <b>VELLA</b> OAM	●	●	A	●	A	●	●	●	●	●
Steve <b>WIDDERS</b>	●	●	●	A	●	●	●	●	●	●

NEW ADVISORY BOARD MEMBER ATTENDANCE	21/06/2019	30/08/2019	25/10/2019	13/12/2019	28/02/2020	27/03/2020*	03/04/2020*	17/04/2020	8/05/2020*	19/06/2020
Grace <b>HO</b>										●
Omer <b>INCEKARA</b>										●
Esther <b>ADEYINKA (Y)</b>										●





# Our Functional Structure



- Community Engagement
- Regional Advisory Councils
- COMPACT
- Communications and Marketing
- Awards
- Events and Forums
- Community Resilience
- EmailLink
- The State of Community Relations in NSW - Community Relations Report

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

- Interpreting
- Translations
- MediaLink
- Language Testing
- Cultural Competence
- NSW Interpreter Scholarship Program

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

## Our Senior Leadership Team

**Joseph La Posta**  
Chief Executive Officer

**George Bisas**  
Director, Language Services

**Ross Hawkey**  
Director, Corporate, CFO/CIO  
(until 28 February 2020)

**Catherine Davies**  
Acting Director, Corporate

**Megan Lancaster**  
Director, Community Engagement  
(until 3 February 2020)

**Malcolm Haddon**  
Acting Director, Community Engagement and Community Resilience  
Associate Director, Community Resilience

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

**Donna Mosford**  
Acting Director, Policy, Settlement and Briefings

**Talia Stump**  
Associate Director, Settlement

**Natalie Juresic**  
Acting Associate Director, Policy

# 02

## SPOTLIGHT





# Our response to COVID-19

Multicultural NSW moved quickly to respond to the needs of our community as it grappled with the spread of COVID-19, declared a pandemic in March 2020.

In that month, our executive team began daily pandemic planning meetings to ensure the agency addressed concerns raised by the community. The result of this work, supported by staff and other areas of government, was a comprehensive range of initiatives.

“

Multicultural NSW helped secure a NSW Government package of more than **\$6 million** to help vulnerable temporary visa holders and specialist migrant and settlement services.



**Dr Matthew,  
Westmead Hospital**

One of several doctors appearing in Department of Customer Service COVID-19 press ads.



## Financial aid

Multicultural NSW helped secure a NSW Government package of more than \$6 million to help vulnerable temporary visa holders and specialist migrant and settlement services.

Of the \$6 million, \$2 million was set aside to aid asylum seekers. The remaining \$4 million was earmarked for a broader range of vulnerable temporary migrants.

Multicultural NSW also supported \$4 million in funding to continue key refugee programs, including help for community hubs and schools caring for refugee students.

Our agency also helped 120 grassroots community groups with \$5,000 rapid-response grants to help provide basic needs and essential services to vulnerable people. Knowing it had to move quickly, Multicultural NSW developed and implemented this \$600,000 grants program in about four weeks.

These initiatives were in addition to the \$20 million temporary crisis accommodation package that Study NSW, supported by Multicultural NSW, secured for international students.

## Activation of online Regional Advisory Councils (RACs)

Multicultural NSW rapidly activated its Regional Advisory Council (RAC) networks online to better understand the impact of the COVID-19 pandemic on communities across the State.

RAC members and observers across eight regions took part in 25 virtual meetings from March to May 2020.

Our online RAC engagements helped us to plan the allocation of emergency COVID-19 relief funding for temporary visa holders, food support, interpreting and translating and other community needs.

## Support for religious communities

Multicultural NSW actively engaged in weekly Zoom conferences with faith leaders in the State to get health messages out and share ideas on how to stop the spread of COVID-19.

Thirty online engagement forums were convened from March to June, involving 150 religious leaders from more than 100 faith groups.

Participation in the agency's Religious Communities Forum grew significantly as faith leaders tuned in to receive the latest public health advice and identify the impacts of COVID-19 on their communities.

### SUPPORT TO NEW & EMERGING COMMUNITIES

- **\$4M** FOR VULNERABLE TEMPORARY MIGRANTS AND SPECIALIST MIGRANT AND SETTLEMENT SERVICES
- **\$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

### SUPPORT TO BROADER MULTICULTURAL COMMUNITY

**\$600,000** OF QUICK SUPPORT GRANTS TO **120** ORGANISATIONS WORKING AT THE GRASS ROOTS



## NSW Community Resilience and Response Plan (COMPLAN)

COMPLAN draws together NSW agencies and details a coordinated, whole-of-government approach to preventing and managing risks to community harmony.

Multicultural NSW convened five out-of-session meetings of the COMPLAN Committee to identify, monitor, and share information about racism and hate related to the pandemic.

## Remove Hate From The Debate

Responding to concerns about online racism and hate during COVID-19, we boosted promotion of the Remove Hate From The Debate campaign.

From March to June 2020, the campaign reached 123,000 people and achieved 9,000 social media engagements.

## Language support

To help get the word out about COVID-19 and the public health measures that are containing it, Multicultural NSW translated posters, factsheets, frequently asked questions and social media tiles into more than 42 languages.

In March 2020, the NSW Government launched a campaign, Help Us Save Lives/Help Us Stay COVID Safe. Our agency supported this campaign with translations in languages including Cantonese, Mandarin, Korean, Arabic, Vietnamese, Spanish, Greek, Italian, Thai, Turkish, Hindi and Punjabi.

## Additional community and other engagement

From March to the end of June, Multicultural NSW also engaged communities and stakeholders on COVID-19 through:

- eight forums with peak multicultural bodies in metropolitan and regional NSW
- three forums with the NSW Consular Corps
- five meetings with leaders from the humanitarian and settlement sector
- weekly dialogues with representatives from NSW Police, NSW Health and Department of Home Affairs.

### ENGAGEMENT

- **30** ONLINE ENGAGEMENT FORUMS, WITH **150** RELIGIOUS LEADERS REPRESENTING OVER **100** DIFFERENT FAITH GROUPS
- **9** FORUMS WITH MUSLIM LEADERS DURING RAMADAN
- **25** ONLINE REGIONAL ADVISORY COUNCIL FORUMS ACROSS **8** REGIONAL AREAS
  - JOINT RAC WITH **137** MEMBERS
- **8** FORUMS WITH MULTICULTURAL PEAK BODIES
- **3** NSW CONSULAR CORP FORUMS
- WEEKLY DIALOGUE WITH DEPARTMENT OF HOME AFFAIRS
- **5** MEETINGS WITH LEADERS FROM THE HUMANITARIAN AND SETTLEMENT SECTOR

### LANGUAGE SUPPORT

- TRANSLATED CONTENT IN MORE THAN **42** LANGUAGES
- **475** DOCUMENTS AND **190,000** WORDS TRANSLATED
  - COVERED THE COST OF MULTILINGUAL TRANSLATIONS FOR ESSENTIAL NSW SERVICES
- SUPPORTED SERVICE NSW WITH INTERPRETERS TO CONTACT AUSTRALIANS RETURNING FROM OVERSEAS TRAVEL
  - SUPPORTED NSW HEALTH WITH INTERPRETERS AT SYDNEY AIRPORT
- SUPPORTED THE NSW'S GOVERNMENT **HELP US SAVE LIVES** ADVERTISING CAMPAIGN

### SOCIAL COHESION

- NSW COMMUNITY RESILIENCE AND RESPONSE PLAN (COMPLAN) CONVENED **5** OUT-OF-SESSION SESSIONS
- REMOVE HATE FROM THE DEBATE CAMPAIGN REACHED **123,000** PEOPLE AND ACHIEVED **9,000** ENGAGEMENTS



# Community response to bushfires

This summer's bushfire emergency across NSW and Australia was unprecedented. In NSW, 25 people died, 2,448 properties were razed and 11,400 fires destroyed 5.5 million hectares - 6% of the State. The wildlife toll has been estimated at nearly 500 million.

Multicultural NSW stands in solidarity with people who have lost loved ones, homes, livelihoods and life as they knew it.

In the recovery phase, the agency engaged closely with its regional stakeholders including its Regional Advisory Councils, ethnic communities' councils and humanitarian settlement providers to support those affected.

At the height of the crisis, two senior staff members from Multicultural NSW supported the Office of Emergency Management.

Our culturally diverse communities were at the forefront of raising funds and supporting fire-affected towns and firefighters at the frontline.

Every corner of our State saw immense generosity and support. In particular, our diverse religious communities raised funds, volunteered their time, gathered and delivered supplies and provided support and comfort for those in distress.

Churches, temples and gurdwaras raised money from their congregations to aid those in need.

Christians, Muslims, Jews, Sikhs, Hindus, Buddhists and many others united in their compassionate response.

Many collected and delivered much-needed essentials to towns burnt beyond recognition. Religious and ethnic communities brought food, offering human comfort and kindness.

Several Lunar New Year celebrations were cancelled because of the bushfire crisis and concerns over COVID-19, but people raised funds instead to support bushfire recovery groups. Those contributing included Cambodian, Chinese, Korean, Lao, Vietnamese and other Southeast Asian communities.

Newer migrants such as Kurds, Hazara, Assyrians and Nepalese also rushed to help out their fellow Australians. Many small grassroots groups banded together to drive to regional areas and offer food, clothes, goods and a helping hand.

More established communities such as Greeks, Filipinos, Italians, Lebanese and Vietnamese also reached out, delivering aid and donating money to the many statewide humanitarian appeals.

Many organisations held fundraising dinners and offered support to the families of firefighters Geoffrey Keaton and Andrew O'Dwyer, who were killed on duty at Buxton in December 2019.

Contributions by all our multicultural communities have been countless. Their generosity embodies our shared Australian values and spirit. Their actions are a healthy sign of our social cohesion and offer hope as the recovery continues.



Care One Care All providing support on the NSW South Coast. Source: SBS



# Empowering youth workers with knowledge about extremism: the CAPE NSW project

Funded by Multicultural NSW under the COMPACT program since 2016, *Community Action for Preventing Extremism (CAPE) NSW: promoting resilience and response to far-right extremism* is a project delivered by the national anti-racism charity All Together Now in partnership with Youth Action, Macquarie University and the Challenging Racism Project at Western Sydney University.



**MACQUARIE**  
University  
SYDNEY · AUSTRALIA

**WESTERN SYDNEY**  
UNIVERSITY





CAPE NSW aims to increase community awareness of the dangers of far-right extremism. Since 2018, the project has focused on providing specialised training to frontline youth workers across NSW. The project has created, delivered and updated specialised resources, including training materials, the CAPE website, and the CAPE newsletter. Each of these have been designed to create an informed professional network of youth workers committed to countering far-right extremism.

Since 2018, a total of 18 urban and regional training sessions have been facilitated with over 200 frontline staff and workers from across a comprehensive range of stakeholder organisations dealing with young people. Resources have been distributed to well over 6,000 people through its website and newsletters.



**Experience with the CAPE NSW training.**

We used the training as professional learning for our teaching staff. We are located in a part of Sydney in which there are some displayed advertisements for white supremacy based groups in the area. We had one student who was expressing some racist views. We now use the training to identify students at risk and talk about how we can best use the content delivered from the course.

*From a school in the Sydney metropolitan area.*

Measuring the longer term outcomes of the CAPE training program, Macquarie University’s evaluation report highlights the “ongoing benefits” experienced by training participants, stating that six months after participating in the training program “many of the participants still felt they had gained knowledge and skills, and had increased their awareness, understanding, and ability to engage with the problem of far-right extremism.”

The evaluation report also found that by “directly addressing the challenge of far-right extremism, a rapidly growing area of risk, CAPE represented a unique and valuable inclusion to a program (COMPACT) that aims to holistically confront racism, hate, extremism, and violence throughout all NSW communities.”

In late 2019 and through the first half of 2020, CAPE NSW was able to adapt to the bushfires and COVID-19 pandemic by pivoting to the online delivery of training programs.



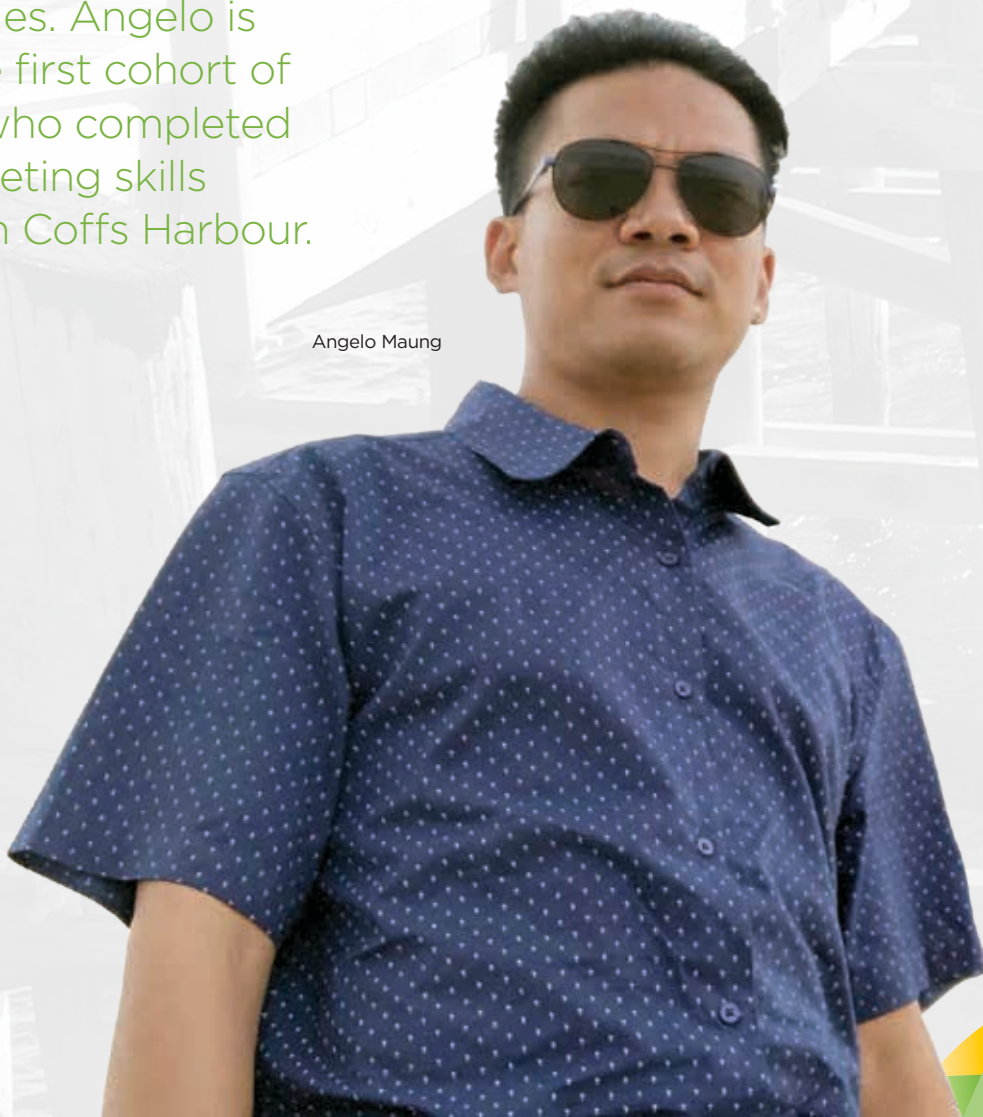
# NSW Interpreter Scholarship Program – Angelo Maung

The NSW Interpreter Scholarship Program provides fully funded scholarships for students who speak in-demand languages to study interpreting. The program is qualifying the next generation of interpreters in NSW, especially from new and emerging communities. Angelo is part of the first cohort of students who completed the interpreting skills program in Coffs Harbour.

“

The NSW Interpreting Scholarship Program was the perfect program for me and was a natural fit alongside my work. The course was so helpful and informative. I really learnt a lot and am so appreciative to the NSW Government for the full scholarship and the opportunity – **Angelo Maung**

Angelo Maung





I left my country Myanmar as a refugee and spent four years in a refugee camp in Malaysia before coming to Australia with my wife and child.

We travelled straight to Coffs Harbour to join my sister and her family. I was so excited to see my sister again. We hadn't seen each other since separating almost 10 years before that.

In my home country, I had a farming background. We used to farm rice, corn and many other vegetables. Coffs Harbour was a natural fit for us because it also has a strong agricultural tradition.

Many members of my community continue to work in farming locally and dream of one day owning their own farms.

I was so overwhelmed by the big warm community welcome as well as from Anglicare we received the minute we landed down in Coffs Harbour.

When I first came to Australia I struggled with English, especially the Australian accent. I used to think people talked much too quickly.

But I started studying English as soon as I could after I arrived. I enjoy learning new things and am so impressed with the Australian education system and how accessible it is for everyone.

After completing a course in English, I studied three courses in aged care. When I was studying nursing, one of my classmates communicated to me in a sign language because I was so quiet and I did not have the self-confidence to speak English. I've worked in aged care for nearly five years which really helped me pick up Aussie slang and a professional proficiency in English.

I currently also work as an SSI bilingual guide to support new arrivals in the Burmese and Mindat Chin community. I guide the orientation process to help newcomers settle into our community in Coffs Harbour.

It's been really rewarding to share my experiences and support members of my community members as they navigate the beginning of their journey in Coffs Harbour, like my family and I many years before them. I always strongly encourage anyone to further enhance their English as this language is key to living life in Australia.

My journey to interpreting came naturally. There were no NAATI qualified Burmese interpreters in Coffs Harbour. I was informally acting as an interpreter for my community whenever anyone needed an English interpreter with Centrelink, with the Police, with the bank, or were dealing with utility and telecommunications companies.

The NSW Interpreting Scholarship Program was the perfect program for me and was a natural fit alongside my work at SSI. The course was so helpful and informative. I really learnt a lot and am so appreciative to the NSW Government for the full scholarship and the opportunity.

I now know I really want to work as a professional certified interpreter and continue working as a nurse. I am now applying for work interpreting and have been inducted into the Multicultural NSW interpreter panel.

As challenging as COVID has been for us and our community, it has brought us closer together and on a personal note, offered me new experiences and opportunities for me that will guide my future career.



# Refugee Youth Policy Initiative

Young people from refugee backgrounds have enormous potential to engage and participate as active members of Australian society. They are a resilient group with many strengths, resources and capabilities that bring broad international and cross-cultural knowledge to enhance and strengthen our multicultural society.

Now more than ever, we need young people to stay connected, to be vocal and to be involved in the community.

“

If a minority group is affected by policies... it's best if they are involved in making those rules and policies because they know what's best for them. They know the culture, they know what they want, and they know how it can get there - **Refugee Youth Peer Researcher, Refugee Youth Policy Initiative**





A collaboration between

**acyp.**

Office of the Advocate for  
Children & Young People

+

**WESTERN SYDNEY  
UNIVERSITY**



+



THE UNIVERSITY OF  
**SYDNEY**

Professor Peter Shergold AC and youth peer researchers  
present to NSW Government staff



Creating genuine ways for young people to participate in policy-making can only strengthen NSW Government services and programs. With this in mind, Multicultural NSW and the NSW Coordinator General for Settlement, Professor Peter Shergold AC, continue to lead the Refugee Youth Policy Initiative. This is a process of co-design, collaboration and partnership with young people enabling them to understand and influence the policy process. Simultaneously it builds NSW Government capacity to design and deliver policies that are informed by lived experience.

Previous consultations were undertaken with more than 500 young people in NSW from refugee backgrounds conducted by the NSW Advocate for Children and Young People and a group of young refugees trained as peer researchers by Western Sydney University. From those consultations, the priority focus for 2019-2020 was identified as involving young people directly in policy negotiations.

With the support of the Sydney Policy Lab, we worked to empower and up-skill the group of refugee youth peer researchers to work face-to-face with NSW public services to translate identified issues from their consultations into policy solutions. Policy-makers from government and non-government agencies were also trained to develop skills and dispositions that would attune them to designing and delivering policies that are informed by lived experience.

This culminated in a one-day Policy Dialogue workshop run by Multicultural NSW and the NSW Department of Customer Service hosted at the Sydney Policy Lab, designed as a forum to enable the peer researchers to collaborate with decision-makers to share knowledge, findings and expertise. A clear theme emerging from the process was the need to better help young people navigate the complex service system and to access opportunities and programs that already exist.

Young people made it clear that any response should be peer-led. Hence, Multicultural NSW and the Department of Customer Service worked together to co-design the Multicultural Youth Linker Pilot Program. This enables young people from refugee backgrounds to provide advice, information and help to other young people with similar experiences settling in NSW. During the height of the COVID-19 pandemic, young refugees and the community sector confirmed that assistance to navigate the public service system remains crucial and should be fast tracked to reach vulnerable groups unable to access services digitally.

The Multicultural Youth Linker Program will be piloted in Fairfield based at the Wetherill Park Service NSW Service Centre. It will employ up to two young people from refugee backgrounds as Youth Linkers to connect young people with support services, advice and information, employment and education opportunities and local activities.

The initiative has shown that public servants, civil society leaders, academics and young people with lived experience can come together and have meaningful conversations – leading to real policy change and innovation. It has been an immersive educational experience for not only the young people but also for government policy-makers and service delivery partners.

Professor Peter Shergold AC at the Policy Dialogue workshop





# 03

## OUR YEAR



## Language Services



**George Bisas**  
Director,  
Language Services

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.

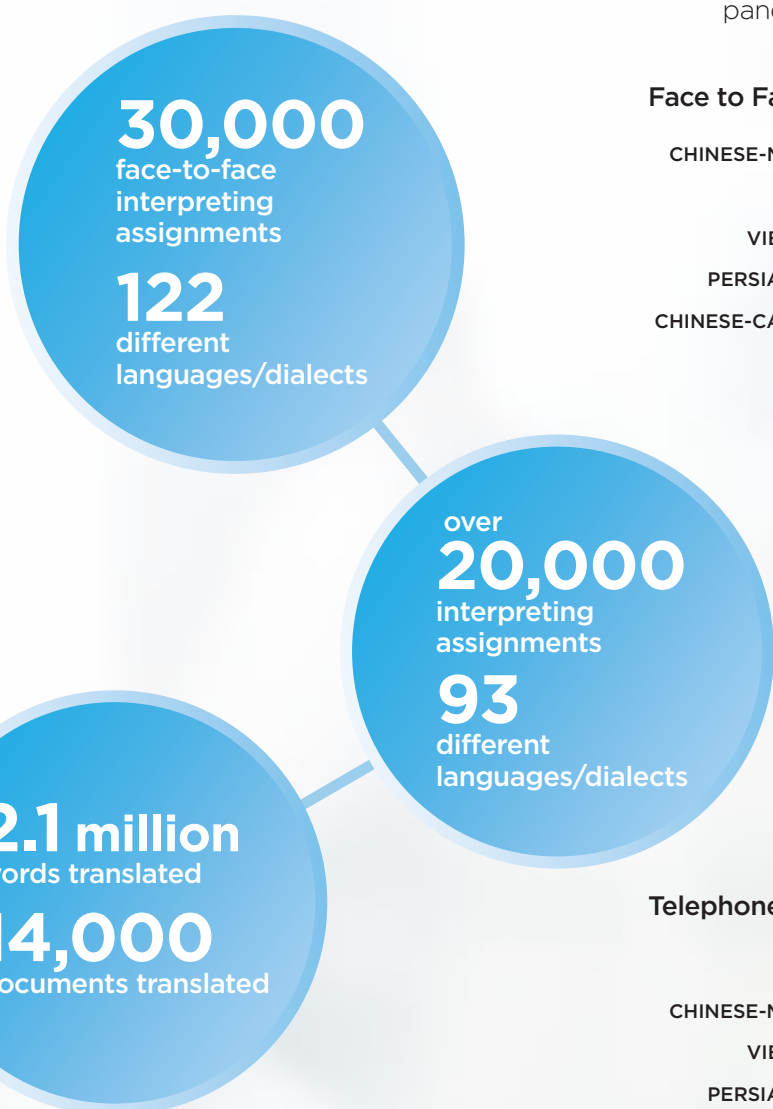
## Interpreting services

In 2019-20, 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.

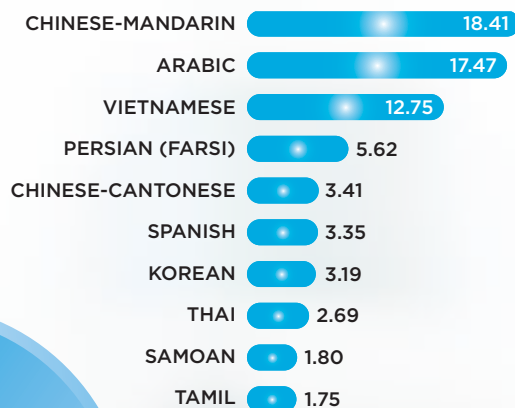
This year, we:

- actioned about 30,000 face-to-face interpreting assignments in 122 different languages/dialects

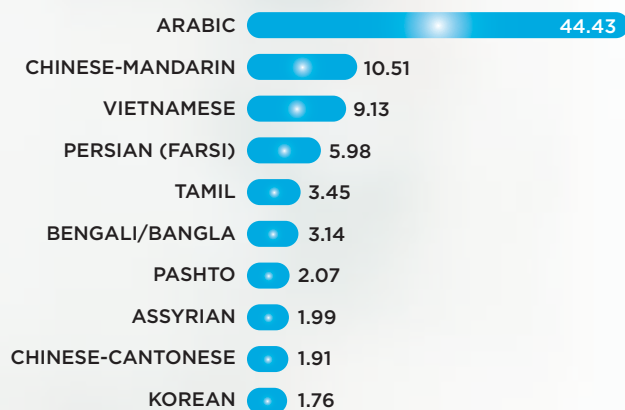
- delivered over 20,000 interpreting assignments in 93 languages and dialects by interpreters who hold National Accreditation Authority for Translators and Interpreters (NAATI) credentials (50% of confirmed jobs were cancelled during April, May and up to mid-June because of the COVID-19 pandemic)
- delivered 818 interpreting assignments through audio visual link (AVL) facilities, an increase of 49% 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 (%)



### Telephone Interpreting – Top 10 Languages (%)





## Translation services

During 2019-20, 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 a first-class service for clients.

We played 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.

Our team offered a range of translation work in 2019-20:

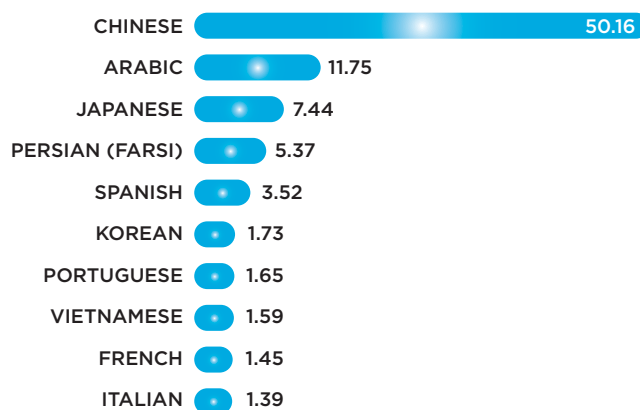
- all types of personal documents
- legal documents including university policies, victim statements, records of proceedings, powers of attorney, subpoenas and confidentiality agreements
- publications including leaflets, brochures, posters, flyers, banners and information material (translated from English into many community languages)
- media releases
- web content
- digital media advertisements
- scripts/subtitles and voiceover recordings
- social media monitoring

- transcriptions of audio/video recordings, including telephone intercepts
- proofreading and editing of translated desktop publishing material.

In 2019-20, we:

- translated about 2.1 million words and 14,000 documents (thanks to a 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.

### Translations – Top 10 Languages (%)



Multilingual social media and press ads for DCS

## Our people – interpreters and translators

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

Language services played a vital part in the NSW Government's initiatives to contain the spread of COVID-19. The Multicultural NSW Language Services Division and its interpreters and translators provide essential services to clients and NSW Government agencies throughout the pandemic.

The agency's panel of interpreters and translators provided their expertise in translation, interpreting and language technologies to ensure that key messages reached the people of NSW. Our panellists provided responsive services, went above and beyond, and showed resilience. Multicultural NSW commends all our panellists for their support and commitment.

This year, among other services our interpreters and translators provided:

- interpreting for non-English speaking arrivals at Sydney Airport
- translations of numerous health messages and other related materials for agencies within very limited timeframes
- interpreting services for critical assignments
- a range of multilingual resources about COVID-19 for our multicultural communities.

Multicultural NSW also supported our State's culturally and linguistically diverse communities by delivering translations to support a public information campaign to ensure vital health messages reached them.

### 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 now includes telephone interpreters, who provide on-demand and pre-booked services to NSW Government, non-government agencies and the public. The NSW telephone interpreting service also offers people living in regional and remote NSW greater access to services and programs.

Multicultural NSW primarily delivers specialised legal and police interpreting. This service provides onsite and video interpreting using the latest technologies.

In 2019-20, the Language Services Division continued to focus on attracting language services professionals and building the capabilities of our people. This ensures the delivery of accessible and responsive services.

Through the implementation of key workforce strategies, we continue 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
- strengthen collaboration with language services professionals
- streamline and automate systems and business processes as part of our continuous improvement work.

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 continues to build a talented and flexible workforce to meet the current and future needs of our community and NSW's government entities. We are keen to help our State's government agencies ensure that their clients and customers have equal access to services and information.

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

In 2019-20, 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 activities included:

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

More specifically, Multicultural NSW supported a number of key initiatives to diversify the skill sets of our language professionals. These included specialist training in mental health interpreting and in dealing with victims of sexual assault and domestic violence.



**Additionally, Multicultural NSW provides \$219,624 per annum in support of National Accreditation Authority for Translators and Interpreters (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 are responsive 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 will provide greater assurance to the public that certified language service providers have current skills and are committed to continuous improvement**



### Ongoing professional development

In 2019-20, Multicultural NSW delivered a Professional Development Program for its language services professionals. This provided learning and developmental opportunities for new and experienced professionals. It also provided them with information on workplace expectations, policies and specialised training.

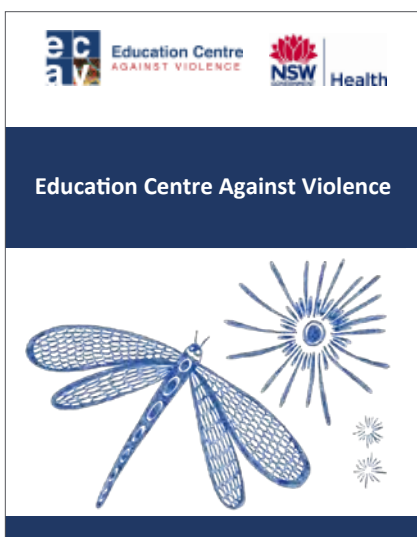
To date, the agency conducted more than 20 professional development workshops. Among the topics covered were telephone interpreting, police interpreting and legal words. We also delivered two additional workshops on vicarious trauma and interpreting in mental health settings.

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.

### Specialist training in sexual assault and domestic violence

In 2019-20, Multicultural NSW supported 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 more than 20 panellists to attend each ECAV workshop.



### International Translation Day

We are proud to promote and support International Translation Day. This event is globally celebrated every year in September by language service providers and professionals.

A key event in the language services industry, the day honours both interpreters and translators. In celebration of the International Year of Indigenous Languages, this year's theme was Translation and Indigenous Languages.

With more than 60 panellists attending, this year's event started with a Welcome to Country Ceremony by Kerrie Kenton and a narrative about the beginnings of Parramatta and its surrounding areas and inhabitants.

Guests enjoyed three presentations, titled Complexities of Interpreting, Can Machines Replace Human Interpreters? and Interpreter/Translator Perspective. These engaging seminars were delivered by Mustapha Taibi, Associate Professor of Interpreting and Translations at the University of Western Sydney; Professor Sandra Hale, Interpreting and Translations, University of NSW; and Ms Silvia Martinez, member of the Multicultural NSW Casual Panel of Interpreters and Translators.

The infographic features a central logo for the 2019 International Year of Indigenous Languages. Below the logo, it asks 'Why Indigenous Languages?' and lists five key areas: knowledge, peace, rights, inclusion, and diversity. Each area is accompanied by an icon and a brief description. At the bottom, it provides statistics: 7 thousand languages spoken worldwide, 370 million indigenous people in the world, 90 countries with indigenous communities, 5 thousand different indigenous cultures, and 2,680 languages in danger. The Multicultural NSW logo is at the bottom left.

**2019 | INTERNATIONAL YEAR OF Indigenous Languages**

### Why Indigenous Languages?

- knowledge**: Unique systems of knowledge and understanding of the world.
- peace**: Sustainable development, investment, peace building and reconciliation.
- rights**: Fundamental human rights and freedoms for indigenous peoples.
- inclusion**: Social inclusiveness, literacy, poverty reduction and international cooperation.
- diversity**: Cultural values, diversity and heritage.

**7 thousand** languages spoken worldwide.

**370 million** indigenous people in the world.

**90 countries** with indigenous communities.

**5 thousand** different indigenous cultures.

**2,680 languages** in danger.

**Multicultural NSW**



## Key language services initiatives

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

Providing qualified interpreters in NSW remains important as they help people who do not have a strong understanding of English to access government services and programs.

In 2019, Multicultural NSW identified shortages of interpreters in a number of languages. We then established a new program to offer scholarships to students who wanted to become interpreters.

The NSW Interpreter Scholarship Pilot Program included an interpreting course, NAATI certification, mentoring by Multicultural NSW and offers of casual employment on the Multicultural NSW interpreter panel. Thirty-nine people who speak new and emerging community languages and established languages graduated from the pilot program and went on to work as interpreters.

The pilot program involved three courses run through TAFE NSW, two in Sydney and one in Coffs Harbour. Results from the first Sydney course are included in our 2018-19 Annual Report. The second Sydney course started in August 2019 at Meadowbank TAFE and those taking part completed it in November 2019. Nine students were accepted into the second intake, including those who spoke Italian, Kirundi, Mongolian and Tongan.

The pilot program also included a regional course. Coffs Harbour was chosen for this because a high number of people in the area expressed interest in taking part. The course started in October 2019 and was completed in December 2019. Among the 12 participants were students adept in Burmese, Kurmanji-Kurdish, Hakha Chin, Tigrinya and Zomi Chin.

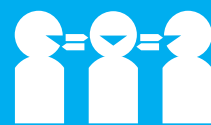
In late 2019, another review identified 35 languages, in both established and new and emerging communities, in which there were shortages of interpreters.

Because of the COVID-19 pandemic, Multicultural NSW decided to take the course online. Our team was able to run the 2020 NSW Interpreter Scholarship Program online.

### SPEAK ONE OF THESE LANGUAGES?

BURMESE • CHINESE-CHIU CHOW • CREOLE • DINKA • FIJIAN • FIJI HINDI • IGBO • KHMER • KINYARWANDA • KIRUNDI • KRIO • KURMANJI-KURDISH • MONGOLIAN • NEPALI • OROMO • SAMOAN • S'GAW KAREN • SOMALI • SWAHILI • TELUGU • TETUM • TIGRINYA • TONGAN • TWI • URDU • UYGHUR

### THE NSW INTERPRETER SCHOLARSHIP PROGRAM



A call for expressions of interest from new and emerging community languages, and languages where there was a critical need, went out across NSW. More than 800 were received. Of those, 200 were from regional areas such as Albury/Wodonga, Armidale, Coffs Harbour, Newcastle, Wagga Wagga and Wollongong.

We planned three training programs for up to 60 students in 2020. The first online course started on 22 June 2020. Its intake of 20 students included those adept in Burmese, Chinese-Chiu Chow, Creole, Fiji Hindi, Kirundi, Kurmanji-Kurdish, Mongolian, S'gaw Karen, Somali, Swahili, Telugu, Tongan and Uighur. A second course began in July and a third was to begin in September.

Another challenge facing the industry was the lack of teachers qualified to train interpreters. In a partnership with TAFE NSW, Multicultural NSW funded nine interpreters to undertake a 12-month TAFE Certificate IV course in Training and Assessment. At the completion of this course, we will have more qualified teachers able to deliver important interpreter training programs.

Later in 2020 and in 2021, Multicultural NSW and TAFE NSW plan to deliver face-to-face interpreting courses in Wagga Wagga and the Sydney metropolitan area. These will target languages from new and emerging communities. There will also be a diploma course for established languages.

Our aims remain to ensure the industry is sustainable and that interpreters are available as required, whatever the language.



Successful participants receive their certificates





# Community Connection



**Malcolm Haddon**  
Acting Director,  
Community Engagement and  
Community Resilience

Connected communities are more trusting, supportive and caring places in which to live, study and work. Multicultural NSW actively commits to cultural diversity by building on existing social capital and the resilience of grassroots communities to help them grow their voice in decision-making, influence place-based approaches and build collaboration.

**30** online  
engagement forums  
involving more than

**150** religious  
leaders from

**100** plus  
faith groups

**8** engagement  
forums with peak  
multicultural bodies

**3** with NSW  
Consular Corps

## COVID-19 community engagement

In response to the COVID-19 pandemic, Multicultural NSW led an intensive community engagement schedule, led by the Acting Minister for Multiculturalism and supported by senior NSW Health officials. This identified the impacts of the virus on residents and gave community leaders the most up-to-date public health advice and messages to communicate to their networks. Weekly and fortnightly engagements were conducted with a wide range of intercultural and interfaith forums across metropolitan and regional areas.

### Online Regional Advisory Councils (RACs)

Multicultural NSW activated its Regional Advisory Council (RAC) networks online to better understand the impact of the COVID-19 pandemic on communities across the State. Some 168 RAC members and observers across eight regions took part in virtual meetings from March to May 2020. Included were regionally based State, federal and local government agency officials, frontline service providers, representatives of community groups and community members.

Common themes identified included the impact on temporary visa holders, mental health and isolation of seniors, difficulty in finding public health information due to language or digital literacy issues, concerns about domestic and family violence, experiences of racism, hate and disinformation, rates of COVID-19 testing and the challenges of home schooling.

For the first time, we convened a joint RAC forum in June 2020 to connect all regional members and share insights and experiences on responding to the pandemic. The Acting Minister for Multiculturalism led the forum, which had 137 participants.

Online RAC engagements helped to build an evidence base informing the allocation of emergency relief funding for temporary visa holders, interpreting and translating, food support and other community needs.

### Key role of religious communities

Religious communities played a vital role in flattening the curve during the pandemic.

In April 2020, with celebrations for Passover, Easter, Orthodox Easter and Ramadan all falling that month, it was critical to ensure that religious leaders across faiths were clearly communicating restrictions on public gatherings to their congregations. With places of worship closed to the public, faith leaders and religious charities found innovative ways to provide spiritual, psycho-social and welfare support to followers during this difficult time.

From April to June 2020, the Acting Minister for Multiculturalism, appearing alongside the Multicultural NSW CEO and senior NSW Police and NSW Health officials, engaged in weekly Zoom conferences with senior faith leaders to get the message out and share ideas on how to stop the spread of COVID-19.

A total of 30 online engagement forums were convened in this period. They involved more than 150 religious leaders from more than 100 faiths, including nine online forums with Muslim leaders throughout the month of Ramadan.

25

online Regional Advisory Council forums across eight regions

COVID-19 community engagement, March 2020 to June 2020

9

online engagement forums with Muslim leaders throughout Ramadan



# Response to racism and hate during COVID-19

## NSW Community Resilience and Response Plan (COMPLAN)

Between February and May 2020, Multicultural NSW convened five out-of-session meetings of the NSW Community Resilience and Response Plan (COMPLAN) Committee to identify, monitor, and share information about racism and hate related to the pandemic.

Led by Multicultural NSW, COMPLAN draws together NSW agencies and details a coordinated, whole-of-government 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 oversight and implementation of COMPLAN across the four phases of Preparedness, Prevention, Response and Recovery. Its member agencies are: Multicultural NSW (Chair), Anti-Discrimination NSW, NSW Police Force, Department of Education, Department of Communities and Justice, NSW Health and Local Government NSW.

COMPLAN aims to maintain and promote community harmony, build community resilience and better equip the State to prevent, limit, withstand, respond to and recover from situations that threaten community harmony in the State.

Since its first meeting in early 2018, the COMPLAN Committee has identified and will continue to monitor developments that pose a risk to community harmony, including far-right wing extremism, anti-Islamic and anti-Semitic sentiment and local tensions arising from conflicts or political turmoil overseas.

## Remove Hate From The Debate

Responding to concerns about racism and hate during COVID-19, and with young people spending more time online and at risk of exposure to hateful content, we boosted promotion of the Remove Hate From The Debate campaign, anchored by [www.removehatefromthedebate.com](http://www.removehatefromthedebate.com).

From March to June 2020, the campaign reached 123,000 people and achieved 9,000 social media engagements.

Remove Hate From The Debate aims to empower young people with the tools and resources to speak out against online hate and use their voices to promote positive messages of community harmony.

**10 TIPS TO REMOVE HATE FROM THE DEBATE**

- 1. Be safe**  
Before you respond to a hateful comment, first ask yourself - are you safe? Ensure that you are not putting yourself at risk of physical harm or exposing your child to the same online behaviour. Then ask yourself, are you cyber safe? Don't share personal information online, your safety is important.
- 2. Stay cool**  
Take a breath. Emotions can get the better of us. You may be tempted to reply while you are feeling angry and emotional. Give yourself some to reflect and respond in a way that makes you feel in control of the situation.
- 3. Humanise the situation**  
Most people feel heard, even if you don't agree with their opinion. Be genuinely curious about the real experience people have had.
- 4. Respond to the issue**  
If you don't agree with someone's comment, talk about the issue and how it affects you. Don't attack the person back. They may not have boundaries, but you can try to establish some. When people feel threatened, they may not listen or might respond defensively or with further hate. Listen and respond respectfully to the issue.
- 5. Be open minded**  
Agree to disagree while always modelling your values and being curious about why someone thinks the way they do.
- 6. Be respectful**  
Telling someone they're racist, sexist, or abusive will just make them more defensive. Show feedback with thoughtful consideration and a positive attitude towards others. This may mean modelling the behaviour that we expect other people to demonstrate.
- 7. Let people feel heard**  
You can't change people's thinking before you've heard their opinion. Thank people for their comments or let them know that you've heard what they had to say. If someone feels like they have been heard and respected, they are more likely to continue the conversation with a more reasonable approach.
- 8. Keep it simple**  
When you're having a discussion with someone online, don't let your point get lost by adding more to your comment than what is needed.
- 9. Be prepared for the response**  
Sometimes you may receive a positive response. Often you may not. Evaluate the situation and decide if you want to reply again. It's important not to get back away from difficult conversations. Sometimes it will take a few comments for the other person to calm down. If you think the conversation has merit and you see the attitude of the other person change from emotional to rational, then continue the conversation. Sometimes it's best to leave a conversation if you feel unsafe or the person is getting more aggressive.
- 10. Debrief**  
Talking about the incident. So, if you've dealt with a difficult issue in a difficult situation online, talk to someone who you feel safe with about it.

**WWW.REMOVEHATEFROMTHEDEBATE.COM**

Remove Hate From The Debate poster



## Religious Communities Forum

The Multicultural NSW Religious Communities Forum aims to enhance social cohesion and to be a voice for community harmony. It advises on issues of interest and concern to our religious communities, while helping ongoing dialogue between the NSW Government and leaders. Members support strategies to build community harmony across religious differences, including responses to religious intolerance.

The forum's members reflect our rich religious diversity. Forum membership is broad and includes members from Christian (various denominations), Jewish, Muslim, Buddhist, Hindu, Jain, Baha'i, Sikh, Mandaean and Zoroastrian faiths.

Meetings are traditionally hosted at different places of worship, which is a way for participants to learn about each other's faiths and the work that religious groups do for the community. In the second half of 2019, meetings were held in the peaceful grounds of Gurdwara Sahib (Sikh) Glenwood and at St Thomas The Apostle Chaldean & Assyrian Catholic Diocese of Australia & New Zealand in Bossley Park. In February 2020, the Acting Minister for Multiculturalism hosted members at NSW Parliament House.

The onset of the COVID-19 pandemic spurred the forum to move quickly to weekly or fortnightly meetings by Zoom. Participation grew significantly as religious leaders from a wide range of faith groups tuned in to receive the latest public health advice and identify the impacts of COVID-19 on religious communities.



Religious Communities Forum

## Regional Advisory Councils (RACs) and Greater Sydney RAC Forum

The Multicultural NSW Regional Advisory Councils (RACs) operate across seven regional and five metropolitan areas of NSW. Established under Section 10 of the *Multicultural NSW Act 2000*, the RACs aim to reflect the cultural diversity of regional communities and to serve as responsive local networks to identify and resolve issues relating to cultural diversity within their regions.

In November 2019, members of the five metropolitan RACs (North Sydney, East Sydney, South Sydney, West Sydney and South West Sydney) met at the first Multicultural NSW Greater Sydney RAC Forum held at the SBS head office in North Sydney.

SBS Managing Director James Taylor spoke about cultural diversity in the media and presented SBS' recent research project with Deloitte Access Economics on the economic value of cultural diversity. Guest speaker Vic Alhadeff, CEO of the NSW Jewish Board of Deputies, presented on the community advocacy campaign Keep NSW Safe that contributed to the introduction of the *NSW Crimes Amendment (Publicly Threatening and Inciting Violence) Act 2018*. Legal Aid NSW tested marketing ideas for a community education campaign on the new Act.

Members also heard from our staff on their experience of supporting communities after the Christchurch terror attack. They also spoke about the agency's new approach to developing refugee youth policy co-designed by young refugees and the roll-out of the Multicultural NSW Interpreter Scholarship Program.

The experience of activating RACs online throughout the COVID-19 pandemic opened new opportunities for regional engagement that will directly inform the way we operate RACs in the future.



## Grafton Social Cohesion Forum

On 21 February 2020, Multicultural NSW facilitated a Social Cohesion Forum in Grafton on the beautiful grounds of Grafton's Anglican Christ Church Cathedral. The forum brought together local community leaders and stakeholders who have worked with Multicultural NSW since the devastating terror attack on mosques in Christchurch, New Zealand, in March 2019 to explore ways to strengthen social cohesion and community harmony in the Clarence Valley region.

Grafton became a focus of international media attention after the Christchurch attack. Under the leadership of its Dean, the Rev Dr Greg Jenks, the Anglican Cathedral opened its doors immediately after the attack to support Muslim community members. The community has been working ever since on ways to promote the region as open and welcoming of cultural and religious diversity.

Presentations by Rev Dr Jenks, Clarence Valley Council, the Department of Social Services, Multicultural NSW and Welcoming Cities examined issues relating to cultural diversity and social cohesion in Grafton and other regions. The forum explored social cohesion strategies and ways to support the community in future.

Multicultural NSW will continue to work with Northern RAC members and other stakeholders to build capacity and strength community connection in the region.

## Responding to Pacific youth issues

Since late 2019, we have helped the NSW Council of Pacific Communities to convene a series of forums addressing the safety and wellbeing of Pacific youth. The forums brought together community representatives, government agencies, police and youth services to address a range of challenges facing young Pacific people, including crime, victimisation and mental health concerns. Of particular concern was the escalation of territorial violence and victimisation occurring between groups of youths across different Sydney suburbs.

Forum participants developed a deeper shared understanding of the complex issues and ongoing challenges facing young people. Presentations by NSW Health, the NSW Police Force, Department of Education and the Department of Communities and Justice have created opportunities to improve service delivery and the community response.

The forum helped strengthen relationships between government and community leaders and has created a network of agencies and allies all seeking to understand and address these complex issues. Plans are in place to hold a series of youth-led consultations to help young Pacific people devise their own solutions, supported by community and government.

Pacific Islander Forum

33



## Work with the NSW Coordinator General for Refugee Resettlement

In September 2015, Professor Peter Shergold AC was appointed NSW Coordinator-General for Refugee Resettlement (CGRR). Over the past five years, he has adopted a whole-of-community and cross sector approach to improving settlement outcomes for refugees beginning new lives here. Multicultural NSW has worked closely with Professor Shergold and supported a partnership approach to the creation of a positive public impact.

Through a number of partnerships and collaborations with community organisations and government agencies, Professor Shergold has trialled innovative approaches to policy and program priorities during his term. In 2019-20, these included:

- working with the Joint Partnership Working Group to evaluate additional measures aimed at supporting refugee settlement funded through the 2016-17 NSW Budget and to design a NSW Government response to the impacts of COVID-19 on vulnerable temporary visa holders
- overseeing the Refugee Employment Support Program (RESP), a \$22 million program that helps refugees to obtain jobs aligned with their skills and qualifications. Since the start of the program in 2017, 7,311 participants have enrolled in RESP and 1,902 people have found employment
- leading the Refugee Youth Policy Initiative. This is a process of co-design, collaboration and partnership with young people from refugee and migrant backgrounds which enables them to understand and influence policy-making, while also building the capacity of the NSW Government to design and deliver policies that are informed by lived experience

- overseeing the establishment of the Regional Resettlement Pilot Program in the Riverina Murray region and western Sydney through local, place-based partnerships of government, community and business to develop and implement strategies to attract and retain newcomers
- supporting place-based settlement planning and coordination through the NSW Government Immigration and Settlement Planning Committee and ongoing collaboration with the Commonwealth and local governments.

On World Refugee Day, the Acting Minister for Multiculturalism acknowledged the work of the NSW Coordinator General for Refugee Resettlement, Professor Peter Shergold AC and announced his reappointment. Moving forward, Professor Shergold will assume broader responsibility for settlement throughout NSW as the NSW Coordinator General for Settlement.



Professor Peter Shergold AC



## Regional Settlement Pilot Program

Over recent years Multicultural NSW and Professor Shergold have built a robust evidence base on successful approaches to secondary settlement, informed by action-based research. Our emphasis has been on helping refugees and migrants in metropolitan areas to explore regional lifestyle and employment opportunities and also help regional communities to connect with, welcome and retain newcomers.

In early 2020, Multicultural NSW began foundational work for a new Regional Resettlement Pilot Program by initiating stakeholder engagement in two regional pilot sites and establishing the Riverina Regional Resettlement Taskforce and the Murray Regional Resettlement Taskforce. These cross-sector partnerships are developing place-based strategies to attract and retain migrants and refugees.

Responding to the COVID-19 pandemic, Multicultural NSW consulted key program stakeholders across government, industry and community in the Riverina and Murray to identify viable opportunities in the current economic environment.

The taskforces are focused on helping refugees and temporary migrants already in each region to find jobs, with Multicultural NSW providing resources. Longer-term planning for secondary settlement continues into 2020-21.

Communities and businesses across the Riverina and Murray have been impacted by drought, devastating bushfires and now the economic ramifications of COVID-19. We are 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.



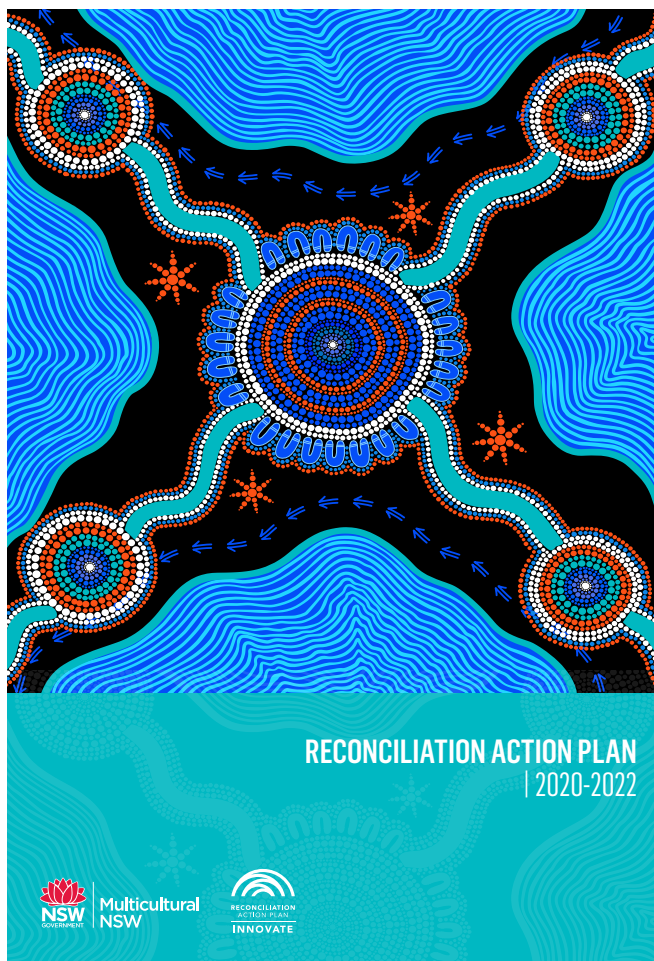


## Reconciliation Action Plan Working Group

In February 2020, Reconciliation Australia officially endorsed the Multicultural NSW Reconciliation Action Plan (RAP). This was the culmination of work that began in early 2019 with the formation of the agency's RAP Working Group.

This includes seven staff members representing all agency divisions, one Advisory Board member and one external representative. Three members of the working group identify as Indigenous and provide community advice and direction.

The RAP Working Group will continue implementing the action plan, with a focus on strengthening connections between migrant communities and Aboriginal and Torres Strait Islander communities across the State. The agency looks forward to learning, exploring, and growing its connection with Aboriginal and Torres Strait Islander people and helping other government and non-government agencies to undertake a similar process.



## Mardi Gras Fair Day 2020

Given the nature of Multicultural NSW's work promoting a cohesive and harmonious multicultural society with mutual respect for and understanding of cultural diversity, we were proud to take part in the 2020 Mardi Gras Fair Day. We took great pleasure in contributing towards the conversation of what matters right now for people from culturally and linguistically diverse backgrounds in the LGBTQIA+ community.



MNSW staff members at Mardi Gras Fair Day

This was the first time Multicultural NSW had been involved in this event and it was a great success. Promotional material with messages of welcome in 16 languages meant many people attending saw information in their language for the first time at an LGBTQIA+ event. The intersectionality of LGBTQIA+ and multicultural backgrounds bring with it many issues that we hope to continue to identify and address.

Our newly established LGBTQIA+ working group will build on this success. It has two main objectives:

- working towards a more inclusive and LGBTQIA+ friendly workplace.
- raising awareness of the issues facing LGBTQIA+ people from culturally and linguistically diverse backgrounds and reaching out to them and their organisations.

## Connecting with community through events

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

## Flagship events

### 2019 NSW Premier's Multicultural Communications Awards

The 2019 NSW Premier's Multicultural Communications Awards (PMCAs) were hosted by the Acting Minister for Multiculturalism, the Hon. Dr Geoff Lee MP, on 3 December at Oatlands House.

The PMCAs recognise excellence in the multicultural media and marketing industries. They acknowledge 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.

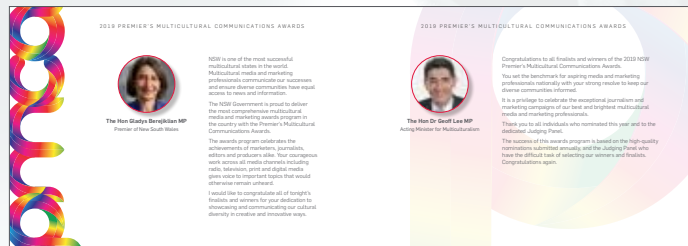




The 2019 winners announced on the night:

- **Campaign of the Year – Agency**  
Cultural Perspectives Group for Your Vote Will Help Shape Australia
- **Campaign of the Year – Business**  
SunRice and Identity Communications for SunRice the Rice Breaker
- **Campaign of the Year – Community**  
Hindu Council of Australia for its Deepavali Fair
- **Best Audio Report**  
Manpreet Kaur Singh, Shamsheer Kainth, Avneet Arora and Maya Jamieson – SBS Punjabi
- **Best Audio-Visual Report**  
Andrea Booth – NITV, The Point
- **Best Print Report**  
Zia Ahmad – AMUST
- **Publication of the Year**  
AMUST

- **Alan Knight Student Award**  
Nadine Silva
- **Young Journalist of the Year**  
Xinrui (Rena) Li – Sydney Today
- **Best Use of Digital or Social Media**  
Sirine Demachkie and Kinderling Kids Radio – Mother Tongue
- **Public Interest Award**  
Avani Dias – Hack, Triple J
- **Lifetime Achievement Award**  
Antoine Kazzi OAM – El Telegraph



PMCA's Program



MC Claudia Chan Shaw at the PMCA's



### 2020 Premier's Harmony Dinner

The Premier's Harmony Dinner recognises and celebrates the significant contributions made by our multicultural leaders. A colourful evening celebrating our diversity, the gala dinner typically welcomes about 1,500 representatives including business and community leaders and heads of government.

The 2020 dinner was cancelled due to restrictions on public gatherings during the COVID-19 pandemic. In its place, an online ceremony was hosted on 26 May by the Acting Minister for Multiculturalism to celebrate the achievements of medal winners and pay respect to new inductees to the Multicultural Honour Roll.

### 2020 Premier's Multicultural Community Medals and Multicultural Honour Roll

The 2020 Premier's Multicultural Community Medals were presented through an online ceremony on 26 May. New members were also inducted onto the Multicultural Honour Roll.

The 2020 Premier's Multicultural Community Medals were awarded to:

- **Barker Henley Stepan Kerkyasharian AO Community Harmony Medal**

Mayor Chagai

Mayor was six when he fled war and famine in South Sudan. During his early turbulent years, he found relief in basketball. As a refugee himself, he understands the dislocation from culture, the challenges of connecting to new communities, cultural divides and the loss of purpose and identity that come with a refugee identity. Mayor uses his experiences to provide structure, support, mentorship and meaningful engagement to young refugees and migrants in Western Sydney. He does this through his flagship basketball program called Savannah Pride.

- **Adaps Business Excellence - Corporate Medal**

Allianz

The Allianz Ladder program is a partnership between Allianz Australia and Settlement Services International. As a large employer, Allianz recognises that gaining work is key to building a successful life in Australia. It also recognises the many challenges that people from refugee backgrounds face in finding jobs. Allianz is committed to ensuring refugees gain the skills and experiences they need to find their feet in Australia. Its program includes workshops and mentoring, cadetships, refugee scholarships and corporate volunteering at the community kitchen run by Settlement Services International.



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

Fairfield City Council

The Fairfield local government area in southwest Sydney is one of the most culturally and linguistically diverse regions in Australia. Since the 1970s, Fairfield has received large numbers of humanitarian entrants. The Fairfield City Settlement Action Plan was an initiative of Fairfield City Council and community organisations in response to the influx of humanitarian entrants. This action plan is one of Australia's most comprehensive place-based settlement initiatives to date. The council has fostered an environment that has enabled newly arrived refugees to feel they belong to the community.

- **B1 Group Business Excellence - Not for Profit Medal**

Multicultural Communities Council of Illawarra

The Multicultural Communities Council of Illawarra (MCCI) is the regional peak body for multicultural communities in the Illawarra-Shoalhaven region. MCCI provides many programs including home and community care for seniors, dementia services, a multicultural men's shed, youth development and education and learning programs for newly arrived young people. It also runs training in culturally appropriate service delivery, systemic advocacy, volunteering, policy development and carer support. In addition to its core programs, MCCI partners with a range of local organisations and stakeholders each year to deliver projects that help to promote the principles of a multicultural society.

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

Shyamla Eswaran

Shyamla is a performing artist, choreographer and educator who is dedicated to creating social change through the arts. Over the past two years, Shyamla has delivered 53 school workshops and 285 preschool BollyKids shows across the country, reaching more than 6,000 Australian children. BollyKids promotes multiculturalism, diversity, inclusivity and belonging through a show that brings the sights, scents and sounds of India to students in NSW.

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

Chamoun Salameh Bechara

Chamoun started his career as a freelance Arabic interpreter and translator in 2006. He interpreted in legal, social welfare, immigration and education settings. However, his goal was to help Arabic-speaking patients. He joined Western Sydney Local Health District as a permanent full-time healthcare interpreter and worked to recruit other interpreters. Chamoun has been an interpreting teacher and trainer at TAFE NSW since 2007, training interpreters in Arabic and Dinka. In early 2019, he started training interpreters in new and emerging languages to help migrants and refugees settle in Australia.

- **SBS Lifetime Community Service Medal**

Dr Leng Tan

Dr Tan is a medical professional, community leader and humanitarian ambassador. She has held leadership roles in both the Chinese Youth League and Chinese Australian Services Society, known as CASS. Under her leadership, CASS established childcare, aged care and disability services to meet the needs of people with multicultural backgrounds. She also brought together the resources of CASS, the Chinese Youth League and Sydney Chinese School to establish care homes for Chinese seniors. Her involvement in the program Eyes on China has helped to provide free cataract surgery to people in China's remote and poor regions.

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

Waskam Emelda Davis

Emelda has been at the forefront of activism to raise the profile of the marginalised descendants of Australia's 'Blackbird' trade in the Pacific. She draws on a deep knowledge and understanding of history, Pacific relations and culture and 30 years' experience in media and community development. Emelda is a founding member and the President/Chair of the not-for-profit, community based-organisation Australian South Sea Islanders - Port Jackson. She has been acknowledged for her achievements by Rotary Australia's Inspirational Women of the Year and NSW Women of the Year (Sydney) and in the NSW Council for Pacific Communities Awards.

● **CommBank Regional Unity Medal**

Yvi Henderson

In 2006, Yvi initiated a support program for migrant and refugee communities in Cooma with the Monaro Family Support Service. The service provides counselling, advocacy and community contacts and networks. She has inspired many migrants and refugees who have settled in the Cooma Snowy region to participate in local events and activities. Yvi also established the Cooma Multicultural Centre, a welcoming meeting place and home for new and longer-settled residents. She also initiated the Cooma Multicultural Festival. This is now a regular annual festival with a full day of local and visiting cultural performances, multicultural food stalls and markets.

● **Shepherds Bay Plaza Sports Medal**

GWS Giants

The GWS Giants is an AFL club based in Greater Western Sydney committed to embracing and celebrating diversity. In May 2019, the club ran its first Welcome Game, hosting an Australian Citizenship Ceremony pre-game for 300 people and their families, who were given a uniquely Australian sporting and cultural experience. Every year, the Giants host an Iftar dinner to recognise and celebrate our diverse State. The club is committed to embracing diversity on and off the field.

● **National Rugby League Youth Medal**

Luiza Knijnik

Luiza is a Year 11 student at Caringbah High School. From a young age, Luiza wanted to help people in vulnerable situations. Over the past two years, Luiza has headed the School's Refugee Forum to raise awareness about people seeking asylum among South Sydney high school students. In this position, she organised and chaired the forum, delivered workshops for more than 500 students and trained and mentored dozens of new youth leaders. Recently, Luiza also won a grant to produce WOKE, an online magazine for young people by young people.

**2020 Multicultural Honour Roll**

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

The 2020 inductees were:

● **Marena Manzoufas**

Marena was a founding member of SBS and was committed to multicultural public broadcasting in Australia. Working for the Public Service Board in Canberra in the 1970s, Marena was actively involved in the development of Australia's multicultural policy. She worked on the NSW Government's 1978 Ethnic Affairs Commission Report and the 1979-1980 federal inquiry into multicultural television. Marena had a longstanding commitment to advancing multicultural broadcasting and made a lasting contribution to its development in Australia.

● **Beverley Bell**

For almost two decades, Beverley was the Executive Assistant to the CEO of Multicultural NSW, supporting three CEOs over that time. Beverley was dedicated to the offices of the Chair and Chief Executive Officer and she was crucial in the agency's efficient administration. She was often a bridge to the community and the agency and was one of the few people to see its transition from the Ethnic Affairs Commission to the Community Relations Commission for a Multicultural NSW and then to Multicultural NSW. Beverley's tenure, contributions and dedication demonstrated her passion and knowledge in supporting diverse communities in NSW through the functions of Multicultural NSW.

● **Joshua Levi**

Joshua Levi's courage, passion and commitment to journalism led to many honours, including Best Investigative Story in 2016 and Best News Story in 2016 and 2017 at the Premier's Multicultural Media Awards. His ground-breaking investigative reports uncovering serious allegations of child sexual abuse went on to become evidence at the Royal Commission into Institutional Responses to Child Sexual Abuse. His work as CEO of the Australian Jewish News leaves a lasting legacy.





## Cultural events

### 2019 Diwali celebrations

The Acting Minister for Multiculturalism hosted a Diwali celebration on 21 October 2019 at the Museum of Contemporary Art. The event was held in the presence of Premier Berejiklian and the Consul General of India in Sydney, Mr Manish Gupta.

Diwali is known as the festival of lights. Accordingly, the sails of the Sydney Opera House were lit in gold as the Premier and Minister performed the ceremonial lighting of the Diwali lamp. The event also commemorated the 550th anniversary of the birth of Guru Nanak, founder of the Sikh religion.

About 200 guests celebrated the contributions made by Australians of Indian and subcontinental heritage to the ongoing success and vibrancy of the State's multicultural society. Guests also enjoyed the recitation of Hindu chants by Pandit Jatinkumar Bhatt and a presentation to the Premier, Acting Minister, Consul-General and Multicultural NSW Advisory Board Chairperson.

### 2019 Chanukah festivities

The Acting Minister for Multiculturalism and the Premier hosted a pre-Chanukah reception on 13 November 2019 at NSW Parliament House.

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 the menorah. This was performed at the Parliament House event by eight members of the NSW Jewish community after the lighting of the shamash candle by Rabbi Eli Feldman. Rabbi Pinchus Feldman OAM delivered the Chanukah blessing.

About 200 Jewish community representatives, interfaith leaders and Members of Parliament attended the event.

### 2020 Lunar New Year

On 23 January 2020, 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 Rat, the sails of the Sydney Opera House were illuminated in red.

### 2020 Premier's Iftar Dinner

Every year, the NSW Government hosts an interfaith Iftar dinner during Ramadan. This event is usually attended by more than 200 Muslim community representatives, interfaith leaders and Members of Parliament to commemorate one of the most important religious events in Islam.

The 2020 Iftar Dinner was cancelled due to COVID-19 public gathering restrictions. In response, Multicultural NSW stayed connected with religious and multicultural communities through regular online engagement.



Chanukah



# Empowering community through Celebrating Diversity Grants

The Multicultural NSW Celebrating Diversity 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.

During the COVID-19 pandemic, in 2019-20 Multicultural NSW:

- provided a total of \$600,000 in COVID Community Support Grants to 120 organisations. These recipients provided grassroots community support during the pandemic
- gave recipients of Round 1 Event grants affected by COVID-19 the opportunity to defer their events until 30 June 2021

## 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 \$600,000 quick-response grant 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.

We awarded grants of \$5,000 to 120 organisations. Several of these organisations are listed below:

- the Australian Indian Sports, Education and Cultural Society provided food vouchers, financial help, welfare advice and support to more than 250 stranded international students
- Autism Advisory and Support Services supported Arabic-speaking families of children with autism in the Liverpool area by delivering telehealth sessions and internet social gatherings
- the Bridge for Asylum Seekers Foundation helped more than 50 people seeking refugee status with a living allowance and rental assistance to prevent homelessness
- the Cambodian Australia Welfare Council cooked and supplied healthy food and vegetable boxes to vulnerable families, the elderly and victims of domestic violence
- the Co.As.It Italian Association of Assistance provided bilingual counselling by trained volunteers, groceries, help for the elderly and telephone companionship to Italian-speaking seniors and other community members
- the Greek Orthodox Archdiocese of Australia helped more than 50 families with food, rental assistance, accommodation, transport help and translated health information
- Liberty Church Tamworth's Liberty Foodcare program delivered more than 200 food hampers to Aboriginal and migrant families across northwest NSW and helped them access appropriate help



Grassroots community support



- the Sri Om Foundation helped more than 400 seniors by delivering books, food, groceries, medicine and household essentials, and by connecting them with interpreters to help them access other social services
- Wesley Community Services Newcastle and Lake Macquarie packed and delivered fruit and vegetable boxes to refugees and asylum seekers in the Newcastle region, with a special focus on Syrian speakers.

### **Celebrating Diversity: Event Grants**

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

Celebrating Diversity: 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 2019-20, the grants supported celebrations such as the Lambing Flat Chinese Festival in Young, 2020 China Fun Lunar Carnival and a kite flying festival. A total of \$344,400 was awarded to 74 organisations to fund events and festivals.

### **Celebrating Diversity: Project Grants**

These encourage communities to work together on projects that make a difference, building community capacity at the grassroots and fostering cross-cultural engagement. Celebrating Diversity: Project Grants aim to support collaborative relationships with government and partnerships between community, non-government, educational organisations and the private sector.

Grants of up to \$40,000 were available for 12-month projects and initiatives that bring communities together and make a lasting positive impact on social cohesion.

In 2019-20, \$585,450 was awarded to 49 organisations in support of projects such as the Stay Well Live Well Seniors Hubs, Empowering and Accelerating Sikh Migrants, Special Parents Club and the Russian Youth Forum.

### **Community Partnership Grants**

In 2019-20, Multicultural NSW provided Partnership Grants for significant projects that build social cohesion and community harmony in NSW. Many of these grants are for multi-year partnerships.

In 2019-20, Partnership Grants were provided to the below organisations:

#### ***NSW Federation of Community Language Schools***

The NSW Federation of Community Language Schools has been involved in weekly engagement meetings during the COVID-19 pandemic. It has been important to understand the impact of the pandemic on community language schools, especially as parents juggle the demands of home schooling. The NSW Federation of Community Language Schools has been diligently relaying public health messages across its school networks, to families and students. Its support and assistance have been instrumental during these unprecedented times.

#### ***Community Hubs Australia***

The NSW Government, through Multicultural NSW, continued its 2016-17 funding commitment of \$720,000 over four years to the Community Hubs program.

This program aims to reduce social isolation, particularly of migrant and refugee women and children, by encouraging new friendships and support networks. The hubs also offer activities to enhance skills and opportunities for employment, further training and volunteering.

By June 2020, there were 24 community hubs in Western Sydney (including Liverpool) and Wollongong. These hub networks are supported by Settlement Services International, Liverpool City Council and Illawarra Multicultural Services.

In 2019-20, NSW hubs recorded 74,426 attendances. Due to COVID 19, attendances shifted from hub sites to attendances at online programs and activities.

During the year, 3,543 volunteering opportunities were offered, and 102 hub participants gained employment. English conversation classes were attended 7,334 times and children's language and literacy classes were attended 3,407 times.





The COVID-19 pandemic has changed the ways hubs operate and engage, impacting both the number and manner of hub attendances. From the middle of Term 1 (March 2020), hubs stopped hosting activities on site at their schools and shifted to virtual programming. Where this was not possible, leaders provided physical activity packs to help families with no access to technology or data in the home.

Using creative methods of engagement to replace face-to-face groups, hubs in Western Sydney have worked with new partners such as Sydney Community College to deliver English, offering virtual sessions via Zoom. Other hubs such as Wollongong maintained strong connections with families by delivering English activity packs to homes in addition to food and other essential items.

Hubs continued to demonstrate their capacity to adapt and accommodate to the varying needs of families during this challenging time.

### **Multicultural Women's Hub**

Multicultural NSW recognises the extra challenges faced by migrant and refugee women trying to settle in a new country and continues to fund the Multicultural Women's Hub to facilitate opportunities for women to thrive and participate fully in their new communities.

The program is delivered by Information Cultural Exchange (ICE). ICE collaborates with existing service providers to better link women to pathways and focuses on social enterprise development, training/capacity-building and community connection.

The COVID-19 crisis has unavoidably affected the delivery of programs in 2020, necessitating alternative ways of conducting various projects. For example, instead of face-to-face storytelling, Spellbound Storytellers recorded stories which were published online.

Since the lockdown began, hub coordinators have continued connections with people through online platforms to promote support and wellbeing. To many participants the regular catch-ups have been a lifeline during this difficult period, allowing them to share anecdotes, worries, recipes, photos and craft activities.

In 2019-20, 645 women took part in hub sessions. Participants were referred to community and industry-related services or were helped to further tertiary education. They were also helped with employment, volunteer work and work placement, as well as being trained in business development as a collective or sole trader.

Twenty-five women obtained jobs and 11 businesses were established. Three began volunteering in various settings such as schools, libraries, and community centres.



### **Hub projects**

**Didi's Tribe** A collective of artists who create and sell bespoke ceramic homewares designed in tribal Indian art forms. The collective has started marketing its products through online platforms and local markets.

**Spellbound Storytime** A multilingual social enterprise focusing on early childhood education, storytelling and publishing. The group performed in local libraries, the NSW State Library and at conferences.

**Blouse-Making Hub** A sewing and embroidery enterprise business specialising in traditional Indian clothing.

**The Sewing Hub** An alterations business operating from a school focusing on sewing skills and exploration of creative textiles and garment-making.

**The South Sudanese Women's Creative Hub** A collective of women of different generations that gathers to pass on and learn traditional skills such as jewellery beading, hair braiding and cooking.

**Afro Sistahs** A collective of young women establishing a community-based African women's screen production social enterprise/business.



Westmead Women's Hub



Hoxton Park Women's Hub



Hoxton Park Women's Hub

Partnership Grants were also provided to the following organisations:

- National Accreditation Authority for Translators and Interpreters (NAATI) (see page 25)
- Ethnic Communities Council of NSW, Multicultural Communities Council of Illawarra, Hunter Multicultural Communities Council and Multicultural Council of Wagga Wagga via the Leaders in Cultural Diversity (LinCD) Program (see page 59)
- AFL NSW/ACT (see page 47)
- Parramasala (see page 48).



## Collaborating with community through partnerships and sponsorships

**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.**



Media launch of Multicultural March with Commonwealth Bank of Australia

### Partnerships

In 2019-20, we partnered with the following organisations:



#### **Commonwealth**Bank

#### **Commonwealth Bank of Australia**

We have a three-year 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.

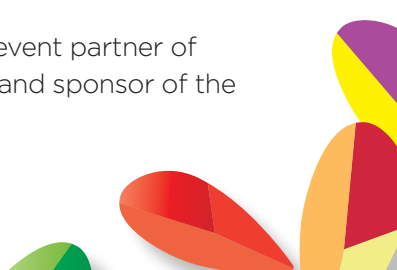
AFL NSW/ACT is a major event partner of the Premier's Harmony Dinner and the NSW Premier's Multicultural Communications Awards.



#### **ICC T20 World Cup**

Multicultural NSW has a two-year partnership agreement with ICC T20 World Cup. This enables us to connect with new audiences using cricket as a vehicle to develop participation, volunteering and engagement pathways to people of culturally diverse backgrounds.

ICC T20 World Cup is a major event partner of the Premier's Harmony Dinner and sponsor of the Parramasala Festival.







### **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 world 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.

### **Premier's Harmony Dinner Partners**

In 2019-20, Multicultural NSW developed multiple-year partnerships with organisations for the sponsorship of the Premier's Harmony Dinner for the first time. The 2020 Premier's Harmony Dinner Partner organisations are listed below:

- National Rugby League
- Settlement Services International
- Adaps
- Barker Henley
- Welcoming Cities
- All Graduates Translating and Interpreting
- B1 Group
- Shepherds Bay Plaza
- Australian National Maritime Museum
- Study NSW.

Following an assessment against Multicultural NSW's strategic priorities, the agency supported the following organisations with partnership expenditure:

### **AFL NSW/ACT**

The agency also provides a Partnership Grant to the AFL for delivery of the Welcome Game and Citizenship Ceremony. The Welcome Game engages and welcomes new citizens, their families and friends and community members from Western Sydney to celebrate the significance of sport in building and maintaining social cohesion and promoting cultural diversity.

Sport is a powerful way to break down barriers and engage all members of our multicultural society, creating a sense of belonging. Through this partnership, Multicultural NSW works with the AFL to connect with and ensure diverse communities have opportunities to be part of the business as players, fans, administrators, volunteers and staff.

### **Parramasala Festival**

Parramasala is one of the largest multicultural festivals in NSW. It brings together people from across the State to celebrate our cultural diversity through music, dance, visual arts, film, food and more. Since 2010, the Parramasala Festival has grown into a signature event, attracting up to 30,000 people and representing more than 30 nationalities and cultures.

Multicultural NSW supports the delivery of this vibrant three-day festival in Western Sydney. We are represented on the Parramasala Board and bring skills and expertise to the event through community and government relationships.

The 2020 festival, which would have marked Parramasala's 10th anniversary and was to have been held in mid March, was postponed due to COVID-19 public gathering restrictions.

### **Study NSW**

Multicultural NSW had a one-year in-kind partnership with Study NSW to support the 2019 NSW International Student Awards. The awards recognise the outstanding contributions international students make to communities and celebrate excellence in international student community engagement.



**Sporting partners**

During the 2019 NSW election, commitments were made to provide additional support for multicultural communities. Multicultural NSW funds the following four sporting organisations to deliver grassroots programs to multicultural communities over four years:



**NSW Rugby Union**

Targeting migrant communities in Western Sydney Schools, the On The Ball: Skills for Tackling Life program is being run in conjunction with Creating Chances.

It is designed to actively engage young people through a series of classroom and on-field sessions to inspire, develop and empower them. It aims to promote outcomes in resilience and pro-social behaviour to enable participants to make a positive contribution to society.



**CRICKET NSW  
Cricket NSW**

Targeting diverse communities in Western Sydney, the program will be rolled out to more than 5,000 young people and 160 teachers across 80 schools over the course of the partnership.

This program consists of leadership sessions, professional development and cultural competency for teachers, a Multicultural Gala Day and increased engagement pathways for new community members.



**NSW Rugby League**

Targeting diverse communities primarily of Indian and Chinese descent in Western Sydney, South Western Sydney and Coffs Harbour, a series of programs aims to expand the scope of the 2018 Blacktown Try League Pilot Program to reach more 3,000 children over the four-year partnership.

The program seeks to use rugby league as a vehicle to break down barriers for multicultural communities and help inactive individuals to introduce regular physical activity into their lives. It also aims to provide children with a fun, safe and positive rugby league experience, while teaching them game skills and creating opportunities for parents to become involved in local sporting clubs.



**GWS Giants**

Targeting newly arrived male and female migrants and students from non-English speaking backgrounds, the program seeks to engage more than 3,000 multicultural students across 20 schools in Western Sydney.

It connects participants with community role models who will promote the virtues of an inclusive, healthy and active lifestyle in class and on the field.

In 2019-20, Multicultural NSW created a Multicultural Sporting Alliance of the above-listed partners. Representatives from these four sporting codes come together with members of the NSW Government to share best practice advice and resources and, set benchmarks for the future of multiculturalism in Australian sport.

Participation in the tri-annual NSW Government-led Ideation forums shows solidarity and commitment by Australia's sporting codes, who are standing up against racism and taking responsibility for behaviour both on and off the field.



## Sponsorship

In 2019-20, Multicultural NSW paid or committed sponsorships that address our strategic priorities. The following sponsorships were established to raise our profile and promote cultural diversity as one of the State's major assets.

### *Premier's Literary Awards*

We are a long-term sponsor of the NSW Premier's Literary Awards. Each year, the Multicultural NSW Award is given to a writer who has made a significant contribution to Australian literature. Their work must consider issues of multiculturalism, cultural diversity or aspects of the Australian migration experience. The winner of the 2020 Multicultural NSW Award was Peter Polites for his book *The Pillars*. The author sees literature as an important vehicle for social unity, reflection and stronger communities.

### *Corporate Club Australia membership*

Corporate Club Australia is an initiative of the NSW Government and Australia Day Council of NSW. For more than 20 years, Corporate Club Australia members have united behind a fundamental belief that corporate Australia can make a meaningful contribution. We hold this membership to connect with and influence the Australian corporate community, promoting the value of multicultural diversity and inclusion.

### *Diversity Council Australia membership*

Multicultural NSW holds a membership with the Diversity Council Australia (DCA) to maintain currency of knowledge and staff training in the diversity space. DCA is the independent non-profit peak body leading diversity and inclusion in the workplace. DCA provides unique research, events and programs, curated resources and expert advice across all diversity dimensions to a community of member organisations. DCA has more than 600 members, many of whom are Australia's business diversity leaders and biggest employers.

### *Local Government Conference*

Multicultural NSW sponsored the 2019 Local Government NSW Annual Conference. This is the annual policy-making event for councils and associate members to come together to share ideas and debate issues that shape the way the State is governed. About 800 mayors, councillors, general managers, senior staff and others from across the State attend this important event.

### *NSW Police 2019 International Student Soccer*

Every year, the NSW Police Force holds an International Student Beach Soccer tournament to provide opportunities for students to get to know NSW Police better and help break down any barriers. We sponsored the 2019 event held at Coogee Beach on Sunday 29 September 2019. Twenty-seven teams of students from more than 20 countries attended.

### *STARTTS Refugee Ball*

Multicultural NSW supported the 11th annual NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) Refugee Ball and Fundraiser held on 1 November 2019. The event raised funds and awareness for the work that STARTTS does to help people who have survived torture and trauma. It is a key social event in the multicultural and community services sector in Australia.

### *SSI 2019 Mosaic Gala*

Multicultural NSW sponsored the 2019 Settlement Services International (SSI) Mosaic Gala held on 15 November at the Sheraton Grand in Sydney. The event raised funds for two SSI refugee programs, Ignite Small Business Start-ups and Refugee Scholarships. Ignite facilitates business creation for people from refugee backgrounds who are keen to establish a small business or expand an existing one. Refugee Scholarships were created to minimise the financial barriers experienced by refugees as they participate in the NSW education system.

### *PCYC 2019 Empower Ball Gala*

The third annual PCYC Empower Ball Gala was held on 9 November 2019 at the Sydney Cricket Ground. Supported by Multicultural NSW, the gala raised funds and awareness for PCYC programs to improve the life opportunities of young people in NSW.





## Sector Capability



**Donna Mosford**  
Acting Director,  
Policy, Settlement  
and Briefings

Shaping a successful multicultural society requires strong leadership and a whole-of-government commitment to cultural diversity, inclusion and social cohesion. Multicultural NSW strives to model good practice and build capability across sectors to meet the needs of diverse communities through policy, programs and service delivery.

# Getting Government to think differently about reaching diverse audiences via service delivery

## Multicultural Policies and Services Program

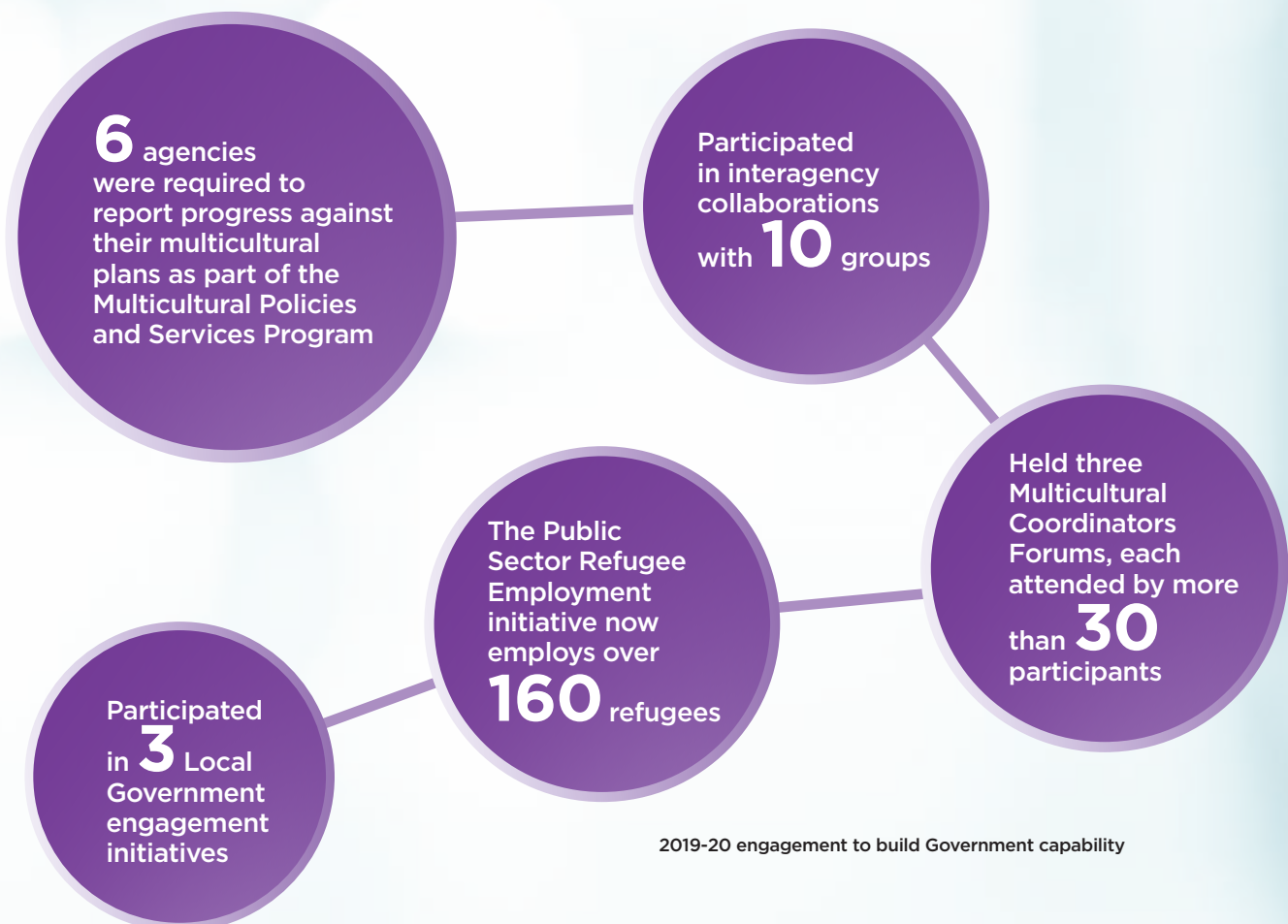
The *Multicultural NSW Act 2000* provides a clear commitment to fostering a multicultural NSW. Under the Act, heads of NSW Government agencies are accountable for implementing the Principles of Multiculturalism through the Multicultural Policies and Services Program (MPSP).

The MPSP provides a framework for agencies to respond to people from a range of countries, languages and religions. It is an integrated program that calls for strong corporate leadership which then 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 2019-20, six agencies were required to report progress against their multicultural plans. They were:

- Department of Justice (now Department of Communities and Justice, or DCJ)
- Fire and Rescue NSW
- NSW Rural Fire Service
- NSW Police Force
- Service NSW\*
- Department of Industry (now Department of Planning, Industry and Environment)\*

Examples of how agencies are viewing their services and programs through the prism of diversity can be found in the State of Community Relations Report 2018-19.



2019-20 engagement to build Government capability

\*Because of the NSW Machinery of Government changes in 2019 and subsequent departmental restructures, Service NSW and Department of Industry were granted postponements of their MPSP reports until the 2020-21 period.

### Multicultural Coordinators' Forum

The Multicultural Coordinators Forum (MCF) provides a regular avenue to share good 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.

In 2019-20, three forums were held, each attended by more than 30 participants from metropolitan and regional locations. Each focused on an MPSP priority and the participants shared practical tips on how best to implement their multicultural plans.

In 2019-20, the following topics were covered:

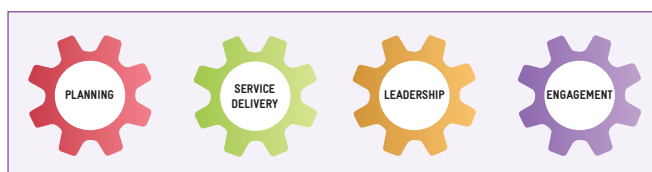
- involving diverse voices in human-centred design
- developing a multicultural plan
- multicultural training for NSW Government agencies
- agency responses to COVID-19.

The MCF is also an opportunity for agencies to identify emerging issues and strategic priorities across portfolio areas.

### Cultural Diversity toolkit

The Cultural Diversity Planning Toolkit was 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.

Multicultural NSW commissioned Diversewerks and Beasley Intercultural to develop its content. They consulted representatives from all sectors on the content and the toolkit's look and feel.



## CULTURAL DIVERSITY TOOLKIT

As a result, the alpha site of the toolkit was built and user-tested to capture further feedback from users. User testing involved users outside Multicultural NSW and selected Multicultural NSW staff.

### NSW Women's Strategy

We 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.

As part of the NSW Women's Strategy Year 2 Action Plan, Multicultural NSW committed to:

- including women of culturally and linguistically diverse (CALD) backgrounds in leadership as a theme for the MPSP – the aim is to encourage NSW Government agencies to increase the proportion of CALD women in leadership positions
- including women and girls as a priority cohort for the Celebrating Diversity Project Grants Program in 2019 and to targeting communication about these grants at organisations supporting CALD women and girls
- establishing a roundtable for CALD women and girls to discuss government policy and programs particularly where they may affect culturally diverse women.





## Representation on inter-governmental committees

Multicultural NSW has been a member of the NSW and Commonwealth Government Agencies Working Group to Prevent Forced Marriage since its inception. The group aims to facilitate communication, cooperation and collaboration between NSW Government and Commonwealth Government agencies to improve outcomes for people who have experienced or are at risk of forced marriage.

Multicultural NSW also sits on the NSW Female Genital Mutilation/Cutting (FGM/C) Strategic Response Committee which aims to eradicate the practice of FGM/C.

## Contributions to NSW Government strategies

### *Ageing strategy*

We took part in the development of key NSW Government strategies for elderly citizens and carers during the 2019-20 financial year.

The NSW Ageing Strategy commits the NSW government to respond to the opportunities and challenges posed by our increasing aged population. The current NSW Ageing Strategy 2016-2020 will expire at the end of 2020.

During 2019-20, Multicultural NSW worked with the Ageing Policy and Implementation Team at the DCJ on the next iteration of the NSW Ageing Strategy. In March 2020, Multicultural NSW took part in a consultation session titled Inclusive Communities Priority Groups and provided input on the specific needs of elderly people from diverse communities.

### *NSW carers strategy*

DCJ has undertaken an extensive co-design process for the draft NSW Draft Carers Strategy 2020-2030 and Action Plan. Consultations with carers and key stakeholders to date have sought to identify emerging issues and potential actions.

Multicultural NSW provided advice to DCJ on the draft Strategy and Action Plan with a focus on carers from CALD communities.

## Cabinet submissions

Cabinet is the major decision-making body for NSW Government. Cabinet decides policy, legislation, Government positions and appointments. Multicultural NSW is regularly requested to comment on Cabinet submissions as part of the Stronger Communities cluster. Multicultural NSW provides comments in line with the agency's objectives stated under the *Multicultural NSW Act 2000*. These comments regularly emphasise the need for government agencies to consider how they communicate and deliver services to diverse communities.

In 2019-20, we received 83 Cabinet requests for comment and provided comments for 59 submissions.

## Partnerships with Department of Customer Service

### *End-of-Life project*

Multicultural NSW's Policy Team partnered with the Life Journeys team of the Department of Customer Service (DCS) in the discovery stage of its End-of-Life project. The aim of the partnership was to ensure the views of people of CALD backgrounds were included when planning improvements to end-of-life services and products.

We worked with four community organisations to recruit 15 citizens from diverse backgrounds for one-on-one interviews to understand their perspectives, thoughts and feelings about planning for end of life. Interpreters were used as needed.

Special thanks to the Community Migrant Resource Centre, Northern Settlement Services, Metro Assist and Assyrian Resource Centre for supporting this project.

### *First 2000 Days project*

Multicultural NSW also partnered with the DCS Life Journeys team on its component of the First 2000 Days project, a NSW Government initiative led by the Department of Premier and Cabinet (DPC). The project maps the journeys of people navigating services to support the first 2,000 days of their child's life, up until the time he or she starts school. This includes the experiences of people who are expecting a child and engaging with the early-childhood and the health systems.

We worked with two community organisations to ensure the voices of newly arrived migrants and refugees were included in this project.

Special thanks to the Ethnic Community Services Co-operative and Prosper (Project Australia) for their support for this project.



First 2000 Days project

### **Refugee Youth Policy Initiative**

In 2019, Multicultural NSW partnered with DCS to deliver a workshop to design policy and program responses to the settlement challenges faced by young refugees. The two agencies worked with young refugees with the aim of incorporating lived experience in policy-making. This process identified a key area of improvement as helping young people to navigate the myriad services available to support their settlement journeys in NSW.

Building on this work, in late 2019 the NSW Government Secretaries Board endorsed the Refugee Youth Policy Initiative as a Customer Service priority. Multicultural NSW has since partnered with the DCS to develop a new, peer-led navigation program which will link young people with support services, advice and information based on their individual needs. The program is on track to be piloted within Service NSW in 2020-21.

## **Governance, policy and projects**

### **Joint Partnership Working Group on Refugee Resettlement**

The Joint Partnership Working Group on Refugee Resettlement (JPWG) was established in October 2015 to facilitate whole-of-government and cross-sectoral collaboration on humanitarian settlement. It is chaired by the NSW Coordinator General for Refugee Resettlement and convened by Multicultural NSW. From its inception, the JPWG has been a robust and collaborative forum bringing together senior representatives from all levels of government, the community sector and settlement services.

The group met six times in 2019-20, the frequency of meetings becoming monthly from March 2020 because of the COVID-19 pandemic. It 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 co-chaired by the CEO of Multicultural NSW and the Executive Director of the Department of Premier and Cabinet (DPC).

In 2019-20, the GISPC held one formal meeting and there was active engagement by members out of session.

### **Senior Officials Settlement Outcomes Group**

The Senior Officials Settlement Outcomes Group is the Commonwealth Government's interjurisdictional forum for information exchange and consultation on settlement issues. Multicultural NSW is the NSW Government's representative on this forum.

## Interagency policy collaboration

Multicultural NSW regularly participates in NSW Government interagency forums covering several policy areas. Our participation in these forums ensures that government policy reflects the interests of diverse communities. These forums cover a range of policy areas across NSW Government. During 2019-20, the agency regularly participated in these interagency groups:

- NSW Life Journey Advisory Board
- Local Government Multicultural Network
- Commonwealth Multicultural Advisory Forum
- NSW Multicultural Education Advisory Group
- NSW Ageing Strategy IDC
- NSW and Commonwealth Government Agencies Working Group to Prevent Forced Marriage
- NSW Female Genital Mutilation/Cutting (FGM/C) Strategic Response Committee
- NSW Steering Committee for the Prevention of Elder Abuse
- NSW Women’s Strategy Interdepartmental Committee and Working Group
- NSW Victims of Crime Interagency Forum.

## Supporting the Department of Premier and Cabinet examine barriers to accessing the NDIS

In March 2020, Multicultural NSW joined the DPC NDIS (National Disability Insurance Scheme) Team, representatives of the National Disability Insurance Agency (NDIA) and community stakeholders in a workshop to examine access barriers for people from CALD backgrounds to the NDIS and how to overcome them.

The workshop proposed a number of solutions. The agency will continue to help the DCJ and the NDIA to implement them.

## Public Sector Refugee Employment initiative

In 2016, the CGRR sought a commitment from the NSW Government’s Secretaries Board to employ at least 100 recently arrived refugees across the NSW Public Sector. With this figure met in late 2018, the CGRR increased the target to 150.

To make public sector employment more accessible, amendments were made to the Government Sector Employment (GSE) Rules 2014 Rule 26 to allow for a modified recruitment process for eligible candidates.

Supported by Multicultural NSW, the CGRR continued to oversee the implementation of this commitment.

At last count, the NSW Government had employed 163 refugees. As some worked for more than one agency, 175 roles were filled. They included positions as doctors and nurses, bus drivers, engineers, IT specialists, accountants, project and policy officers, human resources advisers, administrative assistants and customer service officers.

Multicultural NSW continues to connect agencies with talented refugee candidates.



Program participant Maggie Jabarian





## Local government engagement

Local government plays an important role in building stronger, diverse and more cohesive communities. Multicultural NSW engages and works with local governments through Regional Advisory Councils, regional settlement work and other policy programs.

### *Multicultural NSW's local government engagement*

In 2019-20, we engaged with and consulted stakeholders including Local Government NSW, Welcoming Cities, the Centre for Local Government, South Sydney Regional Organisation of Councils and various councils in the Sydney metropolitan and regional areas to explore collaboration and strategic partnership opportunities. The results of this engagement have informed our strategic approach to engaging local government in the future.

### *2019 Local Government NSW Annual Conference*

Multicultural NSW sponsored the 2019 Local Government NSW Annual Conference. The conference's aims were to provide an opportunity to share ideas, inspire participants and determine the sector's policy directions for the following year.

During the conference, a Multicultural NSW representative attended the Australian Local Government Women's Association's NSW breakfast event and introduced the panellists for a discussion on Women in Leadership.

Our representatives also connected with conference participants at a Multicultural NSW exhibition booth.

### *Business Excellence - Local Government Medal*

In 2019-20, a new award category was introduced to the Premier's Multicultural Community Medals. The Welcoming Cities Business Excellence - Local Government Medal was established to recognise the outstanding achievements of local government organisations who work to develop and support their diverse local communities.

## Community Relations Report 2018-19

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 Community Relations Report 2018-19 was tabled in both Houses of the Parliament of NSW on 22 May 2020.

The report is an important document which provides an independent assessment of the state of community relations and cultural diversity in NSW. In other words, it is a report card on how we're all getting along.

Multicultural NSW draws upon a range of data and information sources when making its assessments. The sources include the annual Mapping Social Cohesion surveys conducted by Monash University for the Scanlon Foundation. The Scanlon surveys show that a clear majority of Australians support multiculturalism and recognise the benefits that cultural diversity brings to our way of life. The surveys also identify some issues with small sections of our community expressing negative sentiment about cultural diversity.

The *2018-19 Community Relations Report* also draws on the expertise of the NSW Community Resilience and Response Plan (COMPLAN) Committee (see page 31), a whole-of-government senior officers group convened by Multicultural NSW that identifies, assesses and addresses issues impacting on community harmony in NSW.

The Community Relations Report also has another purpose. It showcases good practice in multicultural policy and service delivery and provides a snapshot of how well the NSW Government is serving the people of our culturally and linguistically diverse state.

To do this, we assess the effectiveness of the NSW Government's many departments, statutory bodies and state-owned corporations in meeting the requirements of the Multicultural Policies and Services Program, or MPSP. The MPSP encourages the effective delivery and planning of NSW Government services to all members of our community, irrespective of their cultural, linguistic or religious backgrounds.



Four agencies came in for special review in 2018-19:

- Fire and Rescue NSW
- Rural Fire Service
- The former Department of Justice
- NSW Police Force

The report also commended NSW Health, TAFE NSW, and Transport for NSW on the release of their new Multicultural Plans.



**NSW Plan for Healthy Culturally and Linguistically Diverse Communities 2019-2023**



**TAFE NSW Multicultural Plan: 2020-2022**



**Roads and Maritime Services Diversity and Inclusion Plan 2020**

## New Multicultural NSW strategic plan

Multicultural NSW is developing a strategic plan to take the agency into the future. A priority is to ensure that the new strategy is a 'living' document that responds to current and future trends and challenges.

As we become a more culturally diverse State, maintaining and building a community that is collaborative, trusting, inclusive and robust is increasingly important. These factors contribute to our society and economy and strengthen our ability to build a cohesive and harmonious community for everyone in NSW.

During the engagement that has informed the new plan, Multicultural NSW has heard fresh perspectives from more than 430 people across the State. This has grown our understanding of contemporary multicultural experiences and will help us to respond to the complex interplay of individual, community and broader societal elements that affect us all.

This new knowledge ensures the agency's strategic direction and actions will be meaningful and can positively influence our rapidly changing world.

While we do not have solutions to all the myriad challenges we face, we do have the commitment, knowledge, expertise and responsibility to mobilise people to act, connect and lead. We are all responsible for the relationships we build with each other and we can all make a positive difference.

The new plan will create a vision for Multicultural NSW's role in supporting NSW to build a connected, inclusive and socially cohesive State.



## Settlement policy

### *Helping communities welcome new arrivals*

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

Through our Regional Resettlement Pilot Program, we are supporting place-based partnerships to build governance mechanisms and to design local attraction and retention plans. The pilot brings together diverse local representatives from the community, industry and government to lead secondary settlement planning in place and to contribute to the economic and social development of regional communities.

Multicultural NSW has also 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.

### **Pioneering a whole-of-society, resilience-based approach to countering violent extremism**

Multicultural NSW is the lead agency for community resilience-based countering violent extremism (CVE) initiatives in NSW. Through its flagship Community Partnership Action (COMPACT) Program, we have pioneered the development of a 'whole of society' approach to community resilience-based CVE. This is firmly aligned to our core objective of promoting social cohesion and community harmony in our culturally diverse society.

Multicultural NSW recognises that, beyond the threat of violence, violent extremism threatens social cohesion and community harmony by inciting fear, hate and division. Our community resilience-based CVE programs aim to inspire and empower communities to stand up and stand united against fear, hate, divisiveness and polarisation.

In October 2019, Multicultural NSW was invited to present a paper on the COMPACT model of community resilience-based CVE to the 2019 International CVE Research Conference hosted by global CVE think tank Hedayah at Deakin University, Melbourne. The paper was co-presented with the Macquarie University Department of Security Studies and Criminology.

Multicultural NSW is a founding member of the Countering Violent Extremism Sub-Committee of the Australia New Zealand Counter Terrorism Committee and the NSW Countering Violent Extremism Steering Committee. It remained an active contributor to these forums in 2019-20.

### **Leaders in Cultural Diversity (LinCD) Program**

The Multicultural NSW Leaders in Cultural Diversity (LinCD) Program recognises and supports the leadership role of peak multicultural bodies in NSW. LinCD Alliance members include the Ethnic Communities Council of NSW, Multicultural Communities Council of Illawarra, Hunter Multicultural Communities Council and Multicultural Council of Wagga Wagga.

Triennial partnership funding to members is linked to program outcomes for sector capacity building, leadership and advocacy, and collaboration across LinCD Alliance members.

Throughout the COVID-19 pandemic, the LinCD Alliance frequently met the Acting Minister for Multiculturalism to advise on the pandemic's impact on communities and the strategies devised to support the multicultural sector. The NSW Federation of Community Language Schools was invited to join these meetings to provide insight and expertise and to help disseminate NSW Government public information to its networks.





## Our community response to COVID-19

### *Whole-of-government vulnerable community taskforce*

As a response to the COVID-19 pandemic, DPC established the Priority Cohorts Whole-of-Government Taskforce in March 2020. This brought together executive directors of several NSW Government agencies to ensure help for the most vulnerable cohorts in NSW was effective and collaborative. Represented on the taskforce were Education, Training Services NSW, Customer Service, Health, Communities and Justice, Regional NSW and Multicultural NSW.

Multicultural NSW joined this key group to share updates and establish key connections related to our work with refugees, asylum seekers and vulnerable migrant communities.

Weekly meetings provided a forum to address pressing and emerging gaps in the response to the pandemic. Members shared their plans, achievements, activities, communications material and resources.

### *DCJ whole-of-government domestic violence taskforce*

The NSW COVID-19 Government Agency Domestic and Family Violence Action Group was convened by DCJ. The group shared information, discussed trends in domestic and family violence over the COVID-19 period and canvassed opportunities to work collaboratively to address gaps and issues. Members included the DCJ, DPC, Legal Aid, NSW Police, the Family Court of Australia, Aboriginal Affairs, Multicultural NSW and NSW Health.

### *International students*

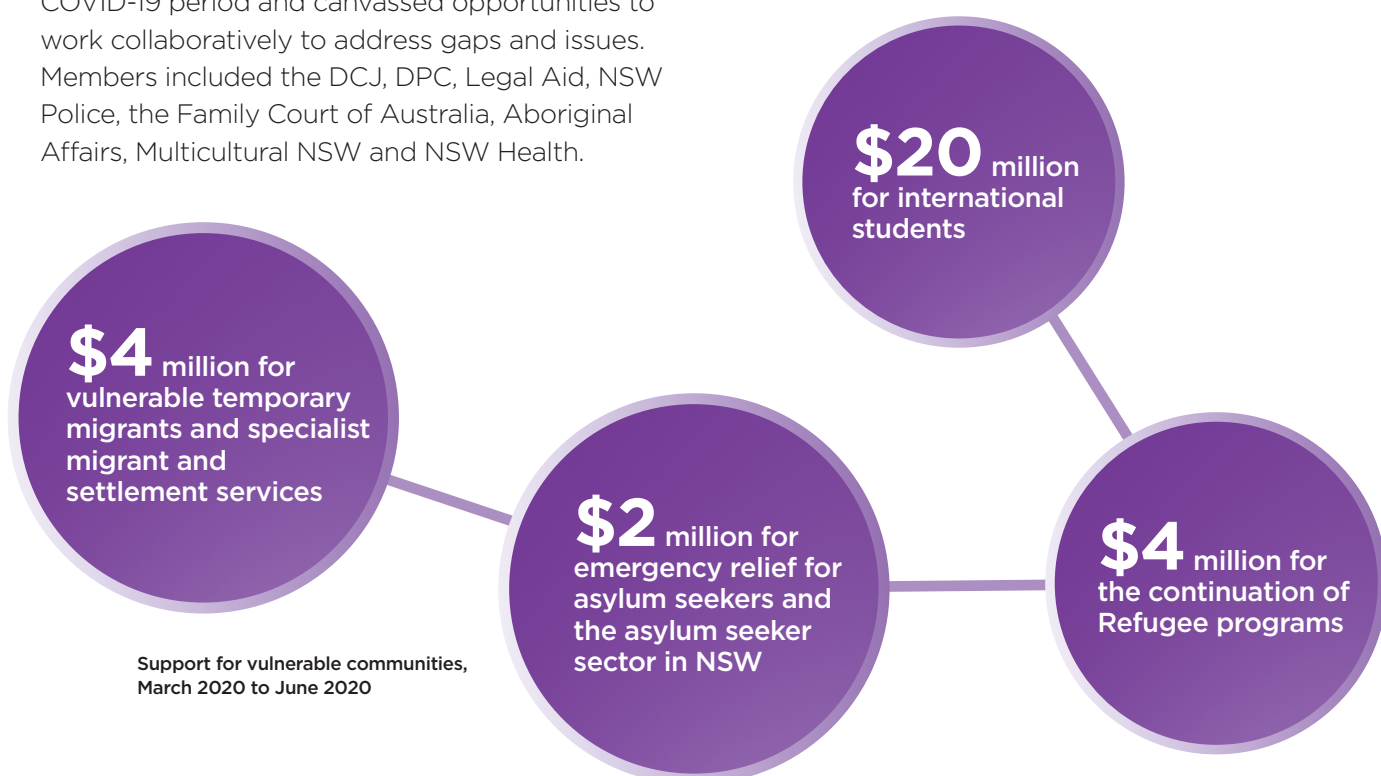
In 2019, international education contributed \$14.6 billion to the NSW economy. They are an integral part of our communities and our economy.

During the COVID-19 pandemic, many international students have been confronted with unexpected hardship including loss of income resulting in an inability to pay rent, tuition fees and other life necessities. Some have been unable to return home and some have problems putting food on the table.

The financial hardship, compounded with legal concerns such as visa status, have caused mental and physical health concerns.

In response to the emergency situation and at the request of Study NSW, Multicultural NSW consulted community organisations and NGO service providers such as migrant resource centres, to determine the extent of the impact and the ability of communities to help during the crisis.

The NSW Government announced \$20 million for crisis accommodation and \$100,000 for the International Student Legal Service NSW. This funding was intended to support vulnerable international students in NSW at risk of homelessness and destitution. Multicultural NSW supported and welcomed this announcement. The funding package has been administered by Study NSW.



### **Joint Partnership Working Group design of COVID-19 crisis support package**

NSW is home to the largest population of temporary visa holders, who include skilled migrants, asylum seekers and seasonal workers. Pre-COVID-19, many earned an income and made substantial contributions to the NSW economy. However, the onset of the pandemic saw large numbers of people lose their jobs and left without any financial support as they did not qualify for Commonwealth Government assistance. Specialist non-government organisations (NGOs) 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 a reduction in staff and volunteers and a spike in the number of vulnerable clients presenting for assistance.

Multicultural NSW and the NSW Coordinator General Refugee Resettlement worked closely with key leaders from the NSW settlement sector through monthly Joint Partnership Working Group meetings to design a crisis support package which would help respond to these critical needs. This culminated in the delivery of a \$10.34 million NSW Government package to provide urgent support during COVID-19.

The package included:

- \$2.2 million in funding to organisations providing direct emergency relief to people seeking asylum to help these organisations provide services, food and medical, telecommunications, transport and essential housing support
- \$2 million in funding for organisations providing direct emergency relief to vulnerable temporary visa holders
- \$2 million in funding for organisations delivering services through culturally appropriate caseworkers and community support workers, and to help them provide transport for disconnected or isolated communities and interpreting and translation services.
- \$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 Families in Cultural Transition program, and to help community hubs and schools providing specialised care for refugee students.



Crisis support for vulnerable temporary visa holders



04

OUR PEOPLE AND  
MANAGEMENT ACTIVITIES





## Structure and function



**Catherine Davies**  
Acting Director,  
Corporate

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

Our Act provides for up to 15 Advisory Board members, appointed by the Governor of NSW on advice from the Minister for Multiculturalism. Board members are appointed for their skills, experience, knowledge and understanding of multicultural issues.

Two youth members aged between 18 and 24 are appointed to represent young people in NSW.

Multicultural NSW is an executive agency within the Department of Communities and Justice under Section 1 Part 2 of the Government Sector Employment Act 2013.



The agency is administered by a full-time Chief Executive Officer who has responsibility for its operations, staff and functions and reports to the Minister for Multiculturalism. The CEO is also a member of the Advisory Board and is supported by an Executive Committee.

**As at 30 June 2020, Multicultural NSW had four operational divisions.**

**Community Engagement**

This division oversees all community engagement functions of Multicultural NSW as well as communication and media, marketing and community resilience programs. It produced the most recent annual report on the state of community relations in NSW.

**Policy, Settlement and Briefings**

This team is responsible for the Multicultural Policies and Services Program, settlement and immigration planning, research and investigations, policy and advice and ministerial briefings and correspondence.

**Language Services**

This division has two key functions. The first is to work with the community to ensure it is served by a sustainable and effective language services industry. Secondly, it provides a range of services including interpreting, translating, MediaLink translations of media reports, language testing and cultural competence training.

**Corporate**

This team provides core administrative services ensuring we function effectively and meet our objectives. It includes management and control over finance, information management, governance, human resources, facilities management and procurement, audit and risk, information technology and administering grants.

## Planning mechanisms

### Strategic and divisional planning

Each of the four divisions developed and monitored plans that reflect the organisational objectives of our strategic plan. This provided a framework for our successful operational leadership.

### How Multicultural NSW helps the public

The agency helps the public in the following ways:

- our interpreter and translation services immediately benefit non-English speaking clients, in their personal matters and in dealing with government departments
- our community engagement program, through its consultations and the work of Regional Advisory Councils, identifies the needs of community groups and brings them to the attention of appropriate government departments
- the grants program provides funding for projects and events that benefit all residents
- we closely monitor community reactions to policy decisions and provide feedback to the Minister for Multiculturalism and the Advisory Board, as appropriate.

### Performance measurement

We assess our performance through and against:

- the Strategic Plan and our strategic priorities
- surveys
- enterprise risk management
- independent evaluation.

## Our people

### 2020 – the year of new challenges

The agency's workforce has demonstrated its ability to adapt and respond to uncertainty, achieving substantial outcomes for the people of NSW during this year of significant national and worldwide challenges.

### NSW bushfires

The year began with an unprecedented bushfire season. Fires devastated many communities and we saw countless acts of goodwill among multicultural communities which came together to help others in their time of need.



Catherine Davies, Acting Director, Corporate with staff members Aziz Haque (artist) and Prue Howe

### COVID-19

Our workforce quickly responded to disruption caused by the coronavirus pandemic.

In March 2020, the executive team began daily pandemic planning meetings to ensure it comprehensively addressed needs of the community and workers. The team developed a pandemic response plan and worked together to help staff safely and confidently transition from the office to remote work.

Supported by technology, training, working from home pilots and regular communication, staff continued to provide services for the community while seamlessly transitioning to remote work. By the end of March 2020, all staff were productively working from home. Our success in transitioning was assessed in a Pulse Survey undertaken in June 2020. (opposite page)

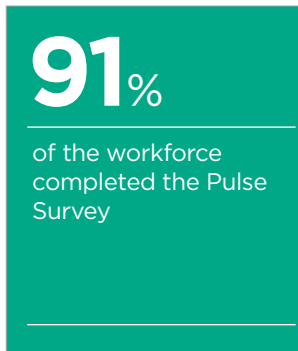




## Engagement

The NSW People Matter Employee Survey was delayed across all NSW Government agencies this year because of the advent of the COVID-19 pandemic.

Multicultural NSW carried out its own internal Pulse Survey, focusing on the health and wellbeing of staff, to obtain feedback on what support was required. Survey results were positive, showing that our executive team was on the right track.



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

**“ Artwork donated for auction by artist and staff member Aziz Haque helped Multicultural NSW fundraise \$4,900 in donations to NSW Rural Fire Service, Salvation Army and Red Cross to help communities recover. ”**

## Learning and development

We began a program to align learning and development initiatives with capability needs identified through performance development conversations. The learning and development program was adapted to address the new capabilities required to work in a remote environment. Over 2019-20, agency staff had access to a range of learning and development opportunities including:

- leading and working virtually
- human-centred design
- diversity and inclusion
- financial wellness and superannuation
- work health and safety
- leadership coaching
- emerging leadership program.

## Work health and wellbeing

Multicultural NSW provided a range of initiatives to promote positive and sustainable health and lifestyle opportunities for employees. In 2019-20 these included:

- flexible working hours and part-time work arrangements
- provision of equipment to use at home and ergonomic information in response to the COVID-19 pandemic
- seasonal flu vaccination program for all staff including interpreters and translators
- work health and safety information sessions
- promoting and providing access to an Employee Assistance Program (EAP) to all staff and their immediate family members. This provides professional and confidential services to help with a broad range of personal and work-related issues
- 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.

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# 05

## FINANCIAL STATEMENTS

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3453,978

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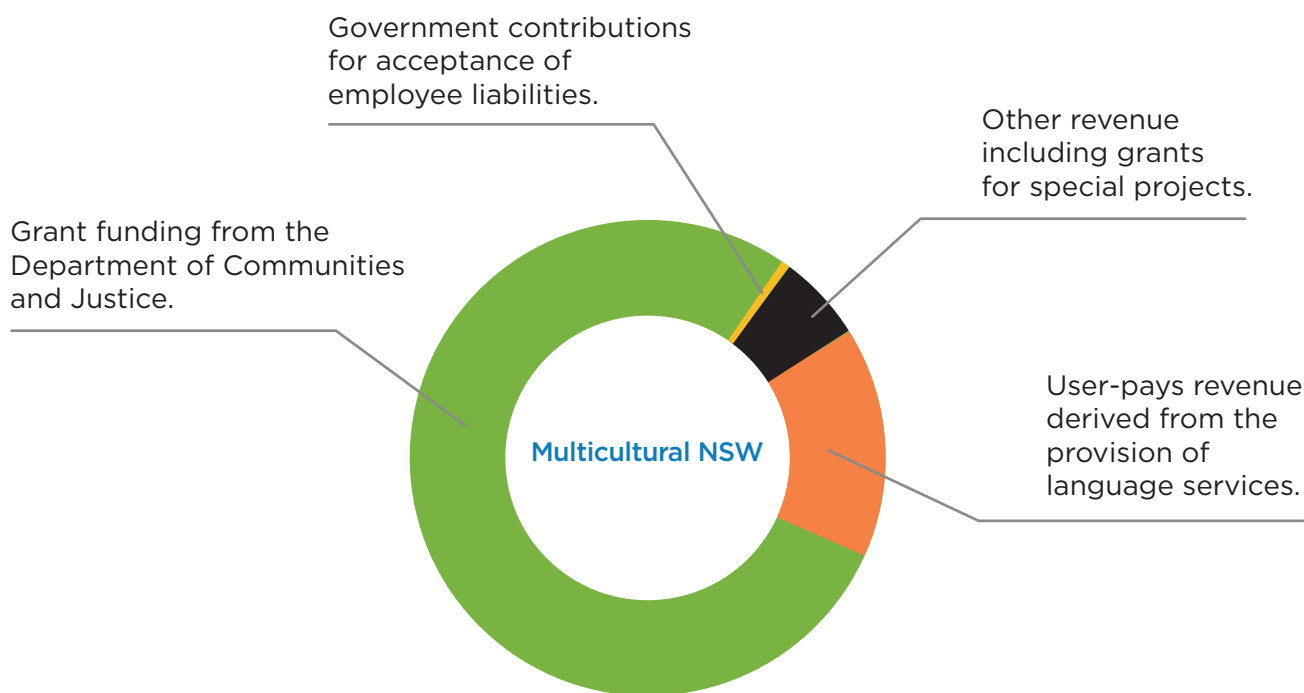
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# FINANCIAL OVERVIEW

## Revenue

Multicultural NSW's revenue in **2019-20** was **\$31.347 million** which was drawn from four sources:



Source	2017/18	2018/19	2019/20
	\$'000	\$'000	\$'000
Government appropriation and contribution	113	518	99
Grant funding from the Department of Communities and Justice	16,722	16,695	24,469
User Charges	4,925	5,150	4,933
Grants and other contributions	3,812	2,151	1,846
	<b>\$25,572</b>	<b>\$24,514</b>	<b>\$31,347</b>

The appropriation for each agency cluster is received by the principal department of the cluster. In 2019-20 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 2020 were \$29.594 million. The following table provides a comparison of the expenditure of Multicultural NSW over the past three financial years:

CATEGORY	2017/18	2018/19	2019/20
	\$'000	\$'000	\$'000
Employee related expenses	15,120	15,601	15,493
Other operating expenses	4,189	3,841	2,991
Maintenance	32	39	22
Depreciation and amortisation	925	830	1,597
Grants and Subsidies	6,497	4,883	9,239
Finance costs	-	-	42
Other losses	-	-	210
	<b>\$26,763</b>	<b>\$25,194</b>	<b>\$29,594</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	2019	2019	2020	2020
Invoices due for Payment (#)	626	611	498	642
Invoices paid on time	626	611	498	642
	100%	100%	100%	100%
Amount due for payment (\$)	3,193,256	4,281,492	1,673,407	6,815,420
Amount paid on time (\$)	3,193,256	4,281,492	1,673,407	6,815,420
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 2019	53	-	-	-	-
December 2019	4	-	-	-	-
March 2020	113	-	-	-	-
June 2020	11	-	-	-	-
<b>Small business suppliers</b>	-	-	-	-	-
September 2019	-	-	-	-	-
December 2019	-	-	-	-	-
March 2020	-	-	-	-	-
June 2020	-	-	-	-	-



## 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 of Comprehensive Income for the year ended 30 June 2020, the Statement of Financial Position as at 30 June 2020, the Statement of Changes in Equity and the Statement of Cash Flows for the year then ended, notes comprising a Statement of Significant Accounting Policies and other explanatory information.

In my opinion, the financial statements:

- gives a true and fair view of the financial position of Multicultural NSW as at 30 June 2020, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards
- is in accordance with section 41B of the *Public Finance and Audit Act 1983* (PF&A Act) and the Public Finance and Audit Regulation 2015

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

#### Basis for Opinion

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

I am independent of Multicultural NSW 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.



### **Other Information**

The Multicultural NSW's annual report for the year ended 30 June 2020 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 and the PF&A Act, and for 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 Multicultural NSW's ability 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**

My objectives are to:

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

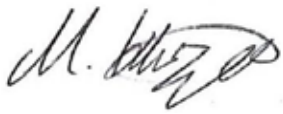
Reasonable assurance is a high level of assurance, but does not guarantee an audit conducted in accordance with Australian Auditing Standards will always detect material misstatements.

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

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

The scope of my audit does not include, nor provide assurance:

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



Michael Kharzoo  
A/Director, Financial Audit

Delegate of the Auditor-General for New South Wales

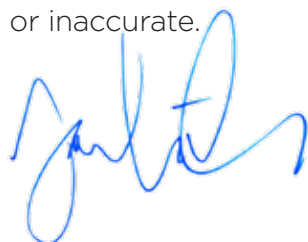
25 September 2020  
SYDNEY

## STATEMENT BY CHIEF EXECUTIVE OFFICER

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

- a) The accompanying financial statements have been prepared in accordance with the requirements of applicable Australian Accounting Standards (which include Australian Accounting Interpretations), the *Public Finance & Audit Act 1983 (the Act)*, *Public Finance and Audit Regulation 2015* and the Treasurer's Directions issued under the 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 2020 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  
23 September 2020



# STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

	Notes	Economic Entity Budget	Parent Actual	Economic Entity Actual	Parent Actual	Economic Entity Actual
		2020 \$'000	2020 \$'000	2020 \$'000	2019 \$'000	2019 \$'000
<b>CONTINUING OPERATIONS</b>						
<b>Expenses excluding losses</b>						
Employee related expenses	2(a)	15,357	-	15,493	-	15,601
Operating expenses	2(b)	2,305	3,013	3,013	3,880	3,880
Depreciation and amortisation	2(c)	1,033	1,597	1,597	830	830
Grants and subsidies	2(d)	13,893	9,239	9,239	4,883	4,883
Finance costs	2(e)	61	42	42	-	-
Personnel services	2(a)	-	15,493	-	15,601	-
<b>Total expenses excluding losses</b>		<b>32,649</b>	<b>29,384</b>	<b>29,384</b>	<b>25,194</b>	<b>25,194</b>
<b>Revenue</b>						
Sale of goods and services	3(a)				5,150	5,150
Sale of goods and services from contracts with customers	3(a)	5,833	4,933	4,933		
Grants and other contributions	3(b)	29,703	26,122	26,122	18,739	18,739
Acceptance by the Crown Entity of employee benefits and other liabilities	3(c)	729	-	99	-	518
Other income	3(d)	26	292	193	625	107
<b>Total revenue</b>		<b>36,291</b>	<b>31,347</b>	<b>31,347</b>	<b>24,514</b>	<b>24,514</b>
<b>Operating result</b>						
Other gains/(losses)	4	-	(210)	(210)	-	-
<b>Net result from continuing operations</b>		<b>-</b>	<b>(210)</b>	<b>(210)</b>	<b>-</b>	<b>-</b>
<b>Net result</b>		<b>3,642</b>	<b>1,753</b>	<b>1,753</b>	<b>(680)</b>	<b>(680)</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>3,642</b>	<b>1,753</b>	<b>1,753</b>	<b>(680)</b>	<b>(680)</b>

The accompanying notes form part of these financial statements.

# STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	Notes	Economic Entity Budget 2020 \$'000	Parent Actual 2020 \$'000	Economic Entity Actual 2020 \$'000	Parent Actual 2019 \$'000	Economic Entity Actual 2019 \$'000
<b>ASSETS</b>						
<b>Current assets</b>						
Cash and cash equivalents	5	777	892	892	147	147
Receivables	6	1,241	1,264	1,264	796	796
<b>Total Current Assets</b>		<b>2,018</b>	<b>2,156</b>	<b>2,156</b>	<b>943</b>	<b>943</b>
<b>Non-Current Assets</b>						
Property, plant & equipment	7					
- Land and buildings		922	422	422	931	931
- Plant & equipment		165	132	132	162	162
Total property, plant & equipment		1,087	554	554	1,093	1,093
Right-of-use assets	8	2,205	1,580	1,580		
Intangible assets	9	1,225	1,292	1,292	1,583	1,583
<b>Total Non-Current Assets</b>		<b>4,517</b>	<b>3,426</b>	<b>3,426</b>	<b>2,676</b>	<b>2,676</b>
<b>Total Assets</b>		<b>6,535</b>	<b>5,582</b>	<b>5,582</b>	<b>3,619</b>	<b>3,619</b>
<b>LIABILITIES</b>						
<b>Current Liabilities</b>						
Payables	10	252	898	898	3,390	3,390
Contract liabilities	11	-	683	683		
Borrowings	12	471	439	439	-	-
Provisions	14	1,187	1,269	1,269	1,133	1,133
<b>Total Current Liabilities</b>		<b>1,910</b>	<b>3,289</b>	<b>3,289</b>	<b>4,523</b>	<b>4,523</b>
<b>Non-Current Liabilities</b>						
Borrowings	13	1,805	1,375	1,375	-	-
Provisions	15	162	247	247	178	178
<b>Total Non-Current Liabilities</b>		<b>1,967</b>	<b>1,622</b>	<b>1,622</b>	<b>178</b>	<b>178</b>
<b>Total Liabilities</b>		<b>3,877</b>	<b>4,911</b>	<b>4,911</b>	<b>4,701</b>	<b>4,701</b>
<b>Net Assets/(liabilities)</b>		<b>2,658</b>	<b>671</b>	<b>671</b>	<b>(1,082)</b>	<b>(1,082)</b>
<b>EQUITY</b>						
Accumulated funds	16	2,658	671	671	(1,082)	(1,082)
<b>Total Equity</b>		<b>2,658</b>	<b>671</b>	<b>671</b>	<b>(1,082)</b>	<b>(1,082)</b>

The accompanying notes form part of these financial statements.

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2020

	Notes	Economic Entity Budget	Parent Actual	Economic Entity Actual	Parent Actual	Economic Entity Actual
		2020 \$'000	2020 \$'000	2020 \$'000	2019 \$'000	2019 \$'000
<b>Balance at 1 July</b>		(984)	(1,082)	(1,082)	(402)	(402)
<b>Net result for the year</b>		3,642	1,753	1,753	(680)	(680)
<b>Other comprehensive income</b>		-	-	-	-	-
<b>Total other comprehensive income</b>		-	-	-	-	-
<b>Balance at 30 June</b>		<b>2,658</b>	<b>671</b>	<b>671</b>	<b>(1,082)</b>	<b>(1,082)</b>

Multicultural NSW's only item of equity is Accumulated Funds.

The accompanying notes form part of these financial statements.



# STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020

	Notes	Economic Entity Budget	Parent Actual	Economic Entity Actual	Parent Actual	Economic Entity Actual
		2020 \$'000	2020 \$'000	2020 \$'000	2019 \$'000	2019 \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>						
<b>Payments</b>						
Employee related		(14,628)	-	(15,039)	-	(15,327)
Personnel services		-	(15,039)	-	(15,327)	-
Grants and subsidies		(13,893)	(10,163)	(10,163)	(5,437)	(5,437)
Finance costs		(61)	(39)	(39)		
Other		(6,289)	(6,188)	(6,188)	(4,232)	(4,232)
<b>Total Payments</b>		<b>(34,871)</b>	<b>(31,429)</b>	<b>(31,429)</b>	<b>(24,996)</b>	<b>(24,996)</b>
<b>Receipts</b>						
Sale of goods and services		5,833	5,609	5,609	5,047	5,047
Grants and other contributions		29,703	26,549	26,549	19,293	19,293
Other		476	759	759	435	435
<b>Total Receipts</b>		<b>36,012</b>	<b>32,917</b>	<b>32,917</b>	<b>24,775</b>	<b>24,775</b>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>20</b>	<b>1,141</b>	<b>1,488</b>	<b>1,488</b>	<b>(221)</b>	<b>(221)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>						
Purchases of property, plant and equipment		(50)	(66)	(66)	(64)	(64)
Purchases of intangible assets		(250)	(266)	(266)	(675)	(675)
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>		<b>(300)</b>	<b>(332)</b>	<b>(332)</b>	<b>(739)</b>	<b>(739)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>						
Payment of principal portion of lease liabilities		(440)	(411)	(411)	-	-
<b>NET CASH FLOWS FROM FINANCING ACTIVITIES</b>		<b>(440)</b>	<b>(411)</b>	<b>(411)</b>	<b>-</b>	<b>-</b>
<b>NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS</b>		<b>401</b>	<b>745</b>	<b>745</b>	<b>(960)</b>	<b>(960)</b>
Opening cash and cash equivalents		376	147	147	1,107	1,107
<b>CLOSING CASH AND CASH EQUIVALENTS</b>	<b>5</b>	<b>777</b>	<b>892</b>	<b>892</b>	<b>147</b>	<b>147</b>

The accompanying notes form part of these financial statements.

# NOTES TO THE FINANCIAL STATEMENTS

## 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).

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 2020 have been authorised for issue by the Chief Executive Officer on 23 September 2020.

### 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 *Public Finance and Audit Act 1983 (the Act)* and *Public Finance and Audit Regulation 2015*; and
- Treasurer's Directions issued under the 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 is recognised as part of an asset's cost of acquisition or as part of an item of expense; and
- receivables and payables are stated with the amount of GST included.

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

### e) Comparative information

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

## NOTES TO THE FINANCIAL STATEMENTS

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

#### (i) Effective for the first time in the 2019-20 financial year

The accounting policies applied in 2019-20 are consistent with those of the previous financial year except as a result of the following new or revised Australian Accounting Standards that have been applied for the first time in 2019-20.

Multicultural NSW applied AASB 15 *Revenue from Contracts with Customers*, AASB 1058 *Income of Not-for-Profit Entities*, and AASB 16 *Leases* for the first time. The nature and effect of the changes as a result of adoption of these new accounting standards are described below.

Several other amendments and interpretations apply for the first time in 2019-20, but do not have an impact on the financial statements of Multicultural NSW.

#### **AASB 15 Revenue from Contracts with Customers**

AASB 15 supersedes AASB 111 *Construction Contracts*, AASB 118 *Revenue* and related Interpretations and it applies, with limited exceptions, to all revenue arising from contracts with customers. AASB 15 establishes a five-step model to account for revenue arising from contracts with customers and requires that revenue be recognised at an amount that reflects the consideration to which Multicultural NSW expects to be entitled in exchange for transferring goods or services to a customer.

AASB 15 requires entities to exercise judgement, taking into consideration all of the relevant facts and circumstances when applying each step of the model to contracts with their customers. The standard also specifies the accounting for the incremental costs of obtaining a contract and the costs directly related to fulfilling a contract. In addition, the standard requires relevant disclosures.



## NOTES TO THE FINANCIAL STATEMENTS

In accordance with the transition provisions in AASB 15, Multicultural NSW has adopted AASB 15 retrospectively with the cumulative effect of initially applying the standard recognised at the date of initial application, i.e. 1 July 2019. Multicultural NSW has used the transitional practical expedient permitted by the standard to reflect the aggregate effect of all of the modifications that occur before 1 July 2018 when:

- identifying the satisfied and unsatisfied performance obligations;
- determining the transaction price; and
- allocating the transaction price to the satisfied and unsatisfied performance obligations.

The impact of applying the above practical expedients is not expected to significantly affect the financial statements.

The effect of adopting AASB 15 is as follows:

### Impact on the Statement of Comprehensive Income (increase/(decrease)):

		30 June 2020 With adoption of AASB 15	30 June 2020 Without adoption of AASB 15	30 June 2020 Impact of AASB 15
	Notes	\$'000	\$'000	\$'000
<b>Revenue</b>				
Sale of goods and services from contracts with customers	3(a)	4,933	4,933	-
Grants and other contributions - Grants with sufficiently specific performance obligations	3(b)	1,653	2,080	(427)
<b>Net result</b>		<b>6,586</b>	<b>7,013</b>	<b>(427)</b>

### Impact on the Statement of Financial Position (increase/(decrease)):

		30 June 2020 With adoption of AASB 15	30 June 2020 Without adoption of AASB 15	30 June 2020 Impact of AASB 15
	Notes	\$'000	\$'000	\$'000
<b>Liabilities</b>				
Current liabilities: Payables - Unearned revenue	10	-	256	256
Contract liabilities	11	683	-	(683)
<b>Total adjustment to equity</b>		<b>683</b>	<b>256</b>	<b>(427)</b>

## NOTES TO THE FINANCIAL STATEMENTS

The adoption of AASB 15 did not have an impact on Other Comprehensive Income and the Statement of Cash Flows for the financial year.

The nature of these adjustments is described below:

In accordance with AASB 15, revenue from grants with sufficiently specific performance obligations is recognised when Multicultural NSW satisfies performance obligations. Prior to 2019-20, revenue was recognised when Multicultural NSW obtained control over the contribution. i.e. when the grant was received. These adjustments have/will resulted/result in the following financial impacts:

- a decrease in revenue and corresponding increase in contract liabilities recognised in 2019-20; and
- an increase in revenue and corresponding decrease in contract liabilities in 2020-21.

### AASB 1058 *Income of Not-for-Profit Entities*

AASB 1058 replaces most of the existing requirements in AASB 1004 *Contributions*. The scope of AASB 1004 is now limited mainly to contributions by owners (including parliamentary appropriations that satisfy the definition of a contribution by owners), administrative arrangements and liabilities of government departments assumed by other entities.

AASB 1058 applies to income with a donation component, i.e. transactions where the consideration to acquire an asset is significantly less than fair value principally to enable a not-for-profit entity to further its objectives; and volunteer services. AASB 1058 adopts a residual approach, meaning that entities first apply other applicable Australian Accounting Standards (e.g. AASB 1004, AASB 15, AASB 16, AASB 9 and AASB 137) to a transaction before recognising income.

Not-for-profit entities need to determine whether a transaction is/contains a donation (accounted for under AASB 1058) or a contract with a customer (accounted for under AASB 15).

AASB 1058 requires recognition of receipt of an asset, after the recognition of any related amounts in accordance with other Australian Accounting Standards, as income:

- when the obligations under the transfer is satisfied, for transfers to enable Multicultural NSW to acquire or construct a recognisable non-financial asset that will be controlled by Multicultural NSW.
- immediately, for all other income within the scope of AASB 1058.

In accordance with the transition provisions in AASB 1058, Multicultural NSW has adopted AASB 1058 retrospectively with the cumulative effect of initially applying the standard at the date of initial application, i.e. 1 July 2019. Multicultural NSW has adopted the practical expedient in AASB 1058 whereby existing assets acquired for consideration significantly less than fair value principally to enable Multicultural NSW to further its objectives, are not restated to their fair value.

The adoption of the AASB 1058 change did not have a financial impact in the 2019-20 financial year.

### AASB 16 *Leases*

AASB 16 supersedes AASB 117 *Leases*, and, Interpretation 4 *Determining whether an Arrangement contains a Lease*, Interpretation 115 *Operating Leases - Incentives* and Interpretation 127 *Evaluating the Substance of Transactions Involving the Legal Form of a Lease*. The standard sets out the principles for the recognition, measurement, presentation and disclosure of leases and requires lessees to recognise most leases on the Statement of Financial Position.

## NOTES TO THE FINANCIAL STATEMENTS

### Lessor accounting

Lessor accounting under AASB 16 is substantially unchanged from AASB 117. Lessors will continue to classify leases as either operating or finance leases using similar principles as in AASB 117. Therefore, AASB 16 does not have a significant impact for leases where Multicultural NSW is the lessor.

### Lessee accounting

AASB 16 requires Multicultural NSW to account for all leases under a single on-balance sheet model similar to the accounting for finance leases under AASB 117. As the lessee, Multicultural NSW recognises a lease liability and right-of-use asset at the inception of the lease. The lease liability is measured at the present value of the future lease payments, discounted using the interest rate implicit in the lease, or the lessee's incremental borrowing rate if the interest rate implicit in the lease cannot be readily determined. The corresponding right-of-use asset is measured at the value of the lease liability adjusted for lease payments before inception, lease incentives, initial direct costs and estimates of costs for dismantling and removing the asset or restoring the site on which it is located.

Multicultural NSW has adopted the partial retrospective option in AASB 16, where the cumulative effect of initially applying AASB 16 is recognised on 1 July 2019 and the comparatives for the year ended 30 June 2019 are not restated.

In relation to leases that had previously been classified as 'operating leases' under AASB 117, a lease liability is recognised at 1 July 2019 at the present value of the remaining lease payments, discounted using the lessee's incremental borrowing rate at the date of initial application. The weighted average lessee's incremental borrowing rate applied to the lease liabilities on 1 July 2019 was 1.42% for leases up to 5 years and 2.00% for leases over 5 years and up to 10 years.

The corresponding right-of-use asset is initially recorded on transition at an amount equal to the lease liability, adjusted by the amount of any prepaid or accrued lease payments relating to that lease recognised in the Statement of Financial Position as at 30 June 2019. The exception is right-of-use assets that are subject to accelerated depreciation. These assets are measured at their fair value at 1 July 2019.

For leases previously classified as finance leases, Multicultural NSW recognised the carrying amount of the lease asset and lease liability immediately before transition as the carrying amount of the right of use asset and the lease liability at the date of initial application. The measurement principles of AASB 16 are only applied after that date.

Multicultural NSW elected to use the practical expedient to expense lease payments for lease contracts that, at their commencement date, have a lease term of 12 months or less and do not contain a purchase option (short-term leases), and lease contracts for which the underlying asset is valued at \$10,000 or under when new (low-value assets).

In applying AASB 16 for the first time, Multicultural NSW has used the following practical expedients permitted by the standard:

- not reassess whether a contract is, or contains, a lease at 1 July 2019, for those contracts previously assessed under AASB 117 and Interpretation 4;
- applying a single discount rate to a portfolio of leases with reasonably similar characteristics;
- relying on its previous assessment on whether leases are onerous immediately before the date of initial application as an alternative to performing an impairment review;
- not recognise a lease liability and right-of-use-asset for short-term leases that ends within 12 months of the date of initial application;
- excluding the initial direct costs from the measurement of the right-of-use asset at the date of initial application; and
- using hindsight in determining the lease term where the contract contained options to extend or terminate the lease.



## NOTES TO THE FINANCIAL STATEMENTS

The effect of adoption of AASB 16 as at 1 July 2019 (increase/(decrease)) is as follows:

	\$'000
<b>Assets</b>	
Right-of-use assets	2,225
<b>Total assets</b>	<b>2,225</b>
<b>Liabilities</b>	
Borrowings	2,225
<b>Total liabilities</b>	<b>2,225</b>
<b>Equity</b>	
Accumulated funds	-
	-

## NOTES TO THE FINANCIAL STATEMENTS

The lease liabilities as at 1 July 2019 can be reconciled to the operating lease commitments as of 30 June 2019, as follows:

### Operating leases with lease terms up to 5 years

	\$'000
Operating lease commitments as at 30 June 2019 (GST included)	114
(Less): GST included in operating lease commitments	(10)
Operating lease commitments as at 30 June 2019 (GST excluded)	104
Weighted average incremental borrowing rate as at 1 July 2019	1.42%
Discounted operating lease commitments as at 1 July 2019	101
Lease liabilities as at 1 July 2019	<b>101</b>

### Operating leases with lease terms over 5 years and up to 10 years

	\$'000
Operating lease commitments as at 30 June 2019 (GST included)	1,219
(Less): GST included in operating lease commitments	(111)
Operating lease commitments as at 30 June 2019 (GST excluded)	1,108
Add: Lease payments relating to reasonably certain renewal periods not included in operating lease commitments as at 30 June 2019	1,173
	2,281
Weighted average incremental borrowing rate as at 1 July 2019	2.00%
Discounted operating lease commitments as at 1 July 2019	2,124
Lease liabilities as at 1 July 2019	<b>2,124</b>

### Total operating leases

	\$'000
Operating lease commitments as at 30 June 2019 (GST included)	1,333
(Less): GST included in operating lease commitments	(121)
Operating lease commitments as at 30 June 2019 (GST excluded)	1,212
Add: Lease payments relating to reasonably certain renewal periods not included in operating lease commitments as at 30 June 2019	1,173
	2,385
Weighted average incremental borrowing rates as at 1 July 2019	1.42% & 2.00%
Discounted operating lease commitments as at 1 July 2019	2,225
Lease liabilities as at 1 July 2019	<b>2,225</b>

## NOTES TO THE FINANCIAL STATEMENTS

### (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 TC20-01), 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 1059 Service Concession Arrangements: Grantors (Applicable to annual reporting periods beginning on or after 1 January 2020) (Effective application date for Multicultural NSW - 1 July 2020)
- AASB 2018-7 Amendments to Australian Accounting Standards - Definition of Material (Applicable to annual reporting periods beginning on or after 1 January 2020) (Effective application date for Multicultural NSW - 1 July 2020)
- AASB 2019-1 Amendments to Australian Accounting Standards - References to the Conceptual Framework (Applicable to annual reporting periods beginning on or after 1 January 2020) (Effective application date for Multicultural NSW - 1 July 2020)

### g) COVID-19

The Novel Coronavirus (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 2021 - 2024. 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 2020 of \$893,000. Multicultural NSW will receive grants from the Department of Communities and Justice in 2020-21 to fund its approved budgeted operations.



## NOTES TO THE FINANCIAL STATEMENTS

Multicultural NSW receives its funding under appropriations from the grant funding received from the Department of Communities and Justice which receives appropriations from the Consolidated Fund. Appropriations for each financial year are set out in the Appropriation Act for that year. Due to COVID-19, the State Budget and related 2020-21 Appropriation Bill has been delayed and is anticipated to be tabled in Parliament in November/December 2020. However, pursuant to section 4.10 of the Government Sector Finance Act, the Treasurer has authorised Ministers to spend specified amounts from the Consolidated Fund. This authorisation is current from 1 July 2020 until the earlier of 31 December 2020 (or another day prescribed by the regulations) or enactment of the 2020-21 annual Appropriations Act.

### 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, Multicultural NSW received no indication that any outstanding contractual amounts were unlikely to be received and held no invoices which were overdue by greater than 90 days, 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 as at the end of the reporting period.

### 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

### 2. Expenses Excluding Losses

	Parent	Economic Entity	Parent	Economic Entity
	2020 \$'000	2020 \$'000	2019 \$'000	2019 \$'000
<b>(A) EMPLOYEE RELATED EXPENSES</b>				
Salaries and wages (including annual leave)	-	13,478	-	13,211
Superannuation - defined benefit plans	-	-	-	6
Superannuation - defined contribution plans	-	1,135	-	1,069
Long service leave	-	99	-	512
Workers' compensation insurance	-	48	-	47
Payroll tax and fringe benefits tax	-	733	-	756
Personnel services	15,493	-	15,601	-
	<b>15,493</b>	<b>15,493</b>	<b>15,601</b>	<b>15,601</b>

	2020 \$'000	2020 \$'000	2019 \$'000	2019 \$'000
<b>(B) OTHER OPERATING EXPENSES INCLUDE THE FOLLOWING:</b>				
Operating lease expense - outgoings and management fees	201	201	608	608
Consultants	7	7	7	7
Fees to contractors	455	455	761	761
Auditor's remuneration - audit of the financial statements	81	81	72	72
Advertising and promotion	38	38	18	18
Postage, freight and couriers	77	77	82	82
Electricity	23	23	24	24
Insurance	21	21	22	22
Training and development	80	80	39	39
Telephone and telecommunication services	212	212	131	131
Travel and accommodation	288	288	348	348
Maintenance	22	22	39	39
Fees for services/general expenses	541	541	531	531
Fees for outsourced booking services	293	293	356	356
Computer software and maintenance	382	382	420	420
Internal audit fees	52	52	88	88
Other expenses	240	240	334	334
	<b>3,013</b>	<b>3,013</b>	<b>3,880</b>	<b>3,880</b>
<i>Reconciliation - Total maintenance expense</i>				
Maintenance expense - contracted labour and other (non-employee related), as above	22	22	39	39
Employee related maintenance expense included in Note 2(a)	-	-	-	-
<i>Reconciliation - Total maintenance expense</i>	<b>22</b>	<b>22</b>	<b>39</b>	<b>39</b>

# NOTES TO THE FINANCIAL STATEMENTS

## 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 (up to 30 June 2019)*

#### Operating leases

Up to 30 June 2019, operating lease payments are recognised as an operating expense in the Statement of Comprehensive Income on a straight-line basis over the lease term. An operating lease is a lease other than a finance lease.

### *Lease expense (from 1 July 2019)*

From 1 July 2019, 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) are recognised in the period in which the event or condition that triggers those payments occurs.



## NOTES TO THE FINANCIAL STATEMENTS

	Parent	Economic Entity	Parent	Economic Entity
	2020	2020	2019	2019
	\$'000	\$'000	\$'000	\$'000
<b>(C) DEPRECIATION AND AMORTISATION EXPENSE</b>				
Depreciation of Land and Buildings	509	509	487	487
Depreciation of Plant and Equipment	96	96	106	106
Depreciation of Right-of-use Assets	435	435		
Amortisation of Intangible Assets	557	557	237	237
	<b>1,597</b>	<b>1,597</b>	<b>830</b>	<b>830</b>

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

	2020	2020	2019	2019
	\$'000	\$'000	\$'000	\$'000
<b>(D) GRANTS AND SUBSIDIES</b>				
Multicultural NSW Grants Program	8,483	8,483	3,337	3,337
COMPACT Grants	756	756	1,546	1,546
	<b>9,239</b>	<b>9,239</b>	<b>4,883</b>	<b>4,883</b>

	Parent	Economic Entity	Parent	Economic Entity
	2020	2020	2019	2019
	\$'000	\$'000	\$'000	\$'000
<b>(E) FINANCE COSTS</b>				
Interest expense from lease liabilities	39	39		
Total interest expense	39	39		
Unwinding of discount and effect of changes in discount rate on provisions	3	3	-	-
	<b>42</b>	<b>42</b>	<b>-</b>	<b>-</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

## 3. Revenue

### Recognition and Measurement

Until 30 June 2019, income was recognised in accordance with AASB 111 *Construction Contracts*, AASB 118 *Revenue* and AASB 1004 *Contributions*.

From 1 July 2019, 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.

	2020 \$'000	2020 \$'000	2019 \$'000	2019 \$'000
<b>(A) SALE OF GOODS AND SERVICES FROM CONTRACTS WITH CUSTOMERS / SALE OF GOODS AND SERVICES</b>				
Rendering of services				
Interpreting	3,195	3,195	3,142	3,142
Translating	1,327	1,327	1,628	1,628
Other Services	411	411	380	380
	<b>4,933</b>	<b>4,933</b>	<b>5,150</b>	<b>5,150</b>

### Recognition and Measurement

#### Until 30 June 2019

##### *Rendering of services*

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

#### From 1 July 2019

##### *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

	Economic		Economic	
	Parent	Entity	Parent	Entity
	2020	2020	2019	2019
	\$'000	\$'000	\$'000	\$'000
<b>(B) GRANTS AND OTHER CONTRIBUTIONS</b>				
Recurrent Grants from Department of Family and Community Services			16,260	16,260
Capital Grants from Department of Family and Community Services			435	435
Grants from other agencies			2,044	2,044
Grants with sufficiently specific performance obligations	1,653	1,653		
Grants without sufficiently specific performance obligations:				
Recurrent Grants from Department of Communities and Justice	24,434	24,434		
Capital Grants from Department of Communities and Justice	35	35		
	<b>26,122</b>	<b>26,122</b>	<b>18,739</b>	<b>18,739</b>

### Recognition and Measurement

#### Until 30 June 2019

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

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

#### From 1 July 2019

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. The percentage of cost incurred is used to recognise income, because this most closely reflects the progress to completion.

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

	Parent	Economic Entity	Parent	Economic Entity
	2020	2020	2019	2019
	\$'000	\$'000	\$'000	\$'000

### (C) ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE BENEFITS AND OTHER LIABILITIES

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

Superannuation - defined benefit	-	-	-	6
Long service leave provision	-	99	-	512
	-	<b>99</b>	-	<b>518</b>

	2020	2020	2019	2019
	\$'000	\$'000	\$'000	\$'000

### (D) OTHER INCOME

Sponsorship	147	147	36	36
Returned/forfeited grants	-	-	28	28
Miscellaneous income	46	46	43	43
Personnel services revenue	99	-	518	-
	<b>292</b>	<b>193</b>	<b>625</b>	<b>107</b>

## 4. Other gains/(losses)

	2020	2020	2019	2019
	\$'000	\$'000	\$'000	\$'000
Impairment loss on right-of-use assets	(210)	(210)		
	<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



## NOTES TO THE FINANCIAL STATEMENTS

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

The COVID-19 outbreak occurring throughout the 2019-20 financial year 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 accordance with TC20-02, Multicultural NSW has undertaken an impairment assessment for the above 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.

In carrying out the impairment assessment, Multicultural NSW adopted Property NSW's approach to determine the fair value of each individual right-of-use asset when the underlying lease was not subject to a recent market rent review as at the end of the reporting period. For each property lease where the carrying amount of right-of-use assets does not reflect market changes since the previous market review date (pre-COVID 19) and when there is an indication of impairment (such as the impact of COVID-19), an adjustment index suitable for each individual location has been used to bridge the gap between market rent review dates.

Multicultural NSW recognised impairment losses for right-of-use assets during the 2019-20 financial year of \$210,000. Impairment losses for right-of-use assets are included in Other Gains/(Losses) as part of "Operating Result" in the Statement of Comprehensive Income.

The right-of-use assets for which an impairment loss has been recognised during the financial year are as follows:

- Properties in the Parramatta region were impaired due to the significant decline in market rent. Right-of-use assets have been written down to their recoverable amount of \$1.580m in the Statement of Financial Position, which is determined by reference to their fair value less costs of disposal. The impairment loss recognised during the financial year was \$210,000. The valuation technique used in the fair value measurement is classified as Level 3 according to AASB 13's fair value hierarchy.

## NOTES TO THE FINANCIAL STATEMENTS

### 5. Current Assets - Cash and Cash Equivalents

	Parent	Economic Entity	Parent	Economic Entity
	2020	2020	2019	2019
	\$'000	\$'000	\$'000	\$'000
Cash at bank and on hand	892	892	147	147

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:

	2020	2020	2019	2019
	\$'000	\$'000	\$'000	\$'000
Cash and cash equivalents (per Statement of Financial Position)	892	892	147	147
Cash and cash equivalents (per Statement of Cash Flows)	892	892	147	147

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

	2020	2020	2019	2019
	\$'000	\$'000	\$'000	\$'000
<b>RESTRICTED ASSETS</b>				
Grants received - unspent at year end	518	518	-	-

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

## NOTES TO THE FINANCIAL STATEMENTS

### 6. Current Assets – Receivables

	Parent	Economic Entity	Parent	Economic Entity
	2020 \$'000	2020 \$'000	2019 \$'000	2019 \$'000
Trade receivables from contracts with customers	603	603		
Sale of goods and services			551	551
Accrued income	27	27	95	95
Less: Allowance for expected credit losses*	-	-	-	-
Prepayments	140	140	70	70
GST receivable	494	494	63	63
Other receivables	-	-	17	17
	<b>1,264</b>	<b>1,264</b>	<b>796</b>	<b>796</b>

	2020 \$'000	2020 \$'000	2019 \$'000	2019 \$'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

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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

### 7. Property, Plant and Equipment

	Land and Buildings \$'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>AT 30 JUNE 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>

#### Reconciliation

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

	Land and Buildings \$'000	Plant and Equipment \$'000	Total \$'000
<b>YEAR ENDED 30 JUNE 2020</b>			
Net carrying amount at beginning of year	931	162	1,093
Purchases of assets	-	66	66
Depreciation expense	(509)	(96)	(605)
<b>Net carrying amount at end of year</b>	<b>422</b>	<b>132</b>	<b>554</b>

## NOTES TO THE FINANCIAL STATEMENTS

	Land and Buildings \$'000	Plant and Equipment \$'000	Total \$'000
<b>AT 1 JULY 2018 - FAIR VALUE</b>			
Gross carrying amount	1,770	453	2,223
Accumulated depreciation and impairment	(381)	(220)	(601)
<b>Net carrying amount</b>	<b>1,389</b>	<b>233</b>	<b>1,622</b>

<b>AT 30 JUNE 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>

### Reconciliation

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

	Land and Buildings \$'000	Plant and Equipment \$'000	Total \$'000
<b>YEAR ENDED 30 JUNE 2019</b>			
Net carrying amount at beginning of year	1,389	233	1,622
Additions	29	35	64
Depreciation expense	(487)	(106)	(593)
<b>Net carrying amount at end of year</b>	<b>931</b>	<b>162</b>	<b>1,093</b>

## NOTES TO THE FINANCIAL STATEMENTS

### Reconciliation

#### *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
Leasehold Improvements	Unexpired term of lease

## NOTES TO THE FINANCIAL STATEMENTS

### ***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.

### ***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

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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 and Unanderra.

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.

From 1 July 2019, 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

### 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 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.

	Lease Liabilities \$'000
Balance at 1 July 2019	2,225
Interest expenses	39
Payments	(450)
<b>Balance at 30 June 2020</b>	<b>1,814</b>

The following amounts were recognised in the Statement of Comprehensive Income for the year ending 30 June 2020 in respect of leases where Multicultural NSW is the lessee:

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

Multicultural NSW had total cash outflows for leases of \$450,000 in the 2019-20 financial year.

## NOTES TO THE FINANCIAL STATEMENTS

Future minimum lease payments under non-cancellable operating leases as at 30 June 2020 are as follows:

	Parent	Economic Entity
	2020	2020
	\$'000	\$'000
Within one year	518	518
Later than one year and not later than five years	1,610	1,610
Later than five years	-	-
Less: GST recoverable from the Australian Tax Office	(193)	(193)
<b>Total (excluding GST)</b>	<b>1,935</b>	<b>1,935</b>

The reconciliation between the total future minimum lease payments for operating leases and their present value as at 30 June 2020 is as follows:

	Parent	Economic Entity
	2020	2020
	\$'000	\$'000
Total minimum operating lease payments	1,935	1,935
Less: future finance charges	(121)	(121)
<b>Present value of minimum lease payments</b>	<b>1,814</b>	<b>1,814</b>

### Recognition and measurement (under AASB 16 from 1 July 2019)

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.

## NOTES TO THE FINANCIAL STATEMENTS

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;
- 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.

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.



## NOTES TO THE FINANCIAL STATEMENTS

### (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.

### Recognition and measurement (under AASB 117 until 30 June 2019)

The determination of whether an arrangement is (or contains) a lease is based on the substance of the arrangement at the inception of the lease. The arrangement is, or contains, a lease if fulfilment of the arrangement is dependent on the use of a specific asset or assets and the arrangement conveys a right to use the asset (or assets), even if that asset (or those assets) is not explicitly specified in an arrangement.

Until 30 June 2019, a lease was classified at the inception date as a finance lease or an operating lease. A lease that transferred substantially all the risks and rewards incidental to ownership to Multicultural NSW was classified as a finance lease.

Where a non-current asset was acquired by means of a finance lease, at the commencement of the lease, the asset was recognised at its fair value or, if lower, at the present value of the minimum lease payments. The corresponding liability was established at the same amount. Lease payments were apportioned between finance charges and reduction of the lease liability so as to achieve a constant rate of interest on the remaining balance of the liability. Finance charges were recognised in finance costs in the Statement of Comprehensive Income.

Property, plant and equipment acquired under finance leases was depreciated over the useful life of the asset. However, if there is no reasonable certainty that Multicultural NSW will obtain ownership by the end of the lease term, the asset was depreciated over the shorter of the estimated useful life of the asset and the lease term.

An operating lease is a lease other than a finance lease. Operating lease payments were recognised as an operating expense in the statement of comprehensive income on a straight-line basis over the lease term.

## NOTES TO THE FINANCIAL STATEMENTS

### 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>AT 30 JUNE 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>

	Software \$'000	Total \$'000
<b>YEAR ENDED 30 JUNE 2020</b>		
Net carrying amount at beginning of year	1,583	1,583
Additions	266	266
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>

	Software \$'000	Total \$'000
<b>AT 1 JULY 2018</b>		
Cost (gross carrying amount)	1,595	1,595
Accumulated amortisation and impairment	(450)	(450)
<b>Net carrying amount</b>	<b>1,145</b>	<b>1,145</b>

<b>AT 30 JUNE 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>

## NOTES TO THE FINANCIAL STATEMENTS

	Software \$'000	Total \$'000
<b>YEAR ENDED 30 JUNE 2019</b>		
Net carrying amount at beginning of year	1,145	1,145
Additions	675	675
Amortisation (recognised in 'depreciation and amortisation')	(237)	(237)
<b>Net carrying amount at end of year</b>	<b>1,583</b>	<b>1,583</b>

### 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 reporting period.

## NOTES TO THE FINANCIAL STATEMENTS

### 10. Current Liabilities - Payables

	Parent	Economic Entity	Parent	Economic Entity
	2020 \$'000	2020 \$'000	2019 \$'000	2019 \$'000
Personnel Services	58	-	61	-
Creditors - Payroll	452	452	230	230
FBT Payable	-	8	-	-
Unearned Revenue	-	-	147	147
Other Accruals	388	388	604	604
Accrued Payroll Tax	-	50	-	61
Accrued Grants	-	-	2,348	2,348
<b>Total current liabilities - payables</b>	<b>898</b>	<b>898</b>	<b>3,390</b>	<b>3,390</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

### 11. Current Contract Liabilities

	Parent	Economic Entity	Parent	Economic Entity
	2020 \$'000	2020 \$'000	1 July 2019 \$'000 adjusted for AASB 15	1 July 2019 \$'000 adjusted for AASB 15
Contract liabilities	683	683	147	147
<b>Total current contract liabilities</b>	<b>683</b>	<b>683</b>	<b>147</b>	<b>147</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.

	2020 \$'000	2020 \$'000
Revenue recognised that was included in the contract liability balance (adjusted for AASB 15) at the beginning of the year	147	147
Transaction price allocated to the remaining performance obligations from contracts with customers	683	683

The transaction price allocated to the remaining performance obligations is expected to be recognised as revenue by the end of the 2020-21 financial year.

## NOTES TO THE FINANCIAL STATEMENTS

### 12. Current Liabilities - Borrowings

	Parent	Economic Entity	Parent	Economic Entity
	2020 \$'000	2020 \$'000	2019 \$'000	2019 \$'000
Lease Liability - current	439	439		
<b>Total current liabilities - borrowings</b>	<b>439</b>	<b>439</b>		

### 13. Non-Current Liabilities - Borrowings

	Parent	Economic Entity	Parent	Economic Entity
	2020 \$'000	2020 \$'000	2019 \$'000	2019 \$'000
Lease Liability - non-current	1,375	1,375		
<b>Total non-current liabilities - borrowings</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.

Finance lease liabilities are determined in accordance with AASB 117 until 30 June 2019. From 1 July 2019, lease liabilities are determined in accordance with AASB 16.

#### Changes in liabilities arising from financing activities

	Leases \$'000	Total liabilities from financing activities \$'000
Carrying amount at 30 June 2019	-	-
Recognised on adoption of AASB 16	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>

## NOTES TO THE FINANCIAL STATEMENTS

### 14. Current Liabilities - Provisions

	Parent	Economic Entity	Parent	Economic Entity
	2020 \$'000	2020 \$'000	2019 \$'000	2019 \$'000
<b>EMPLOYEE BENEFITS AND RELATED ON-COSTS</b>				
Annual leave	-	660	-	538
Annual leave on-costs - payroll tax	-	32	-	26
Annual leave on-costs - other	-	63	-	51
Long service leave on-costs - payroll tax	-	182	-	184
Long service leave on-costs - other	-	332	-	334
Other - Personnel Services	1,269	-	1,133	-
<b>Total Provisions</b>	<b>1,269</b>	<b>1,269</b>	<b>1,133</b>	<b>1,133</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
	2020 \$'000	2020 \$'000	2019 \$'000	2019 \$'000
Within one year	526	526	627	627
Later than one year	743	743	506	506
<b>Total</b>	<b>1,269</b>	<b>1,269</b>	<b>1,133</b>	<b>1,133</b>

## NOTES TO THE FINANCIAL STATEMENTS

### 15. Non-Current Liabilities - Provisions

	Parent	Economic Entity	Parent	Economic Entity
	2020	2020	2019	2019
	\$'000	\$'000	\$'000	\$'000
<b>EMPLOYEE BENEFITS AND RELATED ON-COSTS</b>				
Long service leave on-costs - payroll tax	-	16	-	16
Long service leave on-costs - other	-	29	-	29
Personnel Services	45	-	45	-
	<b>45</b>	<b>45</b>	<b>45</b>	<b>45</b>
<b>OTHER PROVISIONS</b>				
Restoration costs	202	202	133	133
	202	202	133	133
<b>Total Provisions</b>	<b>247</b>	<b>247</b>	<b>178</b>	<b>178</b>
<b>AGGREGATE EMPLOYEE BENEFITS AND RELATED ON-COSTS</b>				
Provisions - current	-	1,269	-	1,133
Provisions - non-current	-	45	-	45
	-	<b>1,314</b>	-	<b>1,178</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:

	2020	2020
	\$'000	\$'000
Carrying amount at 1 July 2019	133	133
Additional provisions recognised	66	66
Amounts used	-	-
Unwinding/change in the discount rate	3	3
<b>Carrying amount at 30 June 2020</b>	<b>202</b>	<b>202</b>



## NOTES TO THE FINANCIAL STATEMENTS

### Recognition and Measurement

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

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

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

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

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

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

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

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

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

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First 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

## 16. Equity

### Recognition and Measurement

#### *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 (2019: Nil).

## 18. Contingent Liabilities and Contingent Assets

### Contingent Liabilities

Multicultural NSW had no contingent liabilities as at the end of the reporting period (2019: Nil).

### Contingent Assets

Multicultural NSW had no contingent assets as at the end of the reporting period (2019: 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 \$1.753m, a variance of \$1.889m to the budgeted net result of \$3.642m. This result is a product of total expenses of \$29.384m being lower than the budget of \$32.649m by \$3.265m, revenue of \$31.347m being lower than the budget of \$36.291m by \$4.944m and other losses of \$210k being unbudgeted.

The main drivers for the total expenses position related to Grants and Subsidies expenses being lower than the budget by \$4.654m primarily due to funding for multicultural aged care facilities being delayed arising from contractual milestones not being completed. This result was partially offset by Other Operating Expenses exceeding budget by \$708k mainly due to a higher level of fees and utilisation of outsourced services than was originally anticipated.

## NOTES TO THE FINANCIAL STATEMENTS

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 Grants and Subsidies expenditure required.

### Assets and Liabilities

The net assets position of Multicultural NSW stands at \$671k, a decrease of \$1.987m on the budget of \$2.658m.

The net asset result is driven by:

- total liabilities being \$1.034m higher than the budget of \$3.877m which is mainly attributable to a higher level of payables than was originally anticipated and the unbudgeted level of contract liabilities as at the end of the reporting period; and
- total assets being \$953k lower than the budget of \$6.535m. The variance is mainly due to a higher level of depreciation expense being recognised in relation to Multicultural NSW's Land and Building Assets than was originally anticipated.

### Cash flows

Net cash inflows from operating activities are higher than budget by \$347k 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 \$332k which is higher than the budget of \$300k by \$32k and is attributable to higher than anticipated purchases of property, plant and equipment and intangible assets.

Net cash outflows from financing activities are \$411k which is lower than the budget of \$440k by \$29k.

Closing cash and cash equivalents of \$892k are \$115k higher than the budget of \$777k.

## NOTES TO THE FINANCIAL STATEMENTS

### 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 as follows:

	Parent	Economic Entity	Parent	Economic Entity
	2020	2020	2019	2019
	\$'000	\$'000	\$'000	\$'000
Net cash used on operating activities	1,488	1,488	(221)	(221)
Depreciation and amortisation expense	(1,597)	(1,597)	(830)	(830)
Finance costs (non-cash)	(3)	(3)	-	-
Impairment loss on right-of-use assets	(210)	(210)		
(Increase)/decrease in provisions	(202)	(202)	7	7
Increase/(decrease) in prepayments and other assets	468	468	(251)	(251)
(Increase)/decrease in payables	2,492	2,492	615	615
(Increase)/decrease in contract liabilities	(683)	(683)		
<b>Net result</b>	<b>1,753</b>	<b>1,753</b>	<b>(680)</b>	<b>(680)</b>

### 21. Non-Cash Financing and Investing Activities

	Parent	Economic Entity	Parent	Economic Entity
	2020	2020	2019	2019
	\$'000	\$'000	\$'000	\$'000
Employee benefits assumed by the Crown Entity	-	99	-	518
<b>Liability assumed by the Crown Entity</b>	<b>-</b>	<b>99</b>	<b>-</b>	<b>518</b>



## NOTES TO THE FINANCIAL STATEMENTS

### 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
			2020 \$'000	2019 \$'000
<b>FINANCIAL ASSETS</b>				
Cash and cash equivalents	5	Amortised cost	892	147
Receivables <sup>1</sup>	6	Amortised cost	630	663
<b>FINANCIAL LIABILITIES</b>				
Payables <sup>2</sup>	10	Financial liabilities measured at amortised cost	840	3,182
Borrowings	12 & 13	Financial liabilities measured at amortised cost	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

### 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

### *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 2020 and 30 June 2019 was determined as follows:

	30 June 2020 \$'000					Total
	Current	<30 days \$'000	30-60 days \$'000	61-90 days \$'000	>91 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	-	-	-	-	-	-

	30 June 2019 \$'000					Total
	Current	<30 days \$'000	30-60 days \$'000	61-90 days \$'000	>91 days \$'000	
Expected credit loss rate	0%	0%	0%	0%	0%	
Expected total gross carrying amount at risk of default	398	143	9	1	-	551
Expected credit loss	-	-	-	-	-	-

#### Notes:

The analysis excludes statutory receivables, 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 2020 and 30 June 2019. Most of Multicultural NSW's debtors have a AAA credit rating.

# NOTES TO THE FINANCIAL STATEMENTS

(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 2020-21 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 8.89% (2019 - 9.96%).

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

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

	Non-interest bearing \$'000	Maturity dates		
		< 1 yr \$'000	1-5 yrs \$'000	> 5 yrs \$'000
<b>2020</b>				
Payables	840	840	-	-
Borrowings - Lease Liabilities	1,935	471	1,464	-
<b>2019</b>				
Payables	3,182	3,182	-	-

Notes:

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



## NOTES TO THE FINANCIAL STATEMENTS

### (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 2020.

## NOTES TO THE FINANCIAL STATEMENTS

### 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:

	2020 \$'000	2019 \$'000
Short-term employee benefits	315	254
Other long-term employee benefits	-	-
Post employment benefits	21	13
Termination benefits	-	-
<b>Total remuneration</b>	<b>336</b>	<b>267</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.

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**APPENDICES**





## APPENDIX A GRANTS AWARDED

### Celebrating Diversity Event Grants

Organisation	Project Title	Amount
Hilltops Council	Lambing Flat Chinese Festival	\$10,000
Surry Hills Neighbourhood Centre	Daisy Chain - Celebrating Diversity	\$5,000
Maltese Community Council of NSW Inc.	Australia Day Celebration	\$3,900
Aasha Australia Foundation	Merchants of Bollywood Concert	\$7,000
Konkani Association of Australia	Konkani Association of Australia Annual Guest Picnic	\$1,000
Relief Hope Agency Nation Development Service Inc.	African's Communities Cultural Celebration (ACCC)	\$5,000
International Buddhist Association of Australia (Nan Tien Temple)	Buddha's Birthday Multicultural Festival 2020	\$10,000
NSW Central West Muslims Association	Eid Festival	\$4,000
Zoe Community Services Inc.	International Cultural and Fun Fair	\$5,000
Branding Bangladesh Inc.	Valentine Bangladesh	\$5,000
Dinka (Jieng) Community Association in NSW Inc.	Jieng (Dinka) Community Cultural Day	\$5,000
CORE Community Services	Harmony Day and Refugee Week	\$3,000
Hunter Multicultural Communities Inc.	Celebrating Greta Migrant Camp 70 years	\$5,000
Canterbury City Community Centre	Harmony Day Night Market and Movie Screening	\$3,500
Queanbeyan-Palerang Regional Council	Reconciliation Walk	\$3,000
Mahbobas Promise	Harmony Festival	\$3,500
Bathurst Seymour Centre	Celebrating seniors from all cultures	\$2,000
ORISCON Incorporated	Cross Cultural Celebrations	\$7,000
The Equatorial Community and Welfare Association Incorporated	Equatoraia Day	\$3,500
Community Migrant Resource Centre	A Taste of Diversity	\$3,000
The Scout Association of Australia - NSW Branch	Scouting Fun Day	\$3,000
Amra Bangladeshi	Muhamad Khalil	\$5,000
Our Community Project Ltd	Our Community Project	\$3,000
St Francis Social Services (t/a House of Welcome)	Refugee Week 2020 at House of Welcome	\$1,500
The Peacemakers (Auspiced by the Iraqi Australian Christian Association)	Harmony Day Festival	\$4,000
Australia China Friendship Association Inc.	Central Coast Multicultural Showcase	\$3,500
Multicultural Society of Campbelltown	Multicultural Day	\$4,000
Cowra Shire Council	Cowra Festival of International Understanding 2020	\$5,000
Tamil Arts and Culture Association Inc.	Sydney Chithirai Festival	\$7,000
Chand Raat Eid Festival (CREF) Inc.	Chand Raat Eid Festival (CREF)	\$5,000
Australia Culture & Commerce Association	2020 China Fun Lunar Carnival	\$10,000
NSW Chinese Language Education Council, Inc.	Australia Chinese Language Eisteddfod	\$4,500
Western Sydney Community Forum	The ZEST Awards	\$5,000
Australian Chinese Community Association of New South Wales	Celebrating Seniors Festival through cultural diversity	\$2,000
Holdsworth Community Ltd	'Winter Food Fest' celebrating cultural diversity and intergenerational relationships	\$3,500
Port Macquarie Neighbourhood Centre Inc.	Harmony Week Event	\$2,000
Telugu Association Inc.	Telugu New Year - Ugadi Celebrations	\$5,000
SheQu Group Inc.	Rainbow Holi - A Festival of Colours	\$7,000
Ethiopian Community Association in NSW	Let Us Build Meaningful Relationships	\$4,000
Gallipoli Turkish Cultural Foundation	Auburn Gallipoli Mosque Celebration day	\$5,000



## APPENDIX A GRANTS AWARDED

### Celebrating Diversity Event Grants (continued)

Organisation	Project Title	Amount
Co.As.It.	Multicultural Active Ageing Event	\$5,000
Ukrainian Women's Association Australia Inc.	Vyshyvanka 2020	\$4,000
The Sri Lanka Association of NSW Inc.	Sri Lankan Multicultural New Year Festival	\$5,000
Jewish Arts Incorporated	A Community of Choirs 2020	\$3,000
Queanbeyan Multilingual Centre Inc.	Goulburn Multicultural Festival and Markets 2020	\$4,000
Queanbeyan Multilingual Centre Inc.	Cooma Multicultural Festival	\$2,000
5 Lands Walk Inc.	'Voices of Sound' The Opening and Closing Ceremonies for the 5 Lands Walk Festival	\$5,000
Sydney Multicultural Community Service	Dacey Gardens Harmony Festival	\$4,000
Hindu Council of Australia	Recognition of High Achiever Women	\$6,000
Celebration of African Australians Inc.	Recognising 100 Most Outstanding African Australians in NSW and Australia Day Celebrations	\$4,000
Fairfield Bulls Soccer Club Incorporated	Assyrian Football Cup 2020	\$4,000
Moving Forward Together Association	Picture a World in Harmony	\$5,000
Asian Women at Work Inc.	Lina Cabaero	\$10,000
ACON	LGBTIQ Women's Health Conference 2020	\$5,000
Sydney Rotuman Community Incorporated	Rotuma Day Sydney	\$5,000
Australia Indonesia Arts Alliance Inc / Byron Harmony Festival	BESTY Project - Byron Harmony Festival 2020	\$5,000
The Neighbourhood Centre Bathurst	Neighbourhood Centre Week	\$3,000
Coffs Harbour City Council	Coffs Harbour Harmony Festival	\$5,000
Australian National Maritime Museum Foundation	Welcome Wall Unveiling Ceremony	\$5,000
Maronite Catholic Society Inc.	"Fostering Cultural Harmony Through Music"	\$5,000
Young Artist World Incorporated	The 2nd Young Artist Festival	\$10,000
Brewarrina Shire Council	Lunch from around the World!	\$4,000
Mid Richmond Neighbourhood Centre Inc.	Crakfest Youth Festival 2020	\$5,000
Orange City Council	Orange Harmony Day Fiesta 2020	\$4,000
Indonesian Community Council Inc NSW	ASYIK Indonesian Arts Festival Scotts Head	\$4,000
Australian Indian Sports Educational and Cultural Society Inc.	Multi Culture Holi	\$6,000
Croatian Wickham Sports Club	Newcastle Croatian Fešta - Celebration of Croatian Culture	\$4,000
United Gujaratis of Australia	Kite Flying Festival - Multicultural event	\$7,000
Russian Australian Representative Council	Marina Belkina	\$3,000
Netball NSW	Harmony Netball Festival	\$2,000
Spanish and Latinamerican Community Organisation	Afro-Latino Connection	\$4,000
Multicultural Communities Council of Illawarra	Multicultural Seniors Lunch and Expo	\$3,000
NSW Council for Pacific Communities	NSW Pacific Awards	\$4,000
Federation of Indian Associations of NSW Inc.	Holi, the Festival of Colours	\$7,000
<b>TOTAL</b>		<b>\$344,400</b>

## APPENDIX A GRANTS AWARDED

### Celebrating Diversity Project Grants

Organisation	Project Title	Amount
The Australian Egyptian Forum Council	Harmony Alexandria the Cosmopolitan Cultural Centre of the Mediterranean	\$10,000
Wagga African Association (Wafrica) Incorporated*	'Ujirani' Initiative Project	\$4,000
Maltese Community Council of NSW	Welfare Service for the Elderly Maltese Community	\$7,500
Lean In Inc.	Settlement Pathways to Empower Newly Arrived Migrant Women	\$5,000
Special Children Services Centre Inc.	Special Parents Club (for Chinese and Vietnamese parents of children with disabilities)	\$7,350
Jesuit Refugee Service (JRS) Australia	Open Hearts, Open Communities	\$15,000
NSW Council for Pacific Communities (No clear budget)	'G.A.M.E. Plan' Outreach Project Getting Ahead Means Education	\$20,000
Dae Hahn Culture School	Dae Hahn Culture School Choir	\$10,000
Girl Guides NSW, ACT and NT	Giving All Girls A Place To Grow	\$20,000
Russian Australian Representative Council	Russian Youth Forum	\$5,000
Horizon Theatre Company Limited	Expanding New Connections	\$10,000
Aasha Australia Foundation	Stay well-Live well-Seniors Hubs	\$20,000
Mahboba's Promise	Cultural Integration Project	\$6,500
Port Kembla Youth Project Inc.*	GROW (Girls Reaching Out Worldwide)	\$15,000
Young Sikh Professionals Network	YSPN Initiatives for Empowering and Accelerating Sikh Migrants	\$20,000
Sydney Basket Brigade - Magic Moments Foundation	Delivering Hope at Christmas Time	\$1,500
Riverwood Community Centre	We Stand Here (Together)	\$10,000
Strathfield Council (Partnering with NSW Multicultural Seniors Association)	Making the Connection	\$25,900
B'nai B'rith Alfred Dryfus (Anti Defamation) Unit	Stop Racism Now	\$10,000
Haberfield Community Singers Inc.	Stimulating seniors and evoking memories in dementia residents of aged care facilities in multicultural Innerwest	\$2,000
LOETUS*	Welcoming Packs for new arrivals	\$20,000
Australian Hindi Indian Association Inc.	AHIA Celebrating Cultural Diversity	\$15,000
PNG Women's Association of NSW	Lani Drosd	\$6,000
Mid North Coast Community Legal Centre (Advocacy Law Alliance Inc.)*	Australian Law for Migrants (ALM)	\$10,000
Armenian Community Welfare Centre Limited	Community Development	\$20,000
Australia Chinese New Arts Society	Chinese migration stories in print, podcast and image	\$31,800
GyMEA Community Aid & Information Service	Walk a Mile in Their Shoes	\$10,000
Seniors Rights Service	Respect in any Language!	\$20,000
The Sinhalese Cultural Centre Limited	Upgrade of Ozlanka (ozlanka.com) Community Website	\$5,000
Bulgarian Cultural And Social Association Rodina Incorporated	Uniting with dance	\$2,400
Regional Development Australia Orana*	Orana Regional Settlement Strategy	\$10,000
Community Northern Beaches Incorporated	Tibetan Youth Leadership and Personal Development Project	\$6,000
Documentary Australia Foundation	When All is Said and Done	\$10,000
Lithgow Information and Neighbourhood Centre Ltd*	Lithgow - A harmonious and cohesive multicultural community	\$10,000
The Sutherland Shire Council (Partnering with GyMEA Community Aid and Information Services)	Me, My Culture and NSW	\$3,500
ITSOWEL - Italian Social Welfare Organisation Wollongong*	Sensory Board Book For Italians With Dementia	\$10,000
Celebration of African Australians Inc.	Delivering free Mental Health First Aid Training to African Australians and other ethnic communities in NSW 2020	\$10,000

## APPENDIX A GRANTS AWARDED

### Celebrating Diversity Project Grants (continued)

Organisation	Project Title	Amount
Multicultural Youth Affairs Network (MYAN NSW)	Courageous Conversations led by Young Women	\$10,000
Haathi in the Room	Talking Mental Health through Photovoice	\$5,000
Parklands Albury Wodonga Ltd*	Albury Multicultural Community Farm	\$10,000
Queanbeyan Multilingual Centre Inc.*	Bega Multicultural Women's Group	\$15,000
Welcoming Australia Ltd	Welcoming Cities NSW Pilot	\$10,000
NSW Federation of Community Languages Inc.	Alessandro Di Prinzio	\$20,000
New Century Publications Fund Inc.	A Comprehensive Chinese Australian History Volume 2	\$36,000
Sikh Khalsa Mission Inc.	Kaurs in Workplace	\$10,000
Twenty10 Inc. GLCS NSW (Twenty10)	Welcome Space	\$10,000
Harman Foundation Limited Grant request is for purchase the van	Cycle of Empowerment minimise Cycle of Violence: Garm Chai (cup of tea)	\$15,000
Savannah Pride (Organisation not incorporated at the time of close of applications) The Savannah Pride project was funded previously under the PCYC banner	Power Forward	\$10,000
Dae Hahn Culture School	Conference on the Aging Migrants	\$10,000
*To be paid in 2020-21		<b>TOTAL \$585,450</b>

### Designated Multifaith Grants

Organisation	Festival title	Amount
Assyrian Australian National Federation (AANF)	Assyrian New Year Festival	\$20,000
Australian Macedonian Council of NSW	Macedonian Festival, Future Community Leaders Program and supporting older CALD Australians living in NSW	\$62,500
Bangabandhu Council Australia Incorporated	Bengali New Year Festival	\$25,000
Children's Festival Organisation Inc.	Children's Festivals	\$25,000
City of Canada Bay Council	Ferragosta	\$75,000
Filipino Australian Community Association, Eastern Sydney (FACAES)	Fiesta at Randwick	\$10,000
Philippine Community Council of New South Wales, Inc.	Required Pasko (Christmas) Philippines Festival	\$45,000
Philippine Australian Sports & Culture Inc.	Fiesta Kultura	\$45,000
Somali Welfare and Cultural Centre Inc.	Africultures Festival	\$20,000
Greek Orthodox Community of NSW	Greek Festival of Sydney	\$100,000
The Hellenic Orthodox Community of Parramatta and Districts	Let's Go Greek Parramatta Festival	\$50,000
Vietnamese Community in Australia - NSW Chapter Inc.	Tet Festival	\$50,000
	<b>TOTAL</b>	<b>TOTAL \$527,500</b>

## APPENDIX A GRANTS AWARDED

### Partnership Grants

Organisation	Amount
Ethnic Communities Council of NSW	\$114,435
Hunter Multicultural Communities Inc.	\$97,909
Multicultural Communities Council of Illawarra	\$105,561
Multicultural Council of Wagga Wagga Inc.	\$72,095
Community Hubs	\$180,000
NSW Federation of Community Language Schools	\$50,000
AFL NSW/ACT	\$120,000
NAATI	\$202,254
Parramasala	\$600,000
NSW Rugby Union	\$100,000
Cricket NSW	\$112,500
NSW Rugby League	\$100,000
GWS Giants	\$100,000
<b>TOTAL</b>	<b>\$1,954,754</b>

### COMPACT

Organisation	Amount
Australian Rugby League	\$150,000
Shifa Institute Inc.	\$138,500
Diversity Arts Australia	\$50,000
AFL	\$25,000
Football NSW	\$37,500
Heaps Decent	\$32,000
Saint Columban's Mission Property Association	\$30,000
<b>TOTAL</b>	<b>\$463,000</b>

### COVID-19 Emergency Relief Grant for Vulnerable Temporary Visa holders

Organisation	Amount
Australian Red Cross	\$187,907
Salvation Army	\$176,473
Jesuit Refugee Service	\$383,600
House of Welcome	\$306,125
Settlement Services International	\$275,000
Asylum Seekers Centre	\$865,895
<b>TOTAL</b>	<b>\$2,195,000</b>



## APPENDIX A GRANTS AWARDED

### Discretionary Grants

Organisation	Amount
ORUMA	\$1,460
Oran Park Ganesh Festival Committee	\$540
Sikh Youth Australia	\$3,000
Turbans 4 Australia, Inc.	\$2,500
Lubavitch Jewish Centre T/A Chabad Youth NSW	\$2,000
Rotary Club of Padstow	\$3,000
Chabad Double Bay	\$4,000
Sydney St. Patrick's Day Organisation Incorporated	\$6,500
Chabad House North Shore	\$2,000
<b>TOTAL</b>	<b>\$25,000</b>

### COVID-19 Community Support Grants

Organisation	Amount
ACON Health	\$5,000
ADRA Community Centre - Macquarie Fields	\$5,000
ADRA Community Centre, Blacktown	\$5,000
Advance Diversity Services*	\$5,000
African Sub-Sahara International Development Agency (ASSIDA) Ltd.	\$5,000
Agape International Church Ministries	\$5,000
Albury Wodonga Volunteer Resource Bureau Inc.	\$5,000
Alliance of Philippine Community Organisations (APCO) Inc.*	\$5,000
Arab Council Australia	\$5,000
Arc@UNSW Ltd (Arc)*	\$5,000
Auburn Asian Welfare Centre Inc.*	\$5,000
Auburn Small Community Organisation Network (ASCON) Inc.*	\$5,000
Australian Indian Sports Educational and Cultural Society Inc.	\$5,000
Australian Korean Welfare Association*	\$5,000
Australian Lebanese Christian Federation Inc.*	\$5,000
Australian Pacific & Maori Community Services Inc.*	\$5,000
Australian Sikh Association Limited*	\$5,000
Autism Advisory and Support Service	\$5,000
Aweil Community Association*	\$5,000
Bangabandhu Council Australia	\$5,000
Bill Crews Charitable Trust	\$5,000
Bonnyrigg Turkish Islamic Cultural Association	\$5,000
BRACCA - Brazilian Community Council of Australia	\$5,000
Branding Bangladesh Inc.	\$5,000
Buddha's Light International Association of Australia	\$5,000

## APPENDIX A GRANTS AWARDED

### COVID-19 Community Support Grants (continued)

Organisation	Amount
Burmese Rohingya Community in Australia Inc.	\$5,000
Cambodian-Australian Welfare Council of NSW*	\$5,000
Camden Community Connections (trading as Big Yellow Umbrella)*	\$5,000
Carrie's Place Domestic Violence and Homelessness Services Inc.	\$5,000
Catholic Care Social Services	\$5,000
Celebration of African Australians Inc.*	\$5,000
Centre For Hope	\$5,000
Chester Hill Neighbourhood Centre*	\$5,000
Co.As.It. Italian Association of Assistance*	\$5,000
COA Sydney Incorporated*	\$5,000
Community Action Services Australia (CASA) Inc.	\$5,000
Community and Cultural Connections Inc.	\$5,000
Community Care Incorporated	\$5,000
Community Migrant Resource Centre (CMRC)	\$5,000
Community Support Services*	\$5,000
CORE Community Services*	\$5,000
CREATE Latin America & Australia Inc.	\$5,000
Dandelion Support Network Inc.*	\$5,000
Dignity Forum Australia	\$5,000
Drug and Alcohol Multicultural Education Centre*	\$5,000
Exodus Youth Worx	\$5,000
Father Atanasio Gonelli Charitable Fund Inc.	\$5,000
Gallipoli Turkish Cultural Foundation*	\$5,000
George Cross Falcons Community Centre Inc.	\$5,000
Good Neighbors Australia	\$5,000
Great Lakes Agency for Peace and Development International	\$5,000
Greek Orthodox Archdiocese of Australia Consolidated Trust Greek Welfare Centre NSW	\$5,000
Harman Foundation Limited	\$5,000
Hindu Council of Australia	\$5,000
HOST International	\$5,000
Humanity Matters	\$5,000
Hunter Multicultural Communities Inc.	\$5,000
Indian Support Center Inc. (3 applications 291, 321,330)	\$5,000
Irish Support Agency NSW	\$5,000
Jewish House	\$5,000
Joblink Plus Ltd	\$5,000
Lebanese Community Council of NSW	\$5,000
Liberty Church Inc.	\$5,000
Lighthouse Community Care Inc.	\$5,000
Lighthouse Community Support	\$5,000
Lions Club of Burwood Inc.	\$5,000
Little India Australia	\$5,000

## APPENDIX A GRANTS AWARDED

### COVID-19 Community Support Grants (continued)

Organisation	Amount
Love the Children Inc.*	\$5,000
Macarthur Diversity Services Initiative Ltd t/a Focus Connect*	\$5,000
Macedonian Australian Welfare Association NSW	\$5,000
Melkite Catholic Welfare Association*	\$5,000
Metro Assist Ltd	\$5,000
Mount Druitt Ethnic Communities Agency (MECA)	\$5,000
Multicultural Communities Council of Illawarra	\$5,000
Nepalese Community In Sydney*	\$5,000
Nepali Australian Youth Association	\$5,000
Non Resident Nepali Association Australia (NRNA Australia)	\$5,000
Northern Settlement Services	\$5,000
NSW Federation of Community Language schools Inc.	\$5,000
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors	\$5,000
NSW SLASA*	\$5,000
Oriscon Incorporated	\$5,000
Pacific Communities Centre Inc.*	\$5,000
Padstow Community Care	\$5,000
Polish Club Ltd*	\$5,000
Port Macquarie Neighbourhood Centre*	\$5,000
Prosper (Project Australia)	\$5,000
Queanbeyan Multilingual Centre Inc.	\$5,000
Redfern Islamic Society*	\$5,000
Refugee Advice & Casework Service*	\$5,000
Relationships Australia NSW*	\$5,000
Riverwood Community Centre*	\$5,000
Rotary Club of Granville Inc.*	\$5,000
Salt Care Limited*	\$5,000
SCARF Refugee Support	\$5,000
Shrimad Rajchandra Mission Dharampur (Australia) Limited*	\$5,000
Southern Youth and Family Services*	\$5,000
Sri Om Foundation Limited	\$5,000
St Francis Social Services T/A House of Welcome	\$5,000
St Raphael Antiochian Orthodox Christian Mission Inc.*	\$5,000
Sydney Malayalee Association Inc.	\$5,000
Tamil Arts and Culture Association Inc.	\$5,000
The Anglican Parish of Church Hill*	\$5,000
The Bower Reuse and Repair Centre	\$5,000
The Exodus Foundation	\$5,000
The Greek Orthodox Community of NSW Ltd*	\$5,000
The Greek Orthodox Parish and Community of Burwood and District Saint Nectarios Limited	\$5,000
The Hills Community Aid and Information Service Inc.	\$5,000

## APPENDIX A GRANTS AWARDED

### COVID-19 Community Support Grants (continued)

Organisation	Amount
The Neighbourhood Centre (Bathurst Information and Neighbourhood Centre Inc.)*	\$5,000
The Sinhalese Cultural Centre Limited	\$5,000
The Trustee for Quakers Hill Parish - ACPT (1355)*	\$5,000
Trustee for the Liverpool South Anglican Church (ACPT1249)*	\$5,000
Turbans 4 Australia, Inc.*	\$5,000
UCA - Parramatta Mission	\$5,000
Uniting - Bridge for Asylum Seekers	\$5,000
Wesley Community Services Limited	\$5,000
Wesley Community Services Limited	\$5,000
Western Sydney MRC*	\$5,000
Women's Centre for Health & Well-being (Albury Wodonga) Inc.*	\$5,000
Zia Forum Australia*	\$5,000
*To be paid in 2020-21	<b>TOTAL \$600,000</b>

### Other

Organisation	Amount
TAFE NSW	\$162,500
Vietnamese Australian Welfare Association NSW Inc	\$18,750
Melkite Catholic Eparch	\$500,000
Saint Abraam & Saint Mikhail Al-Behairy Coptic Orthodox Church Diocese Of Sydney	\$75,000
Saint Mark's Coptic Orthodox College	\$100,000
St Antonius Coptic Orthodox Church	\$150,000
St Mary Antiochian Orthodox Church Incorporated	\$57,000
Catholic Parish of St Joseph Riverwood	\$50,000
Lebanede Muslim Association	\$500,000
Antiochian Orthodox Church Property Trust	\$500,000
	<b>TOTAL \$932,000</b>



## APPENDIX B HUMAN RESOURCES

### Number of Executives

	2018-19	2019-20
Executive	5	5

### Executive Salaries

Range and Average Remuneration	2017-18	2018-19	2019-20
Band 2 (CEO)	\$261,451 - \$328,000	\$302,551	\$310,126
Band 1 (Directors)	\$118,300 - \$261,450	\$227,950	\$233,650

### Staffing

Number of employees by division	2017-18	2018-19*	2019-20
Government Policy, Settlement & Briefings	15	14	17
Community Engagement	16	14	20
Language Services	13	13	19
Corporate	12	10	09

\*Nine contractors were also employed in the 2018-19 period.

#### 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 2019-20.

#### Industrial relations policy and practice

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

#### Workers compensation claim status

Multicultural NSW had one workers compensation claim during 2019-20.

## 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	58,693

#### Engagements under \$50,000

PROJECT	AMOUNT (\$)
Regional Resettlement Pilot Program	33,000

# 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	2017-18	2018-19	2019-20
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 2019-20.

## 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 2019-20 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 2019-20.

**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	1	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	1	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	1	0	1	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 2019-20.

	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)	1
Decided after 35 days (by agreement with applicant)	N/A
Not decided within time (deemed refusal)	N/A
<b>TOTAL</b>	<b>1</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	1	1
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>1</b>	<b>1</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	1
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0



# APPENDIX I

## 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 2019-20 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:

- 19 July 2019
- 19 September 2019
- 12 December 2019
- 26 February 2020
- 29 April 2020

On these occasions, the committee:

- reviewed Multicultural NSW's responses to completed internal audits and reviews

## APPENDIX I

- 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 2019-20

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 - 10/4/21)

**Independent member, Gayle Ginnane** (28/5/16-25/5/22)

**Independent member, Henry Capra** (10/4/18-10/4/21)

**Joseph La Posta**

Chief Executive Officer

Multicultural NSW

30 October 2020

## APPENDIX J

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### Cyber Security Annual Attestation Statement for the 2019-20 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  
30 August 2020

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