



# Multicultural NSW **Annual Report** 2021-2022

# Acknowledgment of country

Multicultural NSW proudly acknowledges the traditional custodians of the land, skies 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 PREMIER'S  
*Harmony*  
DINNER

*Image: 'Welcome to Country' –  
Premier's Harmony Dinner 2022.*

*Cover image: Stakeholder gathering in  
Parramatta – Mal Fruean, Mani Sidara  
and Mahboba Rawi.*



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**STRONGER** *together*



## **Our vision**

An inclusive, connected and socially cohesive multicultural New South Wales (NSW).

## **Our legislation**

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

## **The Multicultural Principles are the policy of the state**

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

# The Multicultural Principles

The people of 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.

All individuals in NSW:

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

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

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

## Letter of Submission

Multicultural NSW



**The Hon Dominic Perrottet MP**  
Premier of New South Wales  
GPO Box 5341  
Sydney NSW 2001

**The Hon Mark Coure MP**  
Minister for Multiculturalism  
GPO Box 5341  
Sydney NSW 2001

Dear Premier and Minister

On behalf of Multicultural NSW, it is a pleasure to submit the Annual Report for the year ended 30 June 2022. This report is for presentation by the Minister to the Parliament of New South Wales.

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

Yours sincerely

**Joseph La Posta**  
Chief Executive Officer  
28 October 2022



# 01 ABOUT US

*Image: Multicultural NSW CEO, Joseph La Posta, with guest Rosemary Kariuki, at the Premier's Harmony Dinner 2022.*



## From our Chief Executive Officer

**Over the past 12 months, I have continued to be humbled and inspired by the extraordinary compassion, strength and resilience shown by the NSW community. Despite the many**

**challenges faced due to the impacts of COVID-19, extreme flooding and rising living costs, our communities continue to come together to support one another in many different ways.**



A year ago, the NSW Government was grappling with the highly contagious Delta strain of the COVID-19 virus.

To support the most vulnerable people in our community, I was tasked with heading the Community Pillar (also known as Pillar 5) of the NSW Delta Micro Strategy. This involved working with 13 different NSW Government agencies to develop a community-based strategy to help senior citizens, migrants, refugees, overseas students, temporary visa holders, people seeking asylum, First Nations people, and multicultural, rural, and regional communities.

Urgent solutions were needed quickly, and I am proud to say that the Multicultural NSW team was heavily involved in providing support. The team did this by leveraging existing partnerships within local and religious communities and delivering \$39.6 million in grants to non-government organisations (NGO), local government authorities, community organisations and multicultural media outlets. Our 1,200 language interpreters were also involved in translating 3,927 public health documents into 64 languages to help keep people informed, connected, and engaged. Ultimately all these things helped keep people safe, healthy, out of hospital and with their loved ones.

Despite the challenges during the past 12 months, there have also been many highlights. A massive win for all multicultural communities across NSW is the \$28 million investment announced in June this year. Spread over two years, the funding will allow us to support whole-of-government language services, boost cultural events and festivals and increase engagement with multicultural and multi-faith communities. As part of the initiative, the NSW Government will establish a Religious Communities Advisory Council. We envisage this Advisory Council will have strong links and leverage our existing Religious Leaders Forum which comprises over 250 leaders involved in many different faiths.

In June of 2022, we said goodbye to the longstanding Chairperson of Multicultural NSW's Advisory Board, Dr Hari Harinath OAM. Our good friend and leader, fondly known as Dr Hari, has helped us navigate particularly challenging times. Throughout his time as Chairperson, he has been a measured and wise voice for all multicultural communities. He has also been a champion and strong advocate for gender equality and youth representation on the advisory board. Through his involvement on the Advisory Board, Dr Hari has helped people connect and find similarities. As a sign of respect for all he has done, he will retain the title of Multicultural NSW Chairperson Emeritus.

I am delighted to welcome Nick Kaldas APM (Australian Police Medal), one of NSW's most decorated and respected former senior police officers, as the new Chairperson of the Multicultural NSW Advisory Board. Nick has a story that many people from our multicultural communities can relate to, having been born overseas (in Egypt) and migrating to Australia with his family as a teenager. He is a proud advocate for multiculturalism and social cohesion. As the new Chairperson of the Multicultural NSW Advisory Board, Nick will also oversee the newly announced Religious Communities Advisory Council. I look forward to working with Nick as we continue to serve NSW's culturally, linguistically and religiously diverse communities.

The past year has been challenging, however on behalf of Multicultural NSW, we are humbled and incredibly grateful for the support, trust and collaboration we have received.

An enormous thank you to our religious and community leaders who helped share and embed public health messages quickly and supported the vaccination program. My deep gratitude also to Dr Hari and the entire advisory board for the guidance, support, and advice you continue to provide. I would also like to thank the Minister for Multiculturalism, the Hon Mark Coure MP, for his continued advocacy work and unwavering commitment to listening and helping the community. Finally, it is a privilege to lead the dedicated, passionate and hardworking team at Multicultural NSW. My heartfelt thanks for always finding a way and challenging each other to put our community at the centre of everything we do and to deliver solutions. You should all individually and collectively be incredibly proud.

As we look forward, the horizon is bright with opportunities to strengthen partnerships and increase social cohesion. There is much to do. We look forward to working together in the years ahead to serve the communities, near and far across NSW.

Thank you for your trust in us to undertake this important work.



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

## From our Advisory Board Chairperson



**Serving as the Chairperson of the Multicultural NSW Advisory Board for nearly nine years has been one of the most unique and**

**special times of my life. I have many fond memories and I am proud of what the agency has accomplished during this time.**

During my time as Chairperson, I have watched the agency's engagement with the NSW community and, in turn, the community's participation in initiatives and activities grow. I saw the Premier's Harmony Dinner increase from a modest 400-person event to the 1,500-person extravaganza it is today – it has been wonderful to see the increased community participation. I have witnessed the growth of the multicultural arts and culture sector, through a number of initiatives, festivals and grants delivered by the agency, and I have experienced the community banding together to support one another through some of the most challenging years we've seen – with bushfires, floods, and the ongoing impacts of a global pandemic.

I am especially proud of what the agency has accomplished over the past two years in the continued effort to respond to and support multicultural communities during the pandemic. As a medical practitioner, I am delighted to see the incredible response by multicultural communities towards the COVID-19 vaccine. Let's keep it up to keep each other safe.

I am also proud of the shift in representation on our advisory board. When I was first appointed, there were no youth or female representatives on the board. While we endeavour to continually expand the diversity of our members, I am pleased that our board has been representative of a diverse range of men, women, and young people during my time. I would like to express my heartfelt thanks to my Advisory Board colleagues. Your range of specialist knowledge, complimentary capabilities, and deep understanding of a breadth of communities have been invaluable to our community and the agency this year.

It is so important to me that Multicultural NSW continues to increase and deepen its engagement with the NSW community, particularly new and emerging communities. I am delighted that the NSW Government has committed an additional \$28 million investment over two years for multicultural communities. This new funding will enable the agency to further support whole-of-government language services, partner with local council festival and event grants and to enhance community and religious community engagement. This makes for a fond and final memory of my time in this role.

My special thanks to our Premier, the Hon Dominic Perrottet MP, and Minister for Multiculturalism, the Hon Mark Coure MP; I'm proud to have served you.

Finally, I would like to thank my good friend and Multicultural NSW CEO, Joseph La Posta and the agency's leadership team for its hard work during another challenging year. Thank you to each and every one of the dedicated staff at Multicultural NSW, it has been an incredible privilege to work alongside you. The agency's commitment, paired with the continued support of our stakeholders, contributes to our state being one of the most successful multicultural societies in the world.

While I am saddened to leave a job I love so much, I am proud of the legacy I leave behind and I know you are in safe hands with my successor, Nick Kaldas APM – someone I hold in high esteem.

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



**Dr G.K (Hari) Harinath OAM**  
**Chairperson**  
 MB BS, DT M&H (Syd)  
 Appointed 01/07/13  
 Appointment expired 30/06/22



**Joseph La Posta**  
**Chief Executive Officer**  
 B App Sci (Town Planning) RMIT



**Kyung (Kenneth) Hong**  
 B.Laws (Bond)  
 Appointed 15/09/14  
 Appointment expires 24/10/23



**Margaret Piper AM**  
 B.Ed (Hons) M.Ed (Syd)  
 Appointed 15/09/14  
 Appointment expires 24/10/23



**Prof Sandra Hale**  
 BA, Dip.Ed., M.App.Ling., PhD, NAATI  
 Appointed 01/08/15  
 Appointment expires 31/07/24



**Simon Chan**  
 B.Arch (Hons) B.Sc (Arch)  
 Appointed 31/01/18  
 Appointment expires 02/02/24



**Sonia Sadiq Gandhi**  
 M.Com  
 Appointed 31/01/18  
 Appointment expires 02/02/24



**Cristina Talacko**  
 B.Laws (Lond)  
 Appointed 31/01/18  
 Appointment expires 02/02/24



**Esther Adeyinka – Youth Member**  
 BA.Laws (ND)  
 Appointed 10/06/20  
 Appointment expires 25/05/23



**Grace Ho**  
 B.Com, MBA  
 Appointed 10/06/20  
 Appointment expires 25/05/23



**Omer Incekara**  
 Appointed 10/06/20  
 Appointment expires 25/05/23



**Nick Kaldas APM**  
 Appointed 25/10/20  
 Appointment expires 24/10/23



**Hawa Mohammad – Youth Member**  
 Law & Comms student (UTS)  
 Appointed 01/02/21  
 Appointment expires 31/01/24



**Cr Sally Betts**  
 Graduate of the Australian Institute  
 of Company Directors  
 Appointed 15/12/21  
 Appointment expires 14/12/24



**Sam Elmir**  
 B. Pharmacy (Syd)  
 Appointed 15/12/21  
 Appointment expires 14/12/24



**Ramneek Singh**  
 B.AppFin&Ec (MQ)  
 Appointed 15/12/21  
 Appointment expires 14/12/24



**Dai Le**  
 BA.PolSci (MQ)  
 Appointed 01/08/12  
 Retired 05/08/21



**Cav. Felice Montrone OAM**  
 Appointed 01/12/12  
 Retired 05/08/21

ADVISORY BOARD MEMBER ATTENDANCE	27/08/2021	29/10/2021	21/01/2022	04/03/2022	29/04/2022	24/06/2022
Dr G K Harinath OAM	●	●	●	●	●	●
Joseph La Posta	●	●	●	●	●	●
Simon Chan	●	●	●	●	●	●
Margaret Piper AM	●	●	●	●	●	●
Sonia Sadiq Gandhi	●	●	●	●	●	A
Prof Sandra Hale	●	A	●	●	●	●
Omer Incekara	●	●	●	●	●	●
Grace Ho	●	●	●	●	●	●
Kenneth Hong	●	●	A	●	●	A
Esther Adeyinka	●	●	●	●	●	●
Hawa Mohammad	●	●	●	●	●	●
Cristina Talacko	●	A	●	●	A	●
Nick Kaldas APM	●	●	●	A	●	A
Cr Sam Elmir	-	-	●	●	●	●
Cr Sally Betts	-	-	●	●	●	●
Ramneek Singh	-	-	●	A	●	●
Dai Le	●	A	-	-	-	-
Felice Montrone OAM	●	●	-	-	-	-

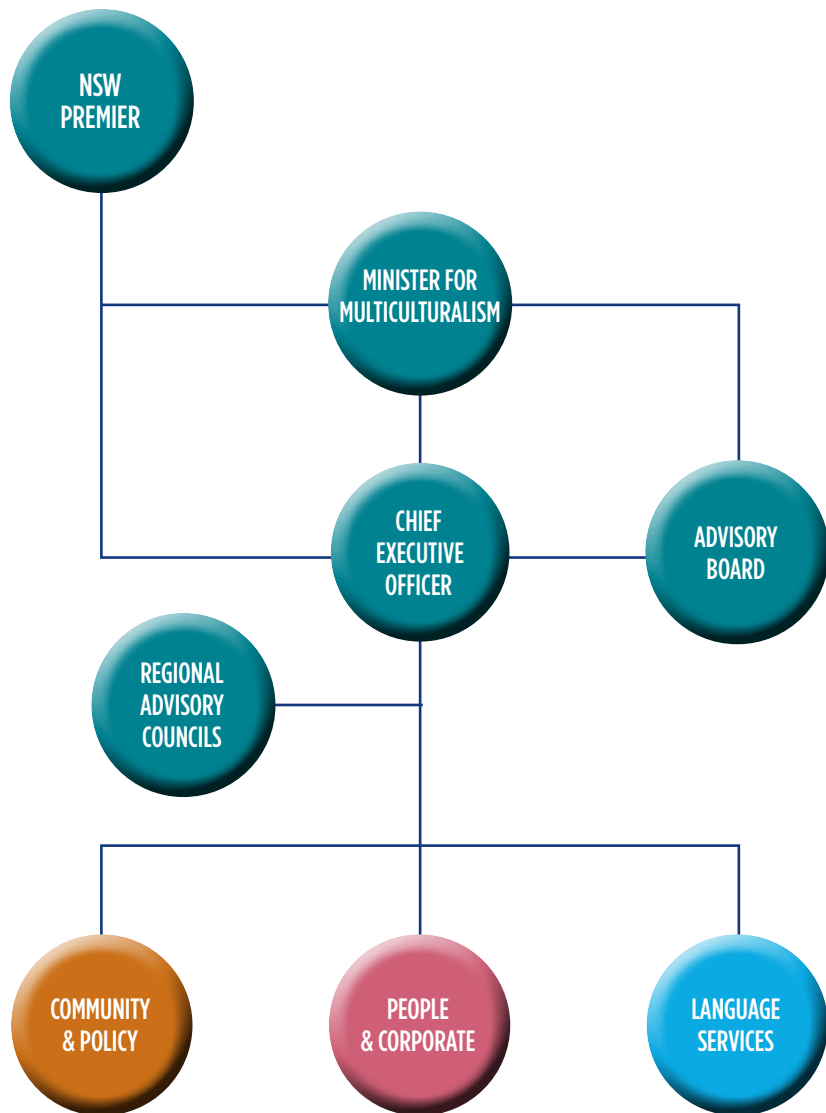
A = Absent,  
 - = Not Applicable

## Our Advisory Board

# Our Senior Leadership Team

- Joseph La Posta**  
Chief Executive Officer
- Catherine Davies**  
Director, People and Corporate
- Breda Diamond**  
Director, Language Services
- Michael Shaw**  
Director, Community and Policy
- Janine Shamley**  
Acting Director,  
Communications and Media
- Milena Milojevic**  
Acting Director, Transformation
- Gavin McCormack**  
Associate Director, Finance
- Maria Duca**  
Acting Associate Director,  
Human Resources
- Sriraj Chathankandath**  
ICT Manager
- Malcolm Haddon**  
Associate Director,  
Community Resilience
- Katie Baird**  
Associate Director, Settlement
- Vivienne Lam**  
Acting Associate  
Director, Policy
- Natalie Juresic**  
Associate Director, Policy  
(on secondment as at  
30 June 2022)
- Donna Mosford**  
Associate Director,  
Project Management Office  
and Capability Building
- Talia Stump**  
Associate Director  
Strategic Projects
- Rema Nazha**  
Associate Director, Panel and  
Industry Development
- Ajith Fernando**  
Associate Director Operations

# Our Functional Structure



**Community Resilience & Engagement**

**Policy & Programs**

**Settlement**

**Ministerial & Briefings**

**Finance**

**Human Resources**

**Communications & Marketing**

**Grants**

**Information Technology**

**Business Development**

**Scholarships & Education**

**Operations**

**Interpreter & Translator Panel**

Photo Courtesy Multicultural Communities Council of Illawarra (MCCI)



# 02 SPOTLIGHT

*Image: Vaccination session with the Burmese and Karenni community. Photo courtesy of Multicultural Communities Council of Illawarra (MCCI)*



## Our COVID-19 response

NSW is one of the most culturally diverse states in Australia with people from more than 300 cultures, speaking more than 215 languages. The diversity of our people brings unlimited strengths, but also unique challenges.

COVID-19 has continued to impact NSW communities throughout 2021 and 2022 and Multicultural NSW has remained at the forefront of keeping multicultural communities informed and connected throughout the pandemic.

Multicultural NSW partnered with NSW Health to translate and disseminate almost 4,000 pieces of public health information in 64 languages, helping to save lives.

## The Community Pillar

When the highly contagious COVID-19 Delta strain was identified in NSW on 16 June 2021 and spread rapidly among heavily populated parts of Sydney, the NSW Government formed the Delta Micro Strategy Steering Committee. Multicultural NSW was tasked with heading the Community Pillar (also known as Pillar 5) of the Delta Micro Strategy (see p54 for more on the Community Pillar projects).

Multicultural NSW worked with 13 NSW Government agencies, including NSW Health and NSW Police, to develop a community-based strategy to help those most vulnerable – senior citizens, migrants, refugees, overseas students, temporary visa holders, people seeking asylum, First Nations people, multicultural, rural, and regional communities. This strategy involved the following elements:

### Building resilient communities

Multicultural NSW also ensured it supported the crucial network of community leaders who were working tirelessly to support their communities.

Taking the frameworks and lessons learned through the agency's flagship Community Partnership Action (COMPACT) Program, Multicultural NSW scaled up resilience support and delivered more than 35 online workshops to almost 500 participants in 2021 (Read more about COMPACT on p33).

The workshops helped to increase awareness about community and psychosocial impacts, improve understanding of NSW's emergency management arrangements and provide practical ways for leaders to support their communities.

### Grassroot solutions

The pandemic has shown us that social unity and connectedness is important for the overall wellbeing of our communities.

Grassroot organisations continue to play a vital role in helping communities connect and recover. Through the Empowering and Supporting Local Communities Grants Programs, Multicultural NSW awarded more than \$7 million to 497 community-led initiatives that provided emergency relief support to those impacted by the pandemic.

These grants empower grassroot organisations to find and deliver the best solution for their communities.



## Empowering communities through global best practice

Multicultural NSW developed and implemented the Community Connector Network (the Network), partnering with community leaders across nine local government areas to ensure the wider multicultural community felt it had agency and was invested in a combined effort to suppress transmission, ease restrictions, and recover from lockdowns. The trust placed in Multicultural NSW by the Network created insights and partnerships that linked NSW Government and emergency services to non-government relief organisations and increased the efficacy and efficiency of grant funding.

This was achieved by leveraging the partnerships with religious and community leaders and community ambassadors to act as information intermediaries and was based on global best-practice.

Under the guidance of Multicultural NSW, the Community Pillar working party reviewed best-practice global advice and identified that during a crisis, people from multicultural backgrounds were more likely to revert to their first language and seek information from trusted sources and individuals. Further, it was found that people from culturally and diverse backgrounds prioritise social networks, international links and interpersonal communication when seeking information, as opposed to more official government sources and channels of communication.

## Responding to community needs

By being agile and listening and adjusting to community needs, Multicultural NSW was able to work with these networks to share critical health information as well as updates on government funding and emergency support and ensure more people were informed, engaged, connected and safe.

This included hosting 124 forums with more than 7,408 engagements with religious and community leaders and conducting 716 one-on-one interviews with community leaders and members.

Multicultural NSW and the wider NSW Government responded to health advice accessibility concerns raised during these meetings, and partnered with SBS-TV to present daily live translations of the NSW Premier, the Hon Dominic Perrottet MP's 11am media conferences and updates. These were delivered in Arabic, Assyrian, Bangla, Cantonese, Greek, Khmer, Mandarin, Spanish, Urdu, and Vietnamese and viewed by more than 2 million people.

Traditional multicultural media outlets had also been identified as effective ways to reach older multicultural people, so Multicultural NSW delivered \$2 million (grants of up to \$50,000) through the Multicultural Media Grant Program to ensure these outlets were involved in sharing authorised public health information while protecting vital jobs in the media industry (*additional grant details in Appendix A*).

## Community support

International best practice shows that communities who felt supported before, during and after collective trauma events emerge stronger and more socially cohesive.

Multicultural NSW delivered 35 online community workshops, resulting in:

More than **90%** of participants reported a better understanding of community and psychosocial impacts.



**84%** said they had a greater understanding of NSW's emergency management arrangements.

**85%** said they had gained practical ways to support their communities.

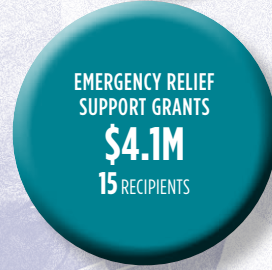
# Community grants

The people most affected are those best placed to find the solutions.

A total of 13 rounds of community and NGO grant programs were delivered to support 674 community organisations.

These grants enabled local community and religious organisations to empower vulnerable communities with food, medical supplies, COVID-19 information, testing kits, pop-up vaccination clinics and other support.

*Image:* Many community leaders were the first to roll up their sleeves and get vaccinated and some offered their place of worship as a pop-up vaccination centre.



# 03 OUR YEAR

*Image: Mingyue Lay Buddhist Temple,  
Australian Chinese Buddhist Society.*



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

# NSW Language Services

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

*Image:* Between them, our interpreters and translators are adept in more than 120 different languages, including Auslan.

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

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

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

Multicultural NSW Language Services delivers onsite, telephone and video interpreting and translates a broad range of material including vital ongoing 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 2021–22, Multicultural NSW continued to deliver high-quality, professional face-to-face and telephone interpreting services 24 hours a day, seven days a week. Language Services delivered services to NSW Government departments and agencies, as well as private and commercial organisations, community groups and individuals - giving a voice to thousands of culturally and linguistically diverse people across NSW.

Face-to-face  
interpreting  
top **10**  
languages

Chinese (Mandarin)  
Arabic • Vietnamese  
Persian (Farsi) • Korean  
Chinese (Cantonese)  
Spanish • Thai  
Dari • Tamil

Telephone  
interpreting  
top **10**  
languages

Arabic  
Chinese (Mandarin)  
Dari • Vietnamese  
Persian (Farsi) • Tamil  
Chinese (Cantonese)  
Thai • Spanish  
Bengali (Bangla)

In 2021-22, Multicultural NSW Language Services:

- delivered **17,493** interpreting assignments in **97** languages and dialects by interpreters who hold National Accreditation Authority for Translators and Interpreters (NAATI) credentials.

- delivered **3,523** interpreting assignments through audio visual link (AVL) facilities, more than three times the volume from 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.

# Translation Services

During 2021-22, Multicultural NSW Language Services offered a complete suite of translation services, including checking, proofreading and desktop publishing, thanks to our NAATI-certified translators. The focus was on delivering high-quality translations in a timely manner to ensure client satisfaction.

Translations  
top 10  
languages



In 2021-22, Multicultural NSW Language Services:

- translated **13,191** documents, including all types of personal documents, legal documents such as university policies, victim statements, records of proceedings, transcriptions of audio/video recordings, including telephone intercepts, proofreading and editing of translated desktop publishing material.
- continued to deliver these high-quality translations to individuals through 80 Service NSW shopfronts across the state.



We continued to play a pivotal role in supporting government agencies during the COVID-19 pandemic by providing fast translation of critical information in a wide range of languages.

# Role of Multicultural NSW Interpreters and Translators during COVID-19



Since the start of the pandemic, Multicultural NSW has translated more than **3,000** COVID-19 resources into almost 60 languages, including essential information about public health orders, the importance of vaccination, support services and financial help.

## Multicultural NSW COVID-19 (Delta/Omicron) support

16 June 2021 – 02 February 2022

ONGOING DELIVERY OF

**over \$35m**  
MNSW GRANTS



**\$6.25M**  
IN GRANTS TO 20 NGOs SUPPORTING 15,000 ASYLUM SEEKERS AND TEMPORARY VISA HOLDERS

**\$750k**  
150+ COMMUNITY GRANTS PROJECTS

**\$5.25M**  
IN GRANTS TO SUPPORT 278 GRASSROOTS ORGANISATIONS ACROSS 86 LGAs

**\$2.95M**  
IN INNOVATION GRANTS TO SUPPORT 12 LGAs OF CONCERN

**\$2M**  
74 MULTICULTURAL MEDIA GRANTS

**\$15M**  
IN PARTNERSHIP GRANTS TO SUPPORT 152 NGOs

**\$6M**  
TO FUND LOCAL GOVERNMENTS IN LGAs OF CONCERN & SMALL RURAL COMMUNITIES



### Community Engagement

Premier Engagements

7

Minister Engagements

43



### Community Sentiment

16 June – 19 November (now ceased)

One-on-One Interviews:

716

Community Leaders and Members



### Language support COVID-19 Translations

Category	No of Forums	Attendance
Combined Community and Religious Leaders Forums	38	4296
Religious Communities Forum	11	653
Peak Bodies Engagement	3	72
Humanitarian & Settlement Sector Engagement	9	202
Community Connector Group Meetings	34	410
Local Government	1	385
Compact Alliance	4	194
RAC Network Engagement	9	156
<b>TOTAL</b>	<b>109</b>	<b>6368</b>

**Total Assignments** 3123

**Number of Languages** 62



### Live Interpreting

16 June – 19 November (now ceased)

Daily Covid-19 Update Interpreted Live In Ten Languages: Arabic, Assyrian, Bangla, Cantonese, Greek, Khmer, Mandarin, Spanish, Urdu And Vietnamese.

**Total Overall Reach** 2,035,594

**Average Number of Daily Views** 31,152



[multicultural.nsw.gov.au](http://multicultural.nsw.gov.au)

While Multicultural NSW primarily delivers specialised legal and police interpreting, interpreters and translators were crucial during the COVID-19 pandemic – providing life-saving health information across communities.

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

## Supporting our team during COVID-19

Working through the pandemic, our interpreters and translators were supported by:

- maintaining consistent and timely communication and engagement to provide our language-services professionals the latest industry news and organisational strategic priorities
- provision of rapid antigen tests for work
- establishing an interpreter and translator health and safety workgroup
- priority vaccination appointments during lock downs
- provision of free health and wellbeing and confidential counselling through the Multicultural NSW Employee Assistance Program (EAP)
- The agency invested in simultaneous interpreting equipment for spoken language interpreters to use during court hearings and trials to maintain social distancing. There are more than 50 interpreters trained to use the equipment, and more training sessions are booked for 2022-23.



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 sustainable and flexible workforce to meet the current and future needs of our community and NSW Government entities. The demand for interpreters and translators is projected to continue to grow with increases in new and emerging communities.

We continue to meet the demand for language services for people from new and emerging communities and regional locations through ongoing targeted recruitment activities, including:

- recruitment of interpreters and translators with languages and skill sets to service specific communities, such as the recently arrived Afghan and Ukrainian communities
- partnering with community leaders, multicultural communities, and support organisations in strategic recruitment campaigns
- driving recruitment of COVID-19 translators on behalf of government agencies and multicultural communities
- delivering the NSW Interpreter Scholarship Program.

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

Multicultural NSW Language Services Division is continuing to build excellence and support professionals in the industry through new industry-sustainability projects. These projects employ three part-time interpreters and translators to further build excellence in service delivery.



# Our People – Interpreters and Translators

## Implementation of the new award

On 19 May 2021 the Industrial Relations Commission granted a new award for Multicultural NSW’s interpreters and translators. Our interpreters and translators are casual public sector employees under the Crown Employees (Interpreters and Translators, MNSW) Award. The new award came into effect on 1 July 2021 and brought about many significant and beneficial changes, including:

- interpreters and translators being classified based on their NAATI certification level
- reduction in minimum hours of work to ensure competitiveness in the language service industry and opportunities for additional taskings for employees
- professional development inclusions in the award, demonstrating our commitment to ensuring our interpreters and translators are of the highest quality and are provided with regular support and training to remain at the top of their field
- enhanced travel and meal payment processes to make it easier for employees to claim allowances.

## Staff recognition – International Translation Day

Every year, Languages Services and its interpreters and translators celebrate the important work they do on International Translation Day.

This event is celebrated around the world every 30 September to honour the work of interpreters and translators. The International Federation of Translators declared the theme for 2021 International Translators Day as ‘United in translation’, to show how interpreters, translators, and terminologists performed critical roles during the pandemic on a global and local scale.

Multicultural NSW International Translation Day event was celebrated by 160 interpreters and translators on 30 September 2021 via Zoom, with Assyrian translator Philimon Darmo being awarded 2021 Interpreter/Translator of the year, for his tireless work translating public health messaging from English to Assyrian for the NSW Government throughout the pandemic.

International guest Renée Desjardins, Ph D. Associate Professor at Université de Saint-Boniface, Canada, presented ‘Hindsight, Foresight, and 2020 Vision: research insights from translation studies to inform professional translation/interpretation praxis in an on-going pandemic’, and cross-cultural Psychologist and Diversity Trainer Judy Saba presented ‘Never lost in translation but sometimes lost for words - Translation for connection in a time of disconnect’.



# Building Industry Capability

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

Professional interpreters ensure the integrity of courts and law enforcement systems; they enable access to healthcare and medical information and assist a very broad range of government and non-government services and programs.

Maintaining a supply of trained and qualified interpreters in NSW is critical to ensuring culturally and linguistically diverse (CALD) communities can access government services and programs. In 2019 Multicultural NSW established the Interpreter Scholarship Program offering support to train and develop new interpreters.

Every year, Multicultural NSW conducts market research with language-service providers and communities in NSW to identify the top established and new and emerging languages requiring additional interpreters.

As at 30 June 2022, Multicultural NSW had awarded 265 scholarships. More than three-quarters of the promised scholarships for the four-year pilot program have now been awarded.

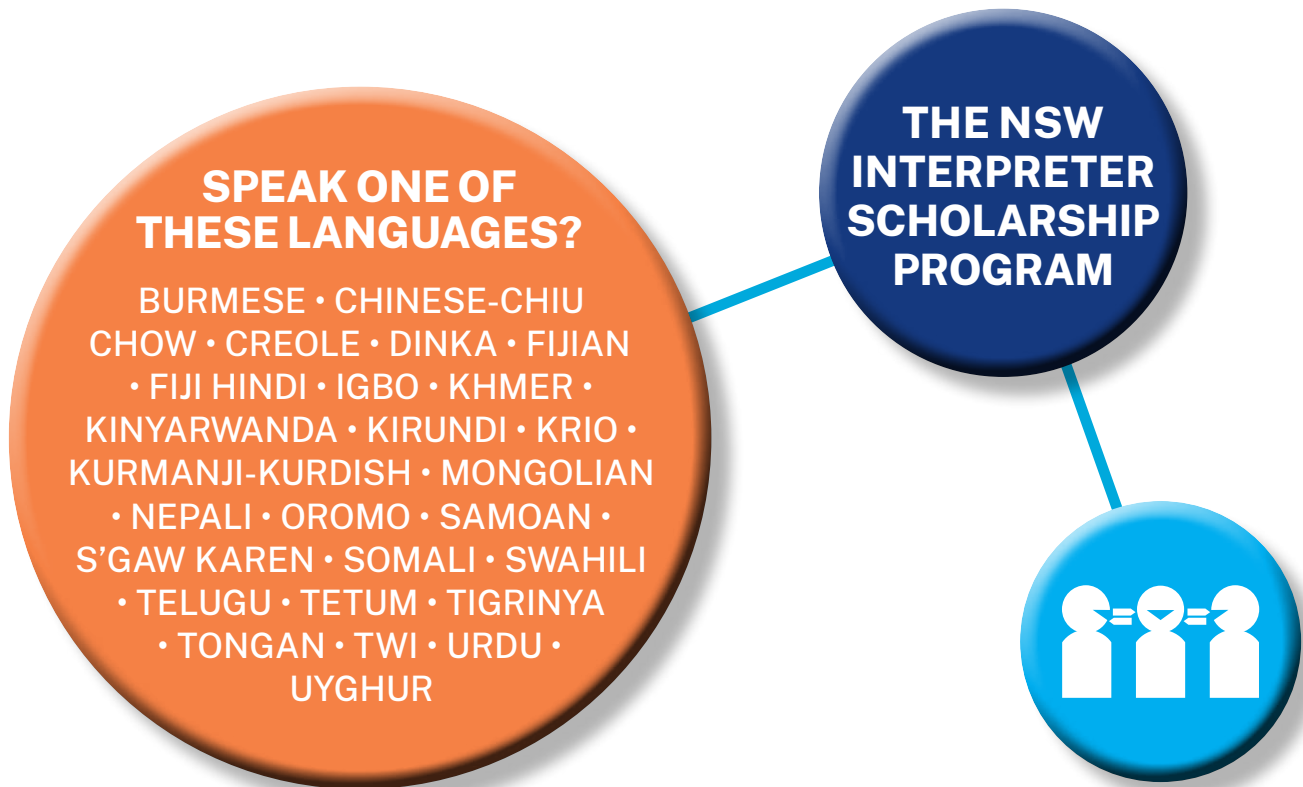
## Interpreter Scholarship Program 2021–22

In 2021, 51 NSW interpreter scholarships were awarded to students in these languages: Assyrian, Chinese-Haka, Ewe, Fijian, Hmong, Khmer, Malayalam, Mongolian, Samoan, Somali, Telugu, Tibetan, Tigrinya and Tongan.

They have increased the state’s capacity to communicate with residents from new and emerging language communities and were issued Recognised Practising Interpreter certification by NAATI.

These new interpreters undertook one of two TAFE NSW-accredited interpreting courses for the NSW Interpreter Scholarship Program. One course was for residents in Sydney and the other was a regional course for residents in Wollongong. Due to COVID-19 restrictions, both courses were conducted online. There were 228 expressions of interest submitted for languages where there was a critical need.

The scholarship program will soon be extended to include translation services.



## Establishing a new micro-credential language course

In 2021-22, Multicultural NSW worked closely with UNSW to develop a micro-credential course (20 weeks) for new interpreters of established languages to address urgent shortages.

We received 143 applications for the program and 47 people were awarded scholarships to study the interpreting course in these languages: Filipino, Greek, Hungarian, Indonesian, Italian, Macedonian, Nepali, Portuguese, Serbian, Thai, Turkish and Vietnamese. Forty-two students graduated from the course in July 2022 and will sit their Certified Provisional Interpreter language test through NAATI.

## Translator and interpreter professional development program

In 2021-22, Multicultural NSW delivered a strong professional development program, despite the COVID-19 lockdowns and restrictions. We adapted 20 of our face-to-face courses to online delivery, covering topics such as consecutive interpreting and note taking; introduction to chuchotage interpreting (whispering translations to a client), medical terminology, remote interpreting protocols, resources and tools for targeted interpreting practice. We are extending the professional development options available to translators.

New interpreters and translators and scholarship graduates participated in our induction program as well as sector-specific training for working with NSW Police and in NSW Courts. They also undergo a mentoring program to provide them support in their employment journey. The mentoring program was established to ensure new starters are guided through their first customer assignments. They are paired with a senior interpreter who gives them advice and helps them prepare. The mentor also attends court with the mentee for their first two assignments to support them in this complex environment. This program builds a strong and high-quality service and ensures organisational knowledge and key learnings are shared and the wealth of knowledge and experience across the team is captured and utilised.

Multicultural NSW Language Services is continuing to work towards additional offerings for employees, including partnering with professional accreditation authority NAATI to support interpreters with recognised credentials to access testing to gain NAATI Certified Provisional Level certification.

These opportunities reflect Multicultural NSW's strong emphasis on building the capability of language services professionals and the NSW Government agencies that use the services. The agency has an active presence in the industry providing input, advocacy and advice on policy as well as operationally on key issues facing the sector.



**Image:** Multicultural NSW scholarship graduation ceremony at NSW TAFE Ultimo

## Resources – Interpreting in Court Videos

Multicultural NSW partnered with the Department of Communities and Justice’s Multicultural Policy and Engagement Team to produce two videos for new interpreters on the court interpreting process. These videos have been valuable resources for new court interpreters and the scholarship program graduates, to help them feel confident for their first court assignments and show them visually what the court looks like and how their interpreter colleagues go about their assignments. The videos also help court customers understand how Multicultural NSW can assist, and help multicultural communities better understand and prepare for the often-daunting court process.

The video *Introduction to Interpreting in the Local Court of NSW* helps new interpreters and graduates understand what preparation they need to do and how to go about their first assignment in a NSW local court. It can be viewed at [youtu.be/4c0UiGJnfpM](https://youtu.be/4c0UiGJnfpM).

In the video *Interpreting in a Hearing in the Local Court of NSW*, a certified interpreter provides advice and tips in interpreting in a hearing in court. It is recommended viewing for interpreters who are new to interpreting in hearings in the NSW Local Court. The video can be viewed at [youtu.be/az0t3W3Qo2Q](https://youtu.be/az0t3W3Qo2Q)



## Community Language Allowance Scheme

During the past financial year 2020-2021, 86 government staff nominated to be tested for language certification, from which 73 passed their language test and are now performing their public service roles in multiple languages. There are an additional 12 applicants from the past financial year waiting to be tested by NAATI.

Multicultural NSW is building the capability of language services throughout NSW Government departments and agencies through this Community Language Allowance Scheme, paying an additional allowance to eligible employees. Community Language Allowance is paid in addition to the normal salary to employees who have either successfully passed the scheme language test or who have NAATI qualification and whose language skills are used to meet departmental demands for language assistance. This scheme encourages bilingual and multilingual staff to perform their public service roles in multiple languages to better assist customers and the public.

The main departments and agencies that have taken advantage of this scheme are:

- NSW Police Department
- Department of Communities and Justice
- Art Gallery of NSW
- Health Care Complaints Commission
- Family and Community Services
- Legal Aid
- Fire and Rescue NSW
- NSW Department of Education

## NAATI support

Multicultural NSW provided annual funding to support NAATI operations and supported the authority’s change from an accreditation process to a certification system. The new system provides greater assurance to the public that certified language service providers are appropriately skilled and committed to continuous improvement.

NAATI supports Multicultural NSW Language Services’ mission to set and maintain high national standards for the translating and interpreting sector and to ensure the supply of credentialed professionals to respond to the changing needs and demography of Australia’s diverse population.



**Multicultural NSW is committed to combatting racism and hate and supporting NSW communities impacted by global events and issues. Our programs build robust relationships with and between communities and inspire and empower people to foster social cohesion, stand united against divisive forces and come together in times of need.**

*Image: Guests at the Premier's Harmony Dinner 2022.*

# Community Resilience

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

# Religious Communities Forum

The NSW Religious Communities Forum played a crucial role during the COVID-19 pandemic, becoming the key channel of communication between the NSW Government and religious communities. Religious leaders disseminated public health information to their communities and congregations, offering places of worship as vaccination hubs, and providing essential spiritual, psycho-social and welfare support to communities during this difficult time.

Established in 2014, the forum provides advice to the NSW Government on issues of interest and concern to religious communities and strategies to support harmony across religious communities.

After more than two years and more than 100 online meetings during COVID-19, the Religious Communities Forum came together face-to-face at a special event at Parliament House hosted by the Premier, the Hon Dominic Perrottet MP, and the Minister for Multiculturalism, the Hon Mark Coure MP, to thank leaders for their critical role during the pandemic.

A new Religious Communities Advisory Council was announced by the Premier, the Hon Dominic Perrottet MP, in June 2022. The new council, to become operational in 2022-23, will focus on opportunities to support community wellbeing, community safety, and community harmony across religious differences. The new council is the result of the close cooperation between the NSW Government and Religious Communities Forum members during the pandemic.

The forum convened **11** times online in 2021-22, with a further **49** online forums held with both community and religious leaders to facilitate ongoing communication during the pandemic. Forum participation grew, with more than **150** religious leaders representing **100** different faith groups participating in these forums.

*Image:* On 23 June 2022, after more than two years meeting online, the Religious Communities Forum finally came together face-to-face at a special event at Parliament House hosted by the Premier and Minister for Multiculturalism.



## Review of Regional Advisory Council (RAC) program

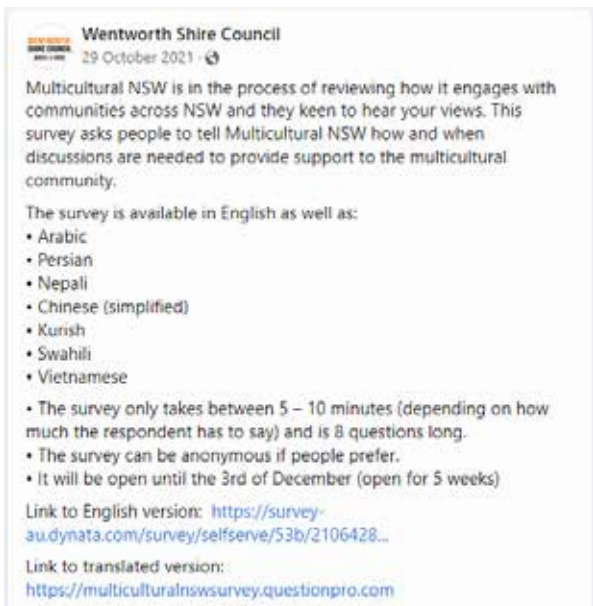
Multicultural NSW designed a new Regional Engagement Program (REP) aiming to expand and sustain effective, wide-reaching, robust relationships with and between communities across NSW from 2022 to 2025 and beyond.

REP is the result of a review of the Regional Advisory Council (RAC) program, which for many years was the primary mechanism for implementing Section 10 of the *Multicultural NSW Act 2000*: ‘to establish regional advisory councils for regional areas of the state.’

Multicultural NSW commissioned the review and in March 2022 SEC Newgate Australia delivered its report – Review of Multicultural NSW Regional Advisory Councils.

The review examined the opportunities for alternative regional engagement by Multicultural NSW and the online activation of RAC networks during the COVID-19 crisis. More than 200 stakeholders were consulted, including RAC members and observers, regional community members, Multicultural NSW Advisory Board members (including RAC Chairs) and Multicultural NSW staff. A survey for regional community members was translated into seven languages and promoted by regional stakeholders.

The new REP framework was tested with former RAC members and observers in June 2022 and the new program will commence operation in 2022-23. Some of the findings of the RAC review with community members highlighted the need for more purposeful engagement with regional communities, and the need for engagement structures that are proactive and foster collaboration between communities.



## COVID-19 engagement

In 2021-22, Multicultural NSW led an intensive program of online community and stakeholder engagements supported by senior officials from NSW Health, NSW Police Force, Department of Customer Services and other agencies. The forums helped identify the impacts of the COVID-19 pandemic on communities across NSW, empowered communities with the most up-to-date public health advice and messaging, and ensured pandemic relief efforts remained responsive to the needs of all communities.

Multicultural NSW held more than **124** online COVID-19 engagement forums with regional networks, multi-faith religious leaders, peak multicultural bodies, community groups, the humanitarian and settlement sector, and local councils. These forums were highly valued by community leaders, with many forums attended by **150-350** people and some attracting up to **600** participants. Combined, these forums involved more than **7,408** individual engagements.

**Image:** The RAC review included a survey for regional community members that was translated into seven languages and promoted by regional stakeholders.

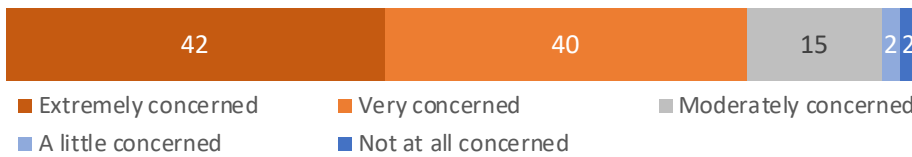


# Community solutions to community needs – community sentiment analysis

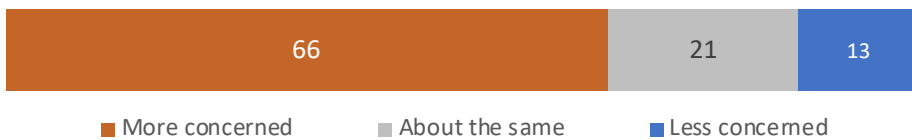
To complement this online outreach, more than 250 community leaders took part in a Multicultural NSW community sentiment analysis project, to directly inform the allocation of funding to empower and support local communities at the coalface of the pandemic response.

Over three months, Multicultural NSW conducted 716 in-depth qualitative interviews with community leaders to help track changes in community sentiment and identify community solutions to community needs. The results of this consultation improved government decision making process and policy outcomes during a time of crisis.

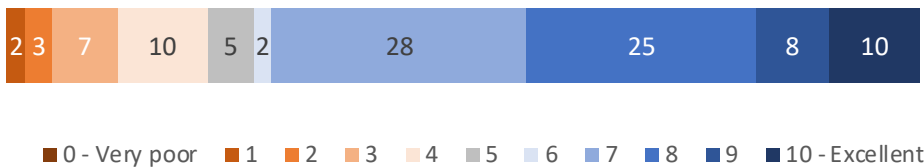
In general, how would you describe how concerned your community has been about COVID-19 over the past week? (%)



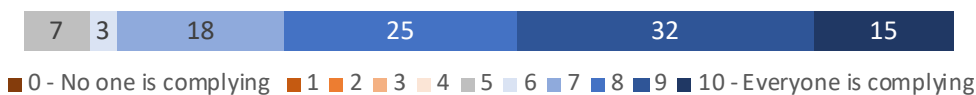
Do you feel the level of concern in your community has changed in the past week? (%)



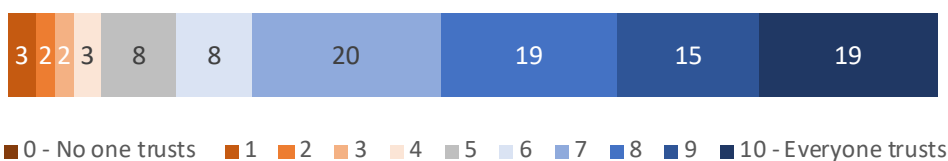
How would you rate the quality of communications from the NSW Government about COVID-19 for your community and the language groups relevant for you? (%)



To what extent do you feel members of your community are complying with the public health orders and restrictions? (%)



To what extent do you feel members of your community trust the official public health advice about COVID-19? (%)



Insights from interviews were coded, analysed and regularly presented to senior NSW officials to ensure the NSW Government’s pandemic response was informed by grassroots multicultural insights and experiences.

The leaders were mainly from the 12 local government areas (LGAs) most heavily impacted by the COVID-19 Delta outbreak and the public health restrictions in south-west and western Sydney. Sentiment analysis revealed a diverse range of community needs and

concerns, including experiences of financial hardship resulting from lockdown measures, food insecurity, COVID-19 safety for frontline workers, care for people in isolation, and access to culturally and linguistically appropriate mental health support.



## Community Connectors Program

Community organisations and local services are best placed to know what their local communities need.

As part of the \$39.6 million pandemic relief package delivered by Multicultural NSW during the COVID-19 Delta outbreak, the \$6.65 million Empowering and Supporting Local Communities grants program supported 278 grassroots organisations across 86 local government areas. In addition to providing grant funding, Multicultural NSW established local networks of grant recipients across 12 local government areas of concern with surging infection rates (*additional grant details in Appendix A*).

Recipients came together under the Multicultural NSW Community Connectors program, from August to December 2021, to form local communities of practice. They shared strategies across cultural, linguistic and religious communities and created new linkages between grassroots multicultural organisations and larger mainstream providers of food and welfare relief, such as Oz Harvest, FoodBank and Good 360.

“A collaborative approach between government and organisations is essential to building robust and resilient communities in times of emergency and crisis. Community Connectors is... fostering innovative and sustainable partnerships not only with government but between organisations.”

**Community Connectors participant**

The Community Connectors program gave community groups a voice in the design and delivery of COVID-19 relief efforts. The program enhanced the efficacy and impact of grant funding to individual community organisations by creating new opportunities for collaboration across communities with similar needs.

In total, 75 Community Connectors participants formed eight Community Connectors groups that held 32 Community Connectors meetings during the COVID-19 Delta outbreak.

The program evaluation found grassroots community organisations felt well supported and better connected through the program.

“I feel like it has eased the tension between government and community by a lot. As they are heard and allowed to share their feedback, they would more likely listen to what government has to say, it's a win-win situation.”

**Community Connectors participant**

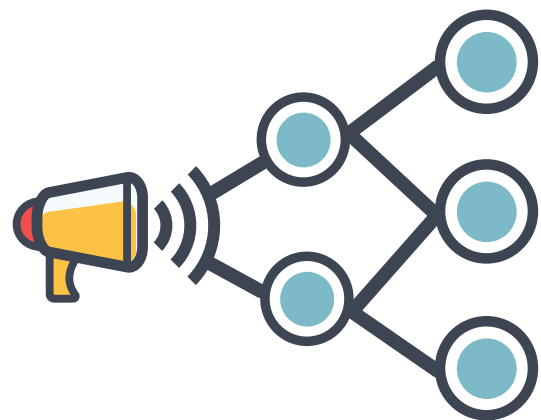
## Leaders In Cultural Diversity Program

The Leaders in Cultural Diversity (LinCD) program is a strategic partnership that recognises and supports the leadership and advocacy role of the four peak bodies representing a diverse membership of cultural community organisations in NSW. They are:

1. Ethnic Communities Council of NSW (ECCNSW)
2. Multicultural Communities Council of Illawarra (MCCI)
3. Hunter Multicultural Communities (HMC)
4. Multicultural Council of Wagga Wagga (MCWW)

The program partners played a key role as strategic advisers to Multicultural NSW and the Minister for Multiculturalism during the COVID-19 Delta outbreak. They advised on the most effective ways of communicating with and supporting multicultural communities during that challenging time.

Multicultural NSW commissioned Cultural Perspectives Pty Ltd to conduct an independent review of the Leaders in Cultural Diversity Program between July and September 2021. The review found the strategic partnership should continue with a focus on supporting the role of the multicultural peak bodies in addressing the organisational capability needs of cultural communities, including new and emerging communities. Building on the findings of the review, a new strategic partnership program – the NSW Partnership with Multicultural Peaks – will commence in 2022-23.



## NSW Community Resilience and Response Plan (COMPLAN)

The NSW Community Resilience and Response Plan (COMPLAN) details a coordinated, whole-of-government approach to preventing and managing risks to community harmony by drawing together NSW agencies' capabilities.

The NSW Community Resilience and Response Plan (COMPLAN) Committee met five times in 2021-22 to identify, assess, monitor, and share information and resources about the community harmony impacts of COVID-19 and overseas conflicts. The committee examined a range of community concerns relating to COVID-19, including experiences of racism, perceptions of unequal treatment under public health orders, anti-vaccination protests and other issues impacting community harmony during the pandemic. The committee examined the local community impacts of the conflicts in Afghanistan and Ukraine and communal tensions in India.

COMPLAN is established under Section 13f of the *Multicultural NSW Act 2000*, which authorises Multicultural NSW to provide a single coordination point for integrated responses to issues associated with cultural diversity.

The COMPLAN Committee is responsible for the oversight and implementation of COMPLAN across the four plan phases of preparedness, prevention, response and recovery. It is chaired by Multicultural NSW and is a senior officers' group with representatives from the NSW Police Force, Anti-Discrimination NSW, Department of Education, Department of Communities and Justice (Office of Community Safety and Cohesion), NSW Health, Resilience NSW and Local Government NSW. Other agencies are invited to join COMPLAN Committee meetings as-needed to advise on matters relevant to their portfolios.



## NSW Government submission on proposed National Anti-Racism Framework

In late-2021, Multicultural NSW worked with the COMPLAN Committee, in consultation with the Department of Aboriginal Affairs and the NSW Public Service Commission, to coordinate a NSW Government submission to the Australian Human Rights Commission (AHRC) on its proposed National Anti-Racism Framework.

The submission provided an overview of the NSW Government's commitment to addressing racism and racial inequality, as demonstrated through a wide range of legal protections, policies, frameworks, workforce development and training programs, community awareness campaigns, community partnerships and Aboriginal and Torres Strait Islander reconciliation and reparation strategies. The submission highlights examples of these NSW commitments to help inform the work of the AHRC on its proposed framework. The Minister for Multiculturalism, the Hon Mark Coure MP, lodged the submission to the Australian Human Rights Commission on 3 February 2022.



*Image: Young women from the Illawarra region of NSW cultivate their identity and belonging as part of the Lead the Way COMPACT program run by MCCI.*

## Expanding the proven COMPACT program

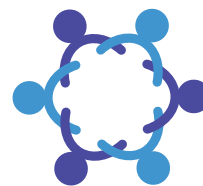
In 2021-22, more than **50** organisations worked together to deliver **15** COMPACT Partnership Projects to empower young people. In June 2022, the Minister for Multiculturalism, the Hon Mark Coure MP, approved an additional **10** grants for new COMPACT Partnership Projects, involving more than **30** partner organisations delivering outcomes for communities and young people across NSW through to 2024.

Nineteen new COMPACT Social Cohesion and Community Resilience projects were supported over six months from January 2022, through a special round of grants to support community-led projects that strengthen community connectedness in aid of COVID-19 community recovery. Projects such as Arab Council Australia's 'Reconnecting East and West' aimed to re-build social connections among young people across Sydney after a prolonged period of isolation.

The COMPACT Alliance—a community partners network to mobilise in response to threats to community harmony - came together online for three COMPACT Action Group meetings in August 2021 to share strategies on:

- engaging young people in a time of crisis
- supporting communities through the collective trauma of the pandemic
- managing the “infodemic” and countering the spread of disinformation and conspiracy theories online.

The COMPACT program was established in 2015 and aims to inspire and empower young people to stand up and stand united against extremist hate, fear, and division as champions for community harmony.



**COMPACT**  
CommunityPartnershipAction





*Image: The COMPACT Alliance meeting in Parramatta, December 2021.*

## COMPACT snapshot

### Agent C: creating agency among young people to debunk conspiracy theories

Funded under the COMPACT Program, 'Agent C: creating agency among young people to debunk conspiracy theories' was training a network of young people in effective methods of undermining racist online conspiracy theories and fake news in the context of the COVID-19 pandemic.

**“ I've begun speaking with my friends and family who engage with internet rabbit holes to get a better insight into their perspective and question them in a respectful way. ”**

**Agent C pilot report participant**

The pilot project delivered by anti-racism charity All Together Now in partnership with Headspace, engaged young people from across metropolitan and regional NSW in three evidence-based and youth co-designed training workshops.

The evaluation of the pilot found nine in 10 participants reported they felt more confident in their ability to tell when something was 'fake news', and eight in 10 participants reported they felt more confident in their ability to tell when something was a conspiracy theory.

**“ Instead of letting conspiracy theories that reach my family slip, I've actually started productive conversations with my parents about it. ”**

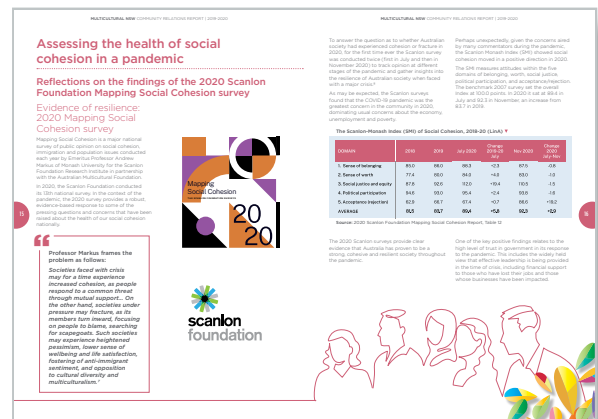
**Agent C pilot report participant**

An important finding of the pilot evaluation is that young participants took what they learned back to their families and friends.

## Community Relations Report 2020-21

The 2020-21 *Community Relations Report* draws on insights derived from the intensive program of online community and stakeholder engagement that Multicultural NSW led across the state, in partnership with NSW Health and other agencies, in response to the ongoing challenges presented by COVID-19 pandemic. The report recognises the remarkable efforts and resilience of the people of NSW in response to this challenge by drawing on insights from community engagement and community sentiment analysis conducted by Multicultural NSW throughout the Delta wave of the pandemic.

The Minister for Multiculturalism, the Hon Mark Courie MP, tabled *2020-21 Community Relations Report* in both Houses of the Parliament of New South Wales on 31 March 2022 under section 14 of the *Multicultural NSW Act 2000* (the Act). The Act requires Multicultural NSW to prepare an independent annual report for Parliament on the state of community relations in NSW as affected by cultural diversity and an assessment of the effectiveness of public authorities in observing the Multicultural Principles in the conduct of their affairs.



**Image: The 2020-21 Community Relations Report draws on community engagement insights.**



*Image: Deputy Premier and Minister for Regional NSW, the Hon Paul Toole MP, Minister for Multiculturalism, the Hon Mark Courre MP, NSW Coordinator General for Settlement, Professor Shergold AC, along with Multicultural NSW CEO, Joseph La Posta, at the opening of the Riverina GROW programs in Leeton.*

# Settlement

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

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

Multicultural NSW and the NSW Coordinator General for Settlement, Professor Peter Shergold AC, have built a robust evidence base of successful approaches to secondary settlement, informed by action-based research. The following are some of the successful approaches being undertaken across NSW.

## **NSW Growing Regions of Welcome Pilot Program (NSW GROW)**

The Multicultural NSW Growing Regions of Welcome Pilot Program (NSW GROW) is a three-year pilot operating in western Sydney and the Riverina and Murray regions. Launched in June 2021, the pilot supports coordinated, cross-sector efforts to create secondary migration links between western Sydney and regional NSW and drives sustainable social and economic outcomes for participating regional communities and newcomers.

The first year of the pilot program focused on establishing processes to build regional readiness and engage with interested candidates in western Sydney, despite being heavily impacted by the Delta outbreak.

The NSW GROW model includes:

- a regional employment hub in western Sydney, delivered by Australian Red Cross, engaging with migrants, refugees and people seeking asylum to promote opportunities in the Riverina and Murray pilot regions and develop individualised relocation plans
- place-based partnerships in the Murray and Riverina regions, coordinated by the Australian Red Cross (Albury) and Regional Development Australia Riverina
- regional taskforces consisting of local leaders from across community, business and government to oversee strategic planning and implementation of NSW GROW activities in each region.

Throughout June 2022, a series of events were hosted to mark the official launches of NSW GROW in western Sydney, the Riverina and Murray regions. The launch of the regional employment hub brought together representatives from various community organisations, education and training providers and government to promote the hub and workshop elements of the model.

At the end of June, the Deputy Premier and Minister for Regional NSW, the Hon Paul Toole MP, the Minister for Multiculturalism, the Hon Mark Coure MP, along with Professor Shergold AC, opened the Riverina and Murray programs in Leeton and Walla Walla. The regional launches were well attended by local employers, organisations, volunteers and government agencies who signalled their enthusiasm and strong commitment to the program.

In the Riverina, the pilot program initially focuses on the Leeton Shire Council and Temora Shire Council local government areas. In the Murray, Albury City Council, Greater Hume Shire Council and Federation Council are participating in the program.



## Settlement partnerships

In the 2021-22 NSW Budget, Multicultural NSW secured more than \$8.5 million over three years to support new and emerging communities settle and thrive in NSW.

The funding supports the continuation of five strategic partnership programs - Families in Cultural Transition, Multicultural Youth Linker, Community Hubs, Multicultural Women's Hubs, and Leaders in Cultural Diversity.

## Families in Cultural Transition

Multicultural NSW has funded the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) to deliver the Families in Cultural Transition (FICT) program through to 2024.

**A 2020-21 program evaluation found FICT participants had developed new skills, had a better understanding of Australian laws, systems and services and had experienced improved relationships with family members.**

FICT is a 10-week series of workshops designed to help newly arrived people from refugee and refugee-like backgrounds make sense of the changes that they and their family members may be experiencing as they transition to their new life in Australia. The program operates across Sydney, Armidale, Wagga Wagga, Newcastle and Coffs Harbour regions.



## Multicultural Youth Linker

The Multicultural Youth Linker program will build upon the 2021 Youth Linker pilot that was found to have:

- achieved positive social, economic and educational outcomes for young refugees and migrants living in Fairfield
- empowered young people to make their own decisions about their lives by enabling access to information, support services and training
- built relationships and trust between government and young people.

The program is a partnership between Multicultural NSW and Service NSW, and connects young people from migrant, refugee and refugee-like backgrounds to support and connect them to the information they need to meet their economic, educational, social and health needs.

## Community Hubs

Multicultural NSW will continue to support the important work of Community Hubs Australia with renewed funding for 2022-2025.

In 2021-22, the NSW network of Community Hubs Australia supported 63,507 attendances at 4,659 activities, including:

- 8,137 attendances at 1,131 English-language activities
- 3,224 attendances at 389 informal and formal training activities
- 12,548 attendances at 862 'early years' activities
- 1,337 volunteering opportunities.

Community Hubs Australia delivers school-based programs that aim to reduce social isolation, particularly for migrant and refugee women and their families who have settled in NSW. The programs enable families to access information about support services and build strong ties within, and beyond, their communities. The Hubs also offer opportunities for parents to engage and develop new skills, including vocational and English language skills. This is critical to empowering new and emerging communities and ensuring migrant families can thrive in place.

**Image: At Westmead Public School hub in NSW, Community Hubs Australia is working with partner organisation 'The Social Outfit' to equip participants with income generating skills including how to design and embroider a jacket.**

*Photo courtesy of Eliza Barry, Community Hubs Australia*



# COVID-19 Crisis Support Packages

NSW is home to Australia's largest population of temporary visa holders, including skilled migrants, people seeking asylum and seasonal workers. Before the COVID-19 pandemic, many temporary visa holders earned an income and made substantial contributions to the NSW economy. However, during the pandemic, many lost their jobs and were left without any financial support as they did not qualify for Australian Government assistance. Specialist NGOs reported a sharp rise in the number of temporary visa holders requesting emergency relief, especially during the COVID-19 Delta and Omicron outbreaks in 2021-22. Multicultural NSW provided multiple support packages during the year to help with the COVID-19 community impacts.

## Emergency Relief and NGO Support (ERNS)

In August 2021, Multicultural NSW distributed \$6.25 million in funding to specialist migrant and settlement organisations that provided emergency relief to a range of vulnerable temporary visa holders who could not receive assistance from the Australian Government, with a focus on people seeking asylum. Afghan evacuees who arrived in Australia in 2021 as well as Ukrainian nationals who arrived in 2022 were also eligible for support under these programs.

The Emergency Relief and NGO Support Grants funding supported over 11,800 people – the majority of whom were people seeking asylum.

### The ERNS funding:

- provided emergency relief (emergency relief essentials, personal health safety items, medical support, telecommunications, transport and essential housing)

Multicultural NSW distributed **\$10.35M** in funding to 19 specialist migrant and settlement organisations.

- supported specialist migrant and settlement NGOs to administer emergency relief by hiring culturally appropriate caseworkers, culturally appropriate community support workers, fund outreach transport costs and interpreting and translation services.

## Emergency Relief Support (ERS) Grants

In June 2022, the Minister for Multiculturalism, the Hon Mark Coure MP, announced an additional \$4.18 M to support organisations to deliver direct Emergency Relief Support to an estimated 7,000 people – mostly people seeking asylum – over six months. This support included food, essential housing and crisis accommodation, medical support, telecommunications and transport support.

While all funded organisations were delivering support in western and south-western Sydney, four of the larger organisations also delivered support across regional NSW in the key primary settlement site locations of Albury, Armidale, Coffs Harbour, Newcastle, Wagga Wagga, and Wollongong (additional grant details in Appendix A).

## Leadership in settlement planning - NSW Coordinator General for Settlement

Multicultural NSW provides agency support to the NSW Coordinator General for Settlement, Professor Peter Shergold AC. Professor Shergold has been instrumental in establishing strategic partnerships, facilitating collaboration with community organisations and across all levels of government, working with the Australian Government and trialling innovative approaches to policy and programs to improve settlement outcomes in NSW.

In 2021-22, this work included:

- working with the Joint Partnership Working Group to coordinate delivery of immediate and longer-term settlement services for Afghan and Ukrainian arrivals, and other new and emerging communities in NSW
- overseeing the \$22 million NSW Government Refugee Employment Support Program to help refugees find jobs that suit their skills and qualifications

- overseeing the \$22 million NSW Government Refugee Employment Support Program to help refugees find jobs that suit their skills and qualifications
- supporting delivery of place-based initiatives to facilitate opportunities for migrant, refugee and asylum seeker communities to settle and resettle in regional NSW, including delivery of the NSW GROW regional resettlement pilot program
- supporting place-based settlement planning and coordination through the NSW Government Immigration and Settlement Planning Committee (GISPC) and the national Senior Officials Settlement Outcomes Group (SOSOG), and facilitating ongoing collaboration with the Australian Government and local governments
- working with the Department of Home Affairs and the Australian Government Coordinator-General for Migrant Services to represent the needs and interests of NSW communities
- supporting the development and delivery of the NSW Settlement Strategy.

## NSW Settlement Strategy

Multicultural NSW committed to delivering a NSW Settlement Strategy as part of its 2021-2025 Strategic Plan, *Stronger Together*. The strategy aims to improve the settlement journey for newcomers in NSW to ensure newcomers thrive in place.

In 2021-22, Multicultural NSW commenced engaging stakeholders across community, services and governments to formalise the strategy's guiding principles and identify lessons learned over the past five years.

The strategy enhances and formalises collaboration, coordination and strategic planning within the NSW Government across 10 settlement domains. It enhances existing strategic partnerships with the Australian Government, states and territories, and the Australian Local Government Association, to influence national settlement planning. It adopts a human-centred design approach to embed lived experience in decision making.

The NSW Settlement Strategy will be delivered in 2022-23.

## Joint Partnership Working Group on Refugee Resettlement (JPWG)

The JPWG is convened by Multicultural NSW and chaired by Professor Shergold AC to facilitate whole-of-government and cross-sectoral collaboration on humanitarian settlement.

The JPWG met 11 times in 2021-22, with monthly meetings convened to coordinate responses to the COVID-19 pandemic and the settlement of evacuees from Afghanistan and Ukraine.

The JPWG has remained a dynamic, solutions-focused forum that supports innovation and plays an important role in responding to systemic issues across NSW.

## NSW Government Immigration and Settlement Planning Committee

Co-chaired by Multicultural NSW and the Department of Premier and Cabinet, the NSW Government Immigration and Settlement Planning Committee aims to provide a strategic, whole-of-government approach to settlement planning and delivery and evaluating settlement outcomes in NSW.

The committee met seven times in 2021-22, with a focus on responding to the needs of new arrivals impacted by the crises in Afghanistan and Ukraine and contributing to development of the NSW Settlement Strategy.

Committee members are senior officers of NSW Government agencies with a role in supporting the settlement of new arrivals in NSW.

## Senior Officials Settlement Outcomes Group (SOSOG)

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

In 2021-22, Multicultural NSW worked closely with state and territory governments and the Commonwealth Department of Home Affairs in response to the crises in Afghanistan and Ukraine.

Multicultural NSW chairs the SOSOG Better Settlement Planning Working Group, which aims to foster greater collaboration between the Australian Government, states and territories. One of its primary objectives is timely information sharing to enable states to have a greater influence on Australian Government decisions on settlement locations.

# Supporting Communities Impacted by Overseas Conflict

## Witness to War

In response to the conflicts in Afghanistan and Ukraine in 2021-22, Multicultural NSW also funded the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) to re-establish the successfully piloted Witness to War program – a multicultural telephone support line.

The Witness to War support line was relaunched in February 2022 and offers free, multilingual, independent and confidential telephone support, including initial needs assessments, counselling, information provision and referrals.

Witness to War supports individuals, families and communities in NSW exposed to, or otherwise impacted by, overseas conflicts. The funding allowed NSW STARTTS to support established community members in NSW who were not eligible for refugee and humanitarian settlement support but were still experiencing negative consequences arising from overseas conflicts. The program raises awareness among the service system of the many and varied ways in which local communities are affected by overseas conflicts and the role that existing services can play to support impacted communities.

# Afghan Community Advisory Forum

The Afghan Community Advisory Forum was established in October 2021 in response to the urgent need to support the settlement of Afghan evacuees. It is co-chaired by Professor Peter Shergold AC and Joseph La Posta, Multicultural NSW CEO. Forum members represent the diverse Afghan community in NSW.

The forum has convened six times, with key issues raised by members including mental health, access to services, accommodation support, visa prioritisation and processing, and other issues relating to Afghan temporary visa holders.

The forum has helped raise awareness of support available to the Afghan community, such as the Witness to War program, the extension of eligibility to Rentstart rental bond loans and Advance Rent housing assistance for 449 Afghan visa holders, and advocacy for additional places in the Humanitarian Visa Program.

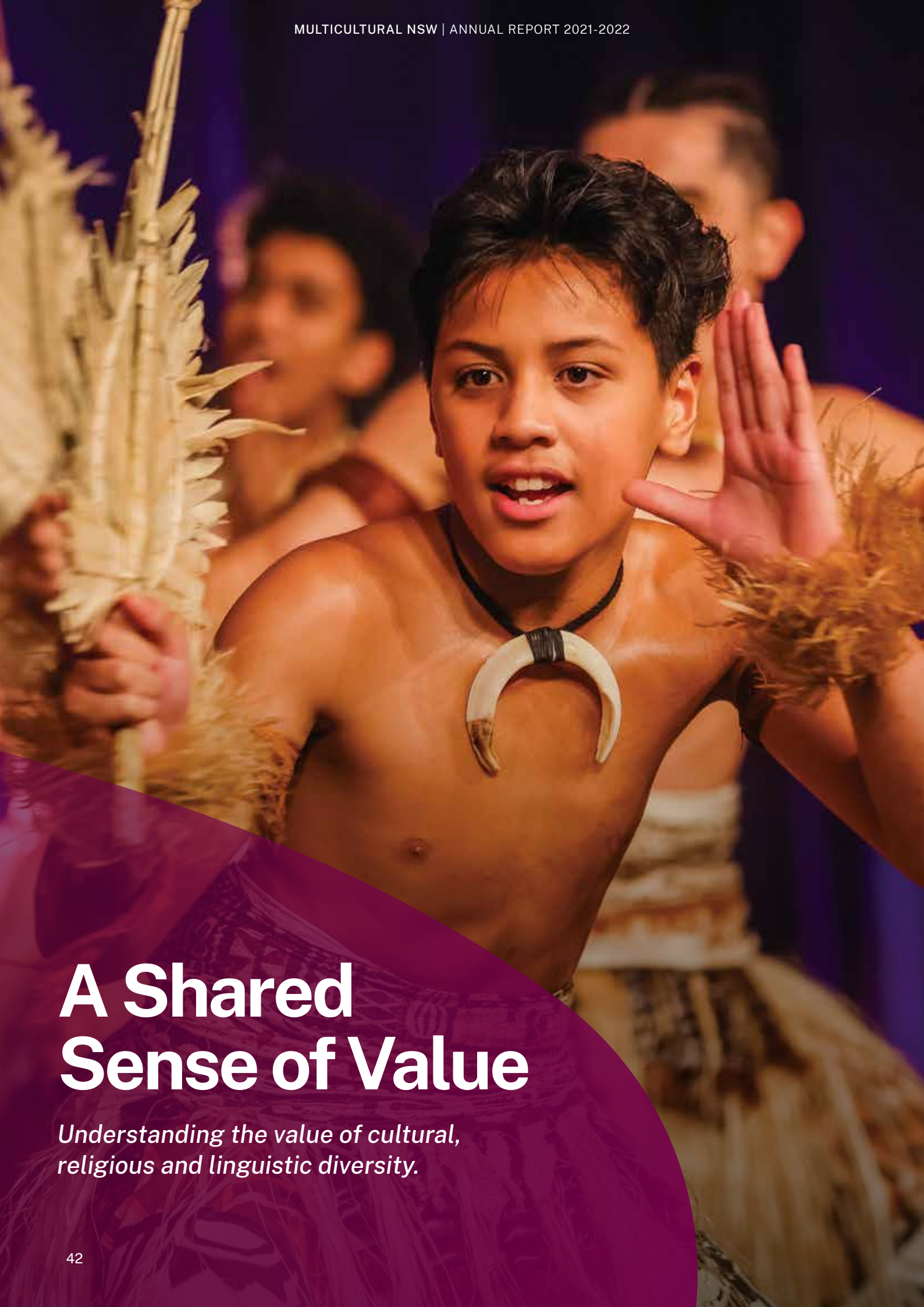
# Ukrainian community engagement

Since the invasion of Ukraine by Russia in February 2022, Multicultural NSW has engaged with both Ukrainian and Russian communities in NSW to better understand the local impact of the conflict and to support newly arrived people from Ukraine. Multicultural NSW has been working with the Australian Federation of Ukrainian Organisations and the Ukrainian Council of NSW to connect and support the NSW Ukraine community.

Additionally, Multicultural NSW has been working with NSW Government colleagues in the areas of health, education, transport and more to ensure the efforts of connecting the NSW Ukraine community with required resources are continued.

Multicultural NSW has also partnered with NAATI to provide a short-term solution that provides language support to newly-arrived people from Ukraine.





# A Shared Sense of Value

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



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

We do this by supporting programs and activities that promote the vibrancy of NSW and our diverse communities. This includes events, grants, strategic partnerships, and social and digital media.

*Image: The Premier's Harmony Dinner 2022 entertainment.*

## Connecting with community through events

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

### Flagship Events



#### 2022 Premier's Harmony Dinner

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

The 2022 dinner was hosted on 1 March by the Premier of NSW, the Hon Dominic Perrottet MP, and the Minister for Multiculturalism, the Hon Mark Coure MP, at the International Convention Centre. This year, 1,260 people gathered to celebrate and many more watched the livestreamed event.

## 2022 Premier's Multicultural Community Medals

This multicultural awards program recognises and celebrates the outstanding work of individuals promoting social cohesion and unity during challenging times.

**'engaging diversity'**  
Carla Zampatti Arts and Culture Medal Recipient  
Lliane Clarke

**'creating connection'**  
Adaps Pty Ltd Corporate Business Excellence Medal Recipient  
Navitas Skilled Futures

**'vital communications'**  
Welcoming Cities Local Government Business Excellence Medal Recipient  
NSW Police Force Multicultural Liaison Officer Program

**'care and compassion'**  
ICC T20 World Cup COVID Champion Medal Recipient  
Srey Kang

**'driving independence'**  
Not-for-Profit Business Excellence Medal Recipient  
3Bridges Community

**'commitment to community'**  
SBS Lifetime Community Service Medal Recipient  
Rosa Loria

**'multicultural awareness'**  
All Graduates Interpreting and Translating Language Services Medal Recipient  
Ashraf Abdelbaky

**'regional dedication'**  
CommBank Regional Unity Medal Recipient  
Joy Harrison

**'social justice for all'**  
Settlement Services International NSW Human Rights Medal Recipient  
Ravi Prasad

**'empowering action'**  
Village Plaza Sports Medal Recipient  
GWS Giants Football Club

**'inspiring harmony'**  
NSW Rugby League Youth Medal Recipient  
Khadijah Habbouche

**'guidance through harmony'**  
National Rugby League Stepan Kerkyasharian AO Community Harmony Medal Recipient  
Shubha Kumar

## 2022 Multicultural Honour Roll Inductees

Eddie Jaku OAM  
**'survivor, hero, volunteer'**

Sath Srey  
**'advocate, founder, community leader'**

Aziza El Saddik  
**'female mentor, educator, founding member'**

Carla Zampatti  
**'fashion industry leader, female entrepreneur, philanthropist'**

## 2021 Premier's Multicultural Communications Awards

The awards recognise excellence in the multicultural media and marketing industries and acknowledge the important role that marketing and media professionals play in communicating to diverse audiences across NSW. They also honour innovative and creative marketing agencies and campaigns that inspire social cohesion and community harmony via print, radio, television, and digital media channels.

**Judges' Choice Outstanding Campaign of the Year**

Australian Taxation Office,  
UM and Identity Communications

**Agency Campaign of the Year**

CulturalPulse – Red Cross Beirut Appeal

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

Royal Life Saving New South Wales

**CommBank Business Campaign of the Year**

Australian Taxation Office,  
UM and Identity Communications

**Publication of the Year**

Desi Australia

**Best Audio-Visual Report**

Andriana Simos – OXI Day

**Best Audio Report**

SBS Arabic24 - Hana Yassin, Fares Hassan

**Best Text Report**

Sydney Today

**Young Journalist of the Year**

Andriana Simos

**Best Use of Digital or Social Media**

Jane Jeffes /AMUST/Hazen Agency

**Alan Knight Student Award**

Rhea L Nath

**Public Interest Award**

Saba Vasefi / The Guardian

**Lifetime Achievement Award**

Ziaul Islam Ahmad



Image: 2021 PMCA winners with The Hon Mark Coure MP, Minister for Multiculturalism

# Cultural Events



## 2021 Diwali celebrations

Diwali is known as the festival of lights. Previously, the NSW Government held an annual community reception to celebrate Diwali with hundreds of members of the Indian and Subcontinent community. Due to COVID-19, the Minister for Multiculturalism, the Hon Mark Coure MP, joined the NSW Premier, the Hon Dominic Perrottet MP, and multicultural media on 8 November 2021 as the Opera House sails were lit in celebration of Diwali, the Hindu festival of lights.



## 2022 Lunar New Year

On 2 February 2022, the NSW Premier, the Hon Dominic Perrottet MP, and the Minister for Multiculturalism, the Hon Mark Coure MP, addressed multicultural media at the Overseas Passenger Terminal in Circular Quay in celebration of Lunar New Year. The Lunar New Year Festival begins with the first new moon of the lunar calendar and is celebrated worldwide. The Sydney Opera House sails were illuminated by the colour red as NSW welcomed the Year of the Rat.



## 2021 Chanukah festivities

The NSW Premier, the Hon Dominic Perrottet MP, and the Minister for Multiculturalism, the Hon Mark Coure MP, hosted a pre-Chanukah community reception at NSW State Library on 25 November 2021. The eight-day Jewish festival of lights celebrates the universal triumph of light over darkness, good over evil, and freedom over oppression. At the heart of the Chanukah festivities is the lighting of the menorah. Representatives from the NSW Jewish Board of Deputies and Chabad NSW gathered for the annual pre-Chanukah celebration.



## 2022 Premier's Iftar Dinner

Every year, the NSW Government hosts an interfaith Iftar dinner during Ramadan. The 2022 Iftar Dinner was held on Tuesday 12 April 2022 at Bankwest Stadium in Parramatta. Approximately three hundred Muslim community representatives, interfaith leaders and Members of Parliament commemorated one of the most important religious events in Islam. Master of Ceremonies, Ms Fatema Mohammed Ali commenced the official proceeding with a Quran Recitation by Sheikh Mohamed Harby.

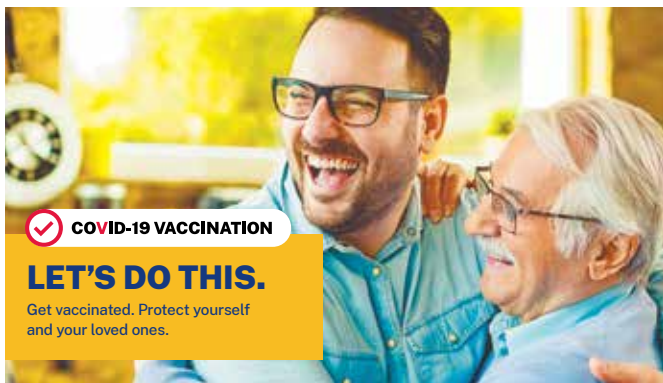


# Connecting to Community through Digital Engagement

## Social and digital media

Multicultural NSW uses social and digital media to engage with the community.

This year, social and digital media have been vital in sharing public health information with diverse communities throughout the COVID-19 pandemic. Multicultural NSW has been working closely with NSW Health, the NSW Multicultural Health Communication Service, and the Department of Customer Service to disseminate government messages across NSW.



## Website and digital newsletters

In 2022, our monthly stakeholder newsletter Multicultural Link was launched to share news, community initiatives, events, and festivals, to our network of subscribers.

Collectively, the Multicultural NSW website, social media channels, monthly stakeholder newsletter and other emails enable us to connect with our audiences and provide essential messaging for multicultural communities.

Multicultural NSW is undertaking a first-class solution in website design to position our organisation as a leader in language service delivery. Our website will use best-practice to better connect with all our NSW audiences.

## Digital stakeholder engagement

### Stakeholder benefits:



- a modern design displaying key stories and projects
- simple, fast, and logical user experience across all devices
- presentation in line with digital best practice
- communicate with audiences whose first language may not be English
- improved website responsiveness and accessibility to all users



- improve access to information
- key source of information about multicultural communities
- language Services sales centre



- intuitive and predictive search experience



- accessible, secure and government standards-compliant
- digitised forms across the site



- optimised for easy search engine discovery



- easy to manage and scale content for the long term
- smooth integration, processes, and tools



- easy to track, monitor and report website traffic metrics



- provide a direct payment platform for clients seeking language services.

# Empowering community through Multicultural NSW Grants

## Stronger Together – Festival and Event Grants

2021-22 embraced the return of festival and event activity that promoted social cohesion and community harmony. Multicultural NSW Stronger Together Festival and Event Grants supported communities reconnecting through the sharing of cultures and traditions.

## Remove Hate from the Debate

Remove Hate from the Debate is an anti-hate initiative developed by Multicultural NSW to respond to online hate.

In the year to 30 June 2022, the Remove Hate from the Debate campaign reached 1,041,768 people.

During the COVID-19 response period, the campaign reached an audience of 666,668 with engagement figures hitting 44,675.

The campaign is designed to provide advice and information to young people encountering online attack based on race, religion, ethnicity, sexual orientation, disability, and/or gender.



UP TO  
**\$15k**  
FUNDING AVAILABLE  
PER GRANT



OVER  
**\$1M**  
IN FUNDING  
AWARDED  
TO COMMUNITY



**119**  
FESTIVALS &  
EVENTS SUPPORTED



## Stronger Together – Project Grants

The Stronger Together Project Grants supported 12-month projects to make a lasting positive impact on social cohesion at a grassroots level.



UP TO  
**\$40k**  
FUNDING AVAILABLE  
PER GRANT

OVER  
**\$680k**  
AWARDED TO  
GRASSROOTS  
PROJECTS



**31**  
GRASSROOTS  
COMMUNITY  
INITIATIVES  
SUPPORTED



## COVID-19 Grants

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 number of grant programs. The funding supported grassroots community groups to provide necessary services to vulnerable people affected by the pandemic.

In 2021–22, Multicultural NSW delivered the following COVID-19 Grant programs:



**Empowering and Supporting Local Communities** for local community organisations and groups to deliver community-led grassroots projects supporting vulnerable members of our community.



**Multicultural Media Grants** for multicultural media outlets to ensure authorised public health information was shared with the community and to protect vital jobs in the media industry.



**Innovation Grants** for local community-led innovative solutions to address the problems in the 12 local government areas of concern and vulnerable groups who experienced significant disruption during the COVID-19 Delta outbreak.



**Emergency Relief Grants** for Vulnerable Temporary Visa Holders for organisations across metropolitan and regional NSW to provide basic support to vulnerable temporary visa holders, with a focus on people seeking asylum (*Additional grant details in Appendix A*).

# Collaborating with community through partnerships and sponsorships

Multicultural NSW has developed on-going partnerships and sponsorships with a range of organisations to drive the development of cultural diversity, social cohesion, and community harmony in the corporate and community sectors.

## Partnerships



**Commonwealth**Bank

### Commonwealth Bank of Australia

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



### Special Broadcasting Service (SBS)

Multicultural NSW has worked closely with SBS for many years in a number of capacities, including recently via a three-year partnership. This partnership provides Multicultural NSW with the ability to learn from and collaborate with one of Australia’s most diverse broadcasters.

In 2021-22, Multicultural NSW expanded the partnership with SBS due to increasing needs during the global pandemic. SBS supported both the Australian Government and the NSW Government to ensure multicultural communities received critical information during the COVID-19 pandemic.

Multicultural NSW, the Department of Customer Service and NSW Health partnered with SBS to stream the 11am daily Premier’s press conferences in 10 languages.

## Sporting Partnerships

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



CRICKET NSW



Collaborative, strategic partnerships and sponsorships are valuable communication platforms used to promote cultural diversity as one of NSW’s major assets.

## Sponsorship

In 2021-22, 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.

### NSW Premier’s Literary Awards

Multicultural NSW is 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 2022 Multicultural NSW Award was Safdar Ahmed for his book *Still Alive*, a deeply personal and critical account of the author’s work within Australia’s immigration detention system and his encounters with the wrongfully imprisoned.



Award short-list

### Corporate Club Australia membership

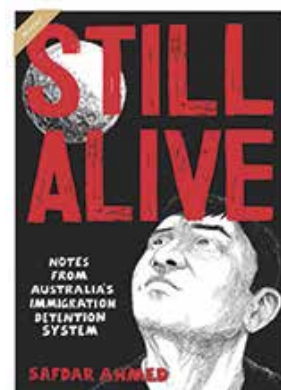
Corporate Club Australia is an initiative of the NSW Government and Australia Day Council of NSW. Multicultural NSW holds this membership to connect with and influence the Australian corporate community, promoting the value of multicultural diversity and inclusion.

### 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 provides unique research, events and programs, curated resources and expert advice across all diversity dimensions to a community of member organisations.

### Local Government Special Conference

Multicultural NSW sponsored the 2021 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.



Winner – Still Alive  
Safdar Ahmed



STATE LIBRARY®  
NEW SOUTH WALES



*Image: Shuba Kumar,  
winner of the 2022 Premier's  
Community Harmony Medal*

# Sector Capability

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

## Modelling good practice and building cultural capability in NSW policy, programs and service delivery.

Multicultural NSW works closely with our colleagues across the NSW Government to ensure policy development and program design meet the needs of people in our culturally, linguistically, and religiously diverse society.

## Multicultural Policies and Services Program (MPSP)

The *Multicultural NSW Act 2000* establishes the Multicultural Principles as the policy of NSW. The Act makes it the responsibility of every NSW Government agency to ensure its services and programs are available and appropriate to everyone in our society.

Multicultural NSW established the Multicultural Policies and Services Program (MPSP) to support and guide NSW agencies in effective service planning and delivery in our culturally diverse society.

Under the MPSP, all agencies must develop, maintain and report on a multicultural plan. Designated MPSP agencies are recognised for their role in delivering essential policies and services and have added MPSP planning and reporting responsibilities.

The MPSP Framework outlines four focus areas: service delivery, planning, leadership and engagement with nine key outcomes for agencies.

### Review of the MPSP

In 2021-22, Multicultural NSW commissioned Spark Strategy to undertake a high-level scoping exercise, including stakeholder consultations, to unpack the strengths, opportunities and weaknesses of the current MPSP. The next phase of the review will draw on these insights to inform a new framework that can support NSW agencies to deliver better outcomes for customers and communities in our culturally and linguistically diverse society and embed cultural diversity inclusion as core business for the NSW Government. Multicultural NSW committed to reviewing the MPSP as part of the sector capability priority under its 2021-2025 strategic plan, *Stronger Together*.

### MPSP Tools and Resources for Multicultural Planning

In 2021-22, Multicultural NSW developed the Tools and Resources for Multicultural Planning webpage to assist government agencies and other organisations with cultural diversity inclusion planning across the four MPSP focus areas. It includes best practice tools, guides and templates that users can adopt and adapt to develop, implement and evaluate their own cultural diversity plans.

The resource was developed following extensive consultation with stakeholders in public, private, non-government organisation and community sectors. The webpage can be accessed in the Multicultural NSW website.



# Multicultural NSW Leadership Empowers Communities in COVID-19

Multicultural NSW led a cross-government effort to empower communities impacted by the COVID-19 Delta outbreak in mid-2021. Multicultural NSW led the Community Pillar of the NSW Government's Delta Micro Strategy. The Community program comprised four workstreams:

- 1.** mitigating COVID-19 risks for Aboriginal communities (overseen by Aboriginal Affairs NSW)
- 2.** community grants (including grants administered by Multicultural NSW, Department of Communities and Justice, and Office of Local Government)
- 3.** food security (Department of Communities and Justice)
- 4.** identifying Delta risks, sentiment analysis and community insights (Multicultural NSW and Department of Communities and Justice).

and the three cross-cutting streams of:

- 1.** embedding public health and vaccination information (NSW Health)
- 2.** resilience (Resilience NSW)
- 3.** communications and media (Multicultural NSW, Department of Customer Service).

**Multicultural NSW led the Community Pillar of the NSW Government's Delta Micro Strategy.**

Multicultural NSW stood up a project management office to support the implementation of the Community Pillar. The project office supported Multicultural NSW CEO Joseph La Posta in his capacity as the Community Pillar lead, pillar steering committee, workstream leads and teams delivering milestones. The project office addressed emerging challenges and issues, enabled interagency connection and collaboration, tracked the high-volume, high-pace activity across multiple agencies, monitored and reported on progress and expenditure to the Delta Micro Strategy Executive Committee and NSW Treasury, and escalated issues to the State Emergency Management Committee and Crisis Policy Committee of Cabinet.

## NSW Government submission on crisis communications

In March 2022, the NSW Legislative Assembly Committee on Community Services launched an inquiry into improving crisis communications to CALD communities.

Multicultural NSW led the NSW Government response to the inquiry, coordinating input from NSW agencies including, the Advocate for Children and Young People, Department of Communities and Justice, Department of Premier and Cabinet, Department of Customer Service, Ministry of Health, NSW Police Force, Department of Education and Resilience NSW.

The submission documented the whole-of-government and whole-of-community effort to combat COVID-19 by harnessing the strengths of our culturally, linguistically, and religiously diverse society.

The inquiry set out to examine ways to improve channels of communication with communities, the use of cultural community groups and networks to distribute in-language information, and issues of racism and discrimination related to crisis communications.

The NSW Government submission was lodged in June 2022.



## Applying a cultural diversity lens to whole-of-government strategies

Multicultural NSW is responsible for a range of whole-of-government functions under the *Multicultural NSW Act 2000*. In addition to Multicultural NSW-led strategies, Multicultural NSW works to ensure that a cultural diversity lens is applied across government by supporting a wide range of whole-of-government strategies led by other NSW agencies. Our policy team contributes its expertise and advice through:

- **Tailored advice and support to agencies:** Our robust working relationships and collaboration with NSW agency colleagues and stakeholders make us a source of tailored advice to ensure NSW policies and services are inclusive, representative and accessible to all communities.
- **Representation on inter-governmental committees:** Through its representation on many state inter-agency and national inter-jurisdictional committees, Multicultural NSW brings a cultural diversity lens to a wide range of policy areas. These include early childhood, ageing, education, mental health, domestic violence, water safety, policing, justice and youth justice, countering violent extremism, social cohesion, humanitarian settlement, and many other policy areas.

## Ageing Well in NSW: Seniors Strategy 2021-2031 Action Plan

Under the Ageing Well in NSW: Seniors Strategy 2021-2031 Action Plan, Multicultural NSW is planning a roundtable with community and government stakeholders to investigate and identify service gaps and issues faced by older migrants and refugees. The roundtable is scheduled for October 2022.

Multicultural NSW is committed to improve the wellbeing of older people from migrant and refugee backgrounds and for them to enjoy opportunities to participate in, contribute to and be included in, their communities.

**Image: Ramadan Nights Festival, Lakemba 2022**



## NSW Carers Strategy: Caring in NSW 2020-2030 Action Plan 2020-2022

Under the NSW Carers Strategy: Caring in NSW 2020-2030, Multicultural NSW partnered with Department of Communities and Justice in the development and implementation of a Carers Week carer awareness campaign in October 2021, with a spotlight on culturally and linguistically diverse carers.

The campaign messaging was tailored to reflect specific caring dynamics within different cultural communities. It used a mixed media approach including print, radio, social media and programmatic ads in Mandarin, Cantonese, Arabic, Vietnamese, Greek, Italian, Korean, Spanish, Dari and Thai. The campaign achieved strong engagement from the community.

The strategy is a 10-year, whole-of-government plan aiming to improve the recognition and support of carers in NSW.

## NSW Women’s Strategy 2018-2022

Over the past year, Multicultural NSW continued to support the NSW Women’s Strategy 2018-2022.

The strategy provides a whole-of-government and whole-of-community policy framework which aims to improve the economic, social and physical wellbeing of women and girls across NSW.

As part of the strategy’s Year Four Action Plan, Multicultural NSW, in partnership with Department of Communities and Justice, and Women NSW, committed to develop and deliver an educational program on financial literacy for women by the end of 2022. The initiative aims to improve financial capability and understanding and will adapt and promote financial literacy resources in culturally and linguistically accessible formats.

## Brighter Beginnings

As part of the 2022-23 NSW Budget, the NSW Government made an investment of \$15.9 billion over 10 years to support the Early Years Commitment, including Brighter Beginnings. The funding will transform early childhood development, education and care in NSW over the next decade.

Multicultural NSW works with the Department of Education and other agencies to ensure the voices of migrant families and their children are embedded within the whole-of-government initiative.

Brighter Beginnings: The First 2000 Days brings agencies from across NSW Government together with frontline professionals to improve early childhood developmental outcomes for all children under five years of age in NSW.

## Multicultural Women’s Hubs

Funded by Multicultural NSW and delivered by Arts and Culture Exchange, Multicultural Women’s Hubs support women to develop social enterprises and obtain employment through creative-based learning, training, and technology. Multicultural Women’s Hubs aim to reduce barriers to participation by creating a culturally safe space for women from migrant backgrounds from across western Sydney to come together and connect through hub activities.

As of June 2021, Arts and Culture Exchange had established five social enterprises for migrant and refugee women living in western Sydney, including:

- Didi’s Tribe (Parramatta)
- Spellbound Storytime (Auburn)
- The Sewing Hub (Fairfield)
- Afro Sistah’s (Blacktown)
- South Sudanese Women’s Creative Hub (Blacktown/Fairfield).

With the COVID-19 Delta outbreak in mid-2021, Multicultural Women’s Hubs pivoted to ensure participants continued to have access to support services during this time through creative online learning experiences.

**Image: Multicultural NSW supported Multicultural Women’s Hub with work readiness training and community networking activities. Photo Courtesy Arts and Cultural Exchange.**



# 04 OUR PEOPLE AND MANAGEMENT ACTIVITIES

*Image: Rosa Loria, winner of the  
2022 Premier's Lifetime Community  
Service Medal*

## People Matter Survey 2021 highlights

**96%** response rate

**78%** employee  
engagement

**75%** job satisfaction

**74%** well-being

**82%** customer service

Multicultural NSW was agile and flexible, working with staff and other agencies to maintain community support by adopting new ways of working.

## Our People

In 2021-22, Multicultural NSW's workforce continued to be highly engaged, agile, embracing of change and committed to our community stakeholders during a period of continued uncertainty and challenges due to COVID-19.

On behalf of NSW Government, Multicultural NSW partnered with the Public Service Commission and other agencies to create an inter-agency COVID-19 staff mobility register to help agencies throughout the pandemic maintain their staffing requirements. To deliver increased community support during COVID-19, Multicultural NSW filled more than 20 additional temporary positions through the register, providing critical support to multicultural communities who were significantly impacted by lockdowns and related public health orders.



*Image: Multicultural NSW team members at the 2021 staff development day.*

## Employee engagement

Multicultural NSW maintained a strong focus on our people and on responding to their feedback to provide support and development as required. The 2021 People Matter Employee Survey results were used to inform our actions. There was a 96% staff response rate to the survey, with a 78% positive engagement score. The results showed that 90% of staff were proud to tell others that they worked for Multicultural NSW and showed that they had high levels of job satisfaction. The survey recorded higher levels of internal collaboration and a stronger customer service focus than in previous years.

The results, including areas for improvement, were communicated to staff and the senior leadership team and were addressed through a number of initiatives across the organisation.

## Learning and development

The Multicultural NSW Learning and Development Program focused on online and in-person delivery initiatives identified through performance development conversations and organisational strategic priorities. The learning and development program covered:

- building resilience to workplace stress
- mandatory effective intercultural communication
- speech writing / presentation workshops
- culturally and linguistically diverse women in leadership design workshops
- cyber security awareness
- corruption prevention.



## Work health and wellbeing

Multicultural NSW's focus on health and wellbeing continued during 2021-22, ensuring the safety, health and wellbeing of employees, contractors, and the community as we continued to implement processes and systems to follow government health advice in response to COVID-19. Multicultural NSW implemented a hybrid work approach to support staff undertake a mix of work-from-home and work-from-the-office, as well as a range of other initiatives to promote positive and sustainable health and lifestyle opportunities for employees. In 2021-22 these included:

- developing, communicating, and implementing a COVID-19 vaccination policy
- reviewing the COVID-19 safety plans for returning to work in the office
- distributing clear communication of updates to health advice and updating policies and procedures to ensure the workplace was a safe environment for all staff
- all-staff Blackdog Institute workshops to assist with building resilience to workplace stress
- surveying staff on preferred consultation arrangements and the election and training of health and safety representatives for corporate staff and interpreters and translators
- an all-staff seasonal flu vaccination program
- promoting the Employee Assistance Program and providing a new portal to access additional information and support
- access to Fitness Passport to enhance staff wellbeing
- provision of additional sit-stand desks in the office.

## Organisational Structure

In 2021-22 Multicultural NSW implemented of a new organisational structure for the Language Services division. This realignment corresponded with a need to respond to an upsurge in the demand of language services, find operational efficiencies and support the implementation of the new Crown Employees (Interpreters and Translators, MNSW) Award.

The success of this change was achieved through consultation and feedback obtained from staff and the union. This ensured the new structure delivered a greater service to customers as well as interpreters and translators.

## Recognising our employees

The Multicultural NSW Staff Recognition Program acknowledged and celebrated our workforce's individual talents and their professional achievements.

This program brings our agency's workforce together and is an opportunity to showcase our successes that include innovative solutions, process improvement initiatives, and staff that role model behaviours that reflect the ethos of our agency.

**The Multicultural NSW Staff Recognition Program acknowledged and celebrated our workforce's individual talents and their professional achievements.**

# 05 FINANCIALS



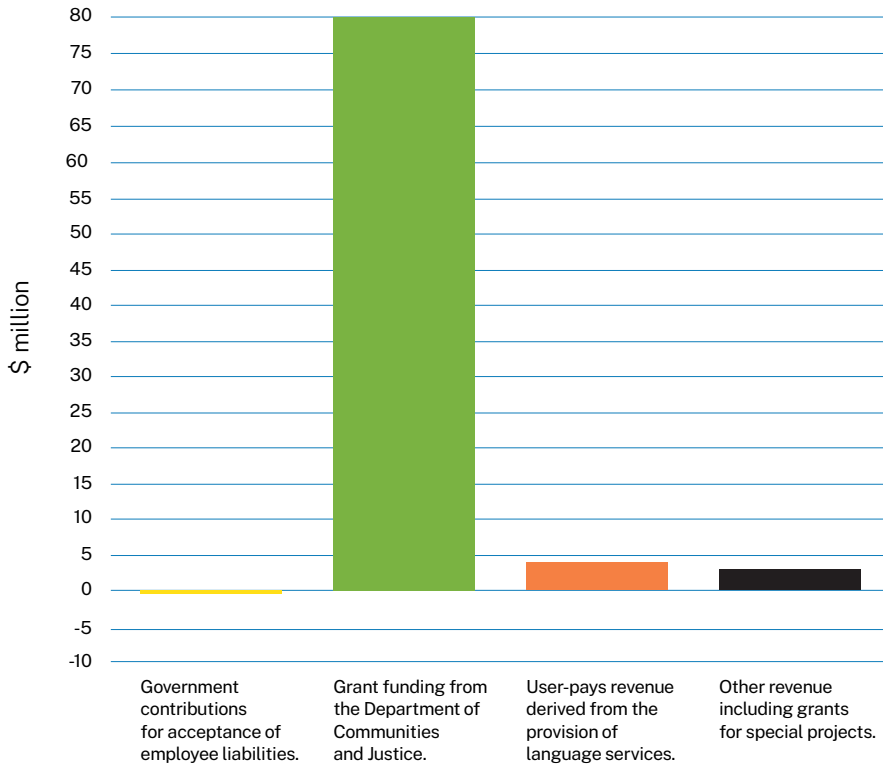
# FINANCIAL OVERVIEW

FOR THE YEAR ENDED 30 JUNE 2022

## Revenue

Multicultural NSW's revenue in **2021-22** was **\$86.259 million** which was drawn from four sources:

Multicultural NSW



Source	2019-20	2020-21	2021-22
	\$'000	\$'000	\$'000
Government appropriation and contribution	99	(115)	(555)
Grant funding from the Department of Communities and Justice	24,469	28,175	79,617
User Charges	4,933	4,980	3,971
Grants and other contributions	1,846	4,287	3,226
	<b>\$31,347</b>	<b>\$37,327</b>	<b>\$86,259</b>

The appropriation for each agency cluster is received by the principal department of the cluster. In 2021-22 the principal department of the cluster was the Department of Communities and Justice.



## Expenses

Multicultural NSW's total expenses and other losses for the year ended 30 June 2022 were \$85.977 million. The following table provides a comparison of the expenditure of Multicultural NSW over the past three financial years:

CATEGORY	2019-20	2020-21	2021-22
	\$'000	\$'000	\$'000
Employee related expenses	15,493	16,170	16,082
Other operating expenses	2,991	2,812	4,905
Maintenance	22	17	18
Depreciation and amortisation	1,597	1,386	1,433
Grants and Subsidies	9,239	17,307	64,200
Finance costs	42	34	38
Other losses	210	229	(699)
	<b>\$29,594</b>	<b>\$37,955</b>	<b>\$85,977</b>

# FINANCIAL OVERVIEW

FOR THE YEAR ENDED 30 JUNE 2022

## 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	2021	2021	2022	2022
Invoices due for Payment (#)	787	801	600	685
Invoices paid on time	787	801	600	685
	100%	100%	100%	100%
Amount due for payment (\$)	13,085,231	31,288,405	13,433,321	18,582,083
Amount paid on time (\$)	13,085,231	31,288,405	13,433,321	18,582,083
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 2021	32	-	-	-	-
December 2021	21	-	-	-	-
March 2022	-	-	-	-	-
June 2022	19	-	-	-	-
<b>Small business suppliers</b>					
September 2021	-	-	-	-	-
December 2021	-	-	-	-	-
March 2022	-	-	-	-	-
June 2022	-	-	-	-	-

# FINANCIAL OVERVIEW

## FOR THE YEAR ENDED 30 JUNE 2022



### 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 (MNSW), which comprises the Statement by the Chief Executive Officer, the Statement of Comprehensive Income for the year ended 30 June 2022, the Statement of Financial Position as at 30 June 2022, the Statement of Changes in Equity and the Statement of Cash Flows, for the year then ended, notes comprising a Statement of Significant Accounting Policies, and other explanatory information of MNSW and the consolidated entity. The consolidated entity comprises MNSW and the entity it controlled at the year's end or from time to time during the financial year.

In my opinion, the financial statements:

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

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

#### Basis for Opinion

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

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

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

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

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

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

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

#### Other Information

MNSW's annual report for the year ended 30 June 2022 includes other information in addition to the financial statements and my Independent Auditor's Report thereon. The Chief Executive Officer of

MNSW 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.

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

The Chief Executive Officer is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards, the GSF Act, GSF Regulation and Treasurer's Directions. The Chief Executive Officer's responsibility also includes such internal control as the Chief Executive Officer determines is necessary to enable the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Chief Executive Officer is responsible for assessing MNSW's and the consolidated entity'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 Statements**

My objectives are to:

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

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

A description of my responsibilities for the audit of the financial statements is located at the Auditing and Assurance Standards Board website at: [www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](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 MNSW or the consolidated entity 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  
Director, Financial Audit Services

Delegate of the Auditor-General for New South Wales

7 October 2022  
SYDNEY

# FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## Statement by Chief Executive Officer

Pursuant to Part 7 of the *Government Sector Finance Act 2018 (GSF Act)*, I state that:

- a) The accompanying financial statements have been prepared in accordance with the requirements of applicable Australian Accounting Standards (which include Australian Accounting Interpretations), the *Government Sector Finance Act 2018 (GSF Act)* and the Treasurer's Directions issued under the GSF Act.
- b) These financial statements and notes exhibit a true and fair view of the financial position of Multicultural NSW and its controlled entity as at 30 June 2022 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  
5 October 2022

# STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2022

		Economic Entity Budget	Parent Actual	Economic Entity Actual	Parent Actual	Economic Entity Actual
	Notes	2022 \$'000	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
<b>CONTINUING OPERATIONS</b>						
<b>Expenses Excluding Losses</b>						
Employee related expenses	2(a)	15,319	-	16,082	-	16,170
Operating expenses	2(b)	2,402	4,923	4,923	2,829	2,829
Depreciation and amortisation	2(c)	1,601	1,433	1,433	1,386	1,386
Grants and subsidies	2(d)	29,789	64,200	64,200	17,307	17,307
Finance costs	2(e)	13	38	38	34	34
Personnel services	2(a)	-	16,082	-	16,170	-
<b>Total Expenses Excluding Losses</b>		<b>49,124</b>	<b>86,676</b>	<b>86,676</b>	<b>37,726</b>	<b>37,726</b>
<b>Revenue</b>						
Sale of goods and services from contracts with customers	3(a)	6,235	3,971	3,971	4,980	4,980
Grants and other contributions	3(b)	43,987	82,561	82,561	32,198	32,198
Acceptance by the Crown of employee benefits and other liabilities	3(c)	742	-	(555)	-	(115)
Other income	3(d)	26	(273)	282	149	264
<b>Total Revenue</b>		<b>50,990</b>	<b>86,259</b>	<b>86,259</b>	<b>37,327</b>	<b>37,327</b>
<b>Operating Result</b>		<b>1,866</b>	<b>(417)</b>	<b>(417)</b>	<b>(399)</b>	<b>(399)</b>
Gains/(losses) on disposal	4	-	(73)	(73)	-	-
Other gains/(losses)	5	122	772	772	(229)	(229)
<b>Net Result from Continuing Operations</b>		<b>1,988</b>	<b>282</b>	<b>282</b>	<b>(628)</b>	<b>(628)</b>
Other comprehensive income		-	-	-	-	-
<b>Total Other Comprehensive Income</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL COMPREHENSIVE INCOME</b>		<b>1,988</b>	<b>282</b>	<b>282</b>	<b>(628)</b>	<b>(628)</b>

The accompanying notes form part of these financial statements.

# STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED 30 JUNE 2022

	Notes	Economic Entity Budget	Parent Actual	Economic Entity Actual	Parent Actual	Economic Entity Actual
		2022 \$'000	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
<b>ASSETS</b>						
<b>Current assets</b>						
Cash and cash equivalents	6	1,559	5,132	5,132	1,786	1,786
Receivables	7	1,171	1,865	1,865	1,841	1,841
<b>Total Current Assets</b>		<b>2,730</b>	<b>6,997</b>	<b>6,997</b>	<b>3,627</b>	<b>3,627</b>
<b>Non-Current Assets</b>						
Property, plant & equipment	8					
- Land and buildings (Leasehold Improvements)		1	207	207	32	32
- Plant and equipment		134	377	377	207	207
<b>Total property, plant and equipment</b>		<b>135</b>	<b>584</b>	<b>584</b>	<b>239</b>	<b>239</b>
Right-of-use assets	9	1,223	158	158	965	965
Intangible assets	10	2,922	351	351	895	895
<b>Total Non-Current Assets</b>		<b>4,280</b>	<b>1,093</b>	<b>1,093</b>	<b>2,099</b>	<b>2,099</b>
<b>Total Assets</b>		<b>7,010</b>	<b>8,090</b>	<b>8,090</b>	<b>5,726</b>	<b>5,726</b>
<b>LIABILITIES</b>						
<b>Current Liabilities</b>						
Payables	11	1,512	2,031	2,031	1,250	1,250
Contract liabilities	12	721	3,959	3,959	1,412	1,412
Borrowings	13	459	23	23	419	419
Provisions	15	1,269	1,330	1,330	1,392	1,392
<b>Total Current Liabilities</b>		<b>3,961</b>	<b>7,343</b>	<b>7,343</b>	<b>4,473</b>	<b>4,473</b>
<b>Non-Current Liabilities</b>						
Borrowings	14	1,708	138	138	956	956
Provisions	16	247	284	284	254	254
<b>Total Non-Current Liabilities</b>		<b>1,955</b>	<b>422</b>	<b>422</b>	<b>1,210</b>	<b>1,210</b>
<b>Total Liabilities</b>		<b>5,916</b>	<b>7,765</b>	<b>7,765</b>	<b>5,683</b>	<b>5,683</b>
<b>Net Assets</b>		<b>1,094</b>	<b>325</b>	<b>325</b>	<b>43</b>	<b>43</b>
<b>EQUITY</b>						
Accumulated funds	17	1,094	325	325	43	43
<b>Total Equity</b>		<b>1,094</b>	<b>325</b>	<b>325</b>	<b>43</b>	<b>43</b>

The accompanying notes form part of these financial statements.



# STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2022

	Notes	Economic Entity Budget	Parent Actual	Economic Entity Actual	Parent Actual	Economic Entity Actual
		2022 \$'000	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
Balance at 1 July		(894)	43	43	671	671
Net result for the year		1,988	282	282	(628)	(628)
Other comprehensive income		-	-	-	-	-
Total other comprehensive income		-	-	-	-	-
Balance at 30 June		<b>1,094</b>	<b>325</b>	<b>325</b>	<b>43</b>	<b>43</b>

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

# STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2022

	Notes	Economic Entity Budget	Parent Actual	Economic Entity Actual	Parent Actual	Economic Entity Actual
		2022 \$'000	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>						
<b>Payments</b>						
Employee related		(14,577)	-	(16,500)	-	(16,309)
Personnel services		-	(16,500)	-	(16,309)	-
Grants and subsidies		(29,789)	(70,620)	(70,620)	(19,038)	(19,038)
Finance costs		(13)	(38)	(38)	(31)	(31)
Other		(2,402)	(1,638)	(1,638)	(2,530)	(2,530)
<b>Total Payments</b>		<b>(46,781)</b>	<b>(88,796)</b>	<b>(88,796)</b>	<b>(37,908)</b>	<b>(37,908)</b>
<b>Receipts</b>						
Sale of goods and services		6,235	4,630	4,630	5,262	5,262
Grants and other contributions		43,987	85,207	85,207	32,846	32,846
Other		26	3,451	3,451	1,421	1,421
<b>Total Receipts</b>		<b>50,248</b>	<b>93,288</b>	<b>93,288</b>	<b>39,529</b>	<b>39,529</b>
<b>Net Cash Flows from Operating Activities</b>	21	<b>3,467</b>	<b>4,492</b>	<b>4,492</b>	<b>1,621</b>	<b>1,621</b>
<b>Cash Flows from Investing Activities</b>						
Purchases of property, plant and equipment		(50)	(467)	(467)	(141)	(141)
Purchases of intangible assets		(2,450)	(220)	(220)	(147)	(147)
<b>Net Cash Flows from Investing Activities</b>		<b>(2,500)</b>	<b>(687)</b>	<b>(687)</b>	<b>(288)</b>	<b>(288)</b>
<b>Cash Flows from Financing Activities</b>						
Payment of principal portion of lease liabilities		(209)	(459)	(459)	(439)	(439)
<b>Net Cash Flows from Financing Activities</b>		<b>(209)</b>	<b>(459)</b>	<b>(459)</b>	<b>(439)</b>	<b>(439)</b>
<b>Net Increase/(Decrease) in Cash and Cash Equivalents</b>		<b>758</b>	<b>3,346</b>	<b>3,346</b>	<b>894</b>	<b>894</b>
Opening cash and cash equivalents		801	1,786	1,786	892	892
<b>Closing Cash and Cash Equivalents</b>	6	<b>1,559</b>	<b>5,132</b>	<b>5,132</b>	<b>1,786</b>	<b>1,786</b>

The accompanying notes form part of these financial statements.

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## 1. Statement of significant accounting policies

### a) Reporting Entity

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

Multicultural NSW as a reporting entity comprises the entity under its control, namely the Multicultural NSW 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 2022 have been authorised for issue by the Chief Executive Officer on 5 October 2022.

### b) Basis of Preparation

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

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

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

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

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

### c) Statement of Compliance

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

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

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

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

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

### e) Comparative information

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

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

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

### (i) Effective for the first time in the 2021–22 financial year

The accounting policies applied in 2021–22 are consistent with those of the previous financial year.

Several other accounting standards and interpretations apply for the first time in 2021–22, but do not have an impact on the financial statements of Multicultural NSW.

### (ii) Issued but not yet effective

NSW public sector entities are not permitted to early adopt new Australian Accounting Standards unless NSW Treasury determines otherwise. In accordance with NSW Treasury mandate (NSW Treasury Policy and Guidelines TPG22-07), the following new Australian Accounting Standards have not been applied and are not yet effective. Management has determined that these standards are not likely to have a material impact on the financial statements in the period of their initial application.

- AASB 2020-1 Amendments to Australian Accounting Standards–Classification of Liabilities as Current or Non-current (Applicable to annual reporting periods beginning on or after 1 January 2022)  
(Effective application date for Multicultural NSW–1 July 2022)
- AASB 2020-6 Amendments to Australian Accounting Standards–Classification of Liabilities as Current or Non-current -Deferral of Effective Date  
(Applicable to annual reporting periods beginning on or after 1 January 2022)  
(Effective application date for Multicultural NSW–1 July 2022)
- AASB 2021-2 Amendments to Australian Accounting Standards–Disclosure of Accounting Policies and Definition of Accounting Estimates (Applicable to annual reporting periods beginning on or after 1 January 2023)  
(Effective application date for Multicultural NSW–1 July 2023)
- AASB 2021-6 Amendments to Australian Accounting Standards–Disclosure of Accounting Policies: Tier 2 and Other Australian Accounting Standards  
(Applicable to annual reporting periods beginning on or after 1 January 2023)  
(Effective application date for Multicultural NSW–1 July 2023)

## g) Impact of COVID-19 on Financial Reporting for 2021–22

The Novel Coronavirus (COVID-19) pandemic which commenced 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 2023–2026. 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 2022 of \$5.132 million. Multicultural NSW will receive grants from the Department of Communities and Justice in 2022–23 to fund its approved budgeted operations.

### Expected Credit Losses and Credit Risk

The concepts of expected credit losses (ECL) and credit risk are defined in Notes 7 and 23(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 2020-21 and the current 2021-22 reporting period, Multicultural NSW wrote off a negligible amount (\$2,000) of outstanding invoices and received no indication that any other outstanding contractual amounts were unlikely to be received as at the end of the reporting period. As Multicultural NSW does not anticipate that this position will change in the foreseeable future, it determined that no change in the level of its expected credit losses was warranted.

### Impairments of Non-financial Assets

#### 2020-21

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 assessed that market rent index movements in the future were 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 agreed with PNSW's assessment and recognised an impairment loss in Note 5.

#### 2021-22

In accordance with NSW Treasury Policy and Guidelines TPG22-11: Agency Direction for the 2021-22 Mandatory Early Close, the impairment of these right-of-use assets does not need to be calculated as the asset was derecognised by Multicultural NSW as at 30 June 2022.

#### h) Superannuation on Annual Leave Loading

Multicultural NSW has determined that it is not probable a liability arises to pay superannuation on annual leave loading. This position has been formed based on current inquiries, other information currently available to management, and after considering the facts from a decision in the Federal Court of Australia: *Finance Sector Union of Australia v Commonwealth Bank of Australia [2022] FedCFamC2G 409*. That decision confirmed that, in relation to the industrial agreement considered in that case, annual leave loading did not form part of ordinary time earnings and therefore, did not require superannuation contributions to be made under superannuation guarantee legislation because the obligation to pay annual leave loading was not referable to ordinary hours of work or to ordinary rates of pay. Rather, it was paid by reference to the period of annual leave, and for the purpose of compensating employees for their loss of opportunity to work additional hours at higher rates during this period.

This position will be re-assessed in future reporting periods as new information comes to light on this matter.

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## 2. Expenses excluding losses

	Parent	Economic Entity	Parent	Economic Entity
	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
<b>(A) EMPLOYEE RELATED EXPENSES</b>				
Salaries and wages (including annual leave)	-	14,572	-	14,249
Superannuation - defined contribution plans	-	1,287	-	1,246
Long service leave	-	(555)	-	(115)
Workers' compensation insurance	-	68	-	81
Payroll tax and fringe benefits tax	-	710	-	709
Personnel services	16,082	-	16,170	-
	<b>16,082</b>	<b>16,082</b>	<b>16,170</b>	<b>16,170</b>

The decrease in Long service leave expense is primarily driven by a significant increase in the Commonwealth 10 year bond rate over the year, from 1.485% (2021) to 3.660% (2022).

	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
<b>(B) OTHER OPERATING EXPENSES INCLUDE THE FOLLOWING:</b>				
Operating lease expense - outgoings and management fees	273	273	212	212
Consultants	-	-	81	81
Fees to contractors	814	814	194	194
Auditor's remuneration - audit of the financial statements	77	77	75	75
Advertising and promotion	56	56	49	49
Postage, freight and couriers	67	67	56	56
Electricity	15	15	15	15
Insurance	46	46	47	47
Training and development	163	163	81	81
Telephone and telecommunication services	245	245	212	212
Travel and accommodation	82	82	100	100
Maintenance	18	18	17	17
Fees for services/general expenses	2,069	2,069	705	705
Fees for outsourced translating/interpreting booking services	213	213	230	230
Computer software and maintenance	559	559	395	395
Internal audit fees	54	54	69	69
Legal	3	3	174	174
Other expenses	169	169	117	117
	<b>4,923</b>	<b>4,923</b>	<b>2,829</b>	<b>2,829</b>
<i>Reconciliation - Total maintenance expense</i>				
Maintenance expense - contracted labour and other (non-employee related), as above	18	18	17	17
Employee related maintenance expense included in Note 2(a)	-	-	-	-
Total maintenance expense included in Notes 2(a) and 2(b)	18	18	17	17
<i>Reconciliation - Total maintenance expense</i>	<b>18</b>	<b>18</b>	<b>17</b>	<b>17</b>

## Recognition and Measurement

### *Maintenance expense*

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

### *Insurance*

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

### *Lease expense*

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

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

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

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

	Parent	Economic Entity	Parent	Economic Entity
	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
<b>(C) DEPRECIATION AND AMORTISATION EXPENSE</b>				
Depreciation of Land and Buildings (Leasehold Improvements)	68	68	390	390
Depreciation of Plant and Equipment	54	54	66	66
Depreciation of Right-of-use Assets	620	620	386	386
Amortisation of Intangible Assets	691	691	544	544
	<b>1,433</b>	<b>1,433</b>	<b>1,386</b>	<b>1,386</b>

Refer to Notes 8, 9 and 10 for recognition and measurement policies on depreciation and amortisation.

	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
<b>(D) GRANTS AND SUBSIDIES</b>				
Multicultural NSW Grants Program	11,734	11,734	14,385	14,385
COVID related Grants	50,918	50,918	-	-
Countering Violent Extremism/COMPACT Grants	1,548	1,548	2,922	2,922
	<b>64,200</b>	<b>64,200</b>	<b>17,307</b>	<b>17,307</b>

	Parent	Economic Entity	Parent	Economic Entity
	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
<b>(E) FINANCE COSTS</b>				
Interest expense from lease liabilities	38	38	31	31
Total interest expense	38	38	31	31
Unwinding of discount and effect of changes in discount rate on provisions	-	-	3	3
	<b>38</b>	<b>38</b>	<b>34</b>	<b>34</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.



### 3. Revenue

#### Recognition and Measurement

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

	Parent	Economic Entity	Parent	Economic Entity
	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
<b>(A) SALE OF GOODS AND SERVICES FROM CONTRACTS WITH CUSTOMERS</b>				
Rendering of services				
Interpreting	2,292	2,292	3,245	3,245
Translating	1,262	1,262	1,300	1,300
Other Services	417	417	435	435
	<b>3,971</b>	<b>3,971</b>	<b>4,980</b>	<b>4,980</b>

#### Recognition and Measurement

##### *Rendering of services*

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

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

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

Refer to Note 12 for the disclosure of the aggregate amount of the transaction price allocated to performance obligations that are unsatisfied (or partially unsatisfied) at the end of the reporting period, and when Multicultural NSW expects to recognise the unsatisfied portion as revenue.

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

	Parent	Economic Entity	Parent	Economic Entity
	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
<b>(B) GRANTS AND OTHER CONTRIBUTIONS</b>				
Grants with sufficiently specific performance obligations	2,944	2,944	4,023	4,023
Grants without sufficiently specific performance obligations:				
Recurrent Grants from Department of Communities and Justice	79,582	79,582	28,140	28,140
Capital Grants from Department of Communities and Justice	35	35	35	35
	<b>82,561</b>	<b>82,561</b>	<b>32,198</b>	<b>32,198</b>

## Recognition and Measurement

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

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

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

Refer to Note 12 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.

	Parent	Economic Entity	Parent	Economic Entity
	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
<b>(C) ACCEPTANCE BY THE CROWN OF EMPLOYEE BENEFITS AND OTHER LIABILITIES</b>				

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

Long service leave provision	-	(555)	-	(115)
	-	(555)	-	(115)

The decrease in Long service leave expense is primarily driven by a significant increase in the Commonwealth 10-year bond rate over the year, from 1.485% (2021) to 3.660% (2022).

<b>(D) OTHER INCOME</b>				
Sponsorship	264	264	250	250
Miscellaneous income	18	18	14	14
Personnel services revenue	(555)	-	(115)	-
	(273)	282	149	264

The decrease in long service leave expense is primarily driven by a significant increase in the Commonwealth 10-year bond rate over the year, from 1.485% (2021) to 3.660% (2022).

#### e) Summary of Compliance

The *Appropriation Act 2021 (Appropriations Act)* appropriates the sum of \$79.617 million to the Minister for Multiculturalism out of the Consolidated Fund for the services of the Department of Communities and Justice for the year 2021–22. The spending authority of the Minister from the *Appropriations Act* has been delegated or subdelegated to officers of the Department of Communities and Justice and entities that it is administratively responsible for, including Multicultural NSW.

The responsible Minister for each GSF agency is taken to have been given an appropriation out of the Consolidated Fund under the authority s4.7 of the *Government Sector Finance Act*, at the time the GSF agency receives or recovers any deemed appropriation money, for an amount equivalent to the money that is received or recovered by the GSF agency. The spending authority of the responsible Minister from deemed appropriation money has been delegated or sub-delegated to officers of Multicultural NSW for its own services.

A summary of compliance is disclosed in the financial statements of the Annual Report of the Department of Communities and Justice. It has been prepared on the basis of aggregating the spending authorities of both the Minister for Multiculturalism for the services of the Department of Communities and Justice and the responsible Ministers for the services of the entities the principal department is administratively responsible for that receives or recovers deemed appropriation money. It reflects the status at the point in time this disclosure statement is being made. Multicultural NSW's spending authority and expenditure is included in the summary of compliance.

The delegation/sub-delegations for FY21-22 and FY20-21, authorising officers of Multicultural NSW to spend Consolidated Fund money, impose limits to the amounts of individual transactions, but not the overall expenditure of Multicultural NSW. However, as it relates to expenditure in reliance on a sum appropriated through an annual *Appropriations Act*, the delegation/sub-delegations are referable to the overall authority to spend set out in the relevant *Appropriations Act*. The individual transaction limits have been properly observed. The information in relation to the limit from the *Appropriations Act* is disclosed in the summary of compliance table included in the financial statements of the Annual Report of the Department of Communities and Justice.

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## 4. Gains/(losses) on disposal

	Parent	Economic Entity	Parent	Economic Entity
	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
Net gain/(loss) on disposal of intangible assets	(73)	(73)	-	-
	(73)	(73)	-	-

## 5. Other gains/(losses)

	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
Derecognition of right-of-use assets and lease liabilities with Property NSW	568	568	-	-
Impairment loss on right-of-use assets	-	-	(229)	(229)
Write-back of Restoration Costs Provision	204	204	-	-
	772	772	(229)	(229)

### Recognition and Measurement

#### *Derecognition of right-of-use assets and lease liabilities with Property NSW*

The net gains/(losses) are recognised from the derecognition of the right-of-use asset and lease liability with Property NSW as at 30 June 2022. Please refer to Note 9 for further details on the derecognition.

The net gain/(loss) from the derecognition of right-of-use assets and lease liabilities with Property NSW as at 30 June 2022 is reconciled as below:

	2022	2022
	\$'000	\$'000
<b>Right-of-use asset</b>		
Gross carrying value	4,467	4,467
Less: accumulated depreciation and accumulated impairment provision	(1,366)	(1,366)
<b>Net book value</b>	<b>3,101</b>	<b>3,101</b>
<b>Lease Liability</b>	<b>3,669</b>	<b>3,669</b>
<b>Net Gains/(Losses)</b>	<b>568</b>	<b>568</b>

#### *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 8

Leases - Note 9

Intangible assets - Note 10

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

The COVID-19 outbreak occurring throughout the 2019-20, 2020-21 and 2021-22 financial years had an unprecedented effect on the NSW and global economies. COVID-19 significantly impacted the market rent for leased properties and therefore the value of some lease right-of-use assets in the Statement of Financial Position (SFP).

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

Multicultural NSW recognised no impairment losses for right-of-use assets in 2021-22 (2020-21: \$229,000). In 2021-22, the impairment of these right-of-use assets wasn't required to be calculated as the asset was derecognised by Multicultural NSW as at 30 June 2022.

Impairment losses for right-of-use assets are included in Other Gains/(Losses) as part of "Operating result" in the Statement of Comprehensive Income.

## 6. Current Assets - cash and cash equivalents

	Parent	Economic Entity	Parent	Economic Entity
	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
Cash at bank and on hand	5,132	5,132	1,786	1,786

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:

	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
Cash and cash equivalents (per Statement of Financial Position)	5,132	5,132	1,786	1,786
Cash and cash equivalents (per Statement of Cash Flows)	5,132	5,132	1,786	1,786

Refer to Note 23 for details regarding credit risk and market risk arising from financial instruments.

	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
<b>RESTRICTED ASSETS</b>				
Grants received - unspent at year-end	3,474	3,474	1,334	1,334

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

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## 7. Current Assets – Receivables

	Parent	Economic Entity	Parent	Economic Entity
	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
Trade receivables from contracts with customers	614	614	831	831
Accrued income	60	60	122	122
Less: Allowance for expected credit losses*	-	-	-	-
Prepayments	111	111	109	109
GST receivable	1,080	1,080	779	779
	<b>1,865</b>	<b>1,865</b>	<b>1,841</b>	<b>1,841</b>

	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
<i>*Movement in the allowance for expected credit losses</i>				
Balance at the beginning of the year	-	-	-	-
Amounts written off during the year	(2)	(2)	-	-
Amounts recovered during the year	-	-	-	-
Increase/(decrease) in allowance recognised in net result	2	2	-	-
<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 23.

### Recognition and Measurement

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

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

### Subsequent measurement

Multicultural NSW holds receivables with the objective to collect the contractual cash flows and therefore measures them at amortised cost using the effective interest method, less any impairment. Changes are recognised in the net result for the year when impaired, derecognised or through the amortisation process.

### Impairment

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

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

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## 8. Property, plant and equipment

	Land and Buildings (Leasehold Improvements \$'000)	Plant and Equipment \$'000	Total \$'000
<b>AT 1 JULY 2020 - FAIR VALUE</b>			
Gross carrying amount	1,799	360	2,159
Accumulated depreciation and impairment	(1,377)	(228)	(1,605)
<b>Net carrying amount</b>	<b>422</b>	<b>132</b>	<b>554</b>
<b>YEAR ENDED 30 JUNE 2021</b>			
Net carrying amount at beginning of year	422	132	554
Additions	-	141	141
Disposals - Cost (gross carrying amount)	-	(11)	(11)
Disposals - Accumulated depreciation	-	11	11
Depreciation expense	(390)	(66)	(456)
<b>Net carrying amount at end of year</b>	<b>32</b>	<b>207</b>	<b>239</b>
<b>AT 1 JULY 2021 - FAIR VALUE</b>			
Gross carrying amount	1,799	490	2,289
Accumulated depreciation and impairment	(1,767)	(283)	(2,050)
<b>Net carrying amount</b>	<b>32</b>	<b>207</b>	<b>239</b>
<b>YEAR ENDED 30 JUNE 2022</b>			
Net carrying amount at beginning of year	32	207	239
Additions	243	224	467
Disposals - Cost (gross carrying amount)	(1,799)	(1)	(1,800)
Disposals - Accumulated depreciation	1,799	1	1,800
Depreciation expense	(68)	(54)	(122)
<b>Net carrying amount at end of year</b>	<b>207</b>	<b>377</b>	<b>584</b>
<b>AT 30 JUNE 2022 - FAIR VALUE</b>			
Gross carrying amount	243	713	956
Accumulated depreciation and impairment	(36)	(336)	(372)
<b>Net carrying amount</b>	<b>207</b>	<b>377</b>	<b>584</b>



## Recognition and Measurement

### Acquisition of property, plant and equipment

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

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

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

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

### Capitalisation thresholds

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

### Major inspection costs

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

### Restoration costs

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

### Depreciation of property, plant and equipment

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

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

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

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## *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 (TPP21-09) and Treasurer's Direction Valuation of Physical Non-Current Assets at Fair Value' (TD21-05). TD21-05 and TPP21-09 adopt 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.

## 9. Leases

### Entity as a lessee

During financial year ended 30 June 2022, Multicultural NSW has accepted changes in its office accommodation arrangements with Property NSW PNSW. The main change is the introduction of the “substitution right” clause, that gives PNSW a right to relocate Multicultural NSW during the term of the agreement. The clause provides PNSW with a substantive substitution right. Therefore, these agreements are not accounted for as a lease within the scope of AASB 16. As such, the office accommodation agreement with PNSW is no longer accounted for as a lease from 30 June 2022. This involves judgment that the “substitution right” clause in the agreement provides PNSW with a substantive substitution right. Management judgments include an assessment that PNSW can obtain benefits from exercising the substitution right through efficiencies in office accommodation at the whole-of-government level and/or its other service objectives. It is also considered practical for PNSW to exercise the substitution right, due to the non-specialised nature of the relevant office accommodation. The corresponding right of use assets and lease liabilities have been derecognised on 30 June 2022, the effective date of the new clauses. The net impact of the derecognition is recognised in “Other Gains/(Losses)” (refer to Note 5). From 1 July 2022, the accommodation charges will be recognised as expenses when incurred over the agreement duration.

Multicultural NSW continues to be responsible to make good at the end of the remaining occupancy period. Therefore, Multicultural NSW’s accounting treatment for its make-good asset and provision in relation to its office accommodation remains unchanged.

Multicultural NSW is contractually bound by an operating lease in relation to data centre storage facilities at Silverwater as at the end of the reporting period.

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.

Termination options are included in the property lease. These terms are used to maximise operational flexibility in terms of managing contracts. The 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 a termination option.

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

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

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## 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 (Property NSW) \$'000	Land and Buildings (Department of Customer Service) \$'000	Total \$'000
Balance at 1 July 2021	914	51	965
Additions	2,781	177	2,958
Depreciation expense	(594)	(26)	(620)
Derecognition of right-of-use asset	(3,101)	(44)	(3,145)
<b>Balance at 30 June 2022</b>	<b>-</b>	<b>158</b>	<b>158</b>
Balance at 1 July 2020	1,504	76	1,580
Depreciation expense	(361)	(25)	(386)
Impairment loss	(229)	-	(229)
<b>Balance at 30 June 2021</b>	<b>914</b>	<b>51</b>	<b>965</b>

## Lease Liabilities

The following table presents liabilities under leases.

	Land and Buildings (Property NSW) \$'000	Land and Buildings (Department of Customer Service) \$'000	Total \$'000
Balance at 1 July 2021	1,321	54	1,375
Additions	2,781	179	2,960
Derecognition of lease liabilities	(3,669)	(48)	(3,717)
Interest expenses	37	1	38
Payments	(470)	(25)	(495)
<b>Balance at 30 June 2022</b>	<b>-</b>	<b>161</b>	<b>161</b>
Balance at 1 July 2020	1,736	78	1,814
Additions	-	-	-
Derecognition of lease liabilities	-	-	-
Interest expenses	30	1	31
Payments	(445)	(25)	(470)
<b>Balance at 30 June 2021</b>	<b>1,321</b>	<b>54</b>	<b>1,375</b>

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

	2022 \$'000	2021 \$'000
Depreciation expense of right-of-use assets	620	386
Interest expense on lease liabilities	38	31
Impairment loss on right-of-use assets	-	229
(Gains)/losses arising from derecognising right-of-use assets and lease liabilities with Property NSW	(568)	-
<b>Total amount recognised in the Statement of Comprehensive Income</b>	<b>90</b>	<b>646</b>

Multicultural NSW had total cash outflows for leases of \$495k in 2021-22 (2020-21: \$470,000).

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## Recognition and measurement

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

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

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

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

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

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

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

### (ii) Lease liabilities

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

- fixed payments (including in substance fixed payments) less any lease incentives receivable;
- variable lease payments that depend on an index or a rate;
- amounts expected to be paid under residual value guarantees;
- exercise price of a purchase option which is reasonably certain to be exercised by Multicultural NSW; and
- payments of penalties for terminating the lease, if the lease term reflects Multicultural NSW exercising the option to terminate.

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

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

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

Multicultural NSW's lease liabilities are included in borrowings.

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

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

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

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

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## 10. Intangible assets

	Software \$'000	Total \$'000
<b>AT 1 JULY 2020</b>		
Cost (gross carrying amount)	1,849	1,849
Accumulated amortisation and impairment	(557)	(557)
<b>Net carrying amount</b>	<b>1,292</b>	<b>1,292</b>
<b>YEAR ENDED 30 JUNE 2021</b>		
Net carrying amount at beginning of year	1,292	1,292
Additions	147	147
Disposals - Cost (gross carrying amount)	-	-
Disposals - Accumulated amortisation	-	-
Amortisation (recognised in 'depreciation and amortisation')	(544)	(544)
<b>Net carrying amount at end of year</b>	<b>895</b>	<b>895</b>
<b>AT 1 JULY 2021</b>		
Cost (gross carrying amount)	1,946	1,946
Accumulated amortisation and impairment	(1,051)	(1,051)
<b>Net carrying amount</b>	<b>895</b>	<b>895</b>
<b>YEAR ENDED 30 JUNE 2022</b>		
Net carrying amount at beginning of year	895	895
Additions	220	220
Disposals - Cost (gross carrying amount)	(494)	(494)
Disposals - Accumulated amortisation	421	421
Amortisation (recognised in 'depreciation and amortisation')	(691)	(691)
<b>Net carrying amount at end of year</b>	<b>351</b>	<b>351</b>
<b>AT 30 JUNE 2022</b>		
Cost (gross carrying amount)	1,672	1,672
Accumulated amortisation and impairment	(1,321)	(1,321)
<b>Net carrying amount</b>	<b>351</b>	<b>351</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 three 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 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 has disposed of its associated intangible asset.

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## 11. Current Liabilities – Payables

	Parent	Economic Entity	Parent	Economic Entity
	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
Personnel Services	66	-	62	-
Creditors - Payroll	500	500	297	297
FBT Payable	-	2	-	3
Other Accruals	367	367	712	712
Accrued Payroll Tax	-	64	-	59
Accrued Grants	1,098	1,098	179	179
<b>Total current liabilities - payables</b>	<b>2,031</b>	<b>2,031</b>	<b>1,250</b>	<b>1,250</b>

Details regarding liquidity risk, including a maturity analysis of the above payables are disclosed in Note 23.

### 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.

## 12. Current contract liabilities

	Parent	Economic Entity	Parent	Economic Entity
	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
Contract liabilities	3,959	3,959	1,412	1,412
<b>Total current contract liabilities</b>	<b>3,959</b>	<b>3,959</b>	<b>1,412</b>	<b>1,412</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.

	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
Revenue recognised that was included in the contract liability balance at the beginning of the year	398	398	407	407
Transaction price allocated to the remaining performance obligations from contracts with customers	3,959	3,959	1,412	1,412

The transaction price allocated to the remaining performance obligations is expected to be recognised as revenue by the end of the 2022–23 financial year.

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## 13. Current Liabilities – Borrowings

	Parent	Economic Entity	Parent	Economic Entity
	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
Lease Liability	23	23	419	419
<b>Total current liabilities - borrowings</b>	<b>23</b>	<b>23</b>	<b>419</b>	<b>419</b>

## 14. Non-Current Liabilities – Borrowings

	Parent	Economic Entity	Parent	Economic Entity
	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
Lease Liability	138	138	956	956
<b>Total non-current liabilities - borrowings</b>	<b>138</b>	<b>138</b>	<b>956</b>	<b>956</b>

Details regarding liquidity risk, including a maturity analysis of the above payables are disclosed in Note 23. Please refer to Note 9 for further details on the derecognition of lease liabilities arising from changes in office accommodation arrangements with PNSW.

### Recognition and Measurement

#### *Financial liabilities at amortised cost*

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

#### Changes in liabilities arising from financing activities

	Leases \$'000	Total liabilities from financing activities \$'000
Carrying amount at 1 July 2021	1,375	1,375
Cash flows	(495)	(495)
New leases	2,960	2,960
Derecognition of leases	(3,717)	(3,717)
Interest expense	38	38
<b>Carrying amount at 30 June 2022</b>	<b>161</b>	<b>161</b>

#### Implications on financial statements presentation from 1 July 2022

From 1 July 2022, as a result of the change in office accommodation arrangements with Property NSW, Multicultural NSW will recognise occupancy charges as expenses in "Other Operating Expenses".

## 15. Current Liabilities – Provisions

	Parent	Economic Entity	Parent	Economic Entity
	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
<b>EMPLOYEE BENEFITS AND RELATED ON-COSTS</b>				
Annual leave	-	793	-	778
Annual leave on-costs-payroll tax	-	38	-	33
Annual leave on-costs-other	-	88	-	84
Long service leave on-costs-payroll tax	-	143	-	172
Long service leave on-costs-other	-	268	-	325
Other -Personnel Services	1,330	-	1,392	-
<b>Total Provisions</b>	<b>1,330</b>	<b>1,330</b>	<b>1,392</b>	<b>1,392</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
	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
Within 12 months	775	775	655	655
Later than 12 months	555	555	737	737
<b>Total</b>	<b>1,330</b>	<b>1,330</b>	<b>1,392</b>	<b>1,392</b>

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## 16. Non-Current Liabilities – Provisions

	Parent	Economic Entity	Parent	Economic Entity
	2022 \$'000	2022 \$'000	2021 \$'000	2021 \$'000
<b>EMPLOYEE BENEFITS AND RELATED ON-COSTS</b>				
Long service leave on-costs - payroll tax	-	14	-	17
Long service leave on-costs - other	-	27	-	32
Personnel Services	41	-	49	-
	<b>41</b>	<b>41</b>	<b>49</b>	<b>49</b>
<b>OTHER PROVISIONS</b>				
Restoration costs	243	243	205	205
	<b>243</b>	<b>243</b>	<b>205</b>	<b>205</b>
<b>Total Provisions</b>	<b>284</b>	<b>284</b>	<b>254</b>	<b>254</b>
<b>AGGREGATE EMPLOYEE BENEFITS AND RELATED ON-COSTS</b>				
Provisions - current	-	1,330	-	1,392
Provisions - non-current	-	41	-	49
	<b>-</b>	<b>1,371</b>	<b>-</b>	<b>1,441</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:

	2022 \$'000	2022 \$'000
Carrying amount at 1 July 2021	205	205
Additional provisions recognised	243	243
Amounts used	-	-
Unused amounts reversed	(205)	(205)
Unwinding/change in the discount rate	-	-
<b>Carrying amount at 30 June 2022</b>	<b>243</b>	<b>243</b>

## 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 12 months after the end of the annual reporting period in which the employees render the related service. As such, it is required to be measured at present value in accordance with AASB 119 Employee Benefits (although short-cut methods are permitted).

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

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

#### *Long service leave and superannuation*

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

Long service leave is measured at the present

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

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

#### *Consequential on-costs*

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

#### *Other provisions*

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

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## 17. Equity

### *Accumulated Funds*

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

## 18. Commitments

### *Capital Commitments*

Multicultural NSW had no capital commitments as at the end of the reporting period (2021: Nil).

## 19. Contingent liabilities and contingent assets

### *Contingent Liabilities*

Multicultural NSW had no contingent liabilities as at the end of the reporting period (2021: Nil).

### *Contingent Assets*

Multicultural NSW had no contingent assets as at the end of the reporting period (2021: Nil).

## 20. Budget review

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

### *Net result*

Multicultural NSW's actual net result is a surplus of \$282,000, a variance of \$1.706 million to the budgeted surplus position of \$1.988 million. This result is a product of total expenses of \$86.676 million being higher than the budget of \$49.124 million by \$37.552 million, revenue of \$86.259 million being higher than the budget of \$50.990 million by \$35.269 million and other net gains of \$699,000 being higher than the budget of \$122,000 by \$577,000.

The main driver for the total expenses position relates to grants and subsidies expenses being higher than the budget by \$34.411 million which is primarily attributable to Multicultural NSW receiving additional funding to spend on the NSW Government's Delta and Omicron COVID-19 responses.

The main driver for the total revenue position relates to grants and other contributions revenue being higher than the budget by \$38.574 million which is primarily attributable to Multicultural NSW receiving additional funding to spend on the NSW Government's Delta and Omicron COVID-19 responses.



### Assets and Liabilities

The net assets position of Multicultural NSW stands at \$325,000, a variance of \$769,000 to the budgeted surplus position of \$1.094 million.

The net asset result is driven by:

- total liabilities being \$1.849 million higher than the budget of \$5.916 million which is mainly attributable to a higher than anticipated level of contract liabilities being recognised due to a number of new contracts being entered into with outstanding performance obligations as at the end of the reporting period; and
- total assets being \$1.080 million higher than the budget of \$8.090 million which is mainly attributable to a higher than anticipated level of funds being retained in Multicultural NSW's restricted bank account which relate to unspent specific purpose grants funding received.

### Cash flows

Net cash inflows from operating activities are higher than budget by \$1.025 million mainly due to:

- grants and subsidies payments being higher than the budget primarily due to Multicultural NSW receiving additional funding to spend on the NSW Government's Delta and Omicron COVID-19 responses; and
- grants and other contributions receipts being higher than the budget primarily due to the higher level of grants and subsidies expenditure required.

Net cash outflows from investing activities are \$687,000 which is lower than the budget of \$2.5 million by \$1.813 million and is primarily attributable to lower than anticipated purchases of intangible assets.

Net cash outflows from financing activities are \$459,000 which is higher than the budget of \$209,000 by \$250,000.

Closing cash and cash equivalents of \$5.132 million are \$3.573 million higher than the budget of \$1.559 million.

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

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

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

	Parent	Economic Entity	Parent	Economic Entity
	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
Net cash used on operating activities	4,492	4,492	1,621	1,621
Depreciation and amortisation expense	(1,433)	(1,433)	(1,386)	(1,386)
Finance costs (non-cash)	-	-	(3)	(3)
Net gain/(loss) on disposal of intangible assets	(73)	(73)	-	-
Impairment loss on right-of-use assets	-	-	(229)	(229)
Net gain/(loss) on derecognition of right-of-use assets and lease liabilities with Property NSW	568	568	-	-
(Increase)/decrease in provisions	32	32	(127)	(127)
Increase/(decrease) in prepayments and other assets	24	24	577	577
(Increase)/decrease in payables	(781)	(781)	(352)	(352)
(Increase)/decrease in contract liabilities	(2,547)	(2,547)	(729)	(729)
<b>Net result</b>	<b>282</b>	<b>282</b>	<b>(628)</b>	<b>(628)</b>

## 22. Non-cash financing and investing activities

	Parent	Economic Entity	Parent	Economic Entity
	2022	2022	2021	2021
	\$'000	\$'000	\$'000	\$'000
Employee benefits assumed by the Crown	-	(555)	-	(115)
<b>Liability assumed by the Crown</b>	<b>-</b>	<b>(555)</b>	<b>-</b>	<b>(115)</b>

The decrease in Long service leave expense is primarily driven by a significant increase in the Commonwealth 10 year bond rate over the year, from 1.485% (2021) to 3.660% (2022).

## 23. 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 CEO 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 and Risk Committee.

### (a) Financial instruments categories

Class	Note	Category	Carrying Amount	Carrying Amount
			2022 \$'000	2021 \$'000
<b>FINANCIAL ASSETS</b>				
Cash and cash equivalents	6	Amortised cost	5,132	1,786
Receivables <sup>1</sup>	7	Amortised cost	674	953
<b>FINANCIAL LIABILITIES</b>				
Payables <sup>2</sup>	11	Financial liabilities measured at amortised cost	1,965	1,188
Borrowings	13 & 14	Financial liabilities measured at amortised cost	161	1,375

#### Notes

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

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

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## 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.

### *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.

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.

Multicultural NSW recognised no expected credit losses in 2021-22 (2020-21 - Nil).

Multicultural NSW is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors as at 30 June 2022 and 30 June 2021. Most of Multicultural NSW's debtors have a AAA credit rating.

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## (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 2022-23 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 CEO of Multicultural NSW (or a person appointed by the CEO) may automatically pay the supplier simple interest. The rate of interest applied during the year was 8.07% (2021-8.89%).

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

## Maturity analysis and interest rate exposure of financial liabilities

	Interest rate exposure			Maturity dates		
	Nominal Amount <sup>1</sup> \$'000	Fixed Interest Rate \$'000	Non-interest bearing \$'000	< 1 yr \$'000	1-5 yrs \$'000	> 5 yrs \$'000
<b>2022</b>						
Payables <sup>2</sup>	1,965	-	1,965	1,965	-	-
Borrowings - Lease Liabilities	171	171	-	26	112	33
<b>2021</b>						
Payables <sup>2</sup>	1,188	-	1,188	1,188	-	-
Borrowings - Lease Liabilities	1,417	1,417	-	442	975	-

### Notes:

- The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities based on the earliest date on which Multicultural NSW can be required to pay. These amounts include both interest and principal cashflows and therefore will not reconcile to the amounts disclosed in the Statement of Financial Position.
- The amounts disclosed here exclude statutory payables and unearned revenue (not within scope of AASB 7).

**(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.

**24. 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 2022.

# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

## 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:

	2022 \$'000	2021 \$'000
Short-term employee benefits	313	312
Other long-term employee benefits	-	-
Post employment benefits	24	21
Termination benefits	-	-
<b>Total remuneration</b>	<b>337</b>	<b>333</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.

END OF AUDITED FINANCIAL STATEMENTS



# 06 APPENDICES



## APPENDIX A – GRANTS AWARDED

### Stronger Together Festivals and Events Grants

Organisation	Amount \$
AASHA Australia Foundation Ltd	10,000
African Australian Football Association (AAFA)	10,000
African Cup NSW	10,000
Aid Foundation of Australia Inc	10,000
Aid Foundation of Australia Inc	15,000
Armenian Film Festival Australia Inc	5,000
Arya Pratinidhi Sabha Of Australia	5,000
Australasian Art & Stageworks Inc	7,200
Australia Burma Community Development Network Inc	10,000
Australia Cantonese Opera Cultural Activity Centre Inc	8,000
Australia International Elite Cultural and Arts Center Inc	9,000
Australian Chinese Performing Artists Association	10,000
Australian Christian Fellowship Inc	6,500
Australian Hindi Indian Association	6,000
Australian Indian Sports Educational and Cultural Society Inc	10,000
Australian Korean Association & Sydney NSW Inc	15,000
Australian Malayalee Islamic Association NSW	12,000
Australian MEFF Consortium Inc	10,000
Balar Malar Tamil Educational Association Inc	10,000
Bangabandhu Council Australia	10,000
Buddha's Light International Association of Australia	10,000
Buddha's Light International Association of Australia	12,000
Bulgarian Cultural And Social Association Rodina	5,000
CASS Care Ltd	10,000
Chand Raat Eid Festival (CREF) Inc	10,000
China Australia Friendship Association Inc	5,000
Chinese Wealth Charity Foundation Ltd	10,000
Connective Indigenous Corporation	5,000
CORE Community Services Ltd	10,000
Council of Indian Australians Inc	10,000
Crearte Latin America & Australia Inc	10,000
Cultural Diversity Network Inc	4,800
Fairfield City Council	10,000
Friends of India Australia	10,000
Friends of India Australia	15,000
Friends of STARTTS Inc	6,150

## Stronger Together

### Festivals and Events Grants (continued)

Organisation	Amount \$
Georges River Association	4,000
Gunnedah Family Support Inc	9,150
Harman Foundation Ltd	10,000
Harman Foundation Ltd	15,000
Heartdancers	7,600
Hills Community Aid and Information Service	5,000
Hilltops Council	5,000
Hindu Council of Australia	10,000
Hindu Council of Australia	15,000
Hockey NSW	10,000
Horizon Theatre Company Ltd	10,000
Hume Community Housing Association	10,000
Hung Fook Tong Society	15,000
Hunter Multicultural Communities Inc	10,000
Huyen Quang Buddhist Temple Association	7,000
ICASA Inc	10,000
India Club Inc	8,600
Indian Seniors Group Hornsby Inc	5,000
Indian Support Center Incorporated	10,000
Indo-Aust Bal Bharathi Vidyalaya-Hindi School Inc	3,500
International Performing Writers Association	10,000
Iraqi Australian University Graduates Forum	5,000
Islamic Women's Welfare Association	5,000
Khmer Community of NSW Inc	10,000
Ku-ring-gai Council	15,000
Lebanese-Australian Friendship Committee Inc	9,970
Lismore Friendship Festival Inc	8,008
Little India Harris Park Business Association (LIHPBA)	10,000
Little India Harris Park Business Association (LIHPBA)	15,000
Manning Media Coop Ltd 2BOB Radio	10,000
Message Community Church Inc (T/A Australia Korean Theatre Company)	5,000
Mission of Hope	10,000
Multicultural Council of Wagga Wagga Inc	10,000
Multicultural Disability Advocacy Association of NSW	5,000
Multicultural Youth Affairs Network NSW	9,934
Nepali Kala Sanskriti Tatha Sahitya Pratishthan Australia Inc (T/A Nepalese Art, Culture and Literature Academy of Australia)	10,000

## APPENDIX A – GRANTS AWARDED

### Stronger Together Festivals and Events Grants (continued)

Organisation	Amount \$
Nest Inc	8,000
New England Regional Art Museum	6,000
NSW Epping West Chinese School Inc	10,000
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	10,000
OneStep Walks Inc	10,000
Oriscon Inc	15,000
Oz-Sino Association for Advancement of Culture and Arts	15,000
Police Citizens Youth Clubs NSW Ltd	5,000
Polish Association of Newcastle	10,000
Queanbeyan Multilingual Centre Inc	6,000
Queanbeyan Multilingual Centre Inc	2,000
Queanbeyan Multilingual Centre Inc	2,000
Refugee Council of Australia	10,000
Rotary Club of Padstow	3,000
Sacred Currents Inc	10,000
Serbian Orthodox Youth Association	10,000
SEVA International Inc	5,500
Shrimad Rajchandra Mission Dharampur (SRMD) Australia	12,000
Sikh Youth Australia	6,000
South Asian Australian Association Inc	3,000
South Eastern Community Connect	15,000
Sri Om Foundation Ltd	5,000
St George Community Housing	9,210
Stuart Town Action Group Inc	10,000
Sydney Tamil Resource Centre Inc	7,000
Sydney Yu Cai Chinese Language School	10,000
Taiwan Film Festival Incorporated	5,000
Tamil Arts and Culture Association Inc	10,000
Tamil Arts and Culture Association Inc	15,000
Tamworth Regional Council	10,000
Ted Noffs Foundation Ltd	15,000
Telugu Association Inc	8,000
Telugu Association Inc	8,000
The Cedars Of Lebanon Folkloric Group	2,000
The Miral Australia Inc	8,000
Together We Can Foundation Ltd	5,000

## Stronger Together Festivals and Events Grants (continued)

Organisation	Amount \$
Toongabbie Legal Centre Inc	5,000
Turbans 4 Australia	10,000
Turbans 4 Australia	15,000
Tzu Chi Academy Australia	15,000
Ukrainian Council of NSW	10,000
Vietnamese Community Services	5,000
Willoughby City Council	15,000
Zoe Community Services Inc	10,000
Zoe Community Services Inc	10,000

## Stronger Together Project Grants

Organisation	Amount \$
Advance Diversity Services Ltd	9,280
Aquatic Tutoring Australia	25,000
Armenian Community Welfare Centre Ltd	20,000
Australia Chinese New Arts Society	25,000
Balar Malar Tamil Educational Association Inc	15,000
B'nai B'rith Courage To Care (NSW) Inc	30,000
Buddha's Light International Association of Australia	25,000
Child Abuse Prevention Service (CAPS)	15,753
Chinese Australian Services Society Ltd	40,000
Harman Foundation Ltd	20,000
Hockey NSW	20,000
Hume Community Housing Association	20,000
Indian Support Center Inc	10,000
Institute for Economics and Peace (IEP)	39,480
Key Into Australia Inc	20,000
Lean In Inc	4,000
Little Athletics NSW	20,000
Metro Assist	36,000
Netball NSW	20,000
NSW Epping West Chinese School Inc	40,000
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	40,000
NSW Spanish and Latin-American Association for Social Assistance (SLASA)	40,000

## APPENDIX A – GRANTS AWARDED

### Stronger Together Project Grants (continued)

Organisation	Amount \$
Police Citizens Youths Clubs NSW Ltd	19,000
Refugee Advice & Casework Service (RACS)	20,000
Relief Hope Agency Nation Development Service Inc	30,000
SEVA International Inc	18,568
SHARE Southern Metropolitan Region Inc	12,600
The Social Outfit Inc	25,000
Usman Khawaja Foundation	10,000
Wollongong Chinese Seniors Association Inc	3,000
Youthsafe	37,876

### Empowering and Supporting Local Communities COVID-19 Grants

Organisation	Amount \$
2Connect Youth & Community Inc	23,000
777 Movement Ltd	5,000
AASHA Australia Foundation Ltd	20,000
Ability Beyond Boundaries	15,500
Access Sydney Community Transport Ltd	22,350
ACF - Australian Care Foundation Ltd T/A My Care Channel	30,000
ACON Health	5,000
Addison Road Community Organisation	5,000
Addison Road Community Organisation	20,000
Advance Diversity Services Ltd	5,000
Advance Diversity Services Ltd	16,750
Adventist Development and Relief Agency Australia Ltd	16,000
Adventist Development and Relief Agency Australia Ltd - ADRA Community Centre - Macquarie Fields	5,000
Adventist Development and Relief Agency Australia Ltd - ADRA Community Centre, Blacktown	5,000
Afghan Australian Noor Association	5,000
Afghan Australian Noor Association	10,000
Afghan Community Support Association of NSW Inc	5,000
Afghan Women On The Move	30,000
Afghanistan Australia One Umbrella Inc	15,000
African Australian Islamic Association Inc	20,000
African Sub-Sahara International Development Agency (ASSIDA) Ltd	26,680
Agape International Church Ministries	5,000

## Empowering and Supporting Local Communities

### COVID-19 Grants (continued)

Organisation	Amount \$
Alamdar Association of Australia Inc	28,500
All Saints Parish Belmore	5,000
Ample Abilities Inc	12,000
Angels of Mercy Welfare Services Inc	20,000
Anglican Church Property Trust Diocese of Sydney	10,000
Anglicare North Coast	30,000
Arab Council Australia Inc	30,000
Arab Council Australia Inc	25,000
Armenian Cultural Centre Inc	5,000
Armenian Resource Centre of Australia Inc	5,000
Armenian Youth Federation of Australia	5,000
Arts Northern Rivers	30,000
Asian Women at Work Inc	12,660
Assyrian Australia Association	5,000
Assyrian National Council - Australia Inc	30,000
Auburn Small Community Organisation Network (ASCON) Inc	5,000
Auburn Youth Centre Inc	5,000
Auburn Youth Centre Inc	30,000
Auburn Youth Centre Inc	30,000
Australia Han In Saeng Myung Line Inc	20,000
Australian Afghan Hassanian Youth Association	5,000
Australian Afghan Hassanian Youth Association	25,000
Australian Anatolian Community Services	10,000
Australian Foundation for Disability	10,000
Australian Indian Sports Educational and Cultural Society Inc	5,000
Australian Indian Sports Educational and Cultural Society Inc	30,000
Australian Indian Sports Educational and Cultural Society Inc	20,000
Australian Lebanese Christian Federation Inc	5,000
Australian Lebanese Christian Federation Inc	10,000
Australian Macedonian Welfare & Wellbeing NSW Inc	10,000
Australian Macedonian Welfare & Wellbeing NSW Inc	20,000
Australian Malayalee Islamic Association NSW	18,000
Australian Pacific & Maori Community Services Inc	20,000
Australian Sikh Association Ltd	5,000
Australian Sikh Association Ltd	30,000
Australian Tamil Broadcasting Corporation	30,000

## APPENDIX A – GRANTS AWARDED

### Empowering and Supporting Local Communities COVID-19 Grants (continued)

Organisation	Amount \$
Autism Advisory and Support Service	5,000
Aweil Community Association In NSW Inc	27,500
Bangabandhu Council Australia	5,000
Bangladeshi Senior Citizen of Australia Inc	5,000
Bankstown District Uniting Church	15,000
Bankstown Womens Health Centre	5,000
Bantal Pulaar Community Group Australia Inc	4,500
Bathurst Aboriginal Land Council	6,500
Beehive Industries Co-operative Ltd	11,000
Biraban Local Aboriginal Land Council	10,000
Blacktown Area Community Centres Inc	10,000
Blacktown Women's and Girls Health Centre -Emergency Food Relief Fund	5,000
Blacktown Women's and Girls Health Centre -Multicultural Domestic Violence Emergency Fund	5,000
BlaQ Aboriginal Corporation	25,000
Bonnyrigg Turkish Islamic Cultural Association Inc	5,000
Bonnyrigg Turkish Islamic Cultural Association Inc	10,000
Boronia Multicultural Services	10,000
Boronia Multicultural Services	10,000
Bosnian Ethnic School	10,500
Branding Bangladesh Incorporation	5,000
Branding Bangladesh Incorporation	12,000
Branding Bangladesh Incorporation	15,000
BREED Australia Inc	10,000
Buddha's Light International Association of Australia	5,000
Buddha's Light International Association of Australia	20,000
Buddha's Light International Association of Australia	20,208
Burmese Rohingya Community in Australia Inc	5,000
Burwood Community Welfare Services Inc	20,000
C3 Central City Inc	25,000
C3 Central City Inc	25,000
C3 Community Services	20,400
C3 New Hope Campbelltown	13,200
Cambodian Australian Welfare Council of NSW Inc	5,000
Cambodian Australian Welfare Council of NSW Inc	13,750
Camden Community Connections (Trading as Big Yellow Umbrella)	5,000
Camden Community Connections (Trading as Big Yellow Umbrella)	10,000



## Empowering and Supporting Local Communities COVID-19 Grants (continued)

Organisation	Amount \$
Canterbury Bankstown Chamber of Commerce Inc	15,000
Canterbury Bankstown Chamber of Commerce Inc	30,000
Capah Multicultural Association Inc	10,000
Carevan Foundation Albury NSW	10,000
CASS Care Ltd	5,000
CASS Care Ltd	30,000
CASS Care Ltd	22,130
CatholicCare Sydney	5,000
CCA New South Wales Ltd	5,000
CCA New South Wales Ltd	22,740
CCA New South Wales Ltd	23,000
Celebration of African Australians Inc	5,000
Celebration of African Australians Inc	25,000
Celebration of African Australians Inc	30,000
Celebration of African Australians Inc	20,000
Centre of Jewish Life Inc	5,000
Centre of Jewish Life Inc	25,000
Chaldean League of NSW Inc	5,000
Charity Bounce Ltd	16,500
Chester Hill Neighbourhood Centre Inc	5,000
Chester Hill Neighbourhood Centre Inc	30,000
Chester Hill Neighbourhood Centre Inc	30,000
Chinese Australian Services Society Ltd	7,250
Chinese Australian Services Society Ltd	10,430
Christian Homeless Services	25,500
COA Sydney Inc	4,000
Community Access Western Sydney Inc	10,000
Community Action Services Australia (CASA) Inc	20,000
Community and Cultural Connections Inc	5,000
Community and Cultural Connections Inc	25,000
Community Assistance Centre Inc	20,000
Community Broadcasting Association of Australia	20,000
Community Resource Network	5,000
Community Resource Network	10,000
Community Resource Network	30,000
Community Resource Network	20,000

## APPENDIX A – GRANTS AWARDED

### Empowering and Supporting Local Communities COVID-19 Grants (continued)

Organisation	Amount \$
Community Resources Limited T/A Green Connect Illawarra	5,000
Community Support Services Inc	15,000
Community Youth and Citizen Development Incorporated Inc	5,000
Connect Child and Family Services	20,000
Coota Girls Aboriginal Corporation	15,360
CORE Community Services Ltd	17,640
CORE Community Services Ltd	11,261
Cowra Information & Neighbourhood Centre Inc	28,000
Crearte Latin America & Australia Inc	5,000
Croatian Australian Community Council	15,000
Cultural Diversity Network Inc	20,000
Cultural Diversity Network Inc	5,000
Cystic Fibrosis Community Care	27,500
Daar Al Wafa Australian Association Inc	10,000
Dae Hahn Culture School	10,000
Daystar Foundation	4,500
Daystar Foundation	27,000
Deadly Connections Community and Justice Services Ltd	30,000
Deadly Connections Community and Justice Services Ltd	30,000
Deccan Australian Welfare Association Inc	10,000
Diamond Women Ltd	27,400
Diamond Women Ltd	29,290
Dignity Forum Australia Inc	5,000
Divinity Foundation Ltd	10,000
Doctors Against Violence Ltd	5,000
Down Syndrome NSW	28,500
Dress for Success Sydney	11,250
Drug and Alcohol Multicultural Education Centre	5,000
DV West	30,000
Ebenezer Mission Inc	10,000
Ebenezer Mission Inc	30,000
Egyptian Youth Australia Inc	5,000
Embassy Church	5,000
Ethnic Community Services Cooperative	5,000
Eurella Community Services	19,000
Exodus Youth Worx	5,000

## Empowering and Supporting Local Communities COVID-19 Grants (continued)

Organisation	Amount \$
Exodus Youth Worx	28,500
Exodus Youth Worx	20,000
Fairfield Community Resource Centre T/AS Community First Step	5,000
Father Atanasio Gonelli Charitable Fund Inc	5,000
Father Atanasio Gonelli Charitable Fund Inc	30,000
Fighting Chance Australia Ltd	20,978
Filipino Community Co-operative Ltd	24,000
Forum on Australia's Islamic Relations	10,000
Friends of India Australia	14,000
Friends of India Australia	19,460
Friends of Refugees of Eastern Europe	5,000
Gadigal Information Service Aboriginal Corporation	30,000
Gallipoli Turkish Cultural Foundation	22,500
Gallipoli Turkish Cultural Foundation	23,000
Georges River Life Care	5,000
Georges River Life Care	17,740
Georges River Life Care	11,600
God's Love Care Feed	5,000
Good Friends Inc	10,000
Good Neighbors Australia	16,000
Good Samaritan Aid Society Inc	10,000
Good360 Australia Ltd	30,000
Grace Worship Center	5,000
Great Lakes Agency for Peace and Development International	5,000
Great Lakes Agency for Peace and Development International	12,350
Great Lakes Agency for Peace and Development International partnering with Banyamulenge Community in NSW Inc	18,450
Great Lakes Agency for Peace and Development International partnering with Burundian Community in Sydney Inc	15,000
Greek Orthodox Community of NSW Ltd	10,000
Greek Orthodox Community of NSW Ltd	20,000
Greenacre Area Community Centre Inc	20,000
Gujarati Muslim Association of Australia	19,000
GWC Community Services	5,000
GWC Community Services	20,000
Harman Foundation Ltd	5,000
Harman Foundation Ltd	10,000
Harman Foundation Ltd	30,000

## APPENDIX A – GRANTS AWARDED

### Empowering and Supporting Local Communities COVID-19 Grants (continued)

Organisation	Amount \$
Ha'Tzofim Australia	10,000
Hills Community Aid and Information Service	30,000
Hindu Council of Australia	5,000
Hindu Council of Australia	30,000
Hindu Council of Australia	30,000
Hindu Council of Australia	20,000
Holy Trinity Anglican Church Liverpool	16,000
Hope and Wish Foundation Pty Ltd	5,000
Hope and Wish Foundation Pty Ltd	12,816
Hope and Wish Foundation Pty Ltd	30,000
Horn of Africa Relief and Development Agency of Australia (HARDA)	29,875
Host International	5,000
Host International	25,000
Host International	30,000
Human Appeal Australia Community Care Ltd	10,000
Hunter Multicultural Communities Inc	25,000
Indian (Sub-Continent) Crisis & Support Agency Ltd	5,000
Indian (Sub-Continent) Crisis & Support Agency Ltd	20,000
Indian (Sub-Continent) Crisis & Support Agency Ltd	28,000
Indian (Sub-Continent) Crisis & Support Agency Ltd	10,000
Indian Muslim Association of Australia Inc	10,000
Indian Squad Women's Association	5,000
Indian Squad Women's Association	15,000
Indian Squad Women's Association	20,000
Indian Support Center Inc	22,100
Indian Support Center Inc	16,843
Indonesian Community Council Inc NSW	14,914
Institute for Economics and Peace (IEP)	17,440
Inter-Church Commission on Religious Education in Schools (NSW) Inc (ICCOREIS)	17,000
Iraqi Australian Christian Association	5,000
Iraqi Australian Christian Association	10,000
iShine	8,000
Islamic Women's Association of Australia	20,000
Islamic Women's Welfare Association	5,000
Islamic Women's Welfare Association	10,000
Islamic Women's Welfare Association	15,100

## Empowering and Supporting Local Communities COVID-19 Grants (continued)

Organisation	Amount \$
ITSOWEL- Italian Social Welfare Organisation of Wollongong	20,000
Jewish House	5,000
Joining Families Support Services Inc	5,000
Karabi Community & Development Services Inc	5,000
Kehillat Masada Synagogue	5,000
Khmer Community of NSW Inc	5,000
Khmer Community of NSW Inc	15,000
Kingsgrove Community Aid Centre Inc	10,000
Korean Community Welfare Association Inc	10,000
Kurranulla Aboriginal Corporation	14,400
Lao Oz Inc	5,000
LeaderLife Limited	30,000
Lebanese Community Council of NSW Inc	16,000
Lebanese Community Council of NSW Inc	5,000
Lebanese Maronite Order	20,000
Lebanese Muslim Association	5,000
Life Anglican Church Quakers Hill	5,000
LifeSource Community Care	10,000
Lighthouse Community Care Inc	5,000
Lighthouse Community Support	5,000
Lions Club of Valentine Inc	12,000
Lions Club of Valentine Inc	20,000
Lith Women's Emergency Relief Inc	5,000
Little Dreamers Australia	20,000
Little Helpers on the Run	14,000
Little India Harris Park Business Association	5,000
Little India Harris Park Business Association	30,000
LiveBetter Services Ltd	20,000
Liverpool Womens Resource Centre	10,000
Love the Children Inc	5,000
Love the Children Inc	10,000
Macedonian Welfare Association of NSW Inc	5,000
MacKillop Family Services	10,000
Maltese Heritage Rugby League Inc	10,000
Manda House in Australia Inc	5,000
MaroniteCare Australia Ltd	20,000

## APPENDIX A – GRANTS AWARDED

### Empowering and Supporting Local Communities COVID-19 Grants (continued)

Organisation	Amount \$
Maronites on Mission Australia Ltd	30,000
Melkite Catholic Welfare Association	5,000
Melkite Catholic Welfare Association	23,760
Melkite Catholic Welfare Association	24,084
Melkite Catholic Welfare Association	10,000
Michael Hughes Foundation Ltd	30,000
Migrante Australia of New South Wales Inc	5,000
Mindaribba Local Aboriginal Land Council	20,000
Mission Australia Housing (MAH)	22,700
Mission of Hope	5,000
Mizrachi Synagogue Bondi	5,000
Mongolian Youth Federation	14,100
Mood Active Association Incorporated	20,000
Mount Druitt Ethnic Communities Agency (MECA)	5,000
Mount Druitt Ethnic Communities Agency (MECA)	10,000
Mount Druitt Ethnic Communities Agency (MECA)	13,568
Mudyala Aboriginal Corporation	30,000
Mudyala Aboriginal Corporation	30,000
Muhajirin Association for Community Development Inc	5,000
Multicultural Communities Council of the Illawarra	15,000
Multicultural Communities Council of the Illawarra	30,000
Multicultural Disability Advocacy Association of NSW	18,000
Multicultural Society of Campbelltown Inc	5,000
Multicultural Youth Affairs Network NSW	5,000
Mums 4 Refugees NSW Inc	5,000
Mums 4 Refugees NSW Inc	13,000
Murdi Paaki Services Ltd	27,040
Murray Conservatorium	10,000
My Sisters Keeper Inc	4,500
Nakango Vision	20,000
Nakango Vision	30,000
Nakango Vision	30,000
Nakango Vision Multicultural Integration Community Services	5,000
Narromine Local Aboriginal Land Council	10,000
Nepalese Australian Association	5,000
Nepalese Australian Association	28,000

## Empowering and Supporting Local Communities

### COVID-19 Grants (continued)

Organisation	Amount \$
Nepean Multicultural Access	10,045
Nest Inc	10,000
Northern Beaches Multicultural Communities Inc	8,300
Nowra Community Food Store	4,000
NSW Al-Ahwaz Community Inc	12,800
NSW Council for Pacific Communities Inc	5,000
NSW Council for Pacific Communities Inc	20,000
NSW Council for Pacific Communities Inc	30,000
NSW Jewish Board of Deputies Ltd	10,500
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	5,000
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	28,448
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	28,200
NSW Spanish and Latin-American Association for Social Assistance (SLASA)	30,000
Nutrition Australia NSW	5,000
One Door Mental Health (Headspace Campbelltown)	15,000
Orana Support Service	15,000
Orange Aboriginal Corporation Health Service	28,000
Our Community Cares Inc	21,350
Outloud	11,131
Overflowing Church Inc	15,000
Pacific Communities Centre Inc	4,700
Pacific Communities Centre Inc	10,000
Pacific Communities Centre Inc	29,300
Pacific Women Professional Business Network	16,000
Pacific Women Professional Business Network	20,000
Padstow Community Care Ltd	5,000
Padstow Park Public School P&C Association	10,846
Parish of St Therapon Thornleigh	28,467
Parramatta Leagues Club	10,000
Paying It Forward Homeless Services Inc	10,000
Penrith Community Kitchen	20,000
Philippine - Australian Sports & Culture Inc	10,000
Philippine Australian Society for Senior Citizens Inc	12,500
Philippine Australian Society for Senior Citizens Inc	11,100
Philippine Community Council of New South Wales	5,000
Pink Finns Charity	20,000

## APPENDIX A – GRANTS AWARDED

### Empowering and Supporting Local Communities COVID-19 Grants (continued)

Organisation	Amount \$
PlateitForward Ltd	5,000
Platform Youth Services	23,500
Police Citizens Youths Clubs NSW Ltd -PCYC Bankstown	29,556
Police Citizens Youths Clubs NSW Ltd -PCYC Blacktown	29,500
Police Citizens Youths Clubs NSW Ltd -PCYC Eastern Suburbs	17,824
Police Citizens Youths Clubs NSW Ltd -PCYC Mr Druitt	29,424
Police Citizens Youths Clubs NSW Ltd -PCYC Penrith	16,500
Poth Productions Australia Inc	25,000
Powerhouse Christian Church Inc	5,000
Presbyterian Social Services	10,000
Prosper (Project Australia)	22,000
Qing Fong Lion Dance Team Inc	10,000
Queanbeyan Multilingual Centre Inc	5,000
Queanbeyan Multilingual Centre Inc	26,950
Rainbow Families Inc	30,000
Rapid Relief Team (RRT) Ltd	13,760
Rapid Relief Team (RRT) Ltd	30,000
Red Chief Local Aboriginal Land Council	27,040
Redfern Islamic Society	5,000
Refugee Advice & Casework Service (RACS)	8,000
Resourceful Australian Indian Network Inc	10,000
Riverina Medical and Dental Aboriginal Corporation	10,000
Riverwood Community Centre	20,790
Rongdhanu Aus-Bangla Cultural Society Inc	20,000
Rotary Club of Granville	5,000
Rotary Club of Granville	15,000
Rotary Club of Granville	15,000
Rotary Club of Liverpool West Inc	18,000
Rotary Club of Strathfield	10,000
Rotary Club of The Hills-Kellyville Inc	29,450
Sandalwood Arts and Entertainments	12,000
SEDA College	16,400
Shakti Australia Limited	10,500
SHARE Southern Metropolitan Region Inc	10,000
SHARE Southern Metropolitan Region Inc - Keep Well With SHARE (CALD Community)	4,847
SHARE Southern Metropolitan Region Inc - Multicultural COVID-19 Support Services	5,000



## Empowering and Supporting Local Communities

### COVID-19 Grants (continued)

Organisation	Amount \$
Sierra Leone Muslim Association Kriol Language and Cultural School	5,000
Somali Australian Community Association of NSW (SACA)	4,000
Somali Australian Community Association of NSW (SACA)	20,000
Somali Australian Community Association of NSW (SACA)	24,500
Sound of Hope Australia Inc	11,418
South Sydney Indian Association Inc	20,000
Southern Youth and Family Services	5,000
Southlake's Inc	10,000
Southlake's Inc	25,000
Souths Cares	28,300
Southwest Nepalese Community Sydney	5,000
Spanish & Latinamerican Community Organisation Inc	5,000
Spanish Community Care Association	30,000
Spanish Community Care Association	9,000
Sri Durgadevi Devasthanam	5,000
Sri Durgadevi Devasthanam	30,000
Sri Guru Singh Sabah The Sikh Association of Sydney Inc	15,500
Sri Om Foundation Ltd	25,000
St Abraam Coptic Orthodox Church	10,000
St Andrew's Anglican Church Lakemba	10,000
St Barnabas Anglican Church Broadway	5,000
St Joseph's Maronite Catholic Church	10,000
St Lazarus Serbian Orthodox Parish and Church Community	5,000
St Mary St Bakhomios St Shenouda Coptic Orthodox Church and Community Centre	5,000
St Mary's Assumption Chaldean Catholic Church	10,000
St Merkorious Charity Association Inc	5,000
St Merkorious Charity Association Inc	20,000
St Merkorious Charity Association Inc	30,000
St Raphael's Antiochian Orthodox Christian Mission Inc	5,000
St Raphaels Greek Orthodox Church Parish Of Liverpool & District	24,000
St Thomas The Apostle Chaldean Catholic Church	15,000
St Vincent de Paul Society NSW	28,477
St Vincent de Paul Society NSW - Non-income Client Support Service	5,000
St Vincent de Paul Society NSW - Vinnies Support Centre (Harris Park)	5,000
St. Paul's Burwood Parish	4,000
St. Paul's Burwood Parish	22,000

## APPENDIX A – GRANTS AWARDED

### Empowering and Supporting Local Communities COVID-19 Grants (continued)

Organisation	Amount \$
Stepping Out Housing Program	11,950
Stepping Out Housing Program	11,912
StreetWork Australia Limited	30,000
Surry Hills Neighbourhood Centre	13,054
Survivor's R Us Inc	12,410
Sydney Community Connect Inc	5,000
Sydney Community Connect Inc	10,000
Sydney Community Forum Ltd	5,000
Sydney Korean Evangelical Holiness Church	10,000
Sydney Next Church Inc	10,000
Sydney Street Choir	17,680
SydWest Multicultural Services Inc	30,000
Tamil Arts and Culture Association Inc	5,000
Telskuf Association Inc	21,500
Thadam Inc	15,300
The Community Transport Company	30,000
The Cottage Counselling Centre	10,000
The Exodus Foundation	29,760
The Greek Orthodox Parish & Community of Kogarah & District Resurrection of Christ Ltd	5,000
The Greek Orthodox Parish and Community of Burwood and District Saint Nectarios Ltd	5,000
The Hellenic Orthodox Community of Parramatta & Districts	22,000
The Macedonian Orthodox Community of Newcastle and Districts	30,000
The Miral Australia Inc	18,500
The Moslem Alawy Society	20,000
The Multicultural Network	4,999
The North Shore Sikh Association of Sydney Inc	13,100
The Parks Community Network Inc	5,000
The Parks Community Network Inc	27,500
The Sinhalese Cultural Forum of NSW Australia Inc	20,000
The Sinhalese Cultural Forum of NSW Australia Inc - COVID Relief Essential Grocery Support	5,000
The Sinhalese Cultural Forum of NSW Australia Inc - Covid-19 Community Support	5,000
The Sudanese Cultural and Social Organisation	16,500
The Trustee for Creating Chances Trust	5,000
The Trustee for Creating Chances Trust	25,515
The Uniting Church in Australia Property Trust (NSW) on behalf of The Kogarah Storehouse	5,000
The Uniting Church in Australia Property Trust (NSW) on behalf of The Kogarah Storehouse	18,670

## Empowering and Supporting Local Communities

### COVID-19 Grants (continued)

Organisation	Amount \$
The Uniting Church in Australia Property Trust (NSW) on behalf of The Kogarah Storehouse	16,863
The Uniting Church in Australia Property Trust (NSW) on behalf of Wayside Chapel	30,000
The Vietnamese Australian Welfare Association NSW Inc	5,000
The Water Well Project	30,000
The Water Well Project	29,500
Think & DO Tank Foundation Ltd	30,000
Think & DO Tank Foundation Ltd	30,000
Turbans 4 Australia	5,000
Turbans 4 Australia	29,700
Turbans 4 Australia	28,300
UCA Parramatta Mission	5,000
UCA Parramatta Mission	20,000
Ukrainian Council of NSW	29,740
United Muslim Women Association Inc	5,000
United Muslim Women Association Inc	30,000
United Nation Association of Australia, NSW Division	17,050
Vishva Hindu Parishad of Australia Inc	5,000
Vishva Hindu Parishad of Australia Inc	10,000
Volleyball NSW	30,000
Volunteering Coffs Harbour Inc	10,000
Wesley Community Services Ltd	10,000
Western Sydney Community Centre	5,000
Western Sydney Community Centre Inc	20,000
Western Sydney Community Legal Centre Ltd	30,000
Western Sydney Football Club Limited - GWS Giants Football Club	5,000
Western Sydney Migrant Resource Centre Ltd	5,000
Western Sydney Migrant Resource Centre Ltd	30,000
Westside Community Centre Inc	30,000
Wetherill Park Spanish SDA Church	5,000
WILMA Women's Health Centre	29,950
Wollongong Russian Language School	5,000
Women Support Centre Ltd	30,000
Women Up North Housing Inc	10,000
Yazidi Australian Association Inc	10,000
Youth Action	20,000
Youth for Global Peace Inc	5,000

## APPENDIX A – GRANTS AWARDED

### Empowering and Supporting Local Communities COVID-19 Grants (continued)

Organisation	Amount \$
Youth for Global Peace Inc	5,000
Youth Off The Streets	20,000
Zen Tea Lounge Foundation	5,000
Zen Tea Lounge Foundation	20,000
Zionist Federation of Australia Ltd	2,000
Zoe Community Services Inc	30,000
Zoe Community Services Inc	30,000

### Multicultural Media Grants COVID-19 Grants

Organisation	Amount \$
1620 Pty Ltd	45,000
2CK Media	10,000
2CR China Radio E&T Pty Ltd	20,000
Ability Beyond Boundaries Ltd	27,000
AEA Ethnic Publishers Pty Ltd	10,000
Al Wasat Media	20,000
Alanwar Newspaper Pty Ltd	47,200
Allora! Italian Australian News Inc	35,000
Armenia Media Inc	40,000
Australia India Media Group Pty Ltd T/A Indian Link	50,000
Australian Chinese Communications Pty Ltd T/A 2AC Australian Chinese Radio	50,000
Australian Financial News Pty Ltd	20,000
Australian Tamil Broadcasting Corporation Pty Ltd	30,000
Banglakatha	20,000
Bankstown-Auburn Community Radio Inc	20,000
Beo-Media Pty Ltd	20,000
Buddha's Light International Association of Australia	10,000
CASS Care Ltd	10,000
Chinese News and Media Group Pty Ltd	20,000
Chinese Newspaper Group Pty Ltd	45,000
Desi Australia Pty Ltd	48,300
Dunya Turkish Multicultural Media	10,000
Foreign Language Press Pty Ltd	45,000
Friends and Friends Solutions Pty Ltd T/A Humwatan Media Group	30,000

## Multicultural Media Grants

### COVID-19 Grants (continued)

Organisation	Amount \$
Gap Marketing and Management Pty Ltd T/A The Gap Agency	10,000
Growth House Pty Ltd T/A Punjab Express Media	45,000
Haanji Pty Ltd T/A Radio Haanji	10,000
Heart N Soul Productions Pty Ltd T/A Radio 2ME	35,000
Iraqia TV Australia Pty Ltd	40,000
Janaranjani	3,800
Korean Safari Pty Ltd T/A TOP Digital	21,000
Le Courrier Australien Pty Ltd	33,200
Mads World Media Pty Ltd	10,000
Media Mechanix Pty Ltd T/A Indus Age	45,000
MIS Television	10,000
Monthly Muktamancha	10,000
Muslim Community Radio - 2MFM	45,000
Nakango Vision	35,000
NSW Council for Pacific Communities Inc	35,000
NSW Turkish Welfare Association	20,000
Pacific Financial News Pty Ltd T/A ACB News	20,000
Plus61J Media Pty Ltd	10,000
Radio Eastern Sydney Cooperative Ltd	36,000
RusTalk Inc	20,000
Ryde Regional Radio Co-operative Ltd	5,500
Samil Australia Marketing Corporation Pty Ltd	45,000
Sawt Sydney	10,000
Seena Inc	45,000
SM 64 Pty Ltd T/A Korean Community Magazine	19,000
Somali Australian Community Association of NSW (SACA)	21,000
St Andrews Orthodox Press Pty Ltd	45,000
Star Media Group Pty Ltd	20,000
Supernaut Pty Ltd	10,000
Suprovat Sydney Pty Ltd	20,000
Sydney Business & Technology Group Pty Ltd T/A Australian Community News Network	10,000
Sydney Today Pty Ltd	45,000
The Korean Herald Pty Ltd	45,000
The Manning Media Co-Operative Ltd - 2BOB Radio	10,000
The Sinhalese Cultural Centre Ltd	8,000
The Sunrise Ethnic Newspaper Pty Ltd T/A Chieu Duong The Sunrise Daily Newspaper	45,000

## APPENDIX A – GRANTS AWARDED

### Multicultural Media Grants COVID-19 Grants (continued)

Organisation	Amount \$
The Trustee for Australian Chinese Media (NSW) Unit T/A Australian Chinese Daily	45,000
The Trustee For Clued TV Trust	35,000
The Trustee for Eltelegraph Newspaper Unit Trust	45,000
The Trustee for Genesis Enterprise Trust T/A Indomedia	35,000
The Trustee for The Polaris Media Trust T/A The Australian Jewish News	35,000
The World Observer Pty Ltd	20,000
Tune India Radio	10,000
Turkish Media Ltd	20,000
TV Media Australia Pty Ltd	35,000
VCT News Pty Ltd T/A Vision China Times	50,000
Viet's Herald Pty Ltd	30,000
Voice of Bangladesh	5,000
Why Documentaries	10,000
Yeeyi Operations Pty Ltd	45,000

### Innovation Grants COVID-19 Grants

Organisation	Amount \$
Australian Immersive Education Academy	115,000
Bridge Housing Ltd	85,000
Common Equity NSW Ltd	65,000
Community Migrant Resource Centre	110,924
Cumberland Women's Health Centre Inc	53,000
Early Education (EarlyEd) Inc	103,927
Fairfield Community Resource Centre P/AS Community First Step	150,000
Great Lakes Agency for Peace and Development International (GLAPD)	150,000
Host International	140,000
KU Children's Services	50,000
Little Dreamers Australia Co Ltd	75,000
Matavai Pacific Cultural Arts Inc	50,000
Melkite Catholic Welfare Association	39,400
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	160,484
NSW Spanish and Latin-American Association for Social Assistance (SLASA)	50,000
Outloud Inc	46,500

## Innovation Grants

### COVID-19 Grants (continued)

Organisation	Amount \$
Playgroup NSW	150,000
Police Citizens Youths Clubs NSW Ltd -PCYC Liverpool	34,969
Police Citizens Youths Clubs NSW Ltd -PCYC Penrith	48,646
Rainbow Crossing Inc	64,270
Rainbow Families Inc	100,000
Recreation Sports and Aquatics Club Inc	150,000
Rosie's Place Inc	60,798
Somali Australian Community Association of NSW (SACA)	33,500
St Merkorious Charity Association Inc	29,376
The Exodus Foundation	155,000
The Parks Community Network Inc	100,000
The Trustee for Creating Chances Trust	159,387
Western Sydney University	199,851
Young Change Agents	85,000
Youth Off The Streets	102,000

## Emergency Relief Grants for Vulnerable Temporary Visa Holders

### COVID-19 Grants (continued)

Organisation	Amount \$
Asylum Seekers Centre	272,500
Asylum Seekers Centre	800,000
Asylum Seekers Centre	800,000
Australian Red Cross Society	127,500
Australian Red Cross Society	795,000
Australian Red Cross Society	379,561
CCA New South Wales Ltd	47,000
CCA New South Wales Ltd	288,000
Chinese Australian Services Society Ltd	27,000
Fairfield Community Resource Centre T/S Community First Step	800,000
Hills Community Aid and Information Service Inc	100,000
Hills Community Aid and Information Service Inc	50,000
Host International	150,000
Jesuit Refugee Service Australia Inc	436,000
Jesuit Refugee Service Australia Inc	150,000

## APPENDIX A – GRANTS AWARDED

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

Organisation	Amount \$
Jesuit Refugee Service Australia Inc	595,000
Lebanese Muslim Association	200,000
Mount Druitt Ethnic Communities Agency (MECA)	49,411
Multicultural Youth Affairs Network NSW	49,732
Multicultural Youth Affairs Network NSW	190,000
Prosper (Project Australia)	60,000
Queanbeyan Multilingual Centre Inc	83,475
Settlement Services International	75,000
Settlement Services International	600,000
Settlement Services International	600,000
St Francis Social Services T/A The House of Welcome	102,500
St Francis Social Services T/A The House of Welcome	581,813
St Francis Social Services T/A The House of Welcome	318,819
The Exodus Foundation	400,000
The Salvation Army (NSW) Property Trust	22,500
The Salvation Army (NSW) Property Trust	200,000
United Muslim Women Association Inc	400,000
United Muslim Women Association Inc	200,000
Western Sydney Migrant Resource Centre Ltd	200,000
Western Sydney Migrant Resource Centre Ltd	300,000

### COMPACT

Organisation	Amount \$
All Together Now	100,000
Arab Council Australia Inc	50,000
B'nai B'rith Courage To Care (NSW) Inc	50,000
Catholic Mission	50,000
CuriousWorks Inc	16,931
Football NSW	97,495
Gallipoli Turkish Cultural Foundation	40,050
GyMEA Community Aid & Information Service	28,730
Health Consumers NSW	50,000
Institute for Economics and Peace	48,500
Islamic Council of New South Wales Inc	50,000
Mentoring Men	39,887



## COMPACT (continued)

Organisation	Amount \$
Multicultural Communities Council of the Illawarra	56,022
National Rugby League Ltd (NRL)	31,500
Northern Beaches Multicultural Communities	20,000
Northern Settlement Services Ltd	18,000
NSW Jewish Board of Deputies Harm Prevention Foundation Ltd	33,500
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	53,754
Police Citizens Youths Clubs NSW Ltd	44,316
Police Citizens Youths Clubs NSW Ltd - PCYC Hornsby	38,825
Somali Australian Community Association of NSW (SACA)	29,500
South West Arts Inc	50,000
Ted Noffs Foundation Ltd	25,000
The Trustee for Creating Chances Trust	50,000
University of New England	40,637
Western Sydney Community Forum	27,050
Western Sydney Football Club Limited - GWS Giants Football Club	50,000
Western Sydney Migrant Resource Centre Ltd	27,801
Western Sydney University	13,650
Youth Action	50,000
Youth Off The Streets	59,696
Youth Off The Streets	50,000

## Leaders in Cultural Diversity Program (LiNCD)

Organisation	Amount \$
Ethnic Communities Council of NSW	76,290
Hunter Multicultural Communities Inc	65,273
Multicultural Council of Wagga Wagga Inc	48,063
Multicultural Communities Council of the Illawarra	70,374
Youth Off The Streets	50,000

## APPENDIX A – GRANTS AWARDED

### Other Grants

Organisation	Amount \$
Assyrian Australian National Federation (AANF)	20,000
Bangabandhu Council Australia	25,000
Canterbury-Bankstown Council	250,000
Children's Festival Organisation Inc	27,000
City of Canada Bay Council	150,000
Filipino Australian Community Association of Eastern Sydney Inc	13,000
Greek Orthodox Community of NSW Ltd	100,000
Philippine - Australian Sports & Culture Inc	90,000
Philippine Community Council of New South Wales	90,000
Somali Welfare and Cultural Centre Inc	20,000
The Hellenic Orthodox Community of Parramatta & Districts	150,000
Vietnamese Community in Australia - NSW Chapter Inc	50,000
NSW Federation of Community Language Schools	50,000
Vietnamese Australian Welfare Association of NSW (VAWA)	18,750
Antiochian Orthodox Church Property Trust	1,250,000
Our Lady Aged Care Centre Ltd	3,000,000
Shanti Subcontinent Retirement Association	250,000
Sri Om Foundation Limited	250,000
St Maurice Age Care Limited	500,000

### Discretionary Grants

Organisation	Amount \$
AASHA Australia Foundation Ltd	3,000
Angels of Mercy Welfare Services Inc.	3,000
B'nai B'rith Courage To Care (NSW) Inc	15,000
Nepalese Community of Western Sydney	2,000
NSW Vietnamese Elderly Friendship Association Inc	10,000
Regional Enterprise Development Institute	3,456
Serbian Orthodox Youth Association	7,000
Sikh Youth Australia	3,000
Sydney Cricket Club	15,000
Sydney St Patrick's Day Organisation Inc	15,000
Western Sydney Football Club Limited - GWS Giants Football Club	20,000

## APPENDIX B – NUMBER OF EXECUTIVES

### Executive Salaries

Range and average remunerations	2019–20	2020–21	2021–22
Band 2 (CEO)	310,126	312,629	320,435
Band 1 (Directors)	233,650	246,901	242,322

### Staffing

Staffing	2019–20	2020–21	2021–22
Number of employees	65	67	79

#### 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

A salary increase of 2.04% effective in the first full pay period of July 2021 was paid in accordance with the *Crown Employees (Public Sector - Salaries 2021) Award*.

New pay rates for interpreter and translator assignments came into effect on 1 July 2021 in line with the *Crown Employees (Interpreters and Translators, Multicultural NSW) Award 2021*.

#### Industrial relations policy and practice

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

## APPENDIX C – DISABILITY INCLUSION ACTION PLAN

At Multicultural NSW we believe that we are strengthened by our diversity and enriched through activities that promote inclusion.

As such, Multicultural NSW is committed to the principles of the Department of Communities and Justice Disability Inclusion Action Plan 2020-2024 (DIAP), which creates a four-year roadmap focused on four focus areas: Developing positive community attitudes and behaviours; creating liveable communities; supporting access to meaningful employment and improving access through better systems and processes.

Through the Cluster Disability Inclusion Action Plan, we focused on improving the delivery of our services by identifying and removing potential barriers to people with disability in the workplace and community.

## APPENDIX D – ENGAGEMENT OF CONSULTANTS

### Engagements over 50,000

Consultants	Project	Amount ( )
Newgate	Covid-19 Community Engagement, Insights and Analysis	228,999
Circa	Multicultural Covid Smart Behaviours Framework	79,995

### Engagements under 50,000

Project	Amount ( )
Delta Community Evaluation	30,000
Pillar 5 Lessons Learned Report	15,000

## APPENDIX E

### Accommodation services

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

The Director People and Corporate is responsible for ensuring our compliance with regulatory and social objectives and monitors the agency’s performance in respect to:

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

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 among 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 for all office activities over the past 12 months.

With an increase in hybrid working arrangements there is a further reduction in the environmental impact as staff work from home and we move to agile office accommodation arrangements.

## APPENDIX F

### Overseas travel

There was no overseas travel in FY2021-22.

## APPENDIX G

### 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 (PPIP Act)* 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 was one internal review conducted by Multicultural NSW during the reporting year that was determined within the statutory period permitted for completion of internal reviews. This review found there was no breach of the PPIP Act by Multicultural NSW.

## 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 RAC 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 2021-2022, Multicultural NSW did not receive any access-to-information requests under the Act.

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 2021-2022

## APPENDIX H – PUBLIC ACCESS INFORMATION

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not-for-profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	0	0	0	0
Members of the public (other)	0	0	0	0	0	0	0	0

**Table B: Number of applications by type of 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
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

## 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 2021-2022.

	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 – PUBLIC ACCESS INFORMATION

### TABLE F: Timeliness

	Number of Applications
Decided within the statutory timeframe (20 days plus any extensions)	N/A
Decided after 35 days (by agreement with applicant)	N/A
Not decided within time (deemed refusal)	N/A
<b>TOTAL</b>	<b>0</b>

	Number of Applications
Decided within the statutory timeframe (20 days plus any extensions)	N/A
Decided after 35 days (by agreement with applicant)	N/A
Not decided within time (deemed refusal)	N/A
<b>TOTAL</b>	<b>0</b>

### Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

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

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

### Table H: Applications for review under Part 5 of the Act (by type of applicant)

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



## 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 2021-22 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 CEO, the Chief Audit Executive and representatives of the NSW Audit Office.

The Committee met on five occasions during the reporting period:

- 23 July 2021
- 23 September 2021
- 10 December 2021
- 22 April 2022

## APPENDIX I

On these occasions, the committee:

- reviewed Multicultural NSW's responses to completed internal audits and reviews
- reviewed and monitored revised internal policies and procedures that provide governance and direction for senior management of Multicultural NSW
- reviewed and monitored the Agency's response to the COVID-19 pandemic.

### Audit and Risk Management Statement 2021-22

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

#### Risk Management Framework

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

#### Internal Audit Function

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

#### Audit and Risk Committee

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

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

Independent Chair, Paul Crombie (10/4/18-11/6/22)

Independent member, Gayle Ginnane (28/5/16-27/5/24)

Independent member, Henry Capra (10/4/18-12/4/24)



**Joseph La Posta**  
Chief Executive Officer  
Multicultural NSW  
28 October 2022

### Cyber Security Annual Attestation Statement for the 2021–22 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  
28 October 2022

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*Image: Multicultural NSW staff members at the 2021 staff development day.*



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