



MULTICULTURAL
AUSTRALIA

it's who we are

ANNUAL REPORT

2020/2021



About our Front Cover

"MYVP were like my second parents when I came to Australia"

Multicultural Australia would like to introduce you to...Elize.

Elize came to Australia from Congo in 2018 and is a client of Multicultural Australia.

An active member of our Migrant Youth Vision Project since his arrival, Elize has participated in a wide array of programs.

From participating in our AFL Diverse Umpire Program, to being one of our first Future Leaders Advisory Group (FLAG) members, Elize is paving his path to a thriving and successful future.

Elize is currently studying a Diploma in Engineering, delivering coaching workshops at schools for children through Auskick, and continues to advocate for, and inspire, other young people like him through his work with FLAG.

Elize is a shining example of how clients, through the programs on offer at Multicultural Australia, truly support community members to grow, thrive, and succeed.

***"The MYVP helped me to build
confidence..."***

***"That I can do everything
that everyone else is doing...
and I kept going..."***



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Acknowledgement of Country

Multicultural Australia acknowledges the traditional custodians of all the lands on which we meet, work and live. We recognise that this land has always been Aboriginal and Torres Strait Islander land, and always will be.

We pay our respects to Aboriginal and Torres Strait Islander Elders - past, present and emerging - and recognise the immense cultural and linguistic strength and diversity that has existed on this land for tens of thousands of years.

Every day, we work to welcome new Australians from across the world. As we do this, we acknowledge the history and current realities of our First Nations people and understand our individual and collective responsibility towards the achievement of justice, equality and reconciliation.

Multicultural Australia and the multicultural communities we work closely with realise that understanding the past helps us shape a better future for all. We commit to learning from the knowledge, traditions, stories, spirituality and experiences of Aboriginal and Torres Strait Islander peoples.

We, who come from many places, acknowledge the welcome offered to us by the traditional custodians of this land, the world's oldest living culture. We express our desire for deeper connection with Australia's First Nations people, as we learn to live on their land.

Multicultural Australia respects and values Australia's First Nations peoples' enormous resilience, courage, determination and often unrecognised contributions to the country's social and economic development. We walk together in solidarity, in the shared pain of the past and shared hope for the future.



About Multicultural Australia

Multicultural Australia exists to shape a better future for all - a welcoming, inclusive, globally connected and economically strong community where diversity is recognised as a strength. We are committed to a welcoming Queensland where everyone, particularly new arrivals, can contribute and participate in a multicultural society.

Multicultural Australia is an independent organisation committed to achieving the best outcomes for our clients. As Queensland's largest multicultural agency, we work with newly-arrived individuals and families from refugee and migrant backgrounds, and their local communities.

We work with individuals, communities, business and government to contribute to building a more welcoming Queensland through client services, employment, advocacy, cultural training and community events. Our work brings people together, fosters understanding and recognize the valuable contribution that new arrivals and migrants make to Queensland.

Multicultural Australia provides welcome and support to more than 5000 newly arrived Queenslanders every year, including refugees, migrants, international students and people seeking asylum.

We are dedicated to building a welcoming Queensland where everyone has the opportunity to fully contribute to and participate in a multicultural society.

We achieve our goals through our presence in metropolitan and regional Queensland (Brisbane, Toowoomba, Rockhampton and Townsville), and our key strategic partnerships and programs including our youth engagement programs, community development work, sports and arts inclusion programs.

Multicultural Australia is a company limited by guarantee and is a charity registered with the Australian Charities and Not-for-profits Commission (ACNC). Multicultural Australia is also a Public Benevolent Institution with Deductible Gift Recipient status.

Our Vision

A trusted Queensland not-for-profit creating welcome and inclusion for new Queenslanders. Exceeding stakeholder expectations by delivering exceptional services, working with others to solve big issues, and driving innovative projects that make a real difference.

Our Purpose

Multicultural Australia exists to create a welcoming, inclusive and economically stronger community – an agenda we share with many others.

Our part is to ensure that new Queenslanders are included, skilled, and thriving. We are passionate about promoting positive conversations about inclusion.

Our Values

We are fiercely committed to human rights and demonstrating our values in our daily work. We show up for one another, are faithful to our clients' aspirations, and we solve problems by finding the third way.

We are ethical and strive for impact. We pride ourselves on being an organisation with the grit needed to affect real change.



Our Strategic Pillars



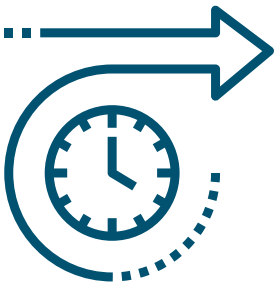
Inclusive and Prosperous Communities

We will develop communities where all feel valued and safe, and where others will be drawn to live.



Changing the Conversation

We will seize opportunities to advance multiculturalism in Australia, creating welcome and a strong sense of belonging for newcomers.



Keeping Fit for the Future

We will invest in the right skills, knowledge and technology to achieve our vision. We will invest in social business opportunities that help us shape a better future for all.



Chair Report

On behalf of our Board of Directors, I'm proud to present our 2020–21 Annual Report.

The last year presented challenges to all organisations, and Multicultural Australia was certainly no exception. For an organisation that settles refugees into Queensland, closed borders had enormous implications.

However, I can confidently say that we adapted, made the most of opportunities around us, and continued to create hope in uncertain times. When the borders opened to allow in Afghani refugees escaping horrific circumstances, we were there to welcome them and help settle them into Australia. Our culture remains strong, as do our financial circumstances.

Our executive has transformed, led by the dynamic Christine Castley our CEO, working closely with Susanne Behrendt our COO, Rose Dash our Chief Client Officer and Jason Olsson-Seeto our Chief Development Officer.

We are also looking forward to building out the capability of the Multicultural Australia Board, with two additional directors and a board observer who took their places in FY21. Dr Jessica Gallagher, Ed Box, and our board observer Ben Bolt will bring their expertise to the organisation and support the board in progressing the Multicultural Australia agenda. We are particularly glad that Ben as a First Nations man will bring his unique and important lens to our board discussions.

I would like to take this opportunity to thank Peter Forday for his service as Chair for the past six years. Peter has performed his role with integrity, with purpose, and with the vision of the organisation at the forefront of all he did. On behalf of the organisation, I would like to thank Peter for his time in the role, and I look forward to continuing our work with Peter on board as a Director. I also acknowledge Anh Bui, who left the Board this year after giving many years of commitment to the Board of Multicultural Australia.

I encourage you to keep connecting with us at Multicultural Australia. Our teams undoubtedly create a sense of welcome, and it is everyone's role to engage in conversations that promote and encourage inclusion and diversity. Our organisation is at the forefront of these conversations, and I invite you to support this great work in any way you can; whether that be through volunteering your time, donating funds, or partnering with us.

Finally, I would also like to take this opportunity to thank the hard-working teams at Multicultural Australia.

The team on the ground catering to our communities and clients are incredibly passionate, hard-working, and purpose-led people.

They are changemakers in their own right, and they endeavour to create welcome and positive outcomes for each and every one of our clients.

Thank you.

Giri Sivaraman
Chair



Chief Executive Officer Report

The 2020-21 year has been challenging, and also inspiring, as we continue to navigate our way through the COVID-19 pandemic, embrace new ways of working and respond to change and disruption in the communities in which we all live and work. The significant social and economic impacts of the pandemic have been keenly felt by individuals and families across the diverse communities we work with. Through all of this, our teams at Multicultural Australia have continued to unwaveringly serve our communities with our purpose and values constantly at front of mind.

I am proud to lead the highly professional and passionate team at Multicultural Australia. Each and every person in our organisation continues to do amazing work in stewarding and supporting our clients on their journeys – whether it be settlement, employment, youth engagement, community development or one of the many other services we provide. As an organisation, we continue to learn from each other and from our clients and communities as we go about our work, driven by our values of kindness, ethics and integrity, always keeping our vision and purpose at the heart of what we do.

Over the 2020-21 financial year, we have strengthened and renewed ourselves as an organisation. We implemented a new Executive Leadership structure, with three new executive roles - a Chief Operations Officer, a Chief Client Officer, and a Chief Development Officer. The finalisation of appointments to these roles completes our Executive Leadership Team and ensures that we remain strategically poised to take Multicultural Australia forward in pursuing our mission and goals, while maintaining quality client and community care. We have also ended the 2020-21 financial year in a solid financial position, demonstrating our fiscal sustainability, despite the challenges that border closures have created for us. We are well-placed to rise to the challenges and the opportunities that lie ahead.

I would like to take this opportunity to thank the teams within Multicultural Australia for their hard work and commitment over the past year. It has been a year of demonstrating resilience, flexibility and persistence in the face of disruption and change – every individual at Multicultural Australia continues to show up, stand up and deliver for our clients and communities.

As we move forward into the next financial year, we will continue to build on our strong foundations and take our strategic and business planning forward to create the next chapters of Multicultural Australia's story.

Collaboration and partnerships continued to feature strongly this year, as we worked with all levels of government and across the community and private sectors to promote our agenda to change the conversation and create inclusion, connection and belonging.

Everyone has a role to play in creating welcome in Australia, and we can only build true social capital in our community if we take active and conscious action to help create connection, belonging and enable social and economic inclusion for all. We are privileged to live in a country that is made up of a rich fabric of cultures, and there is much to be gained if we all work together to tap into the strength of our diversity.

Christine Castley
Chief Executive Officer



Meet our Board



Giri Sivaraman
Chair



Jade Demnar
Deputy Chair



Peter Forday
Director



Fahim Khondaker
Director



Ed Box
Director



Jessica Gallagher
Director



Milly Darby
Board Observer

Anh Bui concluded her time with the Board in November 2020.
Peter Forday concluded his time as Chair in July 2020.

Meet our Executive Leadership Team



Christine Castley
Chief Executive Officer
(Commenced November 2020)



Christina Skoien
Executive Manager
Governance and Risk
Company Secretary



Vanessa Fabre
Executive Manager
Partnerships and
Events



Susanne Behrendt
Chief Operating Officer



Jason Olsson-Seeto
Chief Development Officer



Rose Dash
Chief Client Officer

Bill Gamack concluded his tenure as CEO in August 2020.
Rod Wilson concluded his tenure as Chief Financial Officer in June 2021.
Tim Draper concluded his tenure as Executive Manager in June 2021.
Leah Percival concluded her tenure as Executive Manager in February 2021.
Marcus Coleman concluded his tenure as Executive Manager in November 2020.

Governance Statement

Multicultural Australia is committed to the highest standards of corporate governance, quality and risk management that enables us to deliver exceptional client services, to ensure that our charity is ethically and effectively run, and to inspire stakeholder confidence in our work.

This framework is supported by a suite of modern and flexible governance policies and procedures designed to facilitate effective meetings and decision-making, as well as managing our people, finance, and legal and regulatory compliance.

Supporting the Board and Executive, our experienced Governance, Quality and Risk (GQR) team works across the organisation to build an understanding that good governance and quality practices lead directly to better outcomes for our clients.

The GQR team ensures that our risk management processes are reviewed regularly and aligned with best practice and ISO31000:2018 Risk Guidelines. Full organisational risk reviews are conducted at least quarterly, with executive and senior level risk owners to ensure existing and emerging risks are identified, treated, monitored and tested for effectiveness.

The GQR team is also deeply committed to quality and continuous improvement. In the 2019-20 financial year, we maintained accreditations under the ISO9001:21015 Quality Management Standard and the Queensland Government's Human Services Quality Framework (HSQF).

Multicultural Australia has held ISO accreditation since 2014 and HSQF since 2015. We are proud of our reputation for strong corporate governance, quality and risk management, and our focus on collaboration, communication and continuous improvement.

The protection of the privacy of our client and stakeholder information is of utmost importance to us, and starts with the training of our staff during the on-boarding process, annual Privacy Awareness Week education campaigns, and regular updates and training from our GQR and IT teams. Our robust data protection framework aligns with Privacy legislation and principals, OAIC-compliant data breach processes, and is regularly reviewed for effectiveness.

Multicultural Australia also employs an independent, external whistleblower service to encourage transparency and ethical behaviour, and includes strict provisions for protection of whistleblowers.

SERVICE PERFORMANCE



Humanitarian Settlement Program

Migrating to a new country is a challenging and complex process. Multicultural Australia works with new Queenslanders including migrants, refugees and asylum seekers to provide them with the support and services they need to settle into their new home.

A flagship service of Multicultural Australia, Multicultural Australia is the lead provider of the Humanitarian Settlement Program (HSP) in Queensland, with the privilege of welcoming all new humanitarian arrivals in the State, alongside our North and Far North Queensland subcontractors. We understand the impact of establishing strong foundations to achieve long-term settlement success, through establishing safety and connection to community, and building skills, knowledge, social capital and confidence to become independent and active members of our community.

Through this program, Multicultural Australia walks alongside our clients for up to 18 months post-arrival to identify their aspirations and goals for their new life. Our integrated approach to settlement sees our teams combine the strength, experience and skills of our case management, welcome, accommodation, community development, youth and employment teams, combined with the extensive cultural wisdom and linguistic knowledge of our cultural support worker pool. This year, the COVID-19 pandemic continued to impact new Humanitarian arrivals to Queensland and throughout the nation, due to the closure of international borders with only emergency cases able to arrive.

The Humanitarian Settlement Program is funded by the Department of Home Affairs. Multicultural Australia is committed to working collaboratively with our government, health, education and community organisation partners at a local and state level, and a commitment to involving local communities with the design and delivery of settlement services.

Financial Year Highlights



Over 4,000 clients were supported with 75 new arrivals welcomed (during COVID-19 international border closures).



20,243 sessions with active clients held.



25,744 support hours provided.



Unaccompanied Minors Program

Multicultural Australia's Unaccompanied Minors Program promotes wellbeing, independence, belonging, and quality of life for unaccompanied minors.

This service is delivered through providing culturally appropriate support to children and young people through methods that are trauma-informed, nurtures aspiration, promotes independent living skills, and supports connection with family, peers, and communities.

During 2020-21, Multicultural Australia continued to adapt to provide out-of-home care within a COVID-19 climate, ensuring that all children and young people were appropriately supported during lockdowns, isolation, or quarantine periods, and schooling from home requirements were met with no interruptions to service delivery.

Over the 2020/2021 financial year, technology was used to maintain connection with case management-only clients throughout lockdown periods. Additionally, residential care clients were also supported to engage with technology by Residential Youth Support Workers so they could be connected to their classrooms and maintain their educational goals during periods of home schooling.

Multicultural Australia hosted several events for unaccompanied minors which provided the opportunity to build and maintain positive relationships with one another and staff, develop important life skills and, equally importantly, to have fun!

Financial Year Highlights

*20 young people were supported.
16 in Greater Brisbane and Logan, two in
Toowoomba, two on the Sunshine Coast*



*Clients supported over the financial year
came from nine different countries
right across the globe.*



Aung's* Story...

Aung* was the first unaccompanied minor to arrive in Brisbane from offshore due to COVID-19 impacts on international borders.

She arrived in December 2021 and was welcomed by a Multicultural Australia Residential Youth Support Worker and Cultural Support Worker at the airport. COVID-19 protocol was still in place, so Aung was supported to complete her 14-day hotel quarantine with staff in Greater Brisbane.

At just 12 years old, Aung had left a refugee camp on the Thai/Myanmar border because her extended family was no longer able to care for her. She expressed that she felt safe and welcomed by Multicultural Australia staff, and was excited to settle in Brisbane, enjoying bubble baths in hotel quarantine, and celebrating Christmas and New Year's Eve before exiting hotel quarantine on 1 January 2022.

Aung was then welcomed into the Greater Brisbane community, and was provided holistic support by a range of stakeholders including Multicultural Australia's Unaccompanied Minors program staff, counsellor/advocate team members at Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT), health practitioners at World Wellness Group and Mater Refugee Health, and teachers and staff at Milpera State High School.

Aung has started to adjust to her life here in Australia, thanks to the caring support of the Unaccompanied Minors Program and the external stakeholders who have provided support for Aung to navigate her vulnerabilities within a holistic support care team.

Aung loves singing, swimming, trying new foods, and going to school.

Multicultural Australia's Unaccompanied Minors team is proud to have supported Aung in her first chapter of settlement in Australia, and will continue to provide the support she needs until she graduates from the program.

*Aung's name has been changed to respect her privacy.

Welcome and Initial Settlement Support

Multicultural Australia's Welcome and Initial Settlement Support team provides assistance for Humanitarian Settlement Program clients who are in transit.

Our team in this service are our first point of contact for many of our clients; and are the first source of welcome and initial support as they commence their settlement journey in Australia.

The important work undertaken at the first point of welcome is achieved not only by the expertise of our team, but also with the close support of our service partners such as the Australia Border Force, Queensland Police Services, Queensland Health, Hotel quarantine providers, and more.

Over the past financial year, our Welcome and Initial Settlement Support team undertook significant work to develop, implement, and review support procedures related to hotel quarantine. This coordination effort ensured our clients' safety and wellbeing while they entered Australia in the midst of a global pandemic, and as they underwent 14 days of mandatory hotel quarantine.

Across Brisbane, Logan/Gold Coast and Toowoomba, our Accommodation team focused on supporting our clients to transition to independently sourced, long-term accommodation, and on providing additional education to help build capacity around tenancy skills.

Financial Year Highlights

94% of all new arrival clients were successfully placed and transitioned into independent accommodation.



309 Humanitarian Support Program clients were placed into leased accommodation.



Settlement Engagement Transition Support

Multicultural Australia's Settlement Engagement and Transition Support program promotes successful lifelong settlement of refugees and other new Queenslanders, who have been living in Australia for less than 5 years, by supporting people to build independence and community connections.

Our organisation offers intake and triage services, as well as one-to-one support to individuals, families, and youth across twelve statistical areas across Queensland through our office in Brisbane, Toowoomba, Rockhampton, and outreach to other regions.

This support is provided by qualified case managers and focuses on identifying and working towards life goals with participants. Multicultural Australia also offers group programs based on the needs of new Queenslanders and their community. These sessions aim to reduce vulnerability of at-risk groups and increase people's capacity to contribute and participate.

Financial Year Highlights

- *Over 1,800 clients were supported by the Settlement Engagement Transition Support team over the financial year.*
- *Over 4,400 referrals were made to external services or community supports.*
- *Youth Officers are now in place in six schools across SE Queensland*
- *Over 400 subscribers to the SETS fortnightly newsletter.*
- *Over 40 activities facilitated over the financial year.*



Status Resolution Support Service

Multicultural Australia provides crucial support to people seeking asylum through the Status Resolution Support Services (SRSS) program while their refugee status is being resolved.

Clients engaging in status resolution, at times, face significant economic and social challenges. SRSS is a needs-based program that assists people in the community who are waiting for their claim for refugee status to be resolved and who are experiencing barriers such as financial, employment, resolving their immigration status, or returning home.

We strive to ensure that our clients receive quality services, develop resilience and are meaningfully engaged - not just their needs met. Multicultural Australia assists people seeking asylum to determine their program eligibility and apply for the SRSS program. Multicultural Australia provides case management to clients on the SRSS program, connecting them to services, as well as assisting clients to transition out of the program.

Financial Year Highlights

Over 200 clients received support from our Status Resolution Support Service this past financial year.



Multicultural Australia, as part of the Asylum Seeker Refugee Assistance (ASRA) Consortium was awarded a grant to support visa holders seeking asylum in Australia.



Community Development

Our Community Development service seeks to create welcome. Welcome to our organisation, to our client's community, and to other cultural communities.

Our Community Development Team delivers community engagement programs focused on providing increased social cohesion, economic inclusion and community participation across Queensland's culturally and linguistically diverse communities.

Over the 2020/2021 financial year, the team heavily supported the efforts of the Queensland Government in facilitating information regarding the COVID-19 pandemic. Through establishing the COVID-19 Working Group with Community Leaders, our organisation became the conduit between Government efforts and the broader CALD community. These efforts were of incredible impact and importance over the year, as it led to information sharing and to forging new communication pathways in managing the pandemic across our cultural communities.

The execution of Multicultural Australia's event program was a key milestone for the team over the 2020/2021 financial year. Efforts to engage our community in participating in REIMAGINE and LUMINOUS Festivals ensured that our communities connected and engaged with both our organisation and with each other; and led to them directly contributing to our efforts of changing the conversation with the broader Australian community.

Financial Year Highlights



Trained 30 Community Leaders in Family Peacebuilding.



Provided digital literacy capacity building for over 100 community members



Facilitated five statewide virtual forums with the Queensland Government Chief Health Officer, attended by over 300 Cultural Community Leaders.



Hosted Community Leaders Dinner events with over 200 Community Leaders attending over the financial year.



2,200 people from 35 different cultures participated in Welcome Hub events.



Employment Services

Finding meaningful work is a critical factor in settlement success.

At Multicultural Australia, we believe that everyone deserves to live in a safe, welcoming community and be empowered to become economically independent to support their family.

To support our clients in achieving their employment and career aspirations, Multicultural Australia offers a number of programs and support services to enable new Queenslanders to find and thrive in their chosen career. These programs include:

- Work & Welcome
- ParentsNext
- Skilling Queenslanders for Work

All these programs focus on helping to strengthen Queensland and its economy by providing opportunities for new arrivals to contribute their time and skills.

The 2020/2021 financial year saw the organisation undertake a pilot 'Seasonal Employment Program' to support the harvest trail in Toowoomba. With 50 temporary visa holders participating in the pilot, the Agricultural sector in the region was supported during their November to March harvest period.

Financial Year Highlights

225 new referrals, 120 new employment positions for clients, 72 work experience opportunities created.



74% of clients reported their job to be meaningful to them, and aligned to their goals and career aspirations.



Nearly 20 youth clients participated in our Shape Your Future Program, with the support of over 15 mentees resulting in four employment outcomes.



Welcome Workforce Toowoomba was successful in receiving a grant to support 120 clients and generate 30 sustainable employment outcomes in the region.



Inaugural Employment Expo held in June 2021 saw nearly 200 attendees participate.



Bassam's Story...

One of our most recent success stories is Bassam and Mary Mackillop College.

Bassam arrived in Australia from Syria with his wife and daughters in 2016 with a background as a cashier in business and over 30 years' experience in the hotel industry in Syria.

After spending his initial settlement period focussed on helping his family and children settle into life in Australia Bassam then faced difficulties finding an opportunity to utilise his overseas experience and skills.

Mary Mackillop College saw Bassam's potential and offered him a placement for Term 4 where he was mentored by their Business Manager and gained the confidence and local experience he needed to secure his dream job of working for Australia Post.

Bassam was a client of our Work and Welcome Program.

Multicultural Australia's 12 week Work & Welcome Program supports people from refugee and asylum seeker backgrounds to gain meaningful employment.

The Work & Welcome program offers new Australians short-term paid work, and an opportunity to gather local experience and develop the skills and confidence needed to find ongoing sustainable employment.



Redbank Plains Community Centre

Multicultural Australia's Redbank Plains Community Centre facilitates community-based support in the Redbank Plains and Ipswich areas and connects local families with the services they need, such as healthcare, financial counselling, and schools.

Our service is built around the principle of creating engagement and connection within the community, so people from multicultural backgrounds feel a sense of belonging, but also ensure they can interact with the wider community.

Through offering a variety of volunteer-led activities such as parents groups, playgroups and women's groups, the Redbank Plains Community Centre provides a place where people are welcome, can connect with the organisation and others, and receive information and support.

Redbank Plains Community Centre is managed by Multicultural Australia and is an initiative of Ipswich City Council and Queensland State Government.

Financial Year Highlights

Successfully held a youth event in November 2020 celebrating the end of the school year with Redbank Plains High. With over 250 attendees supported by over 20 volunteers, this event provided a unique opportunity for the community to come together.



Nearly 7,600 people attended the Redbank Plains Community Centre in the financial year.



Over 1,400 clients attended the centre as part of our Midwifery clinic program.



Nearly 500 clients attended our Youth Hub.



407 people sought support from our Project Nourish program.



368 clients sought support from Family Services Australia.



Toowoomba

Multicultural Australia's Toowoomba location provides a multi-disciplinary range of services that seek to create welcome and capability with multicultural communities who live in the region.

From providing ParentsNext and Humanitarian Settlement Support services, to linking clients with external support providers, our qualified team in Toowoomba create welcome.

Over the past financial year, our Toowoomba team have endeavored to support clients and community to come together for flagship events such as the Carnival of Flowers, LUMINOUS Lantern Parade and REIMAGINE, whilst also supporting individual clients to access the supports they need in order to thrive in the local community.

Additionally, Multicultural Australia's Toowoomba office is funded by the Darling Downs West Moreton Primary Health Network to support the health and wellbeing outcomes of clients in the area.

Over the 2020/2021 financial year, Multicultural Australia supported clients during the COVID-19 pandemic in disseminating information, and arranging appointments and clinics for vaccine distribution. Through the coordinated effort of all Multicultural Australia offices, and with the support of state and local government health activities, our organisation has played a key role in ensuring CALD communities access to accurate health information and vaccines.

Financial Year Highlights



Supporting nearly 2,000 clients over the financial year across a range of services.



Connecting Through Sport event held in March 2021 saw over 200 people with over 70 enrolments into the four-week program.



Hosted several events to support local clients and assist in their settlement journey.



Rockhampton

Multicultural Australia's Rockhampton service supports people from multicultural backgrounds to overcome the daily challenges of settling into a new country, and helps them to build meaningful connections within the community through offering a range of programs.

Services in the Rockhampton region assist migrants and refugees to gain their independence through education and training, and foster a sense of belonging.

Many clients in the region access our ParentsNext program. A vital service in the region, ParentsNext gives parents with young children the opportunity to develop skills and confidence that enable them to move into employment.

Through linking parents and their families with a range of services, including playgroups, job readiness activities, and vocational and non-vocational training, Multicultural Australia offers education support, work experience, volunteering, employment opportunities, affordable childcare and parenting and personal development courses.

This service, which has seen profound employment outcomes in the region, seeks to support early stage job seekers access the supports they need in order to gain meaningful, long term employment.

Financial Year Highlights

Multicultural Australia's 'Tuckertime' Skilling Queenslanders for Work program won the regional final for the Community Training Initiative of the Year in the Queensland Training Awards.



Over 1,500 Parents were supported through our ParentsNext program in the Rockhampton region.



21 clients enrolled in the Cert III Individual Support course of which 17 are now employed.



Jodie's* Story...

Jodie* first visited Multicultural Australia's Rockhampton office in August 2020.

An Indigenous woman on her own with four young children, Jodie was keen to find a job so she could support her family. She was already completing a Certificate I in Land Management with another provider, but she needed a laptop to help complete her studies.

From our first ParentsNext appointment, Jodie was diligent about attending the office nearly every week from August to November, so we were able to help her overcome her barriers to employment as quickly as they came up.

While working with Jodie, we discovered that she had already completed a Certificate III in Individual Support some years ago. We discussed returning to work as a support worker, and how many jobs there are out there for someone with Jodie's training. Keen to start work as soon as possible, Jodie decided to pivot and pursue support work.

We started by paying the fee for her certificate to be reissued, then we helped her to draft a resume and to apply for jobs. We also organised and paid for her police check, blue card, first aid training and NDIS screening, so there would be no delays once she found a job. We purchased a phone to replace Jodie's broken phone, so she could be easily contacted by potential employers.

While all this was going on, Jodie became at risk of homelessness, but she never missed a ParentNext appointment. We connected her with emergency accommodation and food services so she and her children could feel secure and could continue her job search.

After a few weeks, Jodie was offered a support work job with a local organisation. We helped her buy new work clothes and shoes to get her started in her new job, and with a roadworthy for her car so she could have it registered.

Jodie has faced many barriers in her efforts to support her young family, but her determination to overcome them meant that now she is employed and doing well.

It's our privilege that we are a part of her story.

*Jodie's name has been changed to respect her privacy.

Migrant Youth Vision Project (MYVP)

Our communities prosper when our young people are educated, employed, and active.

With support and inclusion, young people can shape their own future; and this is the goal of our Migrant Youth Vision Project (MYVP) service.

MYVP links young people to education, training, employment, sport and social connection programs. An agile and creative service within Multicultural Australia, the MYVP team work with our clients to understand and cater to their unique and evolving interests and priorities.

Additionally, our committed and engaged team of Youth Workers seek to understand the needs and goals of each individual to develop motivated, skilled, focused youth who are ready to participate in all areas of their community.

As part of Multicultural Australia's MYVP offering, our youth team also facilitate the Future Leaders Advocacy Group (FLAG). FLAG comprises a driven group of young leaders who offer valuable insight and advice. Council members ensure the voice of newly arrived young people, their families, and community are heard through contributing to program design and delivery.

Financial Year Highlights

- *Supported over 100 youth find employment.*
- *Supported over 50 youth be trained as AFL umpires through the Diversity Umpires Program.*
- *Nearly 300 clients attended group sessions linking them with employment and educational pathways.*
- *Nearly 100 clients attended Work Readiness Programs.*
- *Nearly 400 young people engaged in employment activities.*
- *Over 100 clients were supported into paid employment.*



Connecting Through Sports

Sport is a fun way to stay healthy and active, but it also connects communities and provides opportunities for people from diverse backgrounds to meet, play, and share experiences.

Connecting Through Sports brings people from Culturally and Linguistically Diverse (CALD) backgrounds together and connects them through playing sport.

Multicultural Australia offers an initial free four-week come-and-try program and then assists people to transition into community clubs by removing barriers and offering assistance with fees and equipment. Our organisation is privileged to have partnered with AFL Queensland, Netball Queensland, Football Queensland, and Rise Tennis to facilitate this important program.

Financial Year Highlights



Hosted the Welcome Sports Festival with over 1,000 people attending.



Saw over 1,500 participants from CALD backgrounds participate in the four week Connecting Through Sports Program.



115 participants from CALD backgrounds transitioned to a paid after school or club program after attending the Connecting Through Sports program.



Over 30 clubs in South East Queensland delivered the Connecting Through Sport program.



14 hours of cultural training was delivered to sporting clubs to create more welcoming and inclusive environments.



Be Heard...

In June 2021, Multicultural Australia in partnership with the Cohesive Communities Coalition, worked together to inform the Queensland Parliamentary Inquiry into Serious Vilification and Hate Crimes.

In an effort to contribute to this incredibly important Inquiry process, the 'Be Heard' campaign was launched in order to seek the lived experience and stories of the community.

The Be Heard campaign team established 17 Safe Spaces across 10 locations over a two week period to open doors and seek the stories of CALD community members to contribute to this campaign.

This extraordinary campaign saw over 10 video submissions presented to the Inquiry and more written submissions and significant media coverage raising awareness of this critically important campaign.

The Be Heard campaign saw the Parliamentary Inquiry into Serious Vilification and Hate Crimes receive significant coverage into the breadth and depth of racism experienced by CALD communities across Queensland.

The results of the report will be handed down in January 2022 with several impactful recommendations handed down for future legislative consideration and reform.



Cultural Training Program

Our Cultural Training draws on Multicultural Australia's diverse, experienced and skilled practitioners to design and deliver training programs.

Multicultural Australia delivers cultural training that:

- develop skills and strategies for diversity and inclusion
- communicate and collaborate effectively across cultures
- understand cultural diversity and respond appropriately to cultural needs
- demonstrate real cultural capability to build and maintain trust.

Individual and team performance is enhanced when staff know their workplace is committed to building inclusion, and an organisation's reputation is enriched if it reflects the diverse communities it serves.

Multicultural Australia offers a variety of cultural training products to suit a broad range of needs, from one day training sessions, to developing and facilitating tailored training programs bespoke to your needs.

Financial Year Highlights

Partnership established with the Queensland Department of Education to create the 'We All Belong' training framework.



Facilitated online cultural training for the first time due to the COVID-19 pandemic.



Major Events

Multicultural Australia activates numerous events each calendar year in an effort to change the conversation and encourage the community to participate in, learn, and enjoy the multicultural landscape that exists in Australia.

Multicultural Australia's annual event program aims to provide a platform for our communities to stand together and make a visible statement of welcome to all Queenslanders.

The COVID-19 pandemic led to Multicultural Australia's flagship MOSAIC Multicultural Festival event to be cancelled. However, in June 2021, Multicultural Australia was able to successfully host our annual LUMINOUS Lantern Parade in a COVID-19 safe fashion as the state of Queensland successfully navigated the pandemic. Seeing thousands of local community members converge into the Southbank Parklands to participate in the cultural diversity of LUMINOUS in the midst of a global pandemic was a significant highlight for the organisation.

In addition to hosting these flagship events, Multicultural Australia was honoured to host and facilitate several smaller scale events that celebrated inclusion, diversity, and multiculturalism; and for the first time, was privileged to host our first virtual cultural festival, REIMAGINE, in November 2020.

REIMAGINE brought a virtual world concert featuring over 30 cultural performers, 120 artists, 'Culture in the Kitchen' cooking demonstrations, and a virtual marketplace featuring 18 community businesses. This event highlighted the best of the cultural offerings available in Queensland and was the organisation's first foray into hosting virtual cultural events. This event was made possible with the support of nearly 20 organisations sponsoring the event.

Financial Year Highlights



Nearly 1,500 participants from 71 walking groups took part in the LUMINOUS Lantern Parade in 2021.



Over 10,000 people attended the LUMINOUS Lantern Parade in June 2021.



Nearly 4,000 engaged in the LUMINOUS In the Neighbourhood events.



Our Partners

The services and programs that Multicultural Australia provides our clients each and every year could not be possible without the support of our funding bodies, partners, and sponsors.



FINANCIAL REPORTS



Multicultural Australia Ltd Annual Financial Report

ACN: 168205632

For the year ended 30 June 2021

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Directors' Report

The Directors of Multicultural Australia Ltd ("Multicultural Australia", the "Company" or "Parent Entity") present their Directors' Report together with the financial statements of the Company and its subsidiaries (the "Group") for the year ended 30 June 2021 and the Independent Auditor's Report thereon.

Directors' details

The following persons were non-executive Directors of Multicultural Australia during or since the end of the financial year.

Peter Forday MAICD, Chair (to 1 July 2021)

Peter Forday joined the Board in July 2011 and is a member of the Audit and Risk Committee. Peter held the position of Chair from November 2016 to 1 July 2021. He was also a member of the People and Culture Committee until 25 August 2021. Peter was a Co-Chair for the Cohesive Communities Coalition from September 2020 to April 2021 as well as being the Chair of the Motor Neuron Disease Association of Queensland Inc from June to November 2020. He is also the Chair for Welcome Sports Ltd, Mental Health Lived Experience Queensland Ltd and the Police Ethnic Advisory Committee. He is a non-executive Director of Mercy Community Services South East Queensland Ltd and Mercy Health and Aged Care Central Queensland Ltd and is Chair of the People Safety and Culture Committee for both of these organisations. Peter holds senior advisory roles with a number of not-for-profit organisations within and outside of the multicultural service delivery sector. He owns and operates a management consultancy specialising in leadership coaching and strategic group facilitation. Peter is an Adjunct Research Fellow with Griffith University, holds a Bachelor of Speech Therapy (Hons), a Graduate Diploma in Social Sciences (Counselling), a Level 4 Certificate in Program Design and Facilitation and is an alumnus of the Queensland Leadership Program and the Executive Challenge Academy.

Giri Sivaraman, Deputy Chair (to 1 July 2021), Chair (since 1 July 2021)

Giri Sivaraman joined the Board in April 2018 and has held the role of Deputy Chair from November 2019 to 1 July 2021. Since 1 July 2021 Giri has held the position of Chair. He was also the Chair of the People and Culture Committee (Until 14 July 2021). Giri is a Principal at Maurice Blackburn Lawyers and holds a Bachelor of Laws (Honours) and a Bachelor of Arts (Psychology) from Macquarie University. Giri is also a member of the Queensland Multicultural Advisory Council.

Thi The Anh Bui, Director (to 26 November 2020)

Anh Bui joined the Board in June 2015 and additionally held the position of Chair of the Audit and Risk Committee until 26 November 2020. She holds a Bachelor of Laws, Bachelor of Business Administration and Graduate Diploma of Applied Corporate Governance. Anh is admitted as a Solicitor in the Supreme Court of Queensland, is a member of CPA Australia and a Fellow of the Governance Institute of Australia. Anh resigned from the Board on 26 November 2020.

Fahim Khondaker, Director

Fahim Khondaker joined the Board in June 2015 and is a member of the Audit and Risk Committee. Since 7 December 2020 he held the position of Chair of the Audit and Risk Committee. Fahim is a qualified Chartered Accountant and holds a Bachelor of Commerce (Accounting & Finance majors) and Bachelor of Economics. Fahim is a Partner at BDO in Brisbane and has extensive experience working with charities and community organisations that promote social cohesion.

Jade Demnar, Director, Deputy Chair (since 1 July 2021)

Jade Demnar joined the Board in September 2018. Since 1 July 2021 Jade has held the position of Deputy Chair. She is also the Chair of the People and Culture Committee since 14 July 2021. Jade is a member of the senior executive service in the Federal Government and previously spent many years as a management consultant in several global professional services firms. In addition to these roles she serves as non-executive Director of the Australian Cervical Cancer Foundation.

Ed Box, Director (since 12 August 2021)

Ed Box joined the Board in August 2021 and is a member of the Audit and Risk Committee since 12 August 2021. Ed is the General Manager of Retail distribution with bank of Queensland and brings more than 30 years' experience in financial services and proven track record in building high performing business to the Board. Ed is a member of the Diversity and Inclusion Council and Chairs the Multicultural Council for the Group.

Jessica Gallagher, Director (since 12 August 2021)

Jessica Gallagher joined the Board in August 2021 and is a member of the People and Culture Committee since 12 August 2021. Jessica is the Pro-Vice-Chancellor (Global Engagement and Entrepreneurship) at The University of Queensland. She brings extensive experience in strategy development, delivery of innovative engagement programs, and building highly effective global partnerships across sectors to the Board. Jessica is also a Director on the Board of the Kokoda Track Foundation, an organisation working to improve the lives and futures of Papua New Guineans.

Directors are reimbursed expenses that are incurred in the course of their duties as Board members in accordance with company policy. Reasonable opportunities are provided from time to time to ensure the continued professional development of the board.

All current Directors are also the members of the Company.

Company Secretary

Christina Skoien has held the position of Company Secretary since February 2016. Christina has completed a Graduate Diploma in Corporate Governance from the Governance Institute of Australia.

Principal activities

Multicultural Australia is an independent organisation committed to achieving quality settlement outcomes for clients. Multicultural Australia's staff work with refugees, international students, people seeking asylum and migrants, as well as their local communities. The principal activities of the Group are directed towards creating welcome and inclusion for new Queenslanders, and exceeding stakeholder expectations by delivering exceptional services, working with others to solve big issues and driving innovative projects that make a real difference.

During the year, the Group continued to work in partnership with clients, service providers, government agencies and private sector entities to deliver settlement services, advocacy, community development and multicultural sector development in metropolitan and regional Queensland.

Under the Humanitarian Settlement Program (HSP), Status Resolution Support Services (SRSS) program and Settlement Engagement and Transition Support (SETS) program, Multicultural Australia provided case management and other activities to support clients. The organisation also assisted newly arrived Queenslanders take the first step into employment through a range of employment programs including the Skilling Queenslanders for Work (SQW) and Work & Welcome programs.

On behalf of our clients and communities, we are committed to 'Changing the Conversation' around multiculturalism in Queensland. We work with our communities to provide a positive message regarding the value of diversity through communications with stakeholders, funding bodies, our connected community and the public at large. During COVID-19, together with our communities and stakeholders we established the 'Culture of Connection' social movement encouraging social inclusion to counter physical distancing. We worked very closely with our communities through this time to deliver information sessions on a range of relevant issues to ensure all Queenslanders were supported and equipped with the right information and tools to maintain resilience throughout the global pandemic.

Other activities include delivery of youth and migrant programs such as the Migrant Youth Vision Project, and the Brisbane Student Hub which welcomes international students. These activities reflect Multicultural Australia's core belief that providing pathways for the full participation of new arrivals are vital to a successful multicultural society.

Objectives

Multicultural Australia aims to:

- Develop inclusive and prosperous communities where people feel valued, safe and where others will be drawn to live;
- 'Change the conversation' by seizing opportunities to advance a multicultural Australia, creating welcome and a strong sense of belonging for newcomers; and
- 'Keeping fit for the future' by investing in the right skills, knowledge and technology to achieve our vision, including social business opportunities that help shape a better future for all.

Financial performance

The 2021 financial year resulted in a consolidated operating surplus of \$3.1m (2020: \$1.2m) for the Group. Revenue remained significantly below pre-COVID levels, mainly due to the ongoing closure of international borders and the resulting low numbers of new refugees arriving in Queensland. This impact on revenue was offset by a one-off payment from the Department of Home Affairs for additional COVID-19 related settlement work performed by the Company, other Government pandemic-related support payments and the inclusion of unrealised gains on investments in the financial statements.

The Group maintains a balance sheet with an asset to liability ratio of 2.9:1 as at year end, reflecting the ongoing efforts to tightly control operating and capital expenditure during times of continued uncertainty.

Directors' meetings

The Directors meet regularly in accordance with the Constitution and the Board's work plan. During the year there were two Committees of the Board; the Audit and Risk Committee; and the People and Culture Committee. The number of meetings of Directors held during the year, and the number of meetings attended by each Director, were as follows:

Name	Board of Directors' meetings	
	Number eligible to attend	Number attended
Peter Forday (Chair to 1 July 2021)	13	13
Giri Sivaraman (Chair from 1 July 2021)	13	11
Fahim Khondaker	13	12
Thi The Anh Bui (Resigned 26 November 2020)	6	6
Jade Demnar (Deputy Chair from 1 July 2021)	13	12
Ed Box (From 12 August 2021)	-	-
Jessica Gallagher (From 12 August 2021)	-	-

Name	Audit and Risk Committee meetings	
	Number eligible to attend	Number attended
Thi The Anh Bui (Committee Chair resigned 26 November 2020)	3	3
Fahim Khondaker (Committee Chair from 7 December 2020)	8	8
Peter Forday	8	8
Ed Box (From 12 August 2021)	-	-

Name	People and Culture Committee meetings	
	Number eligible to attend	Number attended
Giri Sivaraman (Committee Chair to 14 July 2021)	8	7
Jade Demnar (Committee Chair from 14 July 2021)	8	7
Peter Forday	8	7
Jessica Gallagher (From 12 August 2021)	-	-

Contribution on winding up

The Company is limited by guarantee. If the Company is wound up, the Constitution states that each member is required to contribute a maximum of \$100 each towards meeting any outstanding obligations of the Company. At 30 June 2021, the total amount that members of the Company are liable to contribute if the Company wound up is \$500.

Auditor's Independence Declaration

A copy of the Auditor's Independence Declaration as required under s.60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* is included on page 6 of this financial report and forms part of the Directors' Report.

Signed in accordance with a resolution of the Directors.

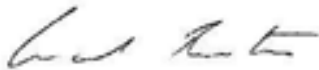


Giri Sivaraman
Chair
Dated 13 October 2021

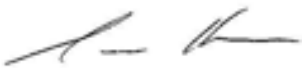
Auditor's Independence Declaration

To the Directors of Multicultural Australia Ltd

In accordance with the requirements of section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012, as lead auditor for the audit of Multicultural Australia Limited for the year ended 30 June 2021, I declare that, to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit.



Grant Thornton Audit Pty Ltd
Chartered Accountants



S G Hancox
Partner – Audit & Assurance
Brisbane, 13 October 2021

Consolidated Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2021

	Notes	2021 \$'000	2020 \$'000
Revenue	4	30,169	40,921
Other income	4	2,249	7,353
Direct client expenses		(6,073)	(18,141)
Employee benefits expense	13	(17,527)	(22,912)
Depreciation expense		(549)	(599)
Amortisation expense		(100)	(147)
Write off property plant and equipment		-	(80)
Occupancy expenses		(156)	(251)
Facilities and maintenance		(347)	(482)
Onerous contract expense	3.19	(2,616)	-
Other expenses		(3,100)	(3,733)
Gain/loss on financial assets		1,219	(678)
Finance cost		(62)	(64)
Surplus / (deficit) before income tax		3,107	1,187
Income tax expense		-	-
Surplus / (deficit) for the year		3,107	1,187
Other comprehensive income for the period, net of income tax		-	-
Total comprehensive income / (loss) for the period		3,107	1,187

This statement should be read in conjunction with the notes to the financial statements

Consolidated Statement of Financial Position

As at 30 June 2021

	Notes	2021 \$'000	2020 \$'000
Assets			
Current			
Cash and cash equivalents	5	8,516	4,377
Trade and other receivables	6	2,375	3,616
Financial assets	7	13,001	11,412
Other assets	11	338	290
Current assets		24,230	19,695
Non-current			
Property, plant and equipment	8	1,696	1,963
Intangible assets	10	185	165
Non-current assets		1,881	2,128
Total assets		26,111	21,823
Liabilities			
Current			
Trade and other payables	12	(846)	(1,341)
Provisions	14	(5,013)	(3,332)
Lease liabilities	9	(180)	(1,018)
Contract liabilities	15	(1,990)	(1,918)
Current liabilities		(8,029)	(7,609)
Non-current			
Provisions	14	(80)	(101)
Lease liabilities	9	(925)	(143)
Non-current liabilities		(1,005)	(244)
Total liabilities		(9,034)	(7,853)
Net assets		17,077	13,970
Equity			
Retained earnings		17,077	13,970
Total equity		17,077	13,970

This statement should be read in conjunction with the notes to the financial statements.

Consolidated Statement of Changes in Equity

For the year ended 30 June 2021

	Retained earnings \$'000	Total equity \$'000
Balance at 1 July 2019	12,783	12,783
Surplus for the year	1,187	1,187
Other comprehensive income	-	-
Total comprehensive income for the year	1,187	1,187
Balance at 30 June 2020	13,970	13,970
Balance at 1 July 2020	13,970	13,970
Surplus for the year	3,107	3,107
Other comprehensive income	-	-
Total comprehensive income for the year	3,107	3,107
Balance at 30th June 2021	17,077	17,077

This statement should be read in conjunction with the notes to the financial statements.

Consolidated Statement of Cash Flows

For the year ended 30 June 2021

	Notes	2021 \$'000	2020 \$'000
Operating activities			
Receipts from:			
- Government, donors and others		35,495	50,151
- Interest income		442	261
Payments to clients, suppliers and employees		(31,163)	(49,370)
Net cash provided by operating activities		4,773	1,042
Investing activities			
Purchase of property, plant and equipment		(285)	(125)
Purchase of intangible assets		(121)	(65)
Acquisition of Investment		-	(12,000)
Dispose of Investment		-	5,078
Net cash provided by / (used in) investing activities		(406)	(7,112)
Financing activities			
Cash payment of the Principal Portion of the lease liability		(168)	(161)
Cash interest for lease liability		(62)	(63)
Net cash provided by / (used in) financial activities		(229)	(224)
Net change in cash and cash equivalents		4,139	(6,294)
Cash and cash equivalents, beginning of year		4,377	10,671
Cash and cash equivalents, end of year	5	8,516	4,377

This statement should be read in conjunction with the notes to the financial statements.

Notes to the Financial Statements

1 General information and statement of compliance

The consolidated general purpose financial statements of the Group have been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012. A statement of compliance with the International Financial Reporting Standards (IFRS) as issued by the International Accounting Standards Board (IASB) cannot be made due to the Group applying not-for-profit specific requirements contained in the Australian Accounting Standards.

Multicultural Australia Ltd is the Group's ultimate parent entity. Multicultural Australia Ltd is a public company limited by guarantee incorporated and domiciled in Australia.

The financial statements for the year ended 30 June 2021 were approved and authorised for issue by the Board of Directors on 13 October 2021. The Board has the power to amend and re-issue the financial report.

2 Changes in accounting policies

New Queensland Government Legislation effective 1 January 2021

Effective from 1st January 2021 the Queensland Government introduced the *Community Services Industry (Portable Long Service Leave) Act 2020* to provide a fair and efficient system of portable long service leave for workers in Queensland's community services industry. QLeave is the statutory authority administering the portable long service leave scheme for workers and employers in the community services industry in Queensland.

Multicultural Australia Ltd is required to register eligible employees and pay a levy based on ordinary wages and service details provided to QLeave at the end of each quarter. The portable long service leave scheme does not replace the organisations obligation to pay long service leave to employees under their industrial instrument. The organisation is able to claim back for some or all of the payment made to the employee from QLeave for service recorded with QLeave from 1 January 2021.

3 Summary of accounting policies

Overall considerations

The significant accounting policies that have been used in the preparation of these financial statements are summarised below.

The financial statements have been prepared using the measurement bases specified by Australian Accounting Standards for each type of asset, liability, income and expense. The measurement bases are more fully described in the accounting policies below.

3.1 Basis of preparation

Australian Accounting Standards set out accounting policies that AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

The Financial Statements, except for the cash flow information have been prepared on an accrual basis and are based on historical costs, modified where applicable by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the Financial Statements have been rounded to the nearest thousand (\$'000) dollars. Australian dollars is the functional and presentation currency of the Group.

3.2 Funding and Income

The company recognises revenue as follows:

Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which the company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the company: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised. The Group uses an input method based on costs incurred.

Income that is accounted for under AASB 1058

The timing of income recognition under AASB 1058 is dependent upon whether the transaction gives rise to a liability or other performance obligation at the time of receipt. Income under the standard is recognised where:

- an asset is received in a transaction, such as by way of grant, bequest or donation;
- there has either been no consideration transferred, or the consideration paid is significantly less than the asset's fair value; and
- the intention is to principally enable the entity to further its objectives.

Assets arising from grants in the scope of AASB 1058 are recognised at the assets' fair values when the assets are received. Any related liability or equity items associated with the asset are recognised in accordance with the relevant accounting standard. Once the asset and any related liability or equity items have been recognised, then income is recognised for any remaining asset value at the time the asset is received.

For transfers of financial assets (usually cash and/or a receivable) to the Company which enable it to acquire or construct a recognisable non-financial asset, a liability is recognised for the excess of the fair value of the transfer received over any related amounts recognised. Related amounts recognised may relate to contributions by owners, AASB 15 revenue or contract liability recognised, lease liabilities in accordance with AASB 16, financial instruments in accordance with AASB 9, or provisions in accordance with AASB 137. The liability is brought to account as income over the period in which the Company satisfies its performance obligation.

Donations

Donations are recognised at the time the pledge is made.

Grants and government funding

Grant revenue is recognised in profit or loss when the company satisfies the performance obligations stated within the funding agreements. Where control is transferred over time, generally the input methods being cost or time incurred are considered the most appropriate methods.

If conditions are attached to the grant which must be satisfied before the company is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

Interest

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

Rental income

The organisation has entered into short term leases to assist refugees in sourcing accommodation, the organisation incurs an expense which is included in direct client expenditure and this expense is funded as per the relevant funding agreements.

Other revenue

Other revenue is recognised when it is received or when the right to receive payment is established.

3.3 Operating expenses

Operating expenses are recognised in profit or loss upon utilisation of the service or at the date of their origin.

3.4 Intangible assets

Acquired intangible assets

Acquired computer software licences are capitalised on the basis of the costs incurred to acquire and install the specific software. Cloud computing (Software as a Service) costs are expensed as incurred. Customisation costs that create additional functionality to supplement cloud computing solutions, are capitalised as intangible assets.

Subsequent measurement

All intangible assets are accounted for using the cost model whereby capitalised costs are amortised on a straight-line basis over their estimated useful lives, as these assets are considered finite. Residual values and useful lives are reviewed at each reporting date. The following useful lives are applied:

- software: 5 years

Amortisation has been included within amortisation expense.

Subsequent expenditures on the maintenance of computer software are expensed as incurred.

3.5 Property, plant and equipment

Leasehold improvements and equipment (comprising computers, office equipment, furniture and motor vehicles) are initially recognised at acquisition cost, including any costs directly attributable to bring the assets to the location and condition necessary for it to be capable of operating in the manner intended by management.

Leasehold improvement and equipment are subsequently measured using the cost model, cost less subsequent depreciation or amortisation.

Depreciation is recognised on a straight-line basis to write down the cost less estimated residual value of leasehold improvements and equipment. The following useful lives are applied:

- leasehold improvements: 1 – 20 years (improvements depreciated over lease term)
- computer equipment: 2 – 5 years
- office equipment: 3 – 15 years
- motor vehicles: 8 years
- furniture and fittings: 2 – 20 years
- right-of-use assets: (unexpired period of lease or estimated useful life, whichever is shorter)

3.6 Leases

The Group considers whether a contract is, or contains a lease. A lease is defined as ‘a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration’. To apply this definition, the Group assesses whether the contract meets three key evaluations which are whether:

- the contract contains an identified asset, which is either explicitly identified in the contract or implicitly specified by being identified at the time the asset is made available to the Group;
- the Group has the right to obtain substantially all of the economic benefits from use of the identified asset throughout the period of use, considering its rights within the defined scope of the contract; and
- the Group has the right to direct the use of the identified asset throughout the period of use. The Group assess whether it has the right to direct ‘how and for what purpose’ the asset is used throughout the period of use.

Right-of-use assets

The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where the consolidated entity expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of-use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

The consolidated entity has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

Lease liabilities

The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the consolidated entity's incremental borrowing rate. Lease payments comprise of 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 when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred.

3.7 Financial instruments

Recognition, initial measurement and derecognition

Financial assets and financial liabilities are recognised when the Group becomes a party to the contractual provisions of the financial instrument, and are measured initially at fair value adjusted by transactions costs, except for those carried at fair value through profit or loss, which are initially measured at fair value. Subsequent measurement of financial assets and financial liabilities are described below.

Financial assets are derecognised when the contractual rights to the cash flows from the financial asset expire, or when the financial asset and all substantial risks and rewards are transferred. A financial liability is derecognised when it is extinguished, discharged, cancelled or expires.

Classification and subsequent measurement of financial assets

For the purpose of subsequent measurement, financial assets other than those designated and effective as hedging instruments are classified into the following categories upon initial recognition:

- amortised cost
- fair value through profit or loss (FVPL)
- equity instruments at fair value through other comprehensive income (FVOCI)

All income and expenses relating to financial assets that are recognised in profit or loss are presented within finance costs, finance income or other financial items, except for impairment of trade receivables which is presented within other expenses.

Classifications are determined by both:

- The entities' business model for managing the financial asset
- The contractual cash flow characteristics of the financial assets

Financial assets at amortised cost

Financial assets are measured at amortised cost if the assets meet the following conditions (and are not designated as FVPL):

- they are held within a business model whose objective is to hold the financial assets and collect its contractual cash flows
- the contractual terms of the financial assets give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding

After initial recognition, these are measured at amortised cost using the effective interest method. Discounting is omitted where the effect of discounting is immaterial. The Group's cash and cash equivalents, trade and most other receivables fall into this category of financial instruments as well as long-term deposit that were previously classified as held-to-maturity under AASB 139.

Financial assets at fair value through profit or loss (FVPL)

Financial assets that are held within a different business model other than 'hold to collect' or 'hold to collect and sell' are categorised at fair value through profit and loss. Further, irrespective of business model financial assets whose contractual cash flows are not solely payments of principal and interest are accounted for at FVPL. All derivative financial instruments fall into this category, except for those designated and effective as hedging instruments, for which the hedge accounting requirements apply (see below).

Equity instruments at fair value through other comprehensive income (Equity FVOCI)

Investments in equity instruments that are not held for trading are eligible for an irrevocable election at inception to be measured at FVOCI. Under Equity FVOCI, subsequent movements in fair value are recognised in other comprehensive income and are never reclassified to profit or loss. Dividend from these investments continue to be recorded as other income within the profit or loss unless the dividend clearly represents return of capital.

Impairment of Financial assets

AASB 9's impairment requirements use forward looking information to recognize expected credit losses - the 'expected credit losses (ECL) model'. Instruments within the scope of the requirements included loans and other debt-type financial assets measured at amortised cost and FVOCI, trade receivables and loan commitments and some financial guarantee contracts (for the issuer) that are not measured at fair value through profit or loss.

The Group considers a broader range of information when assessing credit risk and measuring expected credit losses, including past events, current conditions, reasonable and supportable forecasts that affect the expected collectability of the future cash flows of the instrument.

In applying this forward-looking approach, a distinction is made between:

- financial instruments that have not deteriorated significantly in credit quality since initial recognition or that have low credit risk ('Stage 1') and
- financial instruments that have deteriorated significantly in credit quality since initial recognition and whose credit risk is not low ('Stage 2').

'Stage 3' would cover financial assets that have objective evidence of impairment at the reporting date.

'12-month expected credit losses' are recognised for the first category while 'lifetime expected credit losses' are recognised for the second category.

Measurement of the expected credit losses is determined by a probability-weighted estimate of credit losses over the expected life of the financial instrument.

Trade and other receivables

The Group makes use of a simplified approach in accounting for trade and other receivables and records the loss allowance at the amount equal to the expected lifetime credit losses. In using this practical expedient, the Group uses its historical experience, external indicators and forward-looking information to calculate the expected credit losses using a provision matrix.

Classification and measurement of financial liabilities

The Group's financial liabilities include trade and other payables.

Financial liabilities are initially measured at fair value, and, where applicable, adjusted for transaction costs unless the Group designated a financial liability at fair value through profit or loss.

Subsequently, financial liabilities are measured at amortised cost using the effective interest method except for derivatives and financial liabilities designated at FVPL, which are carried subsequently at fair value with gains or losses recognised in profit or loss (other than derivative financial instruments that are designated and effective as hedging instruments).

All interest-related charges and, if applicable, changes in an instrument's fair value that are reported in profit or loss are included within finance costs or finance income.

3.8 Impairment testing of assets

At the end of each reporting period, the Group assesses whether there is any indication that an asset may be impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss, unless the asset is carried at a revalued amount in accordance with

another Standard (e.g. in accordance with the revaluation model in AASB 116). Any impairment loss of a revalued asset is treated as a revaluation decrease in accordance with that other Standard.

3.9 Income taxes

Multicultural Australia Limited is predominately exempt from Australian income tax, as Section 50-5 of the Income Tax Assessment Act 1997 exempt recognised charitable institutions from income tax. However, the subsidiaries of Multicultural Australia Limited (refer Note 18) are subject to income tax. For the subsidiaries, tax expense comprises current and deferred tax. Current and deferred tax is recognised in profit or loss except to the extent that it relates to a business combination, or items recognised directly in equity or in other comprehensive income.

Current tax

Current tax is the expected tax payable or receivable on the taxable income or loss for the year, using tax rates enacted or substantively enacted at the reporting date, and any adjustment to tax payable in respect of previous years. Current tax payable also includes any tax liability arising from the declaration of dividends.

Deferred tax

Deferred tax is recognised in respect of temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes.

Deferred tax is recognised for unused tax losses, tax credits and deductible temporary differences, to the extent that it is probable that future taxable profits will be available against which they can be utilised. Deferred tax assets are reviewed at each reporting date and are reduced to the extent that it is no longer probable that the related tax benefit will be realised.

3.10 Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and demand deposits, together with other short-term, highly liquid investments that are readily convertible into known amounts of cash and which are subject to an insignificant risk of changes in value.

3.11 Retained earnings

Retained earnings include all current and prior period retained surpluses.

3.12 Employee benefits

Short-term employee benefits

Short-term employee benefits are benefits, other than termination benefits, that are expected to be settled wholly within twelve (12) months after the end of the period in which the employees render the related service. Examples of such benefits include wages and salaries, non-monetary benefits and accumulating sick leave. Short-term employee benefits are measured at the undiscounted amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The Group's liabilities for annual leave and long service leave are included in other long-term benefits as they are not expected to be settled wholly within twelve (12) months after the end of the period in which the employees render the related service. They are measured at the present value of the expected future payments to be made to employees. The expected future payments incorporate anticipated future wage and salary levels, experience of employee departures and periods of service, and are discounted at rates determined by reference to market yields at the end of the reporting period on high quality corporate bonds that have maturity dates that approximate the timing of the estimated future cash outflows. Any re-measurements arising from experience adjustments and changes in assumptions are recognised in profit or loss in the periods in which the changes occur.

The Group presents employee benefit obligations as current liabilities in the statement of financial position if the Group does not have an unconditional right to defer settlement for at least twelve (12) months after the reporting period, irrespective of when the actual settlement is expected to take place.

Defined contribution superannuation benefits

All employees of the Group received defined contribution superannuation entitlements for which the Group pays the fixed superannuation guarantee contribution to the employee's superannuation fund of choice. All contributions in respect of employees' defined contribution entitlements are recognised as an expense when they become payable. The Group's obligation with respect to employees' defined contribution entitlements is limited to its obligation for any unpaid superannuation guarantee contribution at the end of the reporting period. All obligations for unpaid superannuation guarantee contribution are measured at the (undiscounted) amounts expected to be paid when the obligation is settled and are presented as current liabilities in the Group's statement of financial position.

Portable Long service leave

Effective from 1st January 2021 the Queensland Government introduced the *Community Services Industry (Portable Long Service Leave) Act 2020* to provide a fair and efficient system of portable long service leave for workers in Queensland's community services industry. QLeave is the statutory authority administering the portable long service leave scheme for workers and employers in the community services industry in Queensland.

Multicultural Australia Ltd is required to register eligible employees and pay a levy based on ordinary wages and service details provided to QLeave at the end of each quarter. The portable long service leave scheme does not replace the organisations obligation to pay long service leave to employees under their industrial instrument. The organisation is able to claim back for some or all of the payment made to the employee from QLeave for service recorded with QLeave from 1 January 2021.

3.13 Provisions, contingent liabilities and contingent assets

Provisions are measured at the estimated expenditure required to settle the present obligation, based on the most reliable evidence available at the reporting date, including the risks and uncertainties associated with the present obligation. Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole. Provisions are discounted to their present values, where the time value of money is material.

Any reimbursement that the Group can be virtually certain to collect from a third party with respect to the obligation is recognised as a separate asset. However, this asset may not exceed the amount of the related provision.

No liability is recognised if an outflow of economic resources as a result of present obligation is not probable. Such situations are disclosed as contingent liabilities, unless the outflow of resources is remote in which case no liability is recognised.

3.14 Contract liabilities

Contract liabilities represent the company's obligation to transfer goods or services to a customer and are recognised when a customer pays consideration, or when the company recognises a receivable to reflect its unconditional right to consideration (whichever is earlier) before the company has transferred the goods or services to the customer.

3.15 Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST components of investing and financing activities, which are disclosed as operating cash flows.

3.16 Goodwill

Goodwill represents the future economic benefits arising from a business combination that are not individually identified and separately recognised.

3.17 Economic dependence

The Group is dependent upon the ongoing receipt of Federal and State Government grants, fee for service contracts and community and corporate sponsorships to ensure the ongoing continuance of its programs. At the date of this report management has no reason to believe that this financial support will not continue.

3.18 Comparatives

Comparative figures have been adjusted to conform to changes in presentation for the current financial year.

3.19 Significant management judgement in applying accounting policies

When preparing the financial statements, management undertakes a number of judgements, estimates and assumptions about the recognition and measurement of assets, liabilities, income and expenses.

Estimation of useful lives of assets

The company determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Depreciation

Depreciation is recognised on a straight-line basis to write down the cost less estimated residual value of leasehold improvements and equipment.

Lease term

The lease term is a significant component in the measurement of both the right-of-use asset and lease liability. Judgement is exercised in determining whether there is reasonable certainty that an option to extend the lease or purchase the underlying asset will be exercised, or an option to terminate the lease will not be exercised, when ascertaining the periods to be included in the lease term. In determining the lease term, all facts and circumstances that create an economical incentive to exercise an extension option, or not to exercise a termination option, are considered at the lease commencement date. Factors considered may include the

importance of the asset to the consolidated entity's operations; comparison of terms and conditions to prevailing market rates; incurrence of significant penalties; existence of significant leasehold improvements; and the costs and disruption to replace the asset. The consolidated entity reassesses whether it is reasonably certain to exercise an extension option, or not exercise a termination option, if there is a significant event or significant change in circumstances.

Incremental borrowing rate

Where the interest rate implicit in a lease cannot be readily determined, an incremental borrowing rate is estimated to discount future lease payments to measure the present value of the lease liability at the lease commencement date. Such a rate is based on what the consolidated entity estimates it would have to pay a third party to borrow the funds necessary to obtain an asset of a similar value to the right-of-use asset, with similar terms, security and economic environment.

Redundancy Provision

A redundancy provision was created in the financial year 2020. This was put in place to provide for the scaled wind down of impacted staff as a result of reduction in work load due to the drop off of new refugee arrivals and closed international border as a result of the COVID-19 pandemic. The redundancy provision in place at the year-end 2021 provides for known redundancies that will eventuate post 30 June 2021.

Long service leave

The liability for long service leave is recognised and measured at the present value of the estimated cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

Provision for Onerous Contract

A Provision for Onerous Contract was created in the financial year 2021. The Humanitarian Settlement Program (HSP) contract contains a number of key service delivery obligations, service requirements and key performance indicators which require the Company to retain adequate staffing levels. These staffing levels are required to maintain the Company's HSP capability and to be responsive to client and stakeholder needs, while ensuring contractual compliance. Current clients and any referrals to the program will continue to be supported while Australia's international borders remain closed. At the same time, the Company's HSP team is contractually required to scale up operations within a short timeframe when international borders reopen. Suitably skilled and experienced staff have to remain available to ensure compliance with the service deliverables of the contract, including working with the complex clients within the Specialised and Intensive Support program. For these reasons a provision has been created to cover the planned net expenditure that will be incurred in the next financial year in meeting these requirements.

3.20 Investment in associates

Associates are those entities over which the Group is able to exert significant influence but which are not subsidiaries.

Investments in associates are accounted for using the equity method. Interests in associates are accounted for by recognising the Group's assets (including its share of any assets held jointly), its liabilities (including its share

of any liabilities incurred jointly), its share of the revenue from the services rendered by the joint operation and its expenses (including its share of any expenses incurred jointly).

Any goodwill or fair value adjustment attributable to the Group's share in the associate is not recognised separately and is included in the amount recognised as an investment.

The carrying amount of the investment in associates is increased or decreased to recognise the Group's share of the profit or loss and other comprehensive income of the associate, adjusted where necessary to ensure consistency with the accounting policies of the Group.

Unrealised gains and losses on transactions between the Group and its associates are eliminated to the extent of the Group's interest in those entities. Where unrealised losses are eliminated, the underlying asset is also tested for impairment.

3.21 Basis of consolidation

The Group financial statements consolidate those of the Parent Entity and all of its subsidiaries as of 30 June 2021. The parent controls a subsidiary if it is exposed, or has rights, to variable returns from its involvement with the subsidiary and has the ability to affect those returns through its power over the subsidiary. All subsidiaries have a reporting date of 30 June 2021.

All transactions and balances between Group companies are eliminated on consolidation, including unrealised gains and losses on transactions between Group companies. Where unrealised losses on intra-group asset sales are reversed on consolidation, the underlying asset is also tested for impairment from a group perspective. Amounts reported in the financial statements of subsidiaries have been adjusted where necessary to ensure consistency with the accounting policies adopted by the Group.

Profit or loss and other comprehensive income of subsidiaries acquired or disposed of during the year are recognised from the effective date of acquisition, or up to the effective date of disposal, as applicable.

3.22 Business combination

The Group applies the acquisition method in accounting for business combinations.

The consideration transferred by the Group to obtain control of a subsidiary is calculated as the sum of the acquisition date fair values of assets transferred, liabilities incurred and the equity interests issued by the Group, which includes the fair value of any asset or liability arising from a contingent consideration arrangement. Acquisition costs are expensed as incurred.

The Group recognises identifiable assets acquired and liabilities assumed in a business combination regardless of whether they have been previously recognised in the acquiree's financial statements prior to the acquisition. Assets acquired and liabilities assumed are generally measured at their acquisition-date fair values.

Goodwill is stated after separate recognition of identifiable intangible assets. It is calculated as the excess of the sum of (a) fair value of consideration transferred; (b) the recognised amount of any non-controlling interest in the acquiree; and (c) acquisition-date fair value of any existing equity interest in the acquiree, over the acquisition-date fair values of identifiable net assets. If the fair values of identifiable net assets exceed the sum calculated above, the excess amount (i.e. gain on a bargain purchase) is recognised in profit or loss immediately.

4 Funding and income

The Group's funds may be analysed as follows for each major product and service category:

	2021 \$'000	2020 \$'000
Funding and income		
Government funded programs	24,578	36,495
Income	4,049	3,236
Fee for service	970	694
Donations	215	301
Sponsorship	357	195
	30,169	40,921
Other income		
Rent	1,799	7,091
Interest	442	262
Gain on disposal of asset	8	
	2,249	7,353
Total	32,418	48,274

Income includes JobKeeper Wage Subsidy payments of \$2,956,800 and recoupment of SRSS program expenses of \$1,030,000.

5 Cash and cash equivalents

Cash and cash equivalents consist of the following:

	2021 \$'000	2020 \$'000
Cash on hand	6	5
Cash at bank	8,385	4,241
Short term deposits	125	131
Cash and cash equivalents	8,516	4,377

5.1 Reconciliation of cash

Cash at the end of the financial year as shown in the statement of cash flows is reconciled in the statement of financial position as follows:

	2021 \$'000	2020 \$'000
Cash and cash equivalents	8,516	4,377

6 Trade and other receivables

	2021	2020
	\$'000	\$'000
Current		
Trade receivables, gross	1,228	710
Allowance for expected credit losses	(145)	(2)
Trade receivables, net	1,083	708
Accrued income	1,235	2,683
Other receivables	57	225
Total Trade and Other Receivables	2,375	3,616

7 Financial assets and liabilities

The carrying amounts presented in the statement of financial position relate to the following categories of assets and liabilities:

	Notes	2021	2020
		\$'000	\$'000
Financial assets			
Current			
Cash and cash equivalents	5	8,516	4,377
Trade and other receivables	6	2,375	3,616
Financial assets at fair value through profit or loss		13,001	11,412
Total Financial Assets		23,892	19,405

	Notes	2021	2020
		\$'000	\$'000
Financial liabilities			
Current			
Trade and other payables	12	846	1,341
Total Financial Liabilities		846	1,341

See Note 3.7 for a description of the accounting policies for each category of financial instruments. Information relating to fair values is presented in the related notes.

8 Property, plant and equipment

Details of the Group's property, plant and equipment and their carrying amount are as follows:

	Leasehold Improvements	Computer Equipment	Office Equipment	Motor Vehicles	Furniture & Fittings	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Gross carrying amount						
Balance 1 July 2020	4,752	812	255	314	63	6,196
Additions	117	101	34	30	-	282
Disposals	(831)	(336)	(199)	(72)	(47)	(1,485)
Balance 30 June 2021	4,038	577	90	272	16	4,993
Depreciation and impairment						
Balance 1 July 2020	(3,061)	(608)	(236)	(268)	(60)	(4,233)
Depreciation	(397)	(107)	(9)	(35)	(1)	(549)
Disposals	832	336	199	71	47	1,485
Balance 30 June 2021	(2,626)	(379)	(46)	(232)	(14)	(3,297)
Carrying amount 30 June 2021	1,412	198	44	40	2	1,696

All depreciation is included within 'depreciation expense'.

Included in the net carrying amount of property, plant and equipment are right-of-use assets as follows:

Right-of-use asset	2021	2020
	\$'000	\$'000
Office building (Leasehold)	563	692
Computer Equipment	56	73
Office Equipment	35	10
Motor Vehicles	28	21
Total Right-of-use assets	682	796

Additional information on Right-of-use assets by class of assets is as follows:

	Carrying Amount	Depreciation expense	Impairment
	\$'000	\$'000	\$'000
Office building (Leasehold)	563	177	-
Computer Equipment	56	18	-
Office Equipment	35	7	-
Motor Vehicles	28	23	-
Total Right-of-use assets	682	224	-

9 Leases

Lease liabilities are presented in the statement of financial position as follows:

	2021 \$'000	2020 \$'000
Current	180	1,018
Non-current	925	143
	1,105	1,161

The Group has leases for the support offices, office equipment and motor vehicles. With the exception of short-term leases and leases of low-value underlying assets, each lease is reflected on the balance sheet as a right-of-use asset and a lease liability. The Group classifies its right-of-use assets in a consistent manner to its property; plant and equipment (see Note 8).

The lease liabilities include the lease for the Dibley Street support office with a remaining lease term of 11 years that will expire in August 2032. This is a below market value lease, the current year rent is \$24,590.

Lease payments not recognised as a lease liability

The Group has elected not to recognise a lease liability for short term leases (leases with an expected term of 12 months or less) or for leases of low value assets. Payments made under such leases are expensed on a straight-line basis.

The Company's future minimum lease payment commitments on leases exempt from AASB 16 are as follows:

	Minimum lease payments due			
	Within 1 year	1 to 5 years	After 5 years	Total
	\$'000	\$'000	\$'000	\$'000
30 Jun 2021	4	2	-	6
30 Jun 2020	39	6	-	45

The expense relating to payments not included in the measurement of the lease liability is as follows:

	2021 \$'000	2020 \$'000
Short term leases	19	103
Leases of low value assets	-	18
	19	121

10 Intangible assets

Details of the Group's intangible assets and their carrying amounts are as follows:

	2021
	\$'000
Acquired software licences	
Gross carrying amount	
Balance at 1 July 2020	828
Addition (WIP - HRMS)	120
Disposal	(21)
Balance at 30 June 2021	927
Amortisation and impairment	
Balance at 1 July 2020	(663)
Amortisation	(100)
Disposal	24
Balance at 30 June 2021	(739)
Carrying amount 30 June 2021	185

11 Other assets

Other assets consist of the following:

	2021	2020
	\$'000	\$'000
Current:		
Prepayments	338	290
Total Other Asset	338	290

12 Trade and other payables

Trade and other payables recognised consist of the following:

	2021	2020
	\$'000	\$'000
Current:		
Trade payables	83	332
Other creditors and accruals	763	1,009
Total Trade and Other Payables	846	1,341

13 Employee benefits expense

Expenses recognised for employee benefits are analysed below:

	2021 \$'000	2020 \$'000
Wages, salaries	16,214	21,188
Workers compensation insurance	158	112
Superannuation – defined contribution plans	1,155	1,612
Employee benefits expense	17,527	22,912

14 Provisions

The liabilities recognised for provisions consist of the following amounts:

	2021 \$'000	2020 \$'000
Current:		
Annual leave	1,552	1,569
Time in lieu	65	30
Long service leave	588	651
Redundancy	138	1,017
MV excess	54	65
Onerous contracts	2,616	-
	5,013	3,332
Non-current:		
Long service leave	80	101
	80	101
Total Provisions	5,093	3,433

14.1 Motor vehicle excess provision

Motor vehicle excess provision consists of the following:

	2021 \$'000	2020 \$'000
Current liabilities		
Provision for Motor Vehicle excess	54	65
Balance as at 30 June	54	65

The provision for motor vehicle excess reflects a requirement to provide for known future motor vehicle excess expense at the end of the motor vehicle leases.

15 Other liabilities

Other liabilities can be summarised as follows:

	2021	2020
	\$'000	\$'000
Contract liabilities	1,990	1,918
Other liabilities – current	1,990	1,918

Contract liabilities consists of income received in advance for services to be rendered by the Group. Contract liabilities is recognised when the services are delivered.

16 Related party transactions

The Group's related parties include its associates, key management and others as described below. Unless otherwise stated, none of the transactions incorporate special terms and conditions and no guarantees were given or received. Outstanding balances are usually settled in cash.

16.1 Transactions with key management personnel

Remuneration paid to key management personnel includes salary, contributions to members' superannuation and other benefits paid to them and on their behalf. Total key management personnel compensation for 2021 was \$1,420,760 (2020: \$1,310,877). This includes separation payments made to key management personnel during the year.

16.2 Other

Director Peter Forday is a Senior Associate of Alliance for Leadership Learning. Alliance for Leadership Learning provided Foundation for Leadership training to the Company during the financial year 2021 to the sum of \$3,960 (2020: \$125,000).

17 Parent entity information

Information relating to Multicultural Australia Limited:

	2021 \$'000	2020 \$'000
Statement of financial position		
Current assets	24,020	19,744
Non current assets	2,648	1,993
Total assets	26,668	21,737
Current liabilities	(8,786)	(7,463)
Non current liabilities	(821)	(244)
Total liabilities	(9,607)	(7,707)
Net assets	17,061	14,030
Issued capital	-	-
Retained Earnings	17,061	14,030
Total equity	17,061	14,030
Statement of profit or loss and other comprehensive income		
Profit / (loss) for the year	3,031	745
Other comprehensive income	-	-
Total comprehensive income	3,031	745

18 Composition of the Group

Set out below are the details of the subsidiaries and associates held directly by the Parent Entity:

Name of the subsidiary or associate	Country of incorporation and principal place of business		Principal activity	Proportion of ownership interests held by the Group	
				30-Jun-2021	30-Jun-2020
Welcome Residential Pty Ltd	Queensland, Australia	Subsidiary	Real estate agency	100%	100%
Welcome Sports Ltd	Queensland, Australia	Subsidiary	Sporting Club	50%	50%

The Parent Entity holds the controlling interest in Welcome Sports.

19 Post-reporting date events

No adjusting or significant non-adjusting events have occurred between the reporting date and the date of authorisation.

Directors' Declaration

In the opinion of the Directors of Multicultural Australia Ltd:

- a. The consolidated financial statements and notes of Multicultural Australia Ltd are in accordance with the Australian Charities and Non-for-profits Commission Act 2012, including:
 - 16.2.1 Giving a true and fair view of its financial position as at 30 June 2021 and of its performance for the financial year ended on that date; and
 - 16.2.2 Complying with Australian Accounting Standards - Reduced Disclosure Requirements (including the Australian Accounting Interpretations) and the Australian Charities and Non-for-profits Commission Regulation 2013.
- b. There are reasonable grounds to believe that Multicultural Australia Limited will be able to pay its debts as and when they become due and payable.

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulation 2013.



Giri Sivaraman
Chair
Dated 13 October 2021

Independent Auditor's Report

To the Members of Multicultural Australia Ltd

Report on the audit of the financial report

Opinion

We have audited the financial report of Multicultural Australia Ltd (the "Registered Entity") and its subsidiaries ("the Group"), which comprises the consolidated statement of financial position as at 30 June 2021, and the consolidated statement of profit or loss and other comprehensive income, consolidated statement of changes in equity and consolidated statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the Directors' declaration.

In our opinion, the financial report of Multicultural Australia Ltd has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* ("ACNC Act"), including:

- a giving a true and fair view of the Registered Entity's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- b complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Registered Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

The Directors are responsible for the other information. The other information comprises the information included in the Registered Entity's annual report for the year ended 30 June 2021, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

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

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the financial report

The Directors of the Registered Entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and for such internal control as the Directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Directors are responsible for assessing the Registered 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 unless the Directors either intend to liquidate the Registered Entity or to cease operations, or have no realistic alternative but to do so.

The Directors are responsible for overseeing the Registered Entity's financial reporting process.

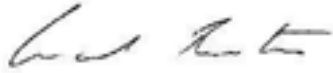
Auditor's responsibilities for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

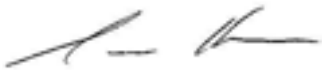
As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Registered Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors.
- Conclude on the appropriateness of the Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Registered Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Registered Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the financial report. We are responsible for the direction, supervision, and performance of the Group audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Grant Thornton Audit Pty Ltd
Chartered Accountants



S G Hancox
Partner – Audit & Assurance

Brisbane, 13 October 2021

