

**Strategic Corporate Objective:**

**3.1 Drive and advise on policy decisions and program implementation according to the needs of a culturally diverse society**

<b>STRATEGIES</b> <i>Performance Indicators</i>	<b>ACHIEVEMENTS</b>
<p><b>Implement outcomes following review of White Paper and Government’s directives:</b></p> <ul style="list-style-type: none"> <li><i>Preparation of White Paper outlining community relations directions.</i></li> </ul> <p>(May 2002 - November 2003)</p>	<p>Between May 2002 and October 2002 the Commission distributed the Green Paper, <i>Cultural Harmony The Next Decade 2002-2012</i>, held three major consultations and received over 100 submissions on it. The process required detailed analysis of submissions and input from the consultations, and preparation of a framework for the proposed White Paper, <i>Cultural Harmony the Next Decade 2002-2012</i>, which will be released in November 2003.</p> <p>Other achievements include:</p> <ul style="list-style-type: none"> <li>Preparing advice for and participating in the Ministerial Council on Immigration and Multicultural Affairs and its Research Advisory Committee.</li> <li>Participating in a Working Party on Migration to Sydney and Regional NSW, which will report on migration trends into and out of Sydney and identify strategies to encourage skilled and business migration to regional NSW. The Working Party met on four occasions during 2002-2003.</li> </ul>
<p><b>Inform communities of opportunities that may arise for programs or projects to meet their needs:</b></p> <ul style="list-style-type: none"> <li><i>Publicise CRC programs in the media.</i></li> </ul> <p>(July 2002 - June 2006)</p>	<p>Development of the Commission’s information management strategy is under way. This will include information programs that use the media to target communities.</p>

<b>STRATEGIES</b> <i>Performance Indicators</i>	<b>ACHIEVEMENTS</b>
	<p>Once again, the Commission publicised the Community Development Grants Program and the National Multicultural Marketing Awards through the mainstream and ethnic media. It continued to publicise its interpreting and translation services in various media, including business directories and publications.</p>
<p><b>Address issues raised at the annual CRC Forum:</b></p> <ul style="list-style-type: none"> <li>• <i>Undertake activities to follow-up issues raised at the Forum.</i></li> </ul> <p>(Annually)</p>	<p>The Commission undertook analysis of Forum workshop discussions to identify issues raised by participants that relate to the Commission and referred on those that fall within the jurisdiction of other key government agencies.</p>
<p><b>Provide advice to the Government agencies on how to reach multicultural communities:</b></p> <ul style="list-style-type: none"> <li>• <i>Provision of advice.</i></li> </ul> <p>(Six monthly)</p>	<p>Advice was provided to the Premier's Department on funding for the culturally diverse community.</p> <p>The Commission participated on government committees and groups, including the NSW Interdepartmental Committee on Migrant Services (NICOMS) and the Centrelink Multicultural Advisory Committee at the national level, the Department of Community Services Ethnic Affairs Reference Group at the state level, and the EAPS reference groups of Newcastle City Council and Lake Macquarie City Council at the local level.</p>
<p><b>Promote Community Language Allowance Scheme (CLAS) to all levels of the Government:</b></p> <ul style="list-style-type: none"> <li>• <i>Increase in number of candidates nominated.</i></li> </ul> <p>(Once per year)</p>	<p>In the past, the Commission held CLAS examinations twice a year. Due to a fire at the Commission offices in January 2002, the CLAS examination was held only once which subsequently decreased the number of CLAS candidates for the period. The Commission received 99 nominations from 24 agencies in 28 languages. An advertisement for the CLAS examination was placed in the Public Sector Notices and on the Commission's website.</p>

### 3.2 Consult research and action community relations issues with the government and the community

<b>STRATEGIES</b> <i>Performance Indicators</i>	<b>ACHIEVEMENTS</b>
<p><b>Research and provide advice to government on community relations issues as appropriate or when requested:</b></p> <ul style="list-style-type: none"> <li>• <i>Number and range of issues.</i></li> <li>• <i>Timely and accurate response to requests.</i></li> </ul> <p>(July 2002 - June 2006)</p>	<p>Key achievements of the Commission include:</p> <ul style="list-style-type: none"> <li>• Facilitating interaction between Police and the Department of Education and Training and members of the Afghan community to address community harmony issues in Griffith.</li> <li>• Conducting research with the business community in the Cabramatta area as part of the CityWatch project implementation and circulating the findings to government and key stakeholders.</li> <li>• Providing 58 briefings to the Minister.</li> </ul>
<p><b>Research issues identified by government and communities to develop and implement action plans as appropriate, including a specific strategy to address racism:</b></p> <p><i>Number of projects initiated or supported by the Commission.</i></p> <p>(July 2002 - December 2003)</p>	<p>The Commission set up the Community Harmony Reference Group, in response to the Bali bombings and the likely outbreak of the Iraq conflict, to promote community harmony through education and through encouragement of informed and balanced coverage of issues in the media. The Reference Group met bi-monthly, with a Steering Committee and working groups meeting fortnightly or as needed. An evaluation of the Reference Group took place in June 2003, and its findings will be submitted to the Premier.</p> <p>Other projects that gained Commission support included arranging the Voices in Harmony concert and funding the Fair Go Australia website.</p>
<p><b>Develop mechanisms to ensure the ongoing involvement of the community in issues affecting them:</b></p> <ul style="list-style-type: none"> <li>• <i>Publication of mechanisms and models.</i></li> </ul> <p>(July 2003 - December 2004)</p>	<p>The Commission formed a local working group from members of the New England Regional Advisory Council to look at developing community advocates for the culturally diverse community in the New England region.</p>

### 3.3 Identify new opportunities for partnerships, agreements other co-operative initiatives across government, the community and the private sector

<b>STRATEGIES</b> <i>Performance Indicators</i>	<b>ACHIEVEMENTS</b>
<p><b>Conduct, or assist the community to conduct, forums and discussions on relevant issues:</b></p> <ul style="list-style-type: none"> <li><i>Identification of issues and forums conducted.</i></li> </ul> <p>(2002 - 2005)</p>	<p>Cooperative initiatives for 2002-2003 include:</p> <ul style="list-style-type: none"> <li>Entering into a contract with the Premier's Department, under the Community Solutions initiative, to establish the Canterbury-Bankstown Community Harmony Round Table. The Round Table is designed to promote community harmony across cultures and generations, to build the capacity of the local community and government agencies to develop and sustain community harmony, and to develop and implement strategies that strengthen positive community relations.</li> <li>Establishing the NSW Council for Pacific Island Communities, following the Premier's announcement of a three- year plan to address youth issues within the community. The Council will be supported by the Commission during its two-year establishment phase, that will develop and implement processes and strategies to become an independent body.</li> </ul>
<p><b>Invite communities, private sector and the Government to implement projects jointly with the CRC:</b></p> <ul style="list-style-type: none"> <li><i>Projects developed and implemented.</i></li> </ul> <p>(July 2002 - June 2003)</p>	<p>The Commission commenced negotiations with the Refugee Council on a brochure on services available to temporary protection visa (TPV) holders and other visa holders.</p> <p>The Commission plans to publish the brochure by December 2003.</p>

### 3.4 Support and promote community initiatives

<b>STRATEGIES</b> <i>Performance Indicators</i>	<b>ACHIEVEMENTS</b>
<p><b>Showcase initiatives in community relations on the CRC website and through issue of press releases and Community Relations Report:</b></p> <ul style="list-style-type: none"> <li>• <i>Appearance of community relations initiatives in appropriate media.</i></li> </ul> <p>(November 2002)</p>	<p>The Commission highlighted community relations activities in the Community Relations Report 2002 and continued to utilise its website to support and promote community relations initiatives, including upgrading of the Citywatch and Arabic Youth Partnership websites and uploading of EAPS information.</p>
<p><b>Recognise the benefits of cultural diversity and the contributions of individuals through a range of awards:</b></p> <ul style="list-style-type: none"> <li>• <i>Offer a range of awards.</i></li> </ul> <p>(Annually)</p>	<p>The Commission approved the establishment of a community relations medal and supported:</p> <ul style="list-style-type: none"> <li>• Australian Film Television and Radio School Award (April annually)</li> <li>• the Commission's Volunteering Awards for International year of the Volunteer (June 2002)</li> <li>• Dorothea Mackellar Poetry Award (November annually)</li> <li>• Premier's Literary Award (May annually)</li> <li>• Sydney Film Festival (June annually)</li> <li>• Translation Award (biannual).</li> </ul> <p>In November 2002, the Commission held the National Multicultural Marketing Awards to recognise the efforts of businesses and organisations that seek to harness the benefits of Australia's cultural diversity.</p>

<b>STRATEGIES</b> <i>Performance Indicators</i>	<b>ACHIEVEMENTS</b>
<p><b>Assist communities to implement programs and projects that assist in addressing their needs:</b></p> <ul style="list-style-type: none"> <li><i>An evaluation of programs and projects indicates success.</i></li> </ul> <p>(Annually)</p>	<p>Significant achievements of the Commission in providing support to communities include:</p> <ul style="list-style-type: none"> <li>Maintaining a high level of involvement with the NSW Government's Youth Partnership with Arabic-Speaking Communities.</li> <li>Training and supporting the Partnership's volunteer Youth Liaison Teams, which consist of community members from Muslim, Christian and non-denominational backgrounds, and aim to establish ongoing relationships with young people based on rapport and trust. Up to 21 Youth Liaison teams operated in shopping centres, sporting venues, railway stations and other public spaces in Auburn, Bankstown, Darling Harbour, Liverpool and Parramatta on Thursday and Friday nights. To date, over 3,000 young people have been supported by the teams.</li> <li>Making six monthly reports to the Premier's Department under the Memorandum of Understanding on successful outcomes of the NSW Youth Partnership with Arabic-Speaking Communities.</li> <li>Assisting Mudgee Baha'i Community to arrange and provide multicultural events in Mudgee, including one held in March 2003.</li> <li>Continuing to survey the effectiveness of the Community Development Grants Program and incorporating the outcomes of the survey into the annual review of the priorities of the program.</li> </ul>