

## COMMUNITY RELATIONS COMMISSION

The Community Relations Commission *For a multicultural NSW (CRC)* was established by Parliament, through the **Community Relations Commission and Principles of Multiculturalism Act 2000**.

The **Community Relations Commission and Principles of Multiculturalism Act 2000** recognises and values the different linguistic, religious, racial and ethnic backgrounds of the residents of NSW, and promotes equal rights and responsibilities.

The CRC replaces the former Ethnic Affairs Commission of New South Wales and builds on over two decades of work of the former Commission which gained nation-wide recognition as the leading agency dealing with cultural diversity.

The CRC has eleven commissioners, one full-time Chairperson who is the CEO and ten part-time commissioners.

The CRC has ten Regional Advisory Councils (RACs) which identify and provide advice to the Commission on community relations and cultural diversity issues in regional areas. RACs consist of community, state and local government members and are chaired by a commissioner.

### OUR OBJECTIVES

The objectives of the Commission are as follows:

- participation of the people of New South Wales in community life and the public decision-making process so that they can exercise their rights and fulfil their obligations,
- access to government and community services that is equitable and that has regard to the linguistic, religious, racial and ethnic diversity of the people of New South Wales,
- the promotion of a cohesive and harmonious multicultural society with mutual respect for and understanding of cultural diversity,
- the enrichment of all sections of society through the benefits of cultural diversity,
- the promotion of the principles of multiculturalism and the advantages of a multicultural society,
- the promotion of social justice, community development and community initiatives for ethnic communities in New South Wales.

### OUR FUNCTIONS

- Undertake systematic and wide-ranging consultation with people and groups,
- Promote CRC objectives through advice to the government,
- Investigate and report to the Minister on any matter relating to CRC objectives,
- Arrange and participate in forums,
- Facilitate co-operative arrangements between government, business, education and community groups,
- Assist and assess the effectiveness of public authorities in observing the principles of multiculturalism in the conduct of their affairs,
- Assist in resolving issues associated with cultural diversity,
- Provide interpreter and translation services,
- Advise the Minister on the most effective use of funds,
- Support community initiatives to promote CRC objectives including the management of strategic projects,
- Encourage eligible people to become Australian citizens,
- Advise and make recommendations to the Anti-Discrimination Board.

### HEAD OFFICE

#### Sydney

Level 8, 175 Castlereagh Street  
SYDNEY NSW 2000

Tel: 02 8255 6767  
Fax: 02 8255 6868  
TTY: 02 8255 6758

#### Interpreting & Translation

24 Hours 7 Days Service  
Tel: 1300 651 500

### REGIONAL OFFICES

#### Wollongong

84 Crown Street  
WOLLONGONG NSW 2500

Tel: 02 4224 9922  
Fax: 02 4224 9933

#### Newcastle

117 Bull Street  
NEWCASTLE NSW 2300

Tel: 02 4929 4191  
Fax: 02 4929 7369



## Guide to Services



[www.crc.nsw.gov.au](http://www.crc.nsw.gov.au)



**COMMUNITY  
RELATIONS  
COMMISSION**  
*For a multicultural NSW*

## Interpreting and Translation

in over 85 languages  
24 hours a day, 7 days a week

Interpreters and translators of the Commission play a vital role in assisting the Commission to achieve its mission.

We provide interpreting and translation services in over 85 languages including Auslan, primarily on a user-pays basis, with exemption granted on a needs basis.

Services are available to all government departments and agencies, private and commercial organisations, community groups and individuals.

For bookings and further inquiries

**1300 651 500**

at the cost of a local call anywhere in NSW

e-mail: [languageservices@crc.nsw.gov.au](mailto:languageservices@crc.nsw.gov.au)

**=em@illink**

EmailLink is your one-stop-shop for multicultural services, enabling public and private organisations to link with the multicultural community of New South Wales. EmailLink's email distribution, cultural advisory and translation services can be tailored to suit your needs. Log on to [www.crc.nsw.gov.au/services/emaillink](http://www.crc.nsw.gov.au/services/emaillink) for more information.

## Multicultural Marketing Conference

We hold a multicultural marketing conference annually to promote greater awareness of the benefits of engaging and communicating with the multicultural community. The conference features innovative and effective strategies, tools and techniques in reaching culturally and linguistically diverse audiences. The conference is suitable to decision-makers in the public and private sectors.



**MediaLink**

MediaLink is an online media reporting service. It offers reports in English of news that appears in a range of non-English language newspapers within 24 hours of their publication (48 hours for non-daily newspapers). MediaLink offers online, email, customised, and archive services. MediaLink is available at [www.crcmedialink.com](http://www.crcmedialink.com)



## National Multicultural Marketing Awards

The National Multicultural Marketing Awards were established in 1990 to recognise the efforts of organisations in harnessing the benefits of cultural diversity for the economic and social betterment of our society. The Awards seek, reward and promote successful and imaginative initiatives.

## Video Conferencing Facilities

We have two video conferencing facilities at 175 Castlereagh Street, Sydney, to facilitate video interpreting to remote areas and enhance the Commission's capability to consult with individuals, groups and organisations in regional and rural New South Wales.

## Community Development Grants

We offer financial support to community-based organisations that undertake projects for the benefit of our multicultural community. The guidelines of the program on the Commission's website provide information on the eligibility criteria and the priority areas for funding.

## Language Testing

Language testing enables NSW government agencies and local councils to successfully connect with clients in their preferred language or if they have limited English proficiency. The service is used to test community language skills of NSW Public Sector employees under the Community Language Allowance Scheme (CLAS).



## MPSP Program

We oversee and support the Multicultural Policies and Services Program (MPSP). Through this program all NSW government agencies are held publicly accountable for delivering appropriate services to the culturally, linguistically and religiously diverse community of NSW.

We assist and assess the effectiveness of agencies in observing the principles of multiculturalism, and compile a comprehensive annual report to Parliament on the state of community relations in NSW.

## Publications

We have a range of publications on themes relating to cultural diversity. These include: *Community Relations Report*; *Resource Handbook for Chief Executive Officers and Senior Managers – Ethnic Affairs in the New South Wales Public Sector*; *Community Language Allowance Scheme Handbook*; *Commentaries on Multiculturalism*; *Multicultural Marketing Report*.

## Regional Relations

Our regional relations services work in partnership with local community organisations and government agencies to address regional issues. We coordinate and manage ten Regional Advisory Councils which cover the Albury, Central West, Griffith, Hornsby and Central Coast, Hunter, Illawarra, Macarthur-Liverpool, Nepean-Blacktown, New England and Northern regions.

## Services via Internet

The Commission's services are available via the Internet and include the whole range of translation services, booking of interpreters, access to ethnic media, grant applications and access to communities within NSW.

For more information visit our website

[www.crc.nsw.gov.au](http://www.crc.nsw.gov.au)