



*The Hon. R. J. Carr MP,
Premier, Minister for Citizenship
and Minister for the Arts*



*The Hon. J. Hatzistergos MP,
Minister for Justice and Minister
Assisting the Premier on Citizenship*



The Hon R J Carr MP
Premier, Minister for Citizenship and Minister for the Arts
Governor Macquarie Tower
1 Farrer Place
SYDNEY NSW 2000

31 October 2004

My Dear Premier

I have pleasure in presenting the Annual Report of the Community Relations Commission For a multicultural NSW for the year ended 30 June 2004 for presentation to Parliament.

The report has been prepared in accordance with the requirements of the *Annual Reports (Departmental) Act 1985*, and includes a statement of affairs pursuant to the *Freedom of Information Act 1989*.

The achievements highlighted in this report were made possible by the commitment of the Commission staff. I would like to take this opportunity to thank them for their dedication throughout the year.

Yours sincerely

Stepan Kerkyasharian AM
Chairperson
Community Relations Commission
For a multicultural NSW



CONTENTS

Letter of transmission of the annual report	1
Contents	2
Legislative and corporate governance	3
Vision, mission, values	4
Chairperson's overview of the year 2003-04	5
Principles of multiculturalism	8
Objectives and functions of the Commission	9
Unity in adversity affirmation	11
Members of the Community Relations Commission	12
Organisational structure	17
boards and committees	17
functions	18
Principal staff of the Commission	20
Performance report against the corporate plan	21
Critical success factor 1 – An innovative leader in community relations	22
Critical success factor 2 – Best practice in information, records and knowledge management	33
Critical success factor 3 – Responsive to the needs of our culturally diverse society ...	38
Critical success factor 4 – Productive, professional and focussed workforce	44
Critical success factor 5 – Productive utilisation of our physical resources	49
Critical success factor 6 – Efficiency and excellence in language services delivery	51
Audited financial statements	55
Statement of affairs	79
Appendices	89
Appendix 1: Financial overview 2003-04	90
Appendix 2: Management and activities	92
Appendix 3: Ethnic Affairs Priorities Statement	99
Appendix 4: Representation of staff on committees	102
Appendix 5: Codes of conduct	108
Appendix 6: Grants awarded in 2003-04	112
Appendix 7: Commissioners' attendance at meetings	118
Appendix 8: Membership of Regional Advisory Councils and Grants Advisory Committee	119
Appendix 9: Language Services statistical information	123
Appendix 10: Human Resources statistical information	125
Appendix 11: Offices of the Commission	127
Index	128

Vision, mission, values	4
Chairperson's overview of the year 2003-04	5
Principles of multiculturalism	8
Objectives and functions of the commission	9
Unity in adversity affirmation	11
Members of the Community Relations Commission	12
Organisational Structure	17
boards and committees	17
functions	18
Principal staff of the Commission	20

legislative and
corporate
governance





VISION, MISSION AND VALUES

VISION

Be the recognised leader and facilitator of the equal participation of all communities within a harmonious, cohesive and multicultural New South Wales.

MISSION

Through continuous improvement, innovative and efficient management be the central reference point providing leadership and partnership to the Government, the communities and the private sector enabling maximum benefit from our cultural diversity to all the people of New South Wales.

VALUES

The Commission values:

- ◆ **recognising the professionalism of our people by creating a work environment in which openness, honesty, integrity, team work, safety, learning and communication are highly valued.**
- ◆ **focussing on the needs and aspirations of the general community, particularly the multicultural community of New South Wales.**
- ◆ **integrity and honesty in the way we operate.**
- ◆ **community participation and contribution.**
- ◆ **willingness to learn and enable learning.**
- ◆ **accountability and consistency in everything we do.**



CHAIRPERSON'S OVERVIEW of 2003-04

During 2003-04 a number of new initiatives were implemented by the Commission, together with the continuation of a number of major projects from the previous year.

In August 2003, Cabinet approved an amendment to the *Community Relations Commission and Principles of Multiculturalism Act* to provide for the appointment of two additional Commissioners to represent youth. Youth Commissioners Margaret Kama and Benny Peng have provided the Commission with significant input on youth issues.

The NSW Youth Partnership with Pacific Island Communities commenced in August 2003 with the aim of facilitating a whole-of-government and whole-of-community approach to issues affecting Pacific Island communities. The Commission has entered into a funding partnership with the Premier's Department over a three-year period. As part of the project, a major focus of the Commission will be the establishment of the Pacific Islander Youth Network by utilising existing youth networks in the community.

In October 2003, the Commission entered into a two-year partnership with the Premier's Department to manage the Bankstown Community Harmony Round Table Project. Located at Punchbowl Boy's High School, the project is designed to promote community harmony across cultures and generations, and to enhance the capacity of the local community and Government to sustain community harmony in the Canterbury-Bankstown area. The members of the Harmony Round Table were officially announced at a public launch in April 2004.

The Commission held its annual Community Relations Forum in October 2003. The forum provided the opportunity for the Commission to consult with community leaders and workers from a wide range of fields on community concerns and provided an avenue for the community to participate in policy and decision making. The forum attracted approximately 170 delegates and included workshops showcasing community initiatives.

In November 2003, the Commission held the *National Multicultural Marketing Awards* to recognise and reward businesses that are successfully developing and promoting their services to meet the needs of a culturally diverse society. The Awards have played a positive role in advancing the principles of multicultural marketing by highlighting outstanding and creative campaigns and encouraging potential marketers to market to a cultural diverse Australia.

In December 2003, the Commission, in conjunction with the Victorian Multicultural Commission, hosted a one-day forum in Albury to identify issues, strategies and solutions relating to multicultural issues in the Albury and Wodonga region. The forum attracted approximately 100 people from various communities and interest groups. Further discussions will be held with the Victorian Multicultural Commission on the implementation of an action plan arising from the forum.

In March 2004, at the invitation of the Premier, religious and community leader Imam Feisal Abdul Rauf visited New South Wales to engage in and promote interfaith dialogue and community harmony. Recognised as a leader of his community, who works with Jews and Christians, Imam Feisal has been at the forefront of interfaith dialogue in the United States. The Commission organised the Imam's visit which included an Interfaith Service at St Mary's Cathedral hosted by Cardinal Pell the Archbishop of Sydney, in the presence of the Premier. The Imam led Friday prayers at the Imam Ali Mosque at Lakemba, presented several public lectures and was honoured at a breakfast at the University of Technology hosted by Vice Chancellor Professor Milbourne.

A Memorandum of Understanding was signed in May 2004 between the NSW Attorney-General's Department, the Office of the Director of Prosecutions, and the Commission for the provision of interpreting services in all NSW courts. The agreement will improve booking arrangements and reduce the amount of time interpreters are required in court.

A seminar, *Engaging with the Ethnic Media*, was held in May 2004 as part of the Commission's ongoing initiatives aimed at advancing multicultural communication in the private and public sectors. The seminar's primary focus was to promote knowledge of the community language media and assist in overcoming cultural miscommunications that may arise between government agencies and Australians from culturally or linguistically diverse backgrounds. A total of 140 people attended the seminar, representing 16 local councils, 53 NSW Government agencies, and six Commonwealth Government agencies.

The Commission commenced operations in its new offices in Castlereagh Street in December 2002. The first 12 months presented operational challenges that resulted in some reorganisation of priorities. This situation impacted on ongoing projects, particularly in meeting target schedules. I am pleased to report that despite these hurdles, the Commission was able to achieve its target objectives.

In all its undertakings, the Commission has benefited by having the support of the Premier, the Hon. Bob Carr, as its Minister.

On behalf of the Commission, I acknowledge the support of the Hon. John Hatzistergos, Minister assisting the Premier on Citizenship. I would also like to thank the Commission's Parliamentary Liaison Officer, Mr Sassoon Grigorian, for his support.

I thank the Deputy Chairperson, Mr Michael Marx AM, and my fellow Commissioners for their support and advice throughout the year.

I would also like to acknowledge the support of the members of the 10 regional advisory councils, along with their Chairpersons and the Grants Advisory Committee for their contribution and advice.

The dedication and work of the Commission's staff has made 2003-04 a productive year. I am grateful for their efforts and continue to count on their contributions as the Commission faces major challenges for the year ahead.



Stepan Kerkyasharian
Chairperson
Community Relations Commission



PRINCIPLES OF MULTICULTURALISM

Part 1 Section 3(1) of the Community Relations Commission and Principles for Multiculturalism Act 2000 No 77 enacts the following principles of multiculturalism:

- (1) *Parliament recognises that the people of New South Wales are of different linguistic, religious, racial and ethnic backgrounds, who, either individually or in community with other members of their respective groups, are free to profess, practise and maintain their own linguistic, religious, racial and ethnic heritage. It does so by supporting and promoting the following principles of multiculturalism:*
 - (a) **Principle 1** – *All individuals in New South Wales should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate.*
 - (b) **Principle 2** – *All individuals and institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language.*
 - (c) **Principle 3** – *All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the Government of New South Wales.*
 - (d) **Principle 4** – *All institutions of New South Wales should recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource to maximise the development of the State.*
- (2) *Parliament also recognises that those principles are based on citizenship. The expression **citizenship** is not limited to formal Australian citizenship, but refers to the rights and responsibilities of all people in a multicultural society in which there is:*
 - (a) *a recognition of the importance of shared values within a democratic framework governed by the rule of law, and*
 - (b) *a unifying commitment to Australia, its interests and future.*

The principles of multiculturalism are to be construed accordingly.
- (3) *The principles of multiculturalism are the policy of the State.*
- (4) *Accordingly, each public authority must observe the principles of multiculturalism in conducting its affairs.*
- (5) *It is the duty of the chief executive officer of each public authority to implement the provisions of this section within the area of his or her administration.*



OBJECTIVES AND FUNCTIONS of the COMMISSION

The Community Relations Commission of New South Wales was established as a statutory body on 13 of March, 2001 under the *Community Relations Commission and Principles of Multiculturalism Act 2000 No 77*. The objectives of the Commission are in Part 3 section 12 and the functions of the Commission are in Part 3 section 13.

The objectives of the Commission are:

- ◆ 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.

The functions of the Commission are:

- ◆ to undertake systematic and wide ranging consultation with people and groups with respect to its objectives
- ◆ to advise and make recommendations to the Minister to promote any of its objectives
- ◆ to investigate and report to the Minister on any matter relating to its objectives that the Commission considers appropriate or that the Minister refers to the Commission for investigation and report
- ◆ to arrange and participate in forums to promote its objectives
- ◆ to facilitate cooperative arrangements involving governmental, business, educational and community groups or bodies to promote its objectives
- ◆ to enter into agreements with public authorities in connection with their functions to promote the objectives of the Commission (including, but not limited to, the objective relating to access to government services)

- ◆ to assist, and assess the effectiveness of, public authorities in observing the principles of multiculturalism in the conduct of their affairs, particularly in connection with the delivery of government services
- ◆ to assist in resolving issues associated with cultural diversity
- ◆ to provide interpreter or other services approved by the Minister
- ◆ to advise the Minister on the most effective use of funds appropriated by Parliament for programs related to its objectives (including funds for the provision of resources to community groups that promote the objectives of the Commission)
- ◆ to support community initiatives that promote the objectives of the Commission,
- ◆ to encourage eligible people to become Australian citizens
- ◆ to advise and make recommendations to the Anti-Discrimination Board on matters relating to discrimination and racial vilification
- ◆ such other functions as are conferred or imposed on it by or under this or any other Act.



UNITY IN ADVERSITY – Affirmation

We the leaders of New South Wales' many religious faiths, leaders of the major political parties in New South Wales Parliament and representatives of the Consular Corps in New South Wales join at this time of adversity in affirming and celebrating the spirit of tolerance and goodwill at the heart of Australian society.

We acknowledge the commitment of the New South Wales Parliament to the diversity of the Australian community. We condemn all acts of terrorism. We embrace in our hearts the victims and families of the September 11 terrorist attacks on the United States, the long-suffering Afghan people, those of Afghan descent who live among us and all victims of terror and oppression in this time of conflict.

In the name of our respective faiths and in accordance with the principles we each uphold, we dedicate ourselves to act generously, humanely, and with compassion in fulfilling our proud citizenship of Australia and our role as concerned members of the world community.

This Affirmation was proposed by the Premier Bob Carr and signed by religious leaders including Archbishop George Pell, Archbishop Peter Jensen, Protopresbyter Steven Scoutas, His Eminence Tadjedine Al Hilaly, Most Venerable Thich Phuoc Hue and Rabbi Raymond Apple at the Unity in Adversity Assembly on 15 November 2001 at Government House.



MEMBERS of the COMMUNITY RELATIONS COMMISSION



Commissioners:

(left to right) Ezel Jupiter, Benny Peng, Henry Pan, Michael Marx, Margaret Kama, Stepan Kerkyasharian, Ned Maruncic, Therese Le-Dang, Paula Masselos, Marta Aquino.

Stepan Kerkyasharian AM, Chairperson and Chief Executive Officer

Appointed 27 February 1989. Appointment expires 14 September 2008.

Community involvement:

Member, NSW Board of Studies

Member, Independent Complaints Review Panel, Australian Broadcasting Corporation

Member, Police and Ethnic Communities' Advisory Council

Director, Carnivale Ltd

Member, Migration Heritage Centre Management Committee

Member, Human Services Chief Executive Officers Group

Member, Arabic Youth Partnership Implementation Committee

Secretary, City Watch Council

Member, Police and Community Training Management Committee

Member, Standing Committee of Criminal Justice System Chief Executive Officers

Member, Geographical Names Board of NSW

Member, Australian Medical Council Appeals Committee

Michael Marx AM, Deputy Chairperson

Partner, Chalmers Marx Lawyers.

Appointed 12 September 1996. Appointment expires 22 December 2005.

Community involvement:

Trustee, Centennial Park and Moore Park Trust

Trustee, Fund for Jewish Higher Education

Past President and life member, NSW Jewish Board of Deputies

Past President and board member, Waverley Action for Youth Services

Marta Aquino

CEO, Residential Gardens for the Spanish Speaking Frail Aged.

Appointed 15 November 2000. Appointment expires 14 November 2003.

Community involvement:

Member, Aged Care Liaison Committee

Member, Western Area CEO Network

Chairperson, Fundraising Committee, Nursing Home Project for the Spanish Community

Member, South Creek Advisory Panel

Active in Community Radio

Representative, "Circle of Friends in Australia"

Member, Integral Energy Customer Consultative Committee

Chairperson, Northern Regional Advisory Council

Chairperson, Nepean - Blacktown Regional Advisory Council

Chair, Spanish Community Consultation Committee

Paula Masselos

Multicultural Strategist Sudler and Hennessey Multicultural, Managing Director, Omogenia Global Media Group.

Appointed 4 December 1998. Appointment expires 19 December 2004.

Community involvement:

Chairperson, Griffith Regional Advisory Council

Chairperson, Central-West Regional Advisory Council

Chairperson, CRC Grants Advisory Committee

Chairperson, Carnivale
Board member, Migrant Skills Qualifications Advisory Committee
Board member, Hellenic Australian Chamber of Commerce and Industry
Board member, First Greek Australian Museum Foundation
Member, Sydney Leadership Alumni, Benevolent Society
Board member, Museums and Galleries Foundation, Multicultural Advisory Committee
Patron, National Council of Churches in Australia, Decade to Overcome Violence
Member, National Council of Churches in Australia, Gender Equity Commission Working Party
Founding President Bronte Beach Heritage Society
Member, Keep Bronte Beautiful Committee
Member, Waverley Council Bondi Junction Safety Committee Youth Protocol Working Group

Nedjelko Maruncic OAM

Company Director.

Appointed 11 October 2000. Appointment expires 23 October 2005.

Community involvement:

Vice President, Australian Croatian Community Council
Vice President, Jadran Hajduk Club Limited
Chairperson, Macarthur - Liverpool Regional Advisory Council

Henry Pan OAM

Mechanical Engineer.

Appointed 3 May 2000. Appointment expires 2 May 2006.

Community involvement:

Foundation Chairman, CASS Group of Organisations
Member, NSW Administrative Decisions Tribunal
Member, NSW Co-operatives Council
Member, NSW Community Languages Schools Board
Secretary, Canterbury Multicultural Aged and Disability Support Service
Chairperson, Illawarra Regional Advisory Council

Ezel Jupiter

Team Leader, Centrelink Multicultural Services.

Appointed 17 October 2001. Appointment expires 17 October 2004.

Community involvement:

Secretary of the NSW Turkish Welfare Association

Member of Friends of STARTTS

Actively involved in refugee settlement, rural and regional development issues

Chairperson, New England Regional Advisory Council and Hornsby-Wyong Regional Advisory Council

Therese Le-Dang J.P.

Retirement Services Consultant, Cabramatta Centrelink.

Appointed 17 October 2001. Appointment expires 17 October 2004.

Community involvement:

Past President and Founder, Vietnamese Women's Association in NSW

Past President, Founder and Adviser, Federation of the Vietnamese Women's Associations in Australia

Past President, Founder and Adviser, Dalat University Alumni Association/NSW Chapter

Past Vice President in charge of welfare, Member, Vietnamese Community Association in Australia/NSW Chapter

President, Alliance for Democracy in Vietnam/Australia Chapter

Chairperson, Hunter Regional Advisory Council

Benny Deping Peng

Full-time student studying Commerce and Accounting at Macquarie University.

Appointed 3 March 2004. Appointment expires 2 March 2005.

Community involvement:

Member, Chinese Student Society

Secretary, Australia Wu Shu Tai Chi Council

Chairperson, Nepean/Blacktown Regional Advisory Council.

Margaret Kama

Full-time student studying Medical Science at Sydney University.
Appointed 3 March 2004. Appointment expires 2 March 2006.

Community involvement:

- Youth leader, Youth at Prayer and Play
- Member, Medical Society
- Member, Science Society
- Member, Youth Justice Advisory Council
- Member, Pacific Island Youth Network
- Chairperson, Macarthur/Liverpool Regional Advisory Council.

Members of the Commission whose appointment expired during 2003-2004

Dr Jamal Rifi

Physician.
Appointed 11 October 2000. Appointment expired 10 October 2003.

Community involvement:

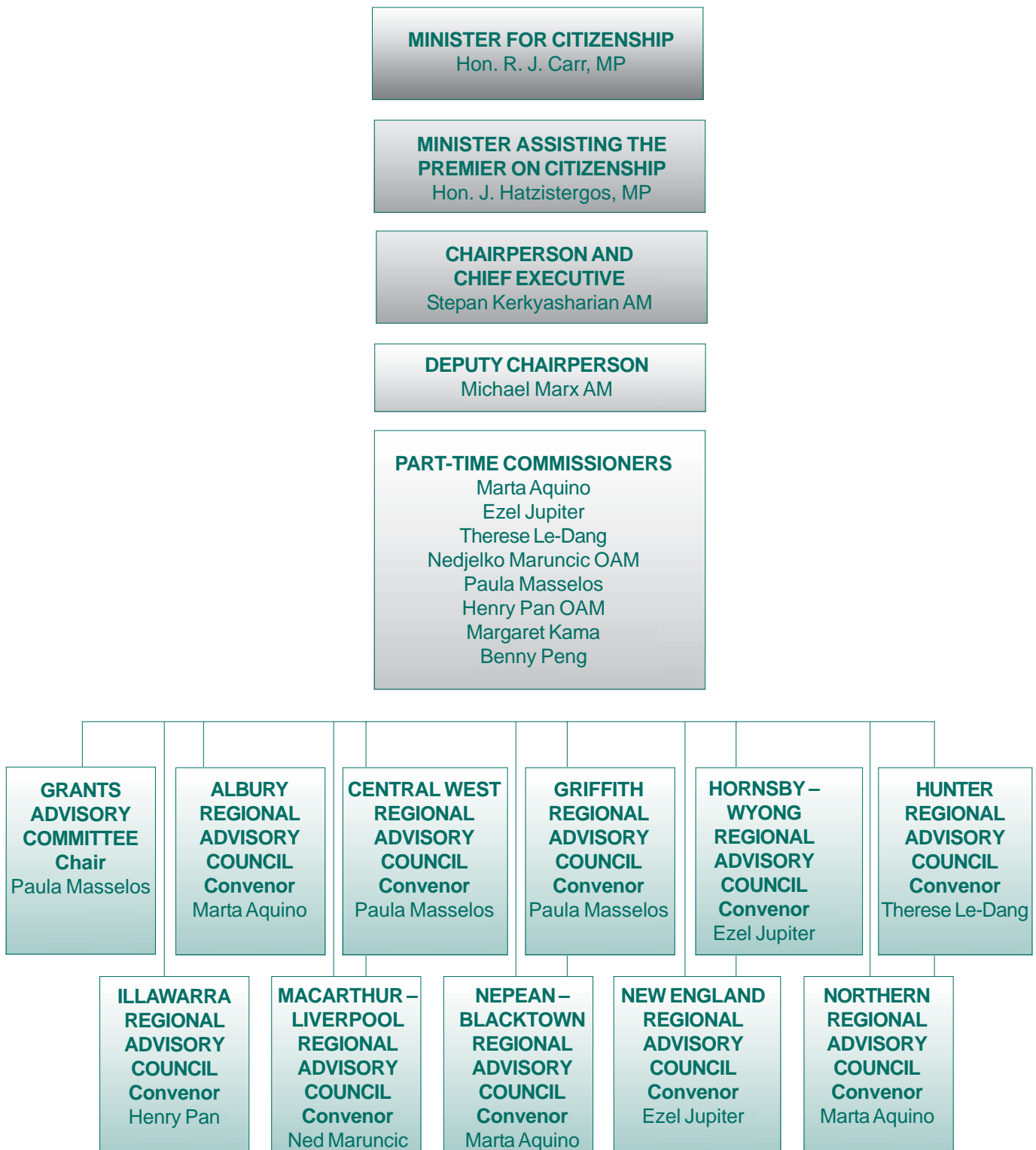
- Founding and board member, Canterbury division of General Practice 1993-94
- Chairperson, Voice of Islam in NSW 1996-99
- Community representative, Implementation Committee for Arabic Youth Partnership Program
- Member, Canterbury-Bankstown Consultative Group
- Chairperson, Albury Regional Advisory Council
- President, Sydney Cedars Soccer Club
- Founding member, Australian Christian-Muslim Friendship Society.



ORGANISATION STRUCTURE

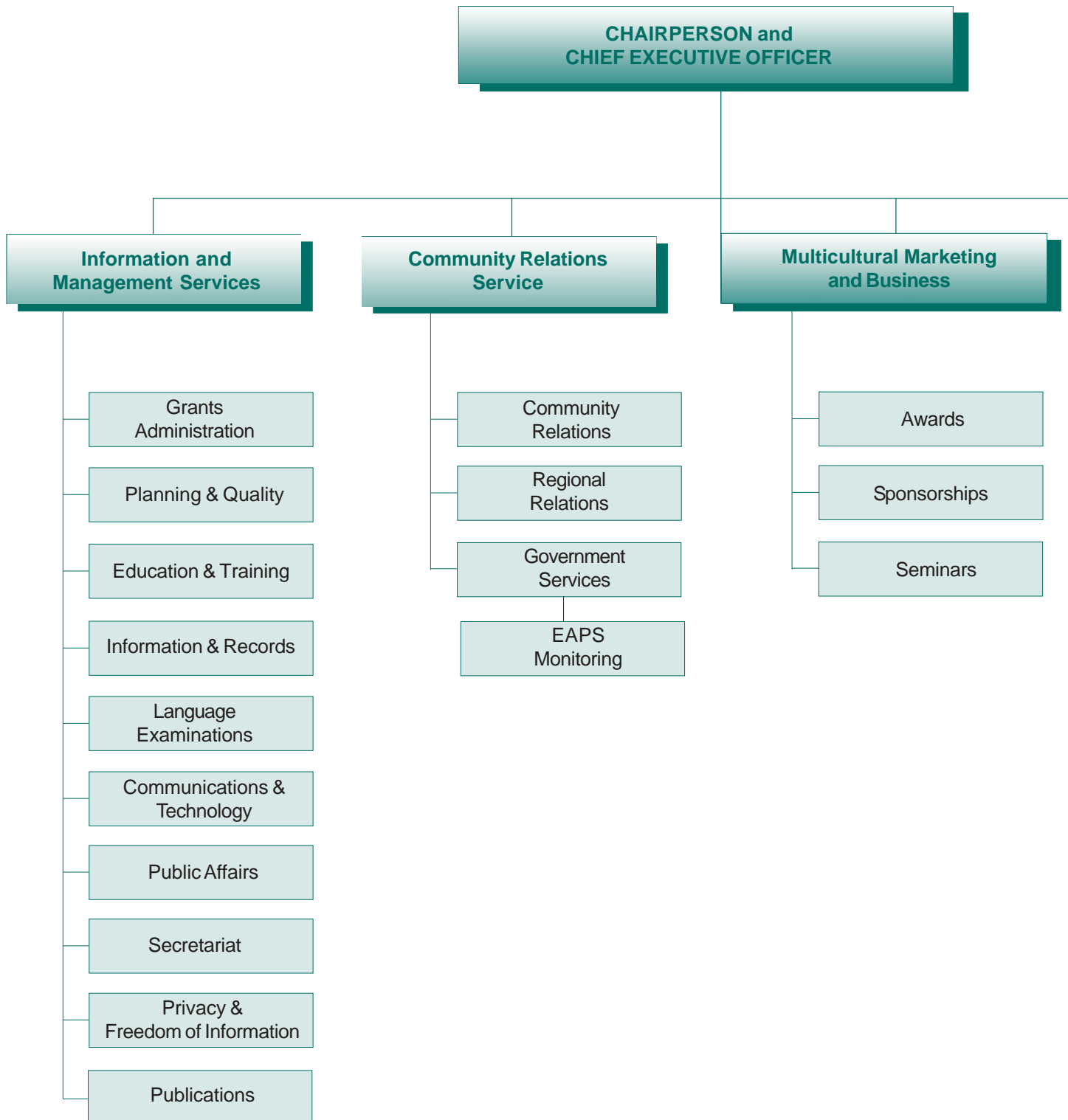
Organisation Structure - boards and committees

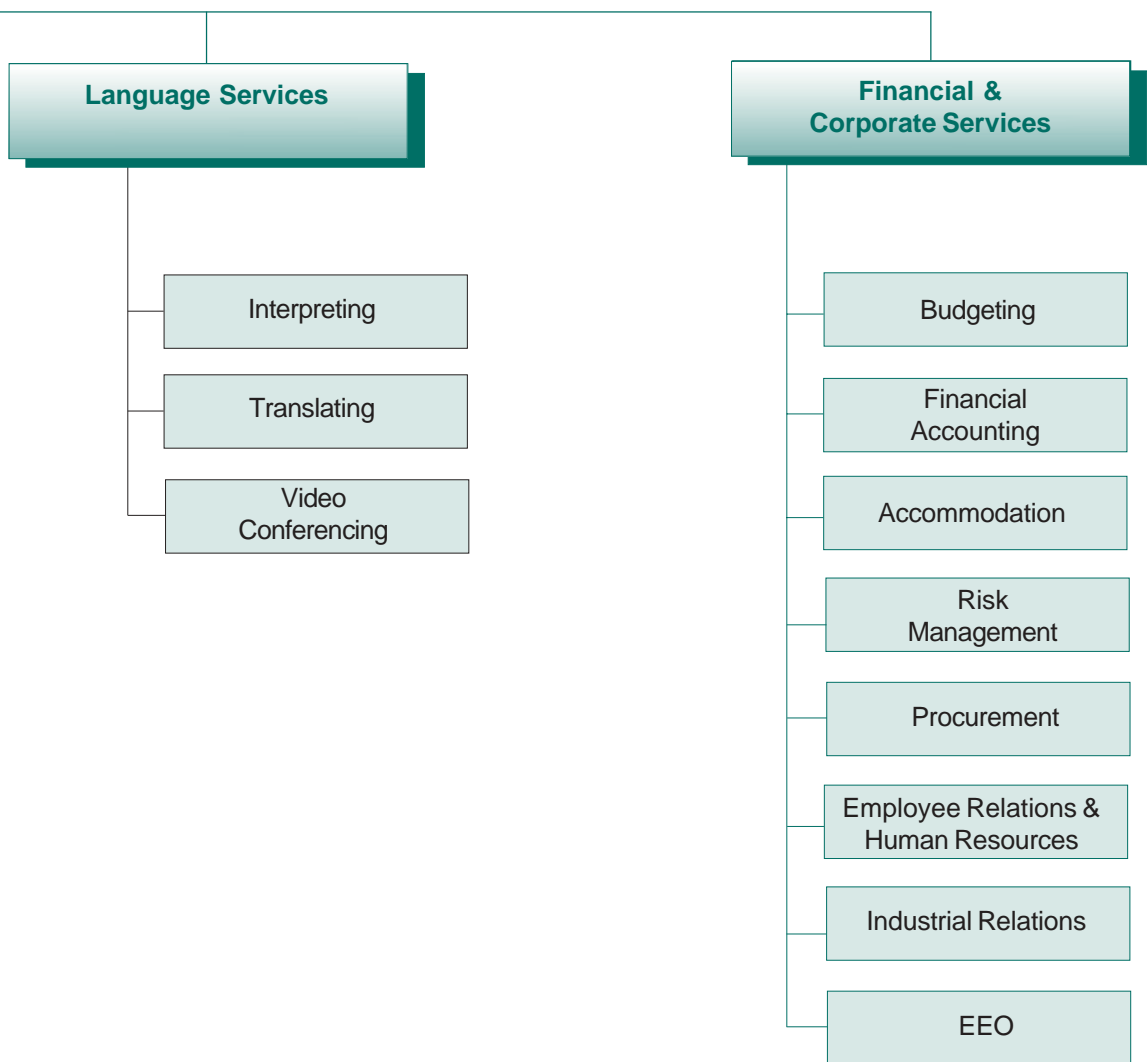
as at 30 June 2004



Organisation Structure - functional

as at 30 June 2004







PRINCIPAL STAFF OF THE COMMISSION

CHAIRPERSON AND CHIEF EXECUTIVE OFFICER

Stepan Kerkyasharian, AM

DIVISION HEADS

Community Relations Service

Director

Richard Acheson

Financial & Corporate Services

Director

Hakan Harman, CPA, BCom

Information and Management Services

Director

Marte Tagle, MBT, GCertPSectMgt

Language Services

Director

Ann Groth, ALAA