



The following is a summary of achievements of the Commission against its Ethnic Affairs Priorities Statement (EAPS) during 2002-2003, together with an outline of strategies planned for the following year. They are reported against the relevant critical success factors of the Commission's Corporate Plan 2002-2006.

## 2002-2003 Achievements

### Critical success factor 1: An innovative leader in community relations

- ◆ Partnerships: the Commission continued partnerships with the Premier's Department, including the Cabramatta CityWatch, the Canterbury Bankstown Community Harmony Round Table and the NSW Government's Youth partnership with Arabic Speaking Communities; and with NSW Agriculture in the Multicultural Market Gardening project.  
A new program and partnership, the NSW Youth Partnership with Pacific Island Communities, which is a whole of Government and whole of community approach to addressing issues of concern for Pacific Island communities, commenced with the Premier's Department late in the financial year.
- ◆ Assisted agencies in development and assessment of EAPS Plans.
- ◆ Participated in networks of government agencies involved with community relations issues.
- ◆ Reviewed and produced the *Community Relations Report 2002*, which highlighted public sector EAPS initiatives and introduced a new section on multicultural marketing, cultural and community service awards.

### Critical success factor 2: Best practice in information, records and knowledge management

- ◆ Community Interaction (Virtual Communities) project for hosting community organisation websites has been developed. (Implementation of this project is to be piloted in the second half of 2003).
- ◆ Online Language Service (OLS) project completed, deployed internally and used to record all interpreting and translating assignments.
- ◆ Community Languages Allowance Scheme (CLAS) testing was conducted.

### **Critical success factor 3: Responsive to the needs of our culturally diverse society**

- ◆ The Green Paper, *Cultural Harmony The Next Decade 2002-2012*, released in May 2002, was widely distributed during 2002-2003, and attracted in excess of one hundred submissions. Wide-ranging consultations were held with community groups, interagency meetings, and public sector agencies. Responses to the proposed Community Relations Plan of Action 2012 were analysed, and comments on the recommendations arising from the previous Action Plan were reviewed and tabulated.

### **Critical success factor 6: Efficiency and excellence in language service delivery**

- ◆ Data collection procedures are in place and are analysed to predict trends in service delivery.
- ◆ Customer service delivery and standards have been reviewed and a customer feedback mechanism has been established.
- ◆ Implementation of the Video Conferencing Project was delayed due to the fire at Ashfield and the subsequent relocation of Commission premises to Sydney. Operational procedures have been finalised.

## **2002-2003 Forward Plan**

### **Critical success factor 1**

- ◆ Development of a new CRC EAPS Plan to align it with the EAPS Standards Framework, the Commission's Corporate Plan 2002-2006, and the Principles of Multiculturalism. [Principle 3]
- ◆ Coordination of the Commission's partnership programs to be strategically re-located in South-Western Sydney. [Principle 2]
- ◆ Continuation of current partnership programs. [Principle 3]
- ◆ Development in partnership with the Refugee Council of Australia of a brochure on entitlements for services in NSW, for Temporary Protection Visa holders. [Principle 3]
- ◆ A series of workshops on EAPS issues to be conducted for the Commission's Regional Advisory Councils, and for select agencies. [Principle 3]

## Critical success factor 2

- ◆ Community Interaction (Virtual Communities) pilot project to be implemented. [Principle 3]
- ◆ Online Language Service to be deployed externally. [Principle 2]
- ◆ Customer Information Management System to be implemented. [Principle 4]
- ◆ Community Development Grants Program to be reviewed. [Principle 3]

## Critical success factor 3

- ◆ Development of the White Paper, *Cultural Harmony The Next Decade 2002-2012*, to guide multicultural policy to 2012, is scheduled to be completed by October 2003. [addresses all four Principles]
- ◆ Participation in meetings with public sector agencies, cross-sectoral forums and interagency consultations will continue to assist agencies to implement the principles of multiculturalism through their EAPS planning. [Principle 3]
- ◆ A project to update and refine the Commission's community profiles to be commenced. [Principle 4]
- ◆ Reproduction and distribution of a new edition of *The People of New South Wales*, based on data from the 2001 Census, published by the Department of Immigration Multiculturalism and Indigenous Affairs. [Principle 3]

## Critical success factor 6

- ◆ A marketing strategy for the Language Services Division will be developed. [Principle 3]
- ◆ A system to enable clients to request translations from the Commission, over the Internet, funded through *connect.nsw* will be rolled out following the development of a project framework and internal testing. [Principle 3]
- ◆ Trials of the Video Conferencing Project will be undertaken, and cross justice agencies (including CRC) will analyse potential sites for rural video conferencing.

[Principle 3]