



Ethnic Affairs Priorities Statement

The following is a summary of achievements against the Ethnic Affairs Priorities Statement (EAPS) of the Community Relations Commission (CRC) For a multicultural NSW during 2001-2002, as well as an outline of strategies planned for the following year. As reported against the critical success factors of the Corporate Plan 2002-2006, the Commission has:

CRITICAL SUCCESS FACTOR 1: An innovative leader in community relationships

- During the year the Cabramatta CityWatch project worked to build positive partnerships between community workers, residents, local police, Fairfield City Council and government departments in the local Cabramatta area. The program focussed on safety initiatives and strategies for dealing with crime. The project was established in June 2001 and will continue for another four years.
- Under the Youth Partnership with Arabic-speaking communities, the CRC has established six youth liaison teams, comprising 19 respected members of the Arabic-speaking community. Teams visit popular public spaces where young people gather, with the aim of making positive connections and providing advice to young people. The project works in the following localities: Liverpool, Parramatta, Auburn, CBD (Darling Harbour), Bankstown.
- In April 2002 the CRC held the Community Relations Forum 2002, which attracted over 250 delegates, with over a third being from regional and rural NSW. A focus of the Forum was on the increased participation of youth from culturally diverse backgrounds.
- Due to public demand, the CRC continues to expand the number of categories under the National Multicultural Marketing Awards. There are now six awards under the following categories: ANZ Community Award; Commercial Big Business Award; Department of Fair Trading's Small Business Award; Export Award; Seniors Card Government Award; Advertising Award; and Department of Information Technology and Management's Technology Award.

Forward Plan

- The CRC will continue to build partnerships in the above and other areas, based on priority issues in the community, and develop innovative partnership models with the NSW government and community.

CRITICAL SUCCESS FACTOR 2: Best Practice in information, records and knowledge management

- During 2001-2002 the Commission worked towards the development of a number of information technology projects, which respond to community needs. Outcomes will begin to be achieved in the 2002-2003 financial year, as outlined below.

Forward Plan

- The CRC is in the process of implementing its Online Services Project, which will make available an online electronic booking of interpreters as well as translations, with an online management of bookings and payments.
- The Community Interaction Project, which is expected to be fully operational in late 2002, will link community groups to the internet, and allow them a base from which to establish and/or link to other group web-sites.
- Stage one of the 'Multiculturalism Resources Centre' on the CRC website will be completed in September 2002. This project provide information about the most important aspects of the EAPS program in NSW. It also explains how government agencies can apply the EAPS standards framework to work towards achieving best practice in multicultural policy.
- The CRC is working towards government agencies reporting on their EAPS online. The project has been deferred until 2002-2003 financial year, dependent on funding approval.

CRITICAL SUCCESS FACTOR 3: Responsive to the needs of our culturally diverse society

- As required by the NSW Government, the CRC evaluated the implementation of the NSW Government White Paper, called *Building on our Cultural Diversity: Ethnic Affairs Action Plan 2000*. The evaluation produced 46 recommendations that will enhance multicultural policy in NSW. Following the evaluation, in May 2002 the NSW Premier released the NSW Government Green Paper, called *Cultural Harmony – The Next Decade 2002-2012*. Submissions into the Green Paper were due in July 2002, and will guide the development of the subsequent Government White Paper.
- The NSW Government publicly recognised the contribution of volunteers from culturally diverse backgrounds, as part of the International Year of the Volunteer 2001. The CRC assessed 87 nominations, and awarded six particularly outstanding community members under the following categories:

- Community welfare;
 - Community language teachers in ethnic schools;
 - Community general category;
 - Two special awards for outstanding service.
- During 2001-2002 the CRC established another five Regional Advisory Councils (RACs), with a total of ten RACs now operating in Albury, Griffith, Central West, Hornsby-Wyong, Hunter, Illawarra, Northern, New England, Macarthur-Liverpool and Penrith-Blacktown regions. This greatly increases the reach of the CRC on multicultural issues affecting people in rural and regional areas.
 - The Community Development Grants Program provides financial assistance to community based organisations which develop projects for the benefit of our culturally diverse community under priority areas. Under the 2002 Program, the Premier approved 92 applications, totaling \$659,903.

Forward Plan

- The CRC will develop the NSW Government White Paper, which will guide multicultural policy until 2012, as informed by consultations over the Green Paper, *Cultural Harmony – The Next Decade 2002-2012*, which was released in April 2002.

CRITICAL SUCCESS FACTOR 6: Efficiency and excellence in language service delivery

- During 2001-2002, approximately 100 interpreters and translators had the opportunity to attend specialist training in the procedures and ethics of the Australian legal system. This brings to 250 the number of staff who have completed the legal training, which is a cooperative project developed by the Attorney General's Department, the University of Western Sydney and the CRC.

Forward Plan

- Video conferencing is expected to enhance efficiency, community access and speed of delivery of interpreting services, particularly in regional and rural NSW. The piloting of video conferencing facilities was delayed because of the fire at the CRC offices, but is back on track for implementation during 2002-2003. The video conferencing project is a joint initiative of the Attorney General's Department, Department of Corrective Services, Department of Juvenile Justice, NSW Police Force, Legal Aid Commission and the Office of the Director of Public Prosecutions.