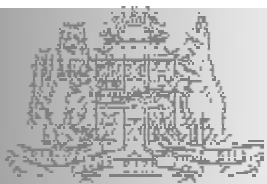


COMMUNITY RELATIONS COMMISSION
For a multicultural NSW



**ANNUAL REPORT
2001 – 2002**



NEW SOUTH WALES GOVERNMENT

ISSN: 1039-2475

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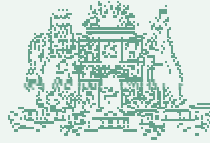
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*The Hon. R. J. Carr MP,
Premier, Minister for Citizenship
and Minister for the Arts*



*The Hon. M. Iemma MP,
Minister for Public Works and
Services, Minister for Sport and
Recreation 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 2002

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 2002 for presentation to Parliament.

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

Yours sincerely

Stepan Kerkyasharian AM
Chairperson
Community Relations Commission
For a multicultural NSW



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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 2001-2002

The year presented significant achievements and challenges for the Commission. The Commission continued to perform a leadership role in facilitating the equal participation of all communities within a harmonious, cohesive and multicultural NSW. The Commission's focus remained on improving our structure, operations and services to deliver on the Government's commitment to promote the principles of multiculturalism. Our mission of being the central reference point to the Government, the communities and the private sector to maximise the benefits of our cultural diversity has been achieved by numerous projects and initiatives referred to in this report.

In April 2002, we conducted a major Community Relations Forum. The Forum provided communities an opportunity to participate in policy and decision making of the Government and to provide input regarding their needs and aspirations. The Commission gained the community's views on key and current community relations issues and provided feedback on matters raised at last year's Forum. The Forum attracted 280 people representing over 200 community organisations from throughout rural, regional, remote and metropolitan New South Wales. An outstanding feature was the participation of over 70 people from rural and regional New South Wales

Another avenue for consultation is through the Commission's regional advisory councils. The councils reported community relations issues that required action by the Commission. During the year, the Commission created five additional councils, increasing the total of councils to ten, covering the areas of Albury, Central West, Griffith-Leeton, Hornsby-Wyong, Hunter, Illawarra, Macarthur-Liverpool, Nepean-Blacktown, New England, and Northern New South Wales. The Councils addressed and drew the Commission's attention to a range of community relations issues including opportunities for collaboration between councils, interstate cooperation in the provision of services in border districts, addressing issues affecting minority groups and access to interpreting services.

The Commission published *Cultural Harmony – The Next Decade 2002-2012* to report on the evaluation of the implementation of the Ethnic Affairs Action Plan 2000 and to present a Green Paper to inform the development of multicultural policies and programs. The publication was distributed widely for public comment.

In developing networks and partnerships, the Commission worked collaboratively with other government agencies and the community to establish forums and groups to directly participate in the Cabramatta community project to improve safety and developing opportunities for the community. The Commission was responsible for the establishment and coordination of Youth Liaison Teams that will prevent problems by helping identify young people at risk.



Premier Carr presents Ms Domonkos with a medal for service

Radmilla Domonkos

On Sunday 20 January 2002, Radmilla Domonkos died tragically as a result of an arson attack at the Commission premises on the previous Friday.

Ms Domonkos was an interpreter and translator with the Language Services Division of the Commission with some twenty years of exemplary and conscientious service. She was a fine linguist who was fluent in both the Serbian and Croatian languages. Her colleagues admired her professional approach to interpreting and translating and her love of and enthusiasm for her work.

As a migrant, she understood the valuable nature of the work of interpreters to help other migrants communicate in their new country and overcome the isolation caused by language barriers. She was part of a team dedicated to maintaining our social harmony and providing access and equity to all members of our culturally diverse community.

Ms Domonkos was a credit to her profession because of her linguistic skills and her commitment and dedication to her job as an interpreter. She was held in great esteem by her friends and colleagues and set a fine example for her fellow professionals.

During her many years of service with the Commission, Ms Domonkos made a wonderful contribution to the development of the high standards and professionalism of the Language Services Division.

Ms Domonkos was a proud recipient of the Commission's medal of appreciation for long and dedicated service. The Premier, the Hon. R. J. Carr, MP, presented her with the medal at Government House in March 2001.

As a mark of respect for Ms Domonkos, the Community Relations Commission Award in the 2002 NSW Premier's Literary Awards was dedicated to her. Dr Loretta Baldassar won the Commission's award for her book on the longer-term aspects of migration.

In Parliament on 28 February 2002, the Premier made the following statement about Ms Domonkos:

"Her achievement was part of the Australian success story, a migrant woman with a love of language, assisting new migrants to find their way in a new country, proud of her cultural heritage and history but committed to this new land of Australia. This contribution will be her very great legacy,"

Ms Domonkos is missed by her colleagues, friends and family. Her memory lives on with us and she will not be forgotten.

The events of 11 September 2001 in the United States of America impacted adversely on some community groups. The Commission took a leadership role when community and religious groups committed themselves to tolerance and community harmony. The *Islam in a Multifaith Australia* conference and the *Unity in Adversity* event once again demonstrated the unity and cohesiveness of our multicultural community.

The 2001 National Multicultural Marketing Awards celebrated once more the excellence achieved by businesses in successfully developing and promoting their products and services in the context of a multicultural Australia.

In the area of interpreting and translating services, the Commission continued to develop and improve business operations. It developed a computer application system to allow the full range of translation service to be delivered using the Internet and enable customers to book interpreters online. Interpreters also undertook specialist training to improve their interpreting skills in legal situations.

The year 2001-2002 presented the Commission with a challenge never experienced before. An arson attack on Friday 18 January 2002 at the Commission's offices in Ashfield was a most tragic event where Ms R. Domonkos, an interpreter, died and two others were severely injured as a consequence of inhalation of smoke and noxious fumes. Both have returned to work. The person accused of the arson attack has been charged with murder and is awaiting trial.

In an announcement in Parliament, the Premier, the Hon. Bob Carr, MP, announced that as a mark of respect the Commission's award under the Premier's Literary Award is to be dedicated to Ms Domonkos in the year 2002.

The fire destroyed office facilities and equipment. However with the assistance of staff and other agencies, the disruption caused to the operations of the Commission has been minimised. Staff were able to continue to conduct their business and provide service to customers using equipment borrowed and made available by agencies at short notice. I pay tribute to the staff who worked through the consequences of the tragedy with dedication and commitment to the Commission. On behalf of the Commission, I extend my condolences to Radmilla's family. She will always be remembered.

The Commission moved 50% of its workforce to Stockland House at Castlereagh Street, Sydney, within a week of the fire. Undoubtedly, operating in split locations with existing resources and maintaining the level of service required of the Commission was the greatest challenge during the year.

I am confident that the Commission is well positioned and better equipped to face the challenges of the future. It will continue to deliver on its key objectives to achieve a balance in meeting expectations of customers and stakeholders with available resources.

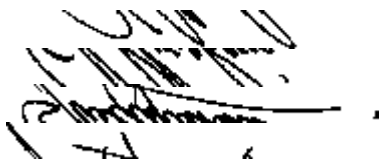
I express appreciation to all who contributed to the work of the Commission during the year. I gratefully acknowledge the contribution of the members and convenors of the regional advisory councils and the grants advisory committee.

The achievements of the Commission are made possible by the commitment and hard work of its staff. I commend their dedication.

In all its undertakings, the Commission has benefited by having the Premier, the Hon. Bob Carr, MP, as its minister. On behalf of the Commission I thank the Premier's Adviser, Mr Aldo Pennini, for his support of the Commission, and the Commission's Parliamentary Liaison Officer, Mr Sassoon Grigorian.

I acknowledge the support of the Hon. Morris Iemma, MP, Minister Assisting the Premier on Citizenship. During the relocation of Commission offices, his support extended into his other portfolio as Minister for Public Works.

The Commission is pleased to continue its work for the New South Wales community.



Stepan Kerkyasharian AM
Chairperson
Community Relations Commission
For a multicultural NSW



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 co-operative 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, Protoperbyter 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) Henry Pan, Ezel Jupiter, Ned Maruncic, Marta Aquino, Stepan Kerkyasharian, Jamal Rifi, Therese Le-Dang, Paula Masselos, Michael Marx

Mr Stepan Kerkyasharian AM, Chairperson and Chief Executive Officer

Appointed 27 February 1989. Appointment expires 26 February 2004.

COMMUNITY INVOLVEMENT:

- Fellow, University of Technology, Sydney
- 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
- Secretary, CityWatch Council

Mr Michael Marx AM, Deputy Chairperson

Partner, Chalmers Marx Lawyers.

Appointed 22 December 1999. Appointment expires 22 December 2002.

COMMUNITY INVOLVEMENT:

- Trustee, Centennial Park and Moore Park Trust
- Trustee, Fund for Jewish Higher Education
- Member, Geographical Names Board
- Past president and life member, NSW Jewish Board of Deputies
- Past president and oard member, Waverley Action for Youth Services

Ms 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
- Chair, Fundraising Committee, Nursing Home Project for the Spanish Community
- Member, Management Committee, Latino Relief Fund for Central America
- 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

Ms Paula Masselos

Multicultural Strategist Sudler and Hennessey Multicultural, M & M marketing partner,
Managing Director, Omogenia Global Media Group.
Appointed 4 December 1998. Appointment expires 19 December 2004.

COMMUNITY INVOLVEMENT:

- Chair, 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
- Board Member, Museums and Galleries Foundation, Multicultural Advisory Committee
- Patron, World Council of Churches Decade Against Violence
- Chairperson, Central-West Regional Advisory Council and Griffith Regional Advisory Council

Mr Nedjelko Maruncic

Company Director.

Appointed 11 October 2000. Appointment expires 23 October 2002.

COMMUNITY INVOLVEMENT:

- Secretary of the Australian Croatian Community Council
- Secretary of the Croatian Clubs Unity in NSW and ACT
- Secretary of the Croatian Community Radio and Television Centre
- Secretary of the Croatian Studies Foundation, Macquarie University
- Chairperson, Macarthur - Liverpool Regional Advisory Council

Mr Henry Pan, OAM

Mechanical Engineer.

Appointed 3 May 2000. Appointment expires 2 May 2003.

COMMUNITY INVOLVEMENT:

- Chair, Chinese Australian Services Society Co-Operative since 1980
- Member, Australian Chinese Community Association
- Member, Chinese Australian Forum
- Vice President, Canterbury Multicultural Aged and Disability Support Service (2001-present)
- Chairperson, Illawarra Regional Advisory Council

Dr Jamal Rifi

Physician.

Appointed 11 October 2000. Appointment expires 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 on the Implementation Committee for Arabic Youth Partnership Program
- Member, Canterbury-Bankstown Consultative Group
- Chairperson, Albury Regional Advisory Council

Ms Ezel Jupiter

Team Leader, Centrelink Multicultural Services.

Appointed 17 October 2001. Appointment expires 16 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

Ms Therese Le-Dang J.P.

Retirement Services Consultant, Cabramatta Centrelink.

Appointed 17 October 2001. Appointment expires 16 October 2004.

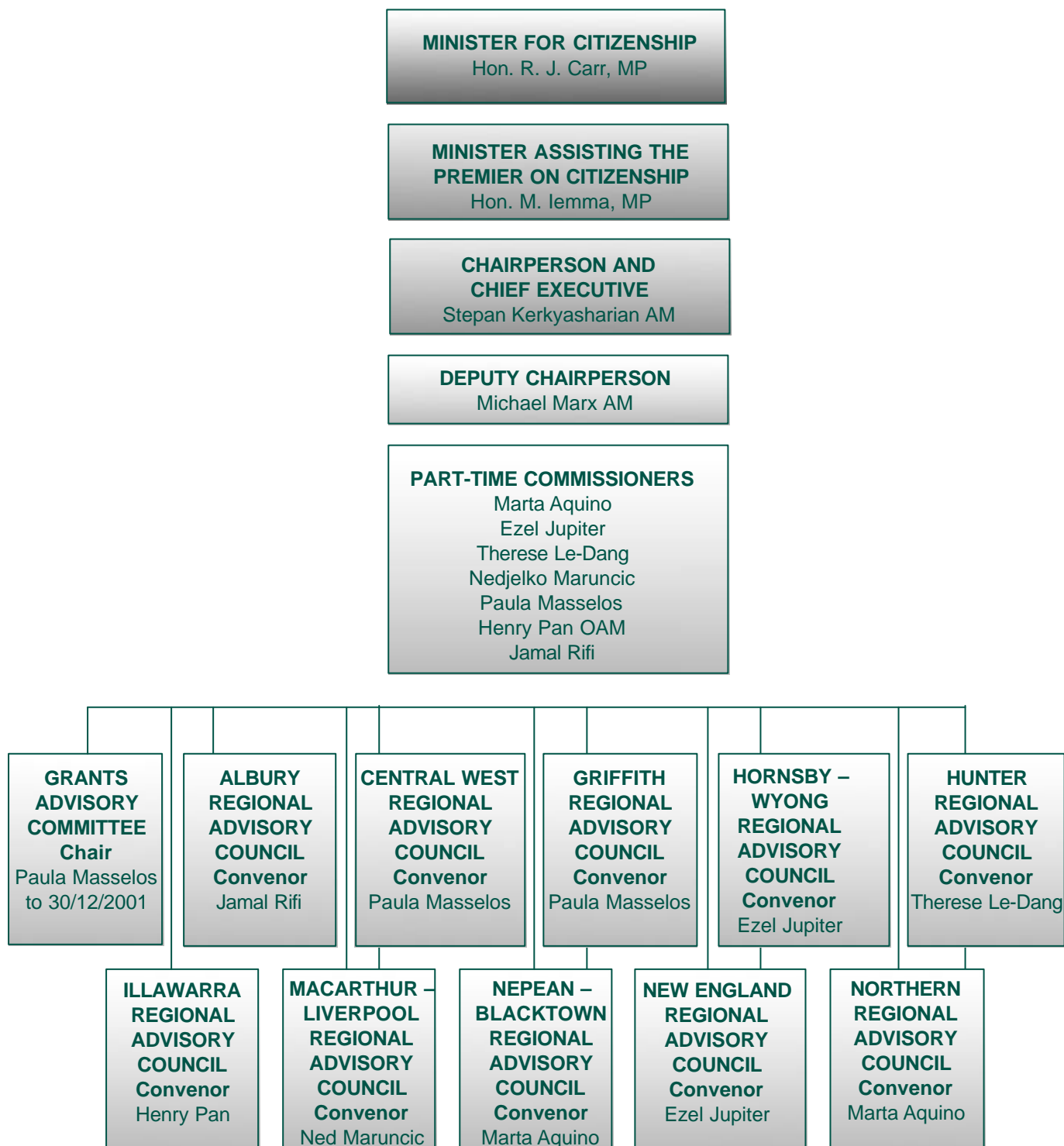
COMMUNITY INVOLVEMENT:

- President, Federation of Vietnamese Women's Associations in Australia
- Member, Vietnamese Women's Association in NSW
- Advisor, Dalat University Alumni in Australia, NSW Chapter
- Member, Vietnamese Community in Australia, NSW Chapter
- President, Alliance for Democracy in Vietnam, Australia Chapter
- Chairperson, Hunter Regional Advisory Council

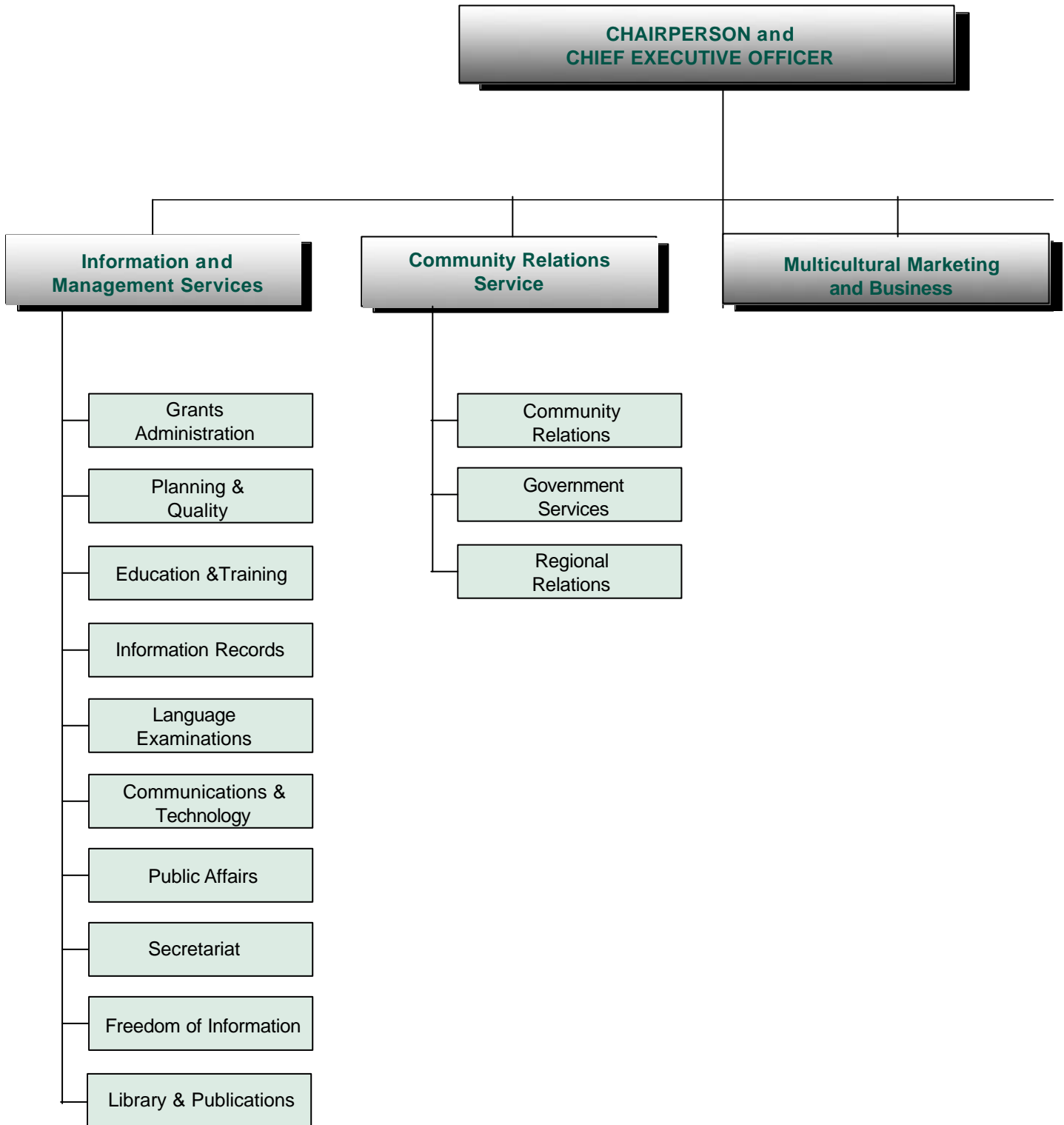


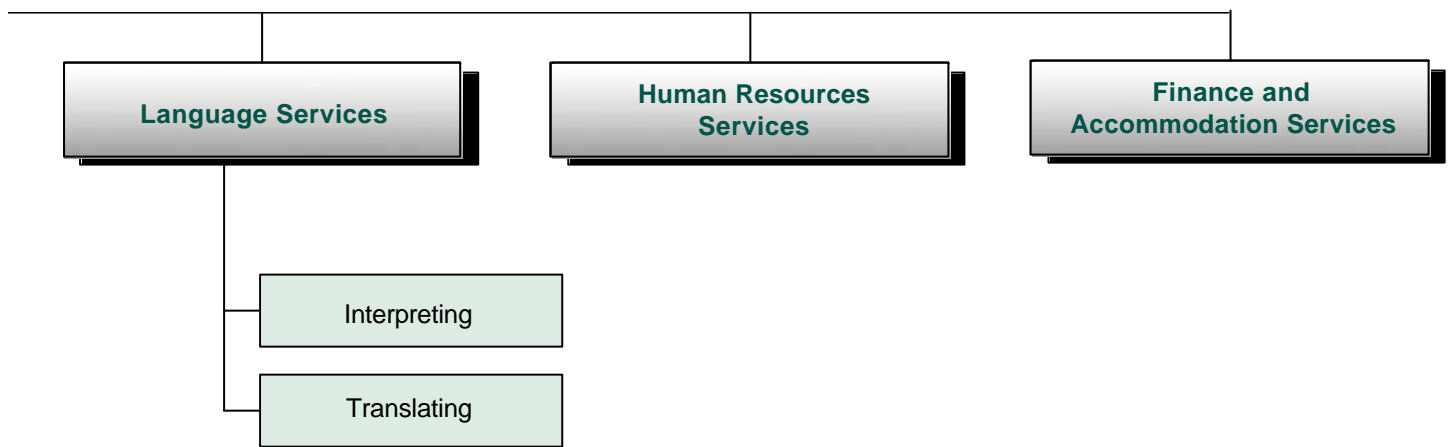
Organisation Structure

Organisation Structure - boards and committees
as at 30 June 2002



Organisation Structure - functional
as at 30 June 2002







Principal staff of the Community Relations Commission For a multicultural NSW

CHAIRPERSON AND CHIEF EXECUTIVE OFFICER
Stepan Kerkyasharian, AM

DIVISION HEADS

Information and Management Services

Director

Marte Tagle, GCertPSectMgt

Language Services

Director

Ann Groth

Community Relations Service

Acting Director

Richard Acheson

Human Resources Services

Director

Garry Pethebridge

Finance and Accommodation Services

Acting Director

Maurice Bain, B.A. F.C.M.A. ASA