



APPENDIX 9 Language services statistical information

INTERPRETING ASSIGNMENTS 2003-04

Language	Total assignments performed
ALBANIAN	9
AMHARIC	44
ARABIC	2839
ARMENIAN	37
ASSYRIAN	197
AUSLAN	465
BENGALI	116
BOSNIAN	75
BULGARIAN	7
BURMESE	54
CHINESE-CANTONESE	1101
CHINESE-CHAO ZHOU	1
CHINESE-HOKKIEN	9
CHINESE-MANDARIN	2317
COOK I MAORI	38
CROATIAN	281
CZECH	17
DARI	170
DUTCH	12
ESTONIAN	3
FIJIAN	7
FILIPINO	97
FINNISH	6
FRENCH	74
GERMAN	34
GREEK	426
HAKKA	1
HEBREW	30
HINDI	97
HUNGARIAN	64
INDONESIAN	274
ITALIAN	366

Language	Total assignments performed
JAPANESE	165
KHMER	317
KOREAN	733
KURDISH	102
LAO	95
MACEDONIAN	318
MALAYSIAN	8
MALTESE	24
PERSIAN	609
POLISH	226
PORTUGUESE	100
PUNJABI	114
PUSHTO	78
ROMANIAN	49
RUSSIAN	481
SAMOAN	317
SERBIAN	642
SINHALESE	17
SLOVAK	14
SLOVENE	1
SOMALI	45
SPANISH	747
SWEDISH	1
TAMIL	55
THAI	242
TIGRIGNA	5
TONGAN	187
TURKISH	501
UKRAINIAN	11
URDU	83
VIETNAMESE	3595
TOTAL	19150

TRANSLATION ASSIGNMENTS 2003-04

Language	Total assignments performed	Total number of words translated	Language	Total assignments performed	Total number of words translated
AFRIKAANS	9	4833	KOREAN	1681	209772
ALBANIAN	18	2000	KURDISH	5	1100
AMHARIC	14	3462	LAO	23	3800
ARABIC	2900	402570	LATVIAN	9	1000
ARMENIAN	12	4100	MACEDONIAN	204	38519
ASSYRIAN	1	600	MALAYSIAN	530	54579
BENGALI	52	8160	MALTESE	9	3200
BIELORUSSIAN	5	500	NORWEGIAN	43	4915
BOSNIAN	52	11492	OTHER	2	300
BULGARIAN	37	5145	PERSIAN	430	60314
BURMESE	97	16549	POLISH	391	55923
CHINESE	3677	502343	PORTUGUESE	490	64190
CROATIAN	159	32615	PUNJABI	23	3000
CZECH	158	23473	PUSHTO	21	2100
DANISH	60	8579	ROMANIAN	34	6260
DARI	123	20500	RUSSIAN	360	55743
DUTCH	206	28700	SAMOAN	2	600
ESTONIAN	3	300	SERBIAN	233	42938
FIJIAN	1	200	SINHALESE	17	1700
FILIPINO	21	6538	SLOVAK	211	28338
FINNISH	22	3129	SLOVENE	14	1791
FRENCH	606	84278	SPANISH	1351	221495
GERMAN	881	190478	SWEDISH	132	17888
GREEK	314	63049	TAMIL	18	9900
HEBREW	71	7630	THAI	742	84029
HINDI	52	12743	TIGRIGNA	6	2015
HUNGARIAN	91	12100	TONGAN	5	1600
ICELANDIC	1	100	TURKISH	288	82559
INDONESIAN	727	81712	UKRAINIAN	81	11194
ITALIAN	522	92076	URDU	49	5300
JAPANESE	1511	170199	VIETNAMESE	335	84877
KHMER	142	18230	TOTAL	20284	2979322



APPENDIX 10 Human Resources statistical information

PERCENTAGE OF TOTAL STAFF BY LEVEL

Level	Total Staff	as % of total staff	Respondents	as % of total staff	Men	as % of total staff	Women	as % of total staff	Aboriginal People & Torres Strait Islanders	as % of total staff
< \$30,146	16	15.53%	0	0%	12	11.65%	4	3.88%	0	0%
\$30,146 - \$39,593	0	0%	0	0%	0	0.00%	0	0.00%	0	0%
\$39,594 - \$44,264	6	5.83%	6	5.83%	0	0.00%	6	5.83%	0	0%
\$44,265 - \$56,012	36	34.95%	28	27.18%	12	11.65%	24	23.30%	0	0%
\$56,013 - \$72,434	29	28.16%	20	19.42%	12	11.65%	17	16.50%	0	0%
\$72,435 - \$90,543	14	13.59%	11	10.68%	8	7.77%	6	5.83%	0	0%
> \$90,543 (non SES)	1	0.97%	1	0.97%	1	0.97%	0	0.00%	0	0%
> \$90,543 (SES)	1	0.97%	1	0.97%	1	0.97%	0	0.00%	0	0%
TOTAL	103	100%	67	65.05%	46	44.66%	57	55.34%	0	0%

Level	People from Racial, Ethnic, Ethno-Religious Minority Groups	as % of total staff	People whose Language First Spoken as a Child was not English	as % of total staff	People with a Disability	as % of total staff	People with a Disability Requiring Work-related Adjustment	as % of total staff
< \$30,146	0	0%	0	0.00%	0	0%	0	0%
\$30,146 - \$39,593	0	0%	0	0.00%	0	0%	0	0%
\$39,594 - \$44,264	6	5.83%	5	4.85%	2	1.94%	0	0%
\$44,265 - \$56,012	15	14.56%	21	20.39%	2	1.94%	0	0%
\$56,013 - \$72,434	10	9.71%	11	10.68%	1	0.97%	0	0%
\$72,435 - \$90,543	8	7.77%	7	6.80%	1	0.97%	0	0%
> \$90,543 (non SES)	1	0.97%	1	0.97%	0	0.00%	0	0%
> \$90,543 (SES)	1	0.97%	1	0.97%	0	0.00%	0	0%
TOTAL	41	39.81%	46	44.66%	6	5.82%	0	0%

STAFFING BY DIVISION

Location	2000-01	2001-02	2002-03	2003-04
Executive	2	2	2	2
Community Relations Service	16	16	19	40
Financial and Corporate Services	14	13	12	13
Information and Management Services	15	17	17	20
Language Services	28	35	37	28
APIT*	541	535	549	650
TOTALS	616	618	636	753

* Active Panel of Interpreters and Translators.

In December 2003 the Commission outsourced its workforce management functions to the CCSU. This is the first year where the CCSU have been responsible for compiling the Commissions workforce performance management data. As part of our December Quarter service level agreement review, the Commission and the CCSU will review all its data.

During the year, the Commission did not employ or engage the services of an executive officer at or above level five. The Chief Executive Officer held the executive position.

PERCENTAGE OF TOTAL STAFF BY EMPLOYMENT BASIS

Employment status	Total staff numbers	Staff response to EEO data survey	Men	Women	Aboriginal people and/or Torres Strait Islanders	People from racial, ethnic, ethno-religious minority groups	People whose language first spoken as a child was not English	People with a disability	People with a disability requiring workplace adjustment
Permanent									
Full-time	60	88.33%	36.67%	63.33%	0.00%	50.00%	63.33%	10.00%	0.00%
Part-time	3	100.00%	0.00%	100.00%	0.00%	33.33%	33.33%	0.00%	0.00%
Temporary									
Full-time	19	42.12%	52.63%	47.37%	0.00%	36.84%	21.05%	0.00%	0.00%
Part-time	20	10.00%	65.00%	35.00%	0.00%	10.00%	10.00%	0.00%	0.00%
Contract									
SES	1	100%	100%	0.00%	0.00%	100.00%	100.00%	0.00%	0.00%
TOTAL	103	65.03%	44.66%	55.34%	0.00%	39.81%	44.66%	5.83%	0.00%



COMMUNITY RELATIONS COMMISSION For a multicultural NSW

All offices are open from 9.00 am to 5.00 pm, Monday to Friday on usual working days.

Language Services counter hours are from 8.00 am to 5.00 pm.

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