

OPERATIONS

Divisional Reports

POLICY AND LIAISON DIVISION

The Policy and Liaison Division oversees the development and implementation of ethnic affairs policy across the spectrum of Government activities. This is done primarily by monitoring and advising on the Ethnic Affairs Priority Statements (EAPS) which public sector agencies are required to develop and report on annually.

The division performs a number of the key functions of the Ethnic Affairs Commission. The most important responsibility is responding to the needs and aspirations of ethnic communities to ensure they are reflected in Government policy.

EAPS in the Public Sector

A key role for the Commission in the ethnic affairs program is to monitor public sector agencies to ensure that they comply with guidelines laid down by the Premier and effectively integrate ethnic affairs into their core business.

Agencies are obliged to include in their annual reports their ethnic affairs programs and plans for the coming year. The Commission monitors compliance with this requirement in its annual Ethnic Affairs Report to Parliament.

Commission staff assisted agencies in this process by undertaking a project to provide them with a detailed set of criteria which they can use in conjunction with the Commission. This is the EAPS Standards Framework which was designed to enable more accurate and consistent assessments of the Ethnic Affairs Priority Statements.

The Ethnic Affairs Commission reports each year on 22 Key Agencies, in terms of detailed information and plans forwarded by them to the Commission. Assessments of the remaining agencies are not published by agency name in the annual *Ethnic Affairs Report*.

During the year, community liaison sessions were held in the regions to assist in the development of EAPS in regional agencies, and to assist local government to incorporate cultural diversity issues in local council Social and Community Plans.

Ethnic Affairs Report

The Commission presented the third report on the status of ethnic affairs in New South Wales, entitled *Ethnic Affairs Annual Report 1999* to the Premier on 29 February 2000.

The report, which is required under amendments to the Ethnic Affairs Commission Act, provides an overview of ethnic affairs in the past year, and an outline of the future plans of government agencies in the State. The report details government compliance with legislative requirements, evaluates progress and identifies areas of particular significance for action.

Liaison with State and Federal Public Sector Agencies

The Ethnic Affairs Commission made a submission to the National Multicultural Advisory Council, urging federal authorities to enshrine multicultural principles in legislation, making a clear statement about the balance of rights and obligations within a multicultural society.

At the Standing Committee on **Immigration and Multicultural Affairs**, the Commission expressed concerns that the Commonwealth Government was following a policy of decreasing numbers under the migration program, significantly increasing the number of temporary residents. Around 50% of temporary residents come to NSW and temporary resident arrivals in NSW have increased by 33,020 over the last five years.

This has significant social and economic impacts on states in regard to the lack of clarity on eligibility for services for temporary residents as well as on the costs of service delivery. The issue has intensified with the establishment of Temporary Protection Visas by the Commonwealth Government which has requested the restriction of services to these visa holders to basic or essential services.

The Premier has requested that the Treasury establish an inter-departmental committee to conduct research into the social and economic impact of temporary residents. The Commission is represented on this committee.

The Commission has been monitoring the progress of the **Review of Teacher Education in NSW**, and at the request of the reviewer has made detailed comments and offered concrete suggestions on strategies to ensure that New South Wales teachers are well prepared to teach in a socially and culturally diverse educational environment.

Following a request to comment on the proposed **Retirement Villages Bill 1999**, the Commission identified provision of language services and right of access to interpreters as being important issues.

The Commission is represented on the **NSW Water Safety Taskforce**. One of the major roles of the Taskforce is to develop a three-year water safety plan by March 2001. The Commission has input to its three sub-committees, in particular the Public Education sub-committee which identifies people from backgrounds other than English-speaking as one of its broad target groups.

During the year, the Commission also provided input to the **NSW Government's Outworkers Strategy**, which was developed by the Department of Industrial Relations.

Regular Consultations with Key Groups

The Division continued to engage in regular consultations with peak groups, including the Ethnic Communities Council of NSW.

Regular meetings were also held with the Settlement Services Coalition, a forum for the exchange of information between government and non-government agencies which provide services to migrants and to the ethnic communities. Meetings of the Coalition are chaired by the Chair of the Ethnic Affairs Commission.

Community Partnership Scheme

The Community Partnership Scheme (CPS) is a funding program of the Ethnic Affairs Commission, targeting priority ethnic affairs issues in the community. The scheme aims to develop innovative ways of responding to community issues, so they can be adopted as best practice models by other communities and regions in the State.

During 1999-2000 the priority areas for funding continued to be:

- , community harmony, and
- , youth and community relations

During 1999-2000, the Commission continued to work closely with the Parks Community Network in the finalisation of the youth and public space project in Stockland Mall, Wetherill Park, which commenced in 1998. This project, also known as the “Equal Space” project, brings together young people, retailers, the Stockland Mall management and security staff to work on creative solutions. Assistance to the project has also been provided locally by Hoyts and by the Wetherill Park Library.

During the year, the Commission also continued to monitor the “Myths and Realities” project set up by the Fairfield Community Resources Centre in April 1999. This project aims to provide fairer media coverage of the Fairfield/Cabramatta area, and to sensitise the mainstream and local media to the impact of media coverage on the local area.

A new CPS project was commenced with an allocation of \$100,000 by the Commission towards the establishment of youth facilities in the Bankstown area, following identification of the need in the NSW Government Action Plan For Youth - Community Issues in Canterbury-Bankstown.

The funds are being provided as a non-recurrent grant, as the contribution of the Commission towards the establishment of an After School Youth Service in Bankstown.

The project has also received input from the Lend Lease Corporation, Bankstown City Council and local community groups including the Bankstown Multicultural Youth Services and Bankstown PCYC.

Police and Community Training Project

Under the Police and Community Training (PACT) project, police and the community are working together to foster better relations and cross-cultural awareness. The PACT project was launched in 1996 as a joint initiative of the NSW Police Service and the Ethnic Affairs Commission.

Projects in Cabramatta, Fairfield and Marrickville during 1999-2000 exemplify the work undertaken in the PACT project.

In the Cabramatta Kids at Risk Excursion Scheme (KARES), police are working with local youth at risk of falling into crime by arranging and participating in outings and workshops.

The Marrickville PACT project, “Bridging the Gap” focuses on a drop-in for youth at a local pool hall, where police are able to interact with young people in a non-threatening environment.

The Marrickville PACT CD-ROM training package which was commenced last year is designed to act as a training package for police and the community on a range of issues relating to policing, including youth relations, use of interpreters, domestic violence and older people.

The training package was launched by the Police Commissioner, Mr Peter Ryan, and received extensive media coverage.



Left to right: Peter Ryan, NSW Police Commissioner, Stepan Kerkyasharian, Chair - Ethnic Affairs Commission of NSW, and The Hon. Henry Tsang MLC at the launch of the Marrickville PACT CD-ROM.

Photo by Warren Dunstan

Overseas Trained Doctors

During the year, the Commission has pursued greater transparency and accountability in the assessment of overseas trained doctors and has raised concerns about possible discrimination in the process of assessment of Area of Need specialist positions with NSW Health.

Arising from earlier Commission work on this issue, the Commission assisted the Anti-Discrimination Board to intervene in the review of the Senior Salaried Medical Officers Award, which contained a provision which could be used to discriminate against overseas trained doctors.

All New South Wales industrial awards have since been reviewed to remove any potentially discriminatory clauses.

Special Projects and Activities

Drug Summit

A meeting was convened by the Commission with ethnic community groups in July 1999 to follow up on recommendations of the Drug Summit.

Problem Gambling

The Commission was invited by the Department of Gaming and Racing to comment on its contract with NSW Health for the development of a problem gambling policy framework. The Commission suggested amended wording to ensure the framework included a model of options for a comprehensive, state-wide approach to treatment services for ethnic communities.

The Commission has also been exploring the possibilities of a joint project with the Transcultural Mental Health Centre of the Western Sydney Area Health Service, to establish a gambling counselling service.

Prejudice-related Crime Data Collection Project

A seminar is being planned to look at the issues of data collection in relation to crime and ethnicity, that is whether and what sort of data related to ethnicity should be collected. It is intended that the proceedings of this seminar will be published, and a policy document be developed from the findings of the seminar.

Traditional Medicine

At the beginning of 2000, the Medical Board requested the Commission's assistance with a public information strategy, including the Chinese, Vietnamese, Korean and Japanese communities, in addressing an increasing number of complaints from ethnic communities regarding people who falsely claim to be registered medical practitioners and who claim to cure certain diseases.

The Chinese Traditional Medicine Association has been requested to provide input to the project in ensuring that any message to ethnic communities respects both Western and Traditional medicine and focuses on safety.

Booklet Launch

A booklet entitled *Use of Interpreters in Domestic Violence and Sexual Assault Cases* for service providers has been revised and reprinted following continuous demand and launched centrally and at various regional centres.

Market Gardening

The Task Force on Market Gardening concluded its work in 1999 with a report recommending the funding of a community development and training project to educate market gardeners in Sydney about the safe use of pesticides. This project is to be funded by eight NSW government agencies. The Commission is represented on the steering committee of this project.

Older People and Cultural Diversity

As part of the International Year of Older Persons, the Commission produced a publication entitled *Older People and Cultural Diversity*. This contains an overview of the population of New South Wales in relation to older people and the languages spoken, and three-page profiles of forty of the largest language groups in the State.

Sydney Film Festival

The Ethnic Affairs prize of \$2500 in the Dendy short film competition at the Sydney Film Festival was won by Ivan Sen for his film *Dust*.

Australian Film Television & Radio School Award

The Annual Ethnic Affairs Commission's Award of \$2000 to the Australian Film Television and Radio School is for "a short film that is the best contribution in a student production to the concept of multiculturalism, cultural maintenance or social justice in a multicultural context."

This year the Award was presented for a film entitled *The Third Note*, about a blind Aboriginal woman and a male Russian immigrant who are neighbours, who are eventually brought together through human compassion.

Community Language Allowance Scheme

Under the Community Language Allowance Scheme (CLAS) government agencies are able to utilise the skills of their bi-lingual staff in public contact situations in a cost effective way to improve customer service. CLAS provides an allowance, additional to salary, for selected employees in the NSW Government who use a language other than English to communicate with clients, as part of their normal duties.

The Ethnic Affairs Commission conducts CLAS examinations of language competency for employees nominated by their agencies.

Olympic Street Festivals

This commission project aims to fund eleven local councils to plan and implement street festivals before and at the beginning of the Olympic Games period, and is advised by a committee comprising government and community representatives. The aim of the project is to link ethnic communities and local councils with a view to including ethnic street festivals in local council Olympic programs, as a way to celebrate the diversity of Sydney.

Olympic Athletes Host Family Program

The Ethnic Affairs Commission assisted in the arrangement of meetings with ethnic community leaders to support this Olympics initiative.

Somali Community

Following representations from the Somali community, the Commission arranged meetings between the Department of Education and Training (DET) Multicultural Unit and community representatives. The Somalis were seeking funding to continue an after-school homework assistance program which had been initiated by the Commission. The Department was unable to accede to the specific request for after-school assistance, but undertook to develop strategies to meet the other general concerns that were raised about their children's schooling by the Somali representatives.

Oaths and Affirmations for Buddhists in Court

Following representations from the Commission, appropriate forms of oaths and affirmations specific to the needs of Buddhists who appear in court proceedings were drafted by the Auditor General's Department.

Ministerial Event Briefings

As part of the provision of ministerial and policy advice, the Division has responsibility for preparing briefings and speech material for the Premier and his representatives to attend ethnic affairs related functions and community events. The Division prepared more than 280 briefings, speeches and messages for publication during the 1999-2000 period.

Action Plan for Women

The Ethnic Affairs Commission has entered into a Memorandum of Understanding with the Attorney General's Department to take action which will improve the accessibility of court services for women from non-English speaking backgrounds and enhance the overall quality of interpreter services provided to the New South Wales court system.

This initiative is one of the recommendations arising from the "Quarter Way to Equal Report" and will result in the provision of a specialised legal training course for Ethnic Affairs Commission interpreters. The course will be delivered to one hundred and fifty interpreters each year over the next three years.

Regional Report

EAPS Illawarra and Southern Western Regions

In the Illawarra and Southern Western Regions of New South Wales the Commission worked on a wide range of issues including:

- , The consolidation of liaison between local Councils, State Government Departments and ethnic communities, with major briefing sessions on the Ethnic Affairs Policies and legislation held in Wagga, Griffith and Albury.
- , A steering committee was formed in Broken Hill to facilitate and document the history of settlement of ethnic communities to highlight their significant contributions to the economic, social and cultural life of Broken Hill. This committee was developed as a result of joint consultation between the E.A.C., the Migrant Heritage Centre and the local communities.
- , The Commission worked with the Murray Darling Shire Council, and fruit and cotton growers to identify issues of concern to the itinerant workers to facilitate their stay in Menindee.
- , The Commission worked with the Ethnic Communities Council of Wagga, Wagga City Council and S.B.S. Radio to set up the transmission facilities for S.B.S. radio programs in Wagga.
- , The Commission facilitated consultations between the Muslim Community and Griffith City Council about the establishment of a Muslim cemetery in the South West.
- , The Commission worked with the Riverina TAFE and the Lebanese Australian community in Young to set up first aid courses for women and chemical courses for the farmers.
- , The Commission assisted the Illawarra Waste Management Authority with the setting up of its Earth Works Multicultural Community Education Program.
- , The Commission worked with the Department of Fisheries and community organisations in the Shoalhaven on strategies to protect marine environment.
- , The Commission has also launched the guide for service providers on the usage of interpreters in Domestic Violence situations in Wollongong and the Shoalhaven.

EAPS Hunter & Central Coast, North Coast & North Western Regions

In the northern regions of NSW the Commission has collaboratively worked with government agencies, non-government organisations and the community on a diverse range of issues including:

- , The promotion of productive diversity in the Hunter, the Central Coast and northern regions. This was launched by the Chair of the Commission in February when he spoke on the benefits of productive diversity at a Business Club lunch in the Hunter. The Commission has gone on to give continued support and advice in this area through the EAC funded project in Narrabri, the Department of Education and Training's Regional Information Campaign and the Special Migrant Placement Officer Programs which assist people of non-English speaking background to find employment.

- , The Commission has coordinated an Ethnic Affairs Priority Statement Forum for government agencies, at both the state and local level, and community representatives in the Hunter, to improve the awareness and the effectiveness of this legislation at the regional level.
- , The Commission has participated in the Premier's Regional Coordination Management Groups in the Hunter, Central Coast and Coffs Harbour. Participating in the 'whole of government' approach to service provision in the regions, the Commission has been able to highlight its role and the effective use of the EAPS legislation in regional projects. Such projects have included Families First, the Drug Action Strategy, Community Renewal Schemes and the Central Coast Child & Youth Strategy.
- , The Commission has actively participated in the steering committees of the Drug Action Strategy in both the Hunter and Central Coast areas to ensure that the needs and issues of non-English speaking background people were included in these strategies. The Commission also gave advice and liaison support to the Dubbo and Coffs Harbour Drug Action Strategy Projects.
- , The Commission liaised with multicultural rural network workers and service providers in the Hunter area to provide feedback for inclusive strategies that met the needs of non-English speaking background families in the area for the Families First Project.
- , In partnership with other state agencies and local community groups, the Commission has helped to establish a volunteer pilot project to assist the learning skills development of non-English speaking background youth on the Central Coast.
- , The Commission has given advice through its liaison work with Central Coast communities to the project coordinator of the Central Coast Child and Youth Strategy on the needs of local non-English speaking background youth and their families. The Commission has participated in the steering committee for this project to ensure inclusive strategies are integrated into the overall design of the project.
- , The Commission launched its service providers guide "Use of Interpreters in Domestic Violence and Sexual Assault Cases" in Maitland, hosted by the Lord Mayor of Maitland. The launch was well attended by both government and community groups and there has been a big demand for the booklet from Police, Health, Attorney Generals and non-government organisations such as refuges, since the launch.

LANGUAGE SERVICES DIVISION

The Language Services Division provides a wide range of interpreting and translating services in over 70 languages.

We are a major provider of on-site interpreting for State government agencies and of legal interpreting services in NSW, providing services to all the State courts, as well as the police, the Legal Aid Commission and the Director of Public Prosecution, to Community Legal Centres, tribunals and legal practitioners. The Department of Housing and the Roads and Traffic Authority are among our major clients. We also provide interpreting services to private and commercial organisations.

Language Services provides a comprehensive translation service. The Division translates multilingual pamphlets, books, technical and other complex material as well as personal documents such as certificates of birth, death, or marriage and driving licences.

Services are provided primarily on a user-pays basis, with exemptions granted on a needs basis. The exemptions policy is outlined in the Commission's *Guidelines – Exemption from Payment for Language Services*.

Language Services provides the Commission with its main source of revenue. All income goes towards the Commission's operating costs.

Fees

Fees for our services were adjusted on 1 February 2000 to take account of the movement in administrative costs together with the 2% increase in the Award for Interpreters and Translators. Another adjustment was required at 1 July as a consequence of the introduction of the GST.

Fees for interpreting are based on the time required to carry out the assignment, with a minimum number of hours as the base.

Translations are currently calculated on word count, but a global trend is developing towards charging for these services on a time basis. This concept will be the subject of discussion within the Division and it is likely that a change will be recommended to coincide with an expanded operational use of information technology.

Customer Service

Developing good working relationships with our customers has been a goal of each Director of the Division. At the operational level, customer service staff interact closely on a daily basis with our clients.

In the interests of customer service, we have been increasingly monitoring our standards for both translation and interpreting. In addition to performance guidelines which are distributed frequently to members of our panels to enhance the standards of their work, the Division offers a Complaints Procedure from which it obtains customer feedback.

In the last twelve months, 116 complaints were logged and investigated, of which 30, ie approximately 28%, were about the Division's service or staff error. Some of these in the past were described as "late translation" and may have been the fault of a panelist rather than office staff. We now distinguish the cause (as well as the outcome) more precisely. After investigation, 3 complaints were revealed as "client error".

Approximately 10 complaints had something to do with cost. They ranged from two about prices/charges, a panelist who believed he had not been paid the correct amount, to a client who felt he should have been paid interest on his deposit for a translation. Some complaints consisted of clients refusing to pay because they believed the translation was of "poor" standard.

The Language Services Division handled a total of 35,461 assignments during this financial year, for which it received the small total of 116 complaints or 0.65%.

A meeting of the then Customer Council was held on 30 November 1999, following which the then Director of the Division proposed to evaluate the role and function of the Council before seeking nominations for new members. The current Director intends to take up this matter in the near future.

Human Resources

There have been a number of staff changes within the Division over the last twelve months.

Recent months saw the staff of Language Services deliver an enormous effort to process a backlog of approvals (finalisation) which had accrued during past years and which was identified by the Auditor-General as a matter which must be rectified. The pressure on staff performance was greatly increased by the need to undertake training connected with the GST and adjust to changes in procedure and terminology. The end of the financial year saw the achievement of a "clean slate" and preparations for upgrading the performance of the customer service section. Performance targets have been introduced and are being increasingly extended. Subject to staff shortages, which are an issue, these standards will be maintained and improved.

Training and Development

A major enhancement of our ability to deliver customer service should arise from the training in the legal system, which the Commission is providing to those members of its panels who are accredited to Professional Level by NAATI. The training is a joint initiative with the Attorney-General's Department. The University of Western Sydney tendered successfully to provide the training over a three year contract. The first two courses will be held in October/November 2000.

During the past year, interpreters who are trained examiners have conducted CLAS testing for employees of government agencies in Sydney and Wollongong.

In July 1999 Customer Service Coordinators attended a complaints handling seminar run by Time Management International. In January 2000, the then Acting Director and Customer Service Coordinator attended a course run by the NSW Legal Aid Commission regarding translating for the World Wide Web. Topics discussed included multicultural access to information from government web sites and effective management of translation projects.

Statistical information on interpreting and translation services is provided in Appendix 9.

EXECUTIVE SERVICES & PUBLIC AFFAIRS

The Executive Services and Public Affairs Division has been operating as a team for almost three years. During the year, the team played both leadership and support role in achieving key corporate objectives.

As in past years, the Division conducted an annual review of its operations plan. Major issues were identified to have had great impact in the operations and achievements of the Division. These were:

- , introduction of Goods and Services Tax (GST)
- , introduction of the State Records Act 1998
- , approval of the EAC Online Services project
- , year 2000 date issue
- , staff vacancies

A summary of the Division's achievements in accordance with the Commission's corporate objectives and priorities follows.

Community Development Grants Program

The Ethnic Affairs Commission continued to provide funds to community-based organisations through the Community Development Grants Program. The 1999-2000 Community Development Grants Program opened on 12 June 1999 and closed on 23 July 1999. There was an extensive information drive for the Program including advertisements in mainstream, regional and ethnic newspapers; information sessions in Newcastle, Wollongong and Ashfield; mailouts to regional areas; and information sessions for specific organisations.

The Commission received 284 applications for funding in the 1999-2000 Community Development Grants Program. The total amount sought was \$4,734,364. The total amount approved was \$849,972 for 101 organisations.

Last financial year, the Commission conducted a review to develop a framework and methodology to evaluate the Community Development Grants Program. Among other things, the review recommended an evaluation tool which was applied last year and involved the conduct of service provider surveys and client service surveys. Responses to the surveys were received during the year as part of the grant acquittal requirements. The outcome of the survey is expected to be completed before the end of year 2000.

The database that supports the Program holds current and historical data and information on grant applications and decisions. Due to the year 2000 date problem, the database was reviewed and rectified to make it year 2000 compliant. This task involved extensive work by staff in the Grants and Information Management and Technology areas.

Considerable work was also done to ensure the implications of the introduction of the Goods and Services Tax (GST) were incorporated in guidelines, systems and procedures supporting the Program. Extensive liaison between business units, GST contractors, NSW Government agencies and Commission legal advisers took place to ensure that the Program implements the GST requirements appropriately. Different scenarios were taken into account and guidelines developed for each. Consequently, documentation and implementation of new procedures became one of the priorities as well as the conduct of a briefing session for community groups on GST.

Quality Management Program

The year 1999-2000 was the fourth year since the Quality Framework was first introduced in the Commission. During the year, a formal structure was established to oversee the Program's implementation. Members of the Executive team provide direction for the Program and a team of Quality facilitators provides advice and facilitates implementation of projects by Quality project teams.

Involvement, integration and implementation remained the priority areas of the Program.

The Commission follows the Quality Performance Assessment Matrix developed by the Australian Quality Council for NSW Government agencies. It has identified *process, product and services* as a key priority among the seven key attributes. Subsequently, an action plan has been developed to ensure activities are directed towards addressing this priority attribute.

The Plan continues to be implemented by project teams. It identifies core processes of the organisation and sets out a timetable for their review. During 1999-2000, processes for quality records management, handling customer complaints and training were reviewed. This involved, among other activities, the review of existing policies and procedures to determine their relevance and compliance; gathering and analysis of information to ensure facts and data support management decisions; and interviews with stakeholders and clients of the processes to ensure their needs and expectations are met.

As at June 2000, policies and procedures were being amended and documented to ensure they follow best practice standards.

One of the most notable achievements of Quality management in the organisation was the successful utilisation of a team-based approach in decision making and management of important projects.

The Year 2000 Rectification Program and the introduction of the Goods and Services Tax (GST) were two of the most extensive and resource intensive programs ever implemented by the Commission. The organisation had to achieve targets which were unnegotiable and with minimum human and financial resources.

The development of a new Information Management and Technology Strategic Plan required input from all business units of the Commission. Its implementation continues to challenge the Commission's ability to work as a team. The use of the Internet was one of the strategies prioritised for implementation in 1999-2000. The Commission had been successful in getting funding for the Ethnic Affairs Commission Online Services project which would enable the Commission to transact business on the Internet.

Information Management and Technology Plans

The Commission's Information Management and Technology (IM&T) Strategic Plan expired in June 1999 and a new plan was developed and submitted to the Department of Information Technology and Management in September 1999.

The development of the plan involved the engagement of an independent body that interviewed key staff and reviewed existing applications, systems and processes of the Commission.

Consistent with NSW Government IM&T direction, the plan was developed in line with the Information Management and Technology Policy and Procedures issued by the then Information Management and Technology Division with the Department of Public Works and Services. It also responds to the NSW Government commitment to provide services online by 2001.

The Plan states the Commission's IM&T vision:

- , Mobility of operation within 12-18 months; ability to work anytime anywhere
- , End-to-end processes spanning division boundaries
- , Direct access to a single repository of information and improved reporting capabilities
- , Automated, electronic document workflow and management – interfacing the document management

The plan includes strategic priorities for application architecture, technical infrastructure, technology support, and outlines key strategies aimed at achieving the above vision:

- , Standardise applications on a single database platform
- , Exploit full functionality of corporate applications
- , Consolidate information for better reporting
- , Enable remote access and provide online services through the Internet
- , Ensure high availability of information systems through adequate support levels

The Commission has also developed a Business Continuity Plan (Disaster Recovery Plan). The plan complements the Commission's business direction and meets NSW Government requirements.

EAC Online Services Project

The Ethnic Affairs Commission Online Services project is one of the projects identified in the Commission's Information Management Strategic Plan. The overall aim of the project is to develop online services to enable the provision of online transactions and interactive communications between the Government and the community by establishing a platform to host community Web sites.

In servicing communities of New South Wales, the Commission interacts with Government agencies, commercial clients and a panel of interpreters and translators. EAC online Services project will allow these parties to share data and electronically transact with the Commission.

The EAC Online Services is expected to bring about efficiencies, cost effectiveness and improved customer service. Specifically, it is expected to achieve increased government and community interaction, reduced transaction costs, increased subscription revenue from ethnic media monitoring services and reduced costs of publications.

The Ethnic Affairs Commission secured funding under the NSW Government's *connect NSW* funding program for the EAC Online Services Project. The funding received would enable the Commission to have the capacity to accept and confirm bookings for interpreters online; receive and process translation of documents into English and other languages online; make available media reports online; upload all Commission publications in the Internet and host community Web sites.

Following the receipt of funding, the Commission developed a high level work plan for the project. The project will be implemented in two stages: Stage 1: Scope, Plan and Design; and Stage 2: Build and Deploy.

The Commission advertised for public quotations for Stage 1 in March 2000 and received 11 tenders. Deloitte Touche Tohmatsu was the successful respondent with a quotation of \$88,324. The project was 90% complete as at 30 June 2000.

Year 2000 Rectification Program

The implementation of the Commission Year 2000 Rectification Program was completed successfully. As a result the Commission did not experience any problems relating to year 2000. The Commission regarded the Year 2000 program as one of the most challenging projects during the year. It required strategic planning, effective communication, excellent teamwork, resource allocation and total commitment to objectives and targets.

The year 2000 date problem commenced as a project of the Commission in mid 1996 but evolved to become a Commission-wide program when the NSW Government adopted a whole-of government approach to the issue.

In accordance with Government and industry requirements, the Commission developed its Year 2000 Program commencing with a year 2000 business risk analysis. Following the identification of areas that were at risk, the Commission developed a rectification plan which included major rectification tasks, timeframe and resource requirements.

A formal structure for the program was established and responsibilities were assigned to business areas and individuals. The high level rectification plan was further detailed in an implementation plan developed by the Year 2000 Program team. While there were numerous activities involved in the actual implementation of the program, the following were identified as major activities:

- , Conducted a series of briefings on year 2000 problem
- , Tested and upgraded/replaced personal computers and data
- , Rectified the Translation and Interpreting Booking System (TIBS) database
- , Replaced CARMS records management system with TRIM
- , Amended the grants database
- , Upgraded the library management system DATATREK
- , Pursued vendors for their Y2K compliance
- , Developed contingency and disaster recovery plans

The estimated total cost of the year 2000 rectification was \$70,000.00.

Reports on the progress of the program were forwarded to the Government as required and briefings to the Minister were provided to ensure information on the Commission's year 2000 activities were received on a regular basis.

In accordance with the Premier Department's Circular 99-64, the Chair of the Commission submitted the final "sign-off" on the Commission's Y2K readiness. The "sign-off" provided advice and assurance on the manner of implementation, resources, findings of any external certifications, actions taken to address areas of concern, meeting Cabinet requirements, etc.

Records Management Program

The past year has brought significant changes in records management at the Commission.

The Year 2000 date problem necessitated the replacement of the CARMS system, the records management system used by the Commission since 1989. It was replaced by a year 2000 compliant system, TRIM. The introduction of TRIM required the involvement of staff representing a cross section of the organisation.

In January 1999, the State Records Act 1998 was introduced which requires full compliance by government NSW agencies to implement a records management program consistent with approved standards and codes of best practice. The Commission regarded this as an opportunity to review its records policies and practices according to Standards. Using a team-based approach, the Commission developed a comprehensive records management program which builds on the strengths of the existing records system and achievements of the Year 2000 project.

Using the Standards as a guide, a review of records management in the organisation was conducted by the project team. The team developed a program that covers all aspects of records management including development of policy and procedures; systems integration and technology support; and training.

The records management program of the Commission is continuing. Some of the milestones so far achieved include the development of records policy and procedures; conversion of data and files; training of all staff on the new system and training of key staff on specific areas, eg train-the-trainer and file creation/conversion. It is expected that the Commission's records management system will be fully compliant by year 2001.

Community Language Allowance Scheme

The Ethnic Affairs Commission conducts examinations for government sector organisations under the Community Language Allowance Scheme (CLAS).

Government agencies may use selected staff to communicate at a basic level with clients who are not proficient in the English language. The staff selected must pass the CLAS examination. Staff who are successful are entitled to receive an allowance under the Scheme.

Three rounds of examinations under the Community Language Allowance Scheme took place during the financial year, in June and November 1999 and in May and June 2000. Examinations were conducted at Commission premises at Ashfield, Wollongong and Newcastle.

There were 314 candidates from 79 agencies that nominated for the CLAS examination. Based on the nominations and confirmation by candidates, examinations were conducted in 99 languages.

To ensure the Commission's objective to professionalise the CLAS examination is achieved, a training course for the CLAS examiners was again conducted during the year, in May and October 1999 and in May 2000. Forty-seven interpreters attended the workshops covering 44 languages. The examination also continued to use the format developed by the Institute of Languages, University of NSW, for the Commission.

The nature of the examinations and the examiners' workshop reflected the outcomes of an extensive review of the nature of the examination process that had been conducted in the previous year.

Heritage Act 1998

Government agencies are required to establish and keep a Heritage and Conservation Register under Section 170 of the Heritage Act 1977 and the Heritage Amendment Act 1998. Upon establishment of the register, the Commission is also required to review and, if necessary, amend the register not less than once a year.

In 1999-2000, the Commission embarked on a project aimed at meeting its obligations under the Act. It established a Heritage project team responsible for the establishment of the Ethnic Affairs Commission Heritage and Conservation Register. The team commenced with the identification and listing of items of heritage significance. In doing so, it liaised with all staff and individuals that had involvement with the Commission.

As at 30 June 2000, three items had been identified as possible heritage items and documentation for each was being finalised.

The Commission had also installed the NSW State Heritage Inventory database software in November 1999 and had relevant staff trained on the use of the database.

Language Testing – ITMS & MES

Interpreting, Translating and Multicultural Studies (ITMS) is a course offered for candidates at the Higher School Certificate by the Board of Studies. The Ethnic Affairs Commission arranges the examination of the candidates.

During November 1999, six students representing three community languages from two schools sat for the Interpreting, Translating and Multicultural Studies examination. Five of the candidates passed the examination.

The Commission annually conducts the Multicultural Entry Scheme (MES), an examination for students wishing to obtain advanced standing for entry into the Faculty of Health Sciences of the University of Sydney. The examination tests language skills of candidates at a basic level in the context of providing health services to members of a multicultural community.

The examination took place during December 1999. Four students, representing four community languages, applied for examination under the scheme and all passed.

Training

The number of training courses attended by staff during the year confirmed the ongoing commitment of the Commission to the development of all employees. Various internal and external training programs and courses were provided to staff. In addition, staff were encouraged to attend seminars and conferences that were relevant to their area of responsibility and of interest to the Commission.

Training courses, seminars and conferences attended by staff:

Training Courses:

- Public Sector Management (PSM) Course
- Training on Goods and Services Tax
- Training on the use of the EAC contacts database
- OH&S Ergonomic Training
- ICAC Ethics and Public Duty Training
- Introduction to Practical Project Management Workshops
- OH&S Committee Training
- SUN-GST Training
- Netscape communicator
- Access 97
- Translating and Interpreting in Australia
- Dealing Effectively with Unacceptable Employee Behaviour
- 1999 National Complaints Culture Survey
- Equity in the new millenium
- Writing submissions and proposals
- Mediator training
- Senior First Aid Re-certification
- Restoration for Victims of Crime
- Writing reports and submissions
- Writing Parliamentary Questions
- Identities and inequalities in Western Sydney
- Management Supervision
- Internet Training for Beginners
- CLAS Accreditation Workshop
- Company Director's Course
- FBT Legislative Changes Training
- CHRIS Training
- TRIM Training

Seminars/Conferences

- GST Seminar
- Employment Equity Specialists Association
- Barcoded Mail Seminar
- 2nd Biennial South West Sydney
- Population Society and the Economy
- Communities, Identities and Inequalities in Western Sydney
- Australian Taxation Office cost seminar
- New Thinking for the New Millenium

TRAINING INVESTMENT SUMMARY 1999-2000 BY DIVISION – Part 1

Division/Year	NO OF STAFF (PERMANENT POSITIONS FILLED IN YEAR)			TOTAL TRAINING INVESTMENT			AVERAGE INVESTMENT PER STAFF MEMBER		
	2000	1999	1998	2000	1999	1998	2000	1999	1998
Policy & Liaison	23	24	23	44700	30469	32724	1943	1270	1423
Language Services	27	31	32	55103	41772	23983	2041	1347	749
Corporate Services	14	16	19	42875	27107	37179	3063	1650	1957
Executive Services & Public Affairs	16	19	22	30889	27107	20267	1931	1427	921
Total	80	90	96	173567	126455	114153	8977	5694	5050

TRAINING INVESTMENT SUMMARY 1999-2000 BY DIVISION – Part 2

Division/Year	DIRECT COST OF TRAINING FEES			DIRECT WAGE COSTS			OTHER EXPENDITURE e.g travel			FORMAL STUDY LEAVE TAKEN BY STAFF		
	2000	1999	1998	2000	1999	1998	2000	1999	1998	2000	1999	1998
Policy & Liaison	17306	9300	17195	25354	21169	15500	2040	0	29	1771	1476	851
Language Services	39982	20432	13828	15121	21340	10080	0	0	75	3698	4597	1438
Corporate Services	23780	10556	16247	19095	15020	20244	0	0	689	2220	2112	2861
Executive Services & Public Affairs	18958	9157	11817	11861	17950	8450	70	0	0	1819	4424	1325
Total	100026	49445	59087	71431	75479	54274	2110	0	793	9508	12609	6475

Ethnic Affairs Commission Annual Report

The process for the preparation of the Commission's annual report was formalised and documented to ensure that the Commission complies with the requirements of the Annual Report Act 1984. The preparation of the annual report for 1999-2000 followed a work plan which identified targets and assigned responsibilities. While the process did not change significantly from past practice, the documentation of the process was a significant achievement particularly in the area of Quality implementation.

The annual report of the Commission was produced in-house which involved writing, editing, proofing, design and layout. Only the printing was done externally at a cost of \$14,500 for 800 copies, or \$18.13 per copy.

Processed ministerial requests

In 1999-2000 the Commission processed a total of 789 ministerial requests. This is compared to 973 ministerial requests in 1998-1999.

Ministerial requests ranged from Cabinet submissions to briefing notes and ministerial advice and correspondence.

Commission visits

The Commission meets monthly to discuss policy, ethnic affairs issues and issues arising from meetings of its regional advisory committees. The meetings are usually held at the Commission's head office in Ashfield. However as part of its ongoing commitment to address the needs of local communities, particularly the regional areas, the Commission conducts local visits at least twice a year.

In 1999-2000, the Commission visited and held its monthly meetings in the following locations:

- Waverley Council – February 2000
- Wollongong City Council – March 2000
- Bankstown City Council – April 2000
- Willoughby City Council – July 2000

These meetings provided the Commission with an opportunity to meet with members of the local council and officers of State Government agencies operating in the locality. The meetings also provided a forum to bring to each other's attention issues that are important to the local communities and opportunity for collaboration.

At the Waverley meeting the Commission was briefed on the Council's Multicultural Plan which is an effective tool in providing specific services for members of the ethnic population in the area.

In Wollongong the Lord Mayor highlighted the positive steps taken by the Council in addressing the needs of the city's large culturally diverse population.

At the Bankstown meeting the Deputy Mayor expressed concern about media reports that give the area a negative image and informed the Commission of the initiatives taken by the Council that address the youth in the area.

The Mayor of Willoughby discussed the ethnic diversity of the area's business community which makes up the 3rd largest CBD in the State and elaborated on the programs provided by the Council to accommodate the needs of that community.

Guests at the December meeting included Mr Paul Nicolaou, Chairperson, Ethnic Communities Council of NSW; and Mr Michael Hogan, Director, Strategic Projects, Premier's Department.

The Hon Barrie Unsworth, Chairman , Australia Day Council of NSW, was a guest at the April meeting. Mr Unsworth provided an overview of what the public can expect to experience from the Centenary of Federation celebrations and welcomed the Commission's involvement in the proceedings.

A guest at the May meeting was Mr Ron Woodham, Senior Assistant Commissioner for Inmate and Custodial Services, Department of Corrective Services.

Responded to FOI requests

Over the past financial year one new request was received for access to information under the Freedom of Information Act 1989 which is the same number of requests for information under the Act for the 1998-1999 year.

In the past year, FOI procedures had no significant impact on the Commission's administration. There was one inquiry to the Ombudsman. There were no appeals to the District Court.

Published Commission material

The Commission published numerous materials during the year. These include books, posters, reports, speeches and brochures.

Community Development Grants Program 2001 – Guidelines and Application Form were printed and made available to community organisations.

Use of Interpreters in Domestic Violence and Sexual Assault Cases – A guide for Service Providers was reprinted by the Commission in December.



Photo by Warren Duncan

*Marianne Hammerton,
Director General – Ageing and Disability Department and
The Hon. Morris Iemma MP,
Minister Assisting the Premier on Citizenship,
at the launch of Older People and Cultural Diversity*

The Way Forward: a Consultation Document leading to a Community Relations Commission was published by the Commission in June.

Older People and Cultural Diversity: A Statistical Profile 1999 was published by the Commission in December.

The third Annual Oration was delivered by Mr Paolo Totaro and his speech was published by the Commission in September.

In addition, three key publications of the Commission were published: the 1998-1999 Annual Report, the 1998-1999 EEO Annual Report, and the 1999 Ethnic Affairs Report.

Library and the Community Centre

The Commission's library continued to provide service to the public, government agencies and staff. During the year the library's specialised resources were widely utilised. A total of 1,348 requests were received by the library from schools and students (227), government agencies (151), community groups (144), other libraries (15), Commission staff (515) and the public (296).

Community groups benefited from the use of the Commission's community centre. In 1999-2000 the centre was used for various purposes such as meetings, exhibitions, functions, and launches.

The community centre was closed for six months during the year and used as temporary office accommodation while the first floor refurbishment took place.

Media

The Commission's views were well presented and gained considerable interest in the media. Some of the issues where the Commission achieved prominence include:

- The Community Relations Bill
- Upper House Inquiry into Multiculturalism
- Olympic Games Preparations
- Conflicts between religious organisations and local councils on planning issues

The Chair was also invited to write several opinion articles on current issues for the Sydney Morning Herald.

The Chair also contributed an article for the "A Fair Go, Portraits of the Australian Dream", which tells the stories of fifty successful immigrants.

CORPORATE SERVICES DIVISION

The Corporate Services Division aims to:

- , continually develop a working environment which encourages efficiency amongst staff, and
- , ensure that the Ethnic Affairs Commission operates within relevant government policy and statutory requirements.

The division's key activities are the management of human, physical and financial resources, accommodation and services, occupational health and safety, internal control, internal audit and risk management.

It currently has three units - Finance, Human Resources, Accommodation and Services. The Internal Audit function is contracted out and reports directly to the Chair, however the administration of the process is handled within the Corporate Services Division. Staff in the three units work as a cohesive team to provide a high level of advice and service to all staff (internal customers), the Commission and its external customers.

The division provides the corporate infrastructure to allow all divisions to perform their roles and meet their objectives. Of priority is the provision of high level professional advice to the Commission and Government relating to human, financial and physical resources as well as statutory compliance reporting.

Financial Management

The Commission's Finance Unit aims to provide accurate, timely, relevant, appropriate and reliable financial management advice to all internal and external users.

From the 1999-2000 financial statements contained within this report, it is evident that the Commission has received an unqualified audit report from the Auditor-General. The Commission's performance against budget was exceptional with only minor movements from the Commission's budget to its actual performance.

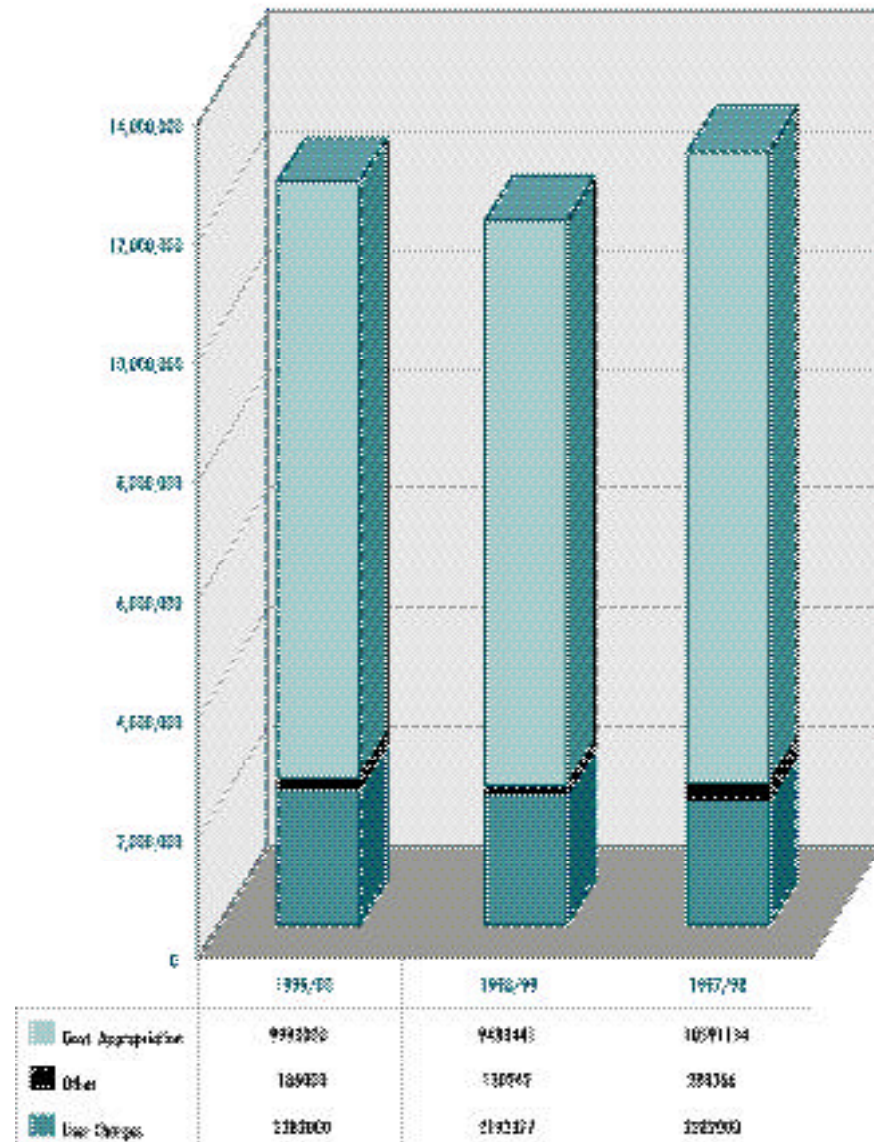
Of significant variance was the greater use of agency staff and contractors during the period as a result of the recruitment freeze across government during the reporting period.

There were no major after balance date events which would have a significant effect in the succeeding year on clients, the community served, or other operations.

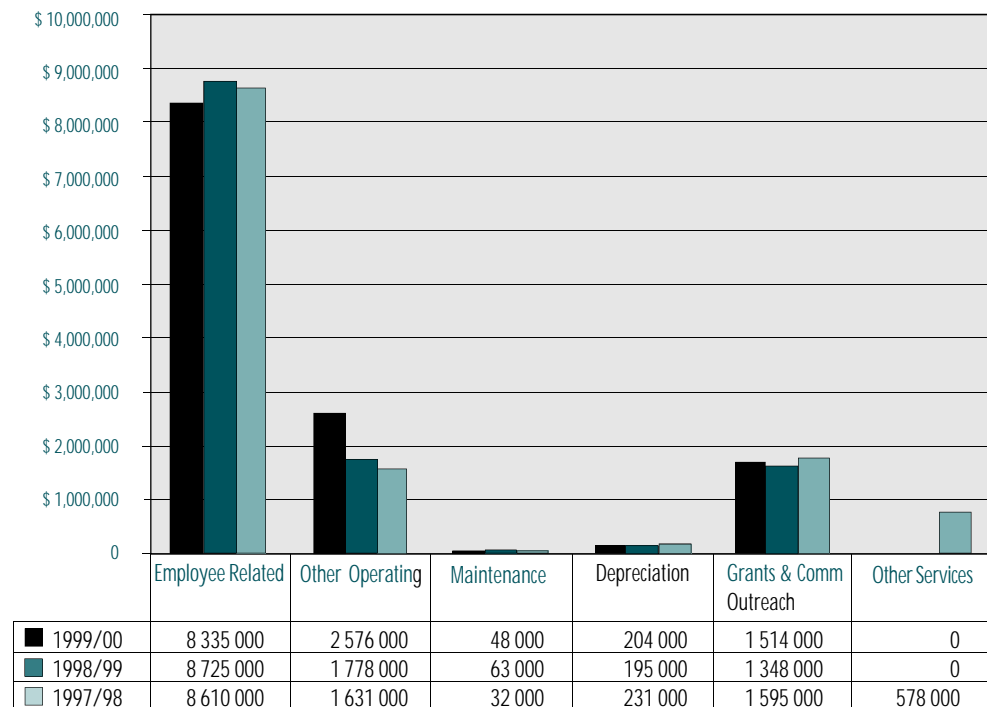
Financial Management Information System

Financial information is produced via the SunAccount integrated computerised financial information management system. The computerised Translator and Interpreter Booking System is linked to the SunAccount system via electronic interface which facilitates the production of invoices on a daily basis together with debtors statements and debtor reminder letters on a monthly basis. This process is essential for effective cash management.

COMPARISON OF SOURCES OF FUNDS – 2000,1999,1998



COMPARISON OF EXPENSES 2000,1999,1998



Creditors are also administered by this system through the use of a commitments module contained within SunAccount. All duly authorised commitments are input into the system by the Purchasing Officer, who monitors the provision of services and goods to the stage of certification of performance of service. The Finance Unit then settles the account within appropriate credit terms. During the 1999-2000 year, no interest charges were incurred for late payment of accounts.

Budgets are compiled using a spreadsheet system which then is imported into the SunAccount Budget Ledger. Accrual budgets are produced to facilitate the production of the Commission's Budget Operating Statement, Budget Statement of Financial Position and Budget Cash Flow Statement.

Electronic Funds Transfer (EFT) facilities are currently in use within the payroll system, however due to staff shortages within the Division throughout the year, this did not occur. Procedures have been documented to cover both the ANZ Banking Group requirements and the Commission's internal procedures and it is expected that the system will be operational by the end of October 2000. Point of Sale customers to the Language Services Unit are currently able to pay for their transactions by way of cash, cheque, credit card or EFTPOS.

The efficient and effective use of these systems depends on strict adherence to internal procedures which reflect the Commission's goal to develop and maintain a high degree of corporate and personal accountability.

The introduction of the Goods and Services Tax (GST) by the Federal Government scheduled to commence on 1 July 2000 saw all government agencies embark on a major GST planning, training and implementation strategy. The Commission was successful in obtaining a \$100,000 enhancement from New South Wales Treasury to undertake this project. The Commission was the first agency to qualify for the enhancement.

Representatives of the Corporate Services Unit formed a GST Committee to develop the necessary process changes to facilitate the implementation of the GST. The Committee met with all staff within the Commission to ensure that all work undertaken by the Commission was included in the assessment process.

Eighty-four processes were identified throughout the Commission which were fully documented by way of flowchart. Twenty-seven processes were identified as having a major GST impact, Twenty-one processes were identified as requiring staff to have GST awareness throughout their operation and the remaining thirty-six processes had no GST impact.

Full documentation was produced for each process highlighting the necessary changes in each process, which then became the basis for information technology (IT) systems to be amended and a training manual to be developed. This documentation will then be utilised as a basis for documenting all processes within the Commission for the quality management strategy.

It was imperative that users were not unduly impacted by the introduction of the GST. To achieve this result, IT systems including TIBS, SUN and CHRIS were modified to ensure that staff could undertake their duties with a minimum of change. The Commission successfully implemented the changes to all relevant systems by 31 May 2000 which provided the month of June for comprehensive training of users in the impact of the GST.

Pricing of the Commission's services increased by 10%. Goods are not produced by the Commission. New South Wales Treasury has reduced the Commission's 1999-2000 budget (and subsequent forward estimates) by the equivalent amount of projected savings as calculated by the *Econtech Model*. Suppliers were canvassed to identify possible savings to inputs post GST implementation. No suppliers advised of any projected price reductions. Therefore, a reduction in pricing for services was not factored into the Commission's pricing model as any projected savings were returned to Treasury.

During the year, the Corporate Services Division also updated its Purchasing Manual for the introduction of GST. Training in the Commission's administrative and financial delegations was conducted for all new staff who provided very positive feedback in regard to the construction of the updated manual and its contents.

Human Resource Management

The Ethnic Affairs Commission's Human Resource Unit aims to create proactive relationships between the staff of the Unit, the Commission's employees and the panel of casual interpreters and translators. Its priority is the effective and efficient management of all processes, procedures and records of some 750 full-time, part-time and active casual staff members.

Over the past year, the Unit has undertaken and continued the following initiatives:

- , The Ethnic Affairs Commission has circulated temporary higher duty opportunities to the Department of Women and the Department of Community Services. This resulted in a secondment from the Department of Community Services for an officer who represents the Aboriginal and Torres Strait Islanders target group.
- , Further development of the Complete Human Resource Information System (CHRIS) has been undertaken. The Government has introduced a new system of centralised reporting to produce a sector wide human resource profile. The second reporting was based on staff employed as at 30 June 2000 and will be further conducted annually.
- , Continuing to provide support and assistance to staff seeking redeployment through the Workforce Management Centre. During the recruitment freeze, a number of staff have been placed at the Commission for secondments ranging from 3 months to 12 months.
- , Continuing to provide advice to staff and supervisors in relation to Occupational Health and Safety and performance management issues.
- , Continuing to manage rehabilitation plans to assist officers to return to duty as quickly as possible subsequent to an injury or illness, whether or not work related.
- , Continuing to assess changes in work and the evaluation of positions to ensure accurate positions descriptions are maintained and positions are appropriately graded to reflect changes in duties and/or responsibilities.
- , Continuing the provision of relevant and timely information to staff and casual panel interpreters and translators regarding their obligations and entitlements.
- , Continuing assistance to staff in preparing job applications.
- , Continuing maintenance of data relating to equal employment opportunity for efficient management and reporting purposes.
- , Continuing the service of eye testing for all staff by appropriately qualified service providers.
- , Coordinating staff forums regarding superannuation and changes to the Crown Employees (Conditions of Service) Award.
- , Coordinating a presentation in conjunction with the Commission's Spokeswoman in relation to career path planning and career development.
- , Coordinating a presentation from the Olympic Roads and Traffic Authority relating to transport arrangements during the Olympic Games and the possibility of reassignment for interested staff. Two officers have entered the volunteers program for the Olympic Games.

Complete Human Resource Information System (CHRIS)

The Complete Human Resource Information System (or CHRIS) is a computerised payroll and human resource management information package.

The Office of the Director of Equal Opportunity in Public Employment (ODEOPE) requires that computerised human resource systems are maintained in order that relevant data may be stored and relevant reports generated relating to Equal Employment Opportunity (EEO) in the work place. The CHRIS system has proven invaluable in the production of these reports.

In 1999-2000 staff within the Unit were able to input the results of the Commission's EEO survey of new staff members into the system and general reports and graphs by electronically downloading this information to spreadsheet formats produced by ODEOPE. This highlights the benefits of cooperation and consultation between agencies together with the obvious benefits in selected standardised computer packages across government in producing relevant, meaningful and consistent information.

Accurate and timely legislative reporting has continued during 1999-2000, particularly in areas such as taxation and superannuation reporting.

Training information for all staff is also recorded in the CHRIS system. This information is invaluable when assessing the training needs of staff or when wanting to identify the skills required to perform a specific position, and also when drafting advertisements for recruitment.

During the reporting year, the Unit continued to produce sick leave reports for all supervisors to monitor supported and unsupported sick leave taken by staff in a timely manner and annual leave accrual reports for all Division Heads to facilitate leave planning throughout the Commission. Annual leave accruals are also generated on pay slips via the CHRIS system so that staff are kept fully informed as to their leave entitlements.

Industrial Relations Environment

The awards, agreements and determinations governing salary and employment conditions at the Ethnic Affairs Commission are:

- Crown Employees (Administrative and Clerical Officers) Salaries Award
- Crown Employees (Public Service Conditions of Employment 1997) Award
- Crown Employees (Interpreters/Translators, Ethnic Affairs Commission) (Transitional) Award
- Crown Employees (Public Sector - Salaries 1997) Award

As a result of the requirements of section 19 of the Industrial Relations Act to modernise existing awards, the Commission negotiated with the Public Service Association of NSW to modernise the existing Crown Employees (Interpreters/Translators, Ethnic Affairs Commission) (Transitional) Award.

Flexible Work Arrangements

Flexible work arrangements have continued to be adopted on a case by case basis to assist staff in meeting both their career advancement and family needs. Examples of these initiatives are.

- 44 staff (33 women, 11 men) have taken short term leave totaling 88.5 days for family and community responsibilities.
- the introduction of temporary part-time work for two officers (both women) to provide for family need.
- 1 officer has been granted more flexibility with respect to hours of work to allow for attendance at University during working hours.

Hours of Duty

The Commission has continued to provide extended hours of duty within the Language Services Division covering 24 hours per day, 7 days per week. Performance of service information continues to be certified and approved on a daily basis which facilitates more timely invoicing of customers together with payments to interpreters and translators. This has enabled the Accounts Unit to more effectively resolve customer and interpreter/translator inquiries.

Flexibility of working hours is currently in operation throughout the Commission.

Work Experience

The Ethnic Affairs Commission continued to provide relevant work experience opportunities across three divisions for a variety of secondary and tertiary students.

A total of twelve secondary and tertiary students were placed with the Commission for periods of between one and two weeks. Nine students were interested in interpreting or translating careers and were accommodated by the Language Services Division. A further three people (two secondary students and one migrant seeking work experience) were placed in the Corporate Services and Executive Services and Public Affairs Divisions.

Sixty-four days of work experience training was provided by staff in the Commission. This further demonstrates the commitment of both staff and management to the provision of valuable work experience for community members.

Staff within the Commission are extremely generous in sharing their experience and knowledge with others whilst still completing their required duties in an endeavour to provide practical experience to others.

In addition, the Commission agreed to continue its participation in the University of Western Sydney (Kingswood and Westmead Campus) and the University of Technology work experience program for students nearing graduation.

Organisation Structure

The structure of the Ethnic Affairs Commission is shown in the following table “Staffing Profile by Division”.

The Chief Executive position of Chair of the Ethnic Affairs Commission of New South Wales is held by Mr. Stepan Kerkyasharian, AM. This is the only Senior Executive Service position within the Commission’s establishment. The total remuneration package for this position as of 1st October 1999 was \$162,845-00 per annum and no performance payment was made to Mr. Kerkyasharian during the financial year ended 30th June 2000.

STAFFING PROFILE BY DIVISION AS AT 30 JUNE, 2000

LOCATION	FULL TIME			PART TIME			HEAD COUNT			EFFECTIVE FULL TIME			ESTABLISHMENT		
	2000	1999	1998	2000	1999	1998	2000	1999	1998	2000	1999	1998	2000	1999	1998
Executive (includes Chair)	2	2	3	0	0	0	2	2	4	2	2	4	2	2	3
Corporate Services	11	10	15	0	0	0	11	10	15	11	10	15	14	14	15
Executive Services & Public Affairs	13	17	18	1	1	1	14	18	18	13.4	17.4	17.4	21	20	21
Policy & Liaison (includes SES)	21	20	23	3	3	2	24	23	25	22.6	21.6	23.9	22	26	25
Language Services	26	27	32	0	0	1	26	27	33	26	27	32.5	29	29	32
TOTALS	73	76	91	4	4	4	77	80	95	75	78	92.8	88	91	96

STAFFING PROFILE BY DIVISION AS AT 30 JUNE, 2000 – Active Panel of Interpreters and Translators

LOCATION	FULL TIME			PART TIME			HEAD COUNT			EFFECTIVE FULL TIME			ESTABLISHMENT		
	2000	1999	1998	2000	1999	1998	2000	1999	1998	2000	1999	1998	2000	1999	1998
Executive (includes Chair)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Corporate Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Executive Services & Public Affairs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Policy & Liaison (includes SES)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Language Services	0	0	0	537	0	0	537	0	0	0	0	0	0	0	0
TOTALS	0	0	0	537	0	0	537	0	0	0	0	0	0	0	0

NUMBER OF OFFICERS & EMPLOYEES BY CATEGORY AS AT 30 JUNE, 2000

LOCATION	CROWN EMPLOYEES (ADMINISTRATIVE & CLERICAL) AWARD			CROWN EMPLOYEES (INTERPRETERS AND TRANSLATORS -ETHNIC AFFAIRS COMMISSION) (TRANSITIONAL) AWARD			CROWN EMPLOYEES (LIBRARIAN) AWARD			SES POSITIONS		
	2000	1999	1998	2000	1999	1998	2000	1999	1998	2000	1999	1998
Executive (includes Chair)	2	2	2	0	0	0	0	0	0	1	1	1
Corporate Services	11	10	15	0	0	0	0	0	0	0	0	0
Executive Services & Public Affairs	13	17	18	0	0	0	0	0	0	0	0	0
Secretariat & Parliamentary Liaison	0	0	10	0	0	0	0	0	0	0	0	0
Public Education & Training	0	0	0	0	0	0	0	0	1	0	0	0
Policy & Liaison (includes 1 SES)	21	20	23	0	0	0	0	0	0	0	1	1
Language Services	15	16	19	11	11	13	0	0	0	0	0	0
TOTALS	62	65	87	11	11	13	0	0	0	1	2	2

NUMBER OF OFFICERS & EMPLOYEES BY CATEGORY AS AT 30 JUNE, 2000 – Active Panel Interpreters and Translators

LOCATION	CROWN EMPLOYEES (ADMINISTRATIVE & CLERICAL) AWARD			CROWN EMPLOYEES (INTERPRETERS AND TRANSLATORS -ETHNIC AFFAIRS COMMISSION) (TRANSITIONAL) AWARD			CROWN EMPLOYEES (LIBRARIAN) AWARD			SES POSITIONS		
	2000	1999	1998	2000	1999	1998	2000	1999	1998	2000	1999	1998
Executive (includes Chair)	0	0	0	0	0	0	0	0	0	0	0	0
Corporate Services	0	0	0	0	0	0	0	0	0	0	0	0
Executive Services & Public Affairs	0	0	0	0	0	0	0	0	0	0	0	0
Secretariat & Parliamentary Liaison	0	0	0	0	0	0	0	0	0	0	0	0
Public Education & Training	0	0	0	0	0	0	0	0	0	0	0	0
Policy & Liaison (includes SES)	0	0	0	0	0	0	0	0	0	0	0	0
Language Services	0	0	0	537	0	0	0	0	0	0	0	0
TOTALS	0	0	0	537	0	0	0	0	0	0	0	0

Staff Induction Manual

All staff recruited during the 1999-2000 year were provided with personal training in the use of the Staff Induction Manual by the Employee Relations Officer on their entry on duty date. Subsequently, staff holding administrative and or financial delegations were then trained by the Director of Corporate Services to ensure they were aware of and understood the use and limit of their delegations.

The development and on-going maintenance of the Staff Induction Manual has proven an asset for both management and staff to assist in the effective and efficient operation of the Commission.

Significant Equal Employment Opportunity Highlights

Following advertisement to all staff, one staff member was endorsed to attend the 1999-2000 Public Sector Management Course.

The continued implementation and effective management of equal employment opportunity (EEO) policies and principles is an integral part of the Ethnic Affairs Commission's human resource management.

The Office of the Director of Equal Opportunity in Public Employment provided extremely positive feedback on the information contained within the 1998-99 EEO Annual Report. The method for formulation and content of the EEO Management Plan was of particular interest to ODEOPE as well as the continued efforts in relation to work experience programs within the Commission.

EEO Survey

During 1999-2000, the Commission surveyed all new staff as well as the Commission's panel of casual interpreters and translators to collect EEO statistics using the survey developed in consultation by the Ethnic Affairs Commission, the Office of the Director of Equal Opportunity in Public Employment (ODEOPE) and the Anti-Discrimination Board.

The following tables of EEO statistical data by salary level were compiled from the EEO survey data as at 30 June 2000 when the Commission employed a total of seventy-nine full-time and part-time staff. Sixty-eight staff responded to the survey, a response rate of 86%.

STAFF PROFILE BY SALARY RANGE AS AT 30TH JUNE 2000 – EEO Target Group within Levels as at 30th June 2000

LEVEL	TOTAL STAFF (Number)	SUBGROUP AS PERCENT OF TOTAL STAFF AT EACH LEVEL			SUBGROUP AS ESTIMATED PERCENT OF TOTAL STAFF AT EACH LEVEL				
		RESPONDENTS	MEN	WOMEN	ABORIGINAL PEOPLE & 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 WORK-RELATED ADJUSTMENT
<\$26,276									
\$26,276 – \$34,512									
\$34,513 – \$38,582	10	100%	10%	90%	0%	90%	100%	20%	0%
\$38,583 – \$48,823	30	80%	33%	67%	0%	38%	71%	8%	0%
\$48,824 – \$63,137	34	85%	35%	65%	3.4%	45%	62%	7%	0%
\$63,138 - \$78,921	4	100%	25%	75%	0%	25%	50%	50%	0%
> \$78,921 (non SES)	0	0%	0%	0%	0%	0%	0%	0%	0%
> \$78,921 (SES)	1	100%	100%	0%	0%	100%	100%	0%	0%
TOTAL	79	86%	32%	68%	1.5%	47%	70%	11%	0%

EEO TARGET GROUPS WITHIN LEVEL AS AT 30TH JUNE 2000 – Active Panel Interpreters and Translators

LEVEL	TOTAL STAFF (Number)	SUBGROUP AS PERCENT OF TOTAL STAFF AT EACH LEVEL			SUBGROUP AS ESTIMATED PERCENT OF TOTAL STAFF AT EACH LEVEL				
		RESPONDENTS	MEN	WOMEN	ABORIGINAL PEOPLE & 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 WORK-RELATED ADJUSTMENT
<\$26,276	0	0	0	0	0	0	0	0	0
\$26,276 – \$34,512	0	0	0	0	0	0	0	0	0
\$34,513 – \$38,582	0	0%	0%	0%	0%	0%	0%	0%	0%
\$38,583 – \$48,823	537	63%	54%	46%	0%	81%	95%	7%	1.5%
\$48,824 – \$63,137	0	0%	0%	0%	0%	0%	0%	0%	0%
\$63,138 - \$78,921	0	0%	0%	0%	0%	0%	0%	0%	0%
> \$78,921 (non SES)	0	0%	0%	0%	0%	0%	0%	0%	0%
> \$78,921 (SES)	0	0%	0%	0%	0%	0%	0%	0%	0%
TOTAL	537	63%	54%	46%	0%	81%	95%	7%	1.5%

PERCENT OF TOTAL STAFF BY EMPLOYMENT BASIS AS AT 30TH JUNE 2000

EMPLOYMENT BASIS	TOTAL STAFF (Number)	SUBGROUP AS PERCENT OF TOTAL STAFF IN EACH CATEGORY			SUBGROUP AS ESTIMATED PERCENT OF TOTAL STAFF IN EACH EMPLOYMENT CATEGORY					
		RESPONDENTS	MEN	WOMEN	ABORIGINAL PEOPLE & 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 WORK-RELATED ADJUSTMENT	
Permanent	Full-Time	64	95%	33%	67%	0%	51%	74%	11%	0%
	Part-Time	3	100%	0%	100%	0%	0%	0%	0%	0%
Temporary	Full-Time	10	20%	30%	70%	50.0%	50%	50%	0%	0%
	Part-Time	1	100%	0%	100%	0%	0%	100%	100%	0%
Contract	SES	1	100%	100%	0%	0%	100%	100%	0%	0%
	Non SES	0	0%	0%	0%	0%	0%	0%	0%	0%
Casual		0	0%	0%	0%	0%	0%	0%	0%	0%
TOTAL		79	86%	32%	68%	6.3%	49%	69%	11%	0%

PERCENT OF TOTAL STAFF BY EMPLOYMENT BASIS AS AT 30TH JUNE 2000 – Active Panel Interpreters and Translators

EMPLOYMENT BASIS		TOTAL STAFF (Number)	SUBGROUP AS PERCENT OF TOTAL STAFF IN EACH CATEGORY			SUBGROUP AS ESTIMATED PERCENT OF TOTAL STAFF IN EACH EMPLOYMENT CATEGORY				
			RESPONDENTS	MEN	WOMEN	ABORIGINAL PEOPLE & 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 WORK-RELATED ADJUSTMENT
Permanent	Full-Time	0	0%	0%	0%	0%	0%	0%	0%	0%
	Part-Time	0	0%	0%	0%	0%	0%	0%	0%	0%
Temporary	Full-Time	0	0%	0%	0%	0%	0%	0%	0%	0%
	Part-Time	0	0%	0%	0%	0%	0%	0%	0%	0%
Contract	SES	0	0%	0%	0%	0%	0%	0%	0%	0%
	Non SES	0	0%	0%	0%	0%	0%	0%	0%	0%
Casual		537	63%	54%	46%	0%	81%	95%	7%	1.5%
TOTAL		537	63%	54%	46%	0%	81%	95%	7%	1.5%

The tables shows that the majority of full-time and part-time staff who responded to the survey fell within three salary bands (sixty-three staff, nineteen men and forty-four women) ie. between \$34,513 pa and \$63,137 pa.

Recruitment on Merit

The Chair and Director of Employment Equity actively promote recruitment on merit with management and staff. The Commission continues to ensure compliance with the principle of recruitment on merit. Permanent vacancies are advertised in the mainstream press, public service notices, and where relevant in the ethnic media.

Temporary vacancies are filled in accordance with the Commission’s internal policy which requires recruitment via expression of interest internally, the Workforce Management Centre, or external advertising in mainstream and ethnic press where appropriate. In addition, the Commission’s policy has been extended to include the circulation of expressions of interest to include the Department of Women and the Department of Community Services Ashfield site.

Career Developmental Opportunities

To encourage career development, higher duties arrangements and temporary appointments are offered to interested staff after expressions of interest are circulated internally.

Staff are actively encouraged to attend training courses and seminars that will increase their skills and knowledge.

Statistical information regarding career development opportunities offered to Commission staff appears below.

HIGHER DUTIES AND TEMPORARY APPOINTMENT OPPORTUNITIES FOR PERIOD ENDING 30 JUNE 2000

A) Total number of staff participating

	TOTAL STAFF	MALES	FEMALES	NON-ENGLISH SPEAKING BACKGROUND		PEOPLE FROM RACIAL, ETHNIC, ETHNO-RELIGIOUS MINORITY GROUPS		PEOPLE WITH A DISABILITY	
				MALES	FEMALES	MALES	FEMALES	MALE	FEMALE
1999-00	26	14	12	8	9	6	7	0	0
1998-99	23	7	16	4	7	3	6	0	0
1997-98	31	12	19	6	9	4	8	0	0

B) Total number of opportunities undertaken by staff

	TOTAL OCCASIONS	MALES	FEMALES	NON-ENGLISH SPEAKING BACKGROUND		PEOPLE FROM RACIAL, ETHNIC, ETHNO-RELIGIOUS MINORITY GROUPS		PEOPLE WITH A DISABILITY	
				MALES	FEMALES	MALES	FEMALES	MALE	FEMALE
1999-00	41	19	22	8	9	6	7	0	0
1998-99	79	25	54	17	15	12	14	0	0
1997-98	96	41	55	26	22	16	18	0	0

Total number of positions filled within the years ending 30 June 2000 – 79
 1999 – 84
 1998 – 99

The table demonstrates that a total of forty-one developmental opportunities (nineteen to men and 22 to women) were offered. This continues to demonstrate the Commission's commitment to provide meaningful and appropriate career development opportunities to staff.

In addition to internal opportunities for career development, staff are actively encouraged to secure secondments outside the Commission. During the year, one officer secured a temporary appointment for 4 years with the Independent Commission against Corruption, one officer secured a 12 month temporary appointment with the Department of Education in Wollongong, and another officer secured a 3 month temporary appointment with WorkCover in Wollongong.

Officers of a non-English speaking background were granted extended leave without pay to:

- undertake interstate study through a career break (female officer, twelve months leave)
- provide care to an ill relative (female officer, nine months leave)
- undertake personal travel overseas (female officer, 12 months)

Flexible Work Practices

Staff have continued to access their entitlement to family and community leave (FACS). Fifty-six percent staff have taken family and community leave within the past year, amounting to 88.5 days. One hundred percent of staff accessing family and community leave have taken five days or less leave in the reporting year.

As well, staff seeking leave to attend family commitments outside the family and community leave provisions have been given favourable consideration where possible by the Commission. Strategies have included the granting of leave with and without pay together with more flexible working arrangements by allowing staff to work for short periods from home.

Personal Carer's leave also provides the facility for staff to utilise their accrued sick leave as Personal Carer's leave. During the 1999-2000 year, Personal Carer's Leave provided an opportunity for fifteen staff (4 males, 11 females) to give ongoing care to family members amounting to 57.5 days.

The Complete Human Resource Information System has been a valuable tool in storing data and collating and generating EEO statistical information for the production of both the 1999-2000 Annual Report and the 1999-2000 EEO Annual Report.

Occupational Health and Safety

The Occupational Health and Safety Committee continued to provide an essential service to both management and staff throughout the year, reflecting the views of all staff from all offices and meeting on a quarterly basis. Workplace inspections of the Commission's offices at Ashfield, Wollongong and Newcastle are conducted on a quarterly basis.

The Commission has participated in an Industry Reference Group with WorkCover to develop a systematic approach to the implementation of Occupational Health and Safety in the workplace. The Occupational Health and Safety Committee has worked closely with WorkCover to develop the first draft of the Commission's OH&S system which is currently under review by the Executive. When completed, this management tool will be applied to all types of work classification within the Commission to ensure that staff are provided with complete policies, procedures and training to undertake their duties. Management and staff will benefit from the introduction of this approach into the workplace.

In March 2000, the Commission commenced the refurbishment of the first floor at its Ashfield premises. The refurbishment was undertaken after 5 months of consultation with staff and the Public Service Association, concentrating on the provision of ergonomically designed workstations within an open plan environment to maximise the use of natural light. Slopeboards, telephone headsets, ergonomic chairs and footrests were provided to all staff.

The refurbishment took place in two stages with staff being relocated on the Commission's ground floor during each stage. The work was undertaken by the Department of Public Works and is expected to be completed in July 2000.

Experts were commissioned to conduct the annual eye tests for all staff. Appropriately qualified professionals were engaged to provide one-to-one counselling on the need for staff to take appropriate breaks when using keyboards as well as visual display units, and provided individual training in the correct posture to adopt when undertaking clerical and computing tasks.

Supervisors actively monitor the health of their staff adopting a consultative approach to minimise sick leave and promote the well-being of employees. Unsupported sick leave reduced in the reporting period to an average of 1.6 days per employee which is a reduction of 0.25 days per employee compared to the previous year.

The following analysis of sick leave reflects an increase in the average number of sick days taken by each employee over the past year (6.92 days in the 1999-2000 year compared to 7.56 days in 1998-99 compared). However approximately twenty-two percent of staff did not take sick leave and, in total, fifty-four percent staff employed during the 1999-2000 financial year took five days or less sick leave. The frequency distribution graph highlights the fact that two staff members experienced sick leave in excess of 30 days.

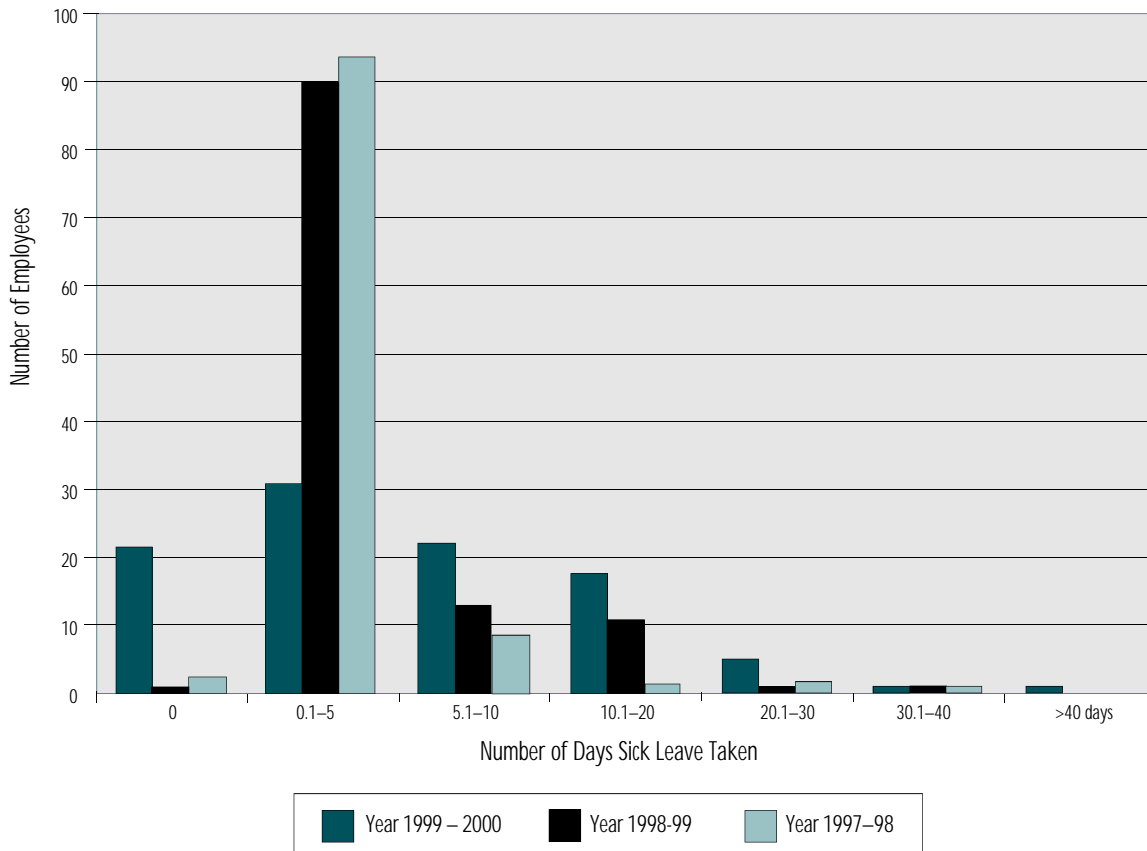
ANALYSIS OF AVERAGE SICK LEAVE PER EMPLOYEE

SICK LEAVE TYP	1999-00	1998-9	1997-8
Positions Filled	79	84	99
Total Employees for Year	99	107	110
Supported Days *	497	771	573
Average days per positions filled supported	6.29	9.18	5.79
Average days per employee supported	5.02	7.21	5.21
Unsupported Days *	188	187	204
Average days per positions filled unsupported	2.38	2.23	2.06
Average days per employee unsupported	1.90	1.75	1.85
Total sick leave in days	685	958	777
Total average sick leave per position filled	8.67	11.40	87.85
Total average sick leave per employee	6.92	8.95	7.06

*Depicts supported or unsupported by medical certificates.

Note does not include sick leave taken as Personal Carers

FREQUENCY DISTRIBUTION – SICK LEAVE TAKEN BY EMPLOYEES IN DAYS 1997/8 TO 1999/2000



Accommodation and Services

Accommodation and Services staff ensure that the physical needs of the Ethnic Affairs Commission’s offices in Newcastle, Ashfield and Wollongong are met. These needs include purchasing, energy and waste management, ongoing maintenance and disposal of the Commission’s assets such as furniture, fittings, motor vehicles and telephone systems. Building requirements, refurbishments and maintenance are also monitored and recommendations are coordinated by this Unit.

Inventory and Asset Management

The Commission does not own land or buildings. Assets managed by the Commission include office equipment, computer equipment, furniture, fittings and leasehold improvements.

As part of the Commission’s refurbishment, telephone and Information Technology systems have been incorporated into a more secure environment on the first floor. Improvements made to the telephone system will allow relocation of telephones to be undertaken internally without the need of technical experts from our system providers.

The security system within the Commission and the building has been upgraded. The new system will now facilitate management reports for internal occupants of the building as well as a greater number of security zones operating within the premises.

A preventative maintenance strategy is in place for all assets to maximise the useful life of equipment in accordance with government guidelines. Major assets are all bar-coded and tracked through the ACTIVA asset management system. The ACTIVA asset management system was purchased and implemented in the 1999-2000 year. It is an integrated Asset Management System which interfaces with the SUN system.

Three full stock-takes of physical assets occurred during the year. The stock-take in April 2000 was used to certify the Commission's assets register for the financial statements.

Appropriate stocks of stationery and stores are held to minimise unnecessary use of space and monetary investment. Staff within the Unit maintain stores economically and ensure appropriate storage.

Staff continue to find the most cost effective sources of goods and services ensuring that government purchasing and probity guidelines are followed.

Energy Management

The Commission continues to be committed to achieve savings in energy usage and sustained Energy Management principles.

As part of the planning for the refurbishment of the Commission's first floor Ashfield premises, staff and the project managers (Department of Public Works and Services) placed high emphasis on the effective use of natural light and air conditioning services. Lighting has been arranged so that small work units are able to direct lighting to areas which may not have the advantage of natural light.

In addition, the use of natural light has been maximised by the development of an open plan office. The Commission instructed that the project managers engage the services of a lighting expert to ensure that lighting was installed at the required levels under Occupational Health and Safety standards together with taking full advantage of the available natural light.

Energy consumption continues to be monitored through ensuring that when electrical equipment purchases are considered, the energy rating is taken into account when evaluating products.

Although the Commission achieved the 2005 energy efficiency targets by government in 1999, savings will be pursued wherever practical and possible.

Fleet Management

Continued emphasis on preventative maintenance of fleet vehicles was again rewarded with tangible dividends at the point of disposal. Resale values have at least met residual payments on leased vehicles. Vehicles are leased through State Fleet Services and savings have been achieved during this year by way of reduced monthly lease payments being offered, recognising our excellent fleet management record.

To ensure safety of the users and prolong the useful life of the vehicles, vehicles are checked weekly to ensure they are in good running order, serviced as prescribed by the manufacturers, and cleaned monthly.

Internal Audit and Risk Management

In 1999 the Commission sought expressions of interest from expert providers to conduct the Commission's internal audit function over the 1999 to 2001 financial years. Deloitte Touche Tohmatsu were awarded the contract. An internal risk assessment and audit plan was developed and Deloitte Touche Tohmatsu performed an internal audit of the Commission's Information Technology Security System and Financial Reporting for the 1999-2000 financial year.

The recommendations made to improve these functions were most valuable and have been implemented.

Other Matters

Disclosure of controlled entities

The Ethnic Affairs Commission does not control entities as described in section 45A (1A) of the Public Finance and Audit Act, 1983.

Exceptional movements in employee wages, salary and allowances

During the year there was no exceptional movement in employee wages, salary or allowances.

Implementation of price determinations

During the year there were no price determinations which had a significant effect on the operation of the Ethnic Affairs Commission.

Land Disposal

In respect of the reporting period, the Ethnic Affairs Commission did not hold, sell or acquire land.

Overseas Visits

From the Commission, the Chair and Principal Policy Officer attended the Ministerial Council meeting held in New Zealand. Expenses associated with this visit and borne by the Commission totalled \$5,149 and are itemised below:

Airfares (including departure tax)	\$3,370
Accommodation and Travel Expenses	\$1,779

Disabilities Action Plan

The Ethnic Affairs Commission has developed a draft Disabilities Action Plan 2000-2002 and is refining this plan in consultation with the Department of Ageing and Disabilities. The Commission continues to provide services and facilities for the disabled through the use of ramps, floor level door openings for easy wheelchair access, disabled toilet facilities and the provision of deaf sign interpreting to the public. It operates a telephone typewriter (TTY machine) and provides equipment and workplace modifications as part of its reasonable adjustment strategies for staff and disabled clients. A schedule showing the Commission's Disabilities Action Plan goals/outcomes is included as Appendix 11 of this report.

Use of Consultants

The Commission did not engage consultants during the 1999-2000 financial year.

Privacy Management Plan

The Commission has developed its Privacy Management Plan outlining the policies and procedures being adopted by the Commission when dealing with personal information covered by the Privacy and Personal Information Protection Act 1998. The Commission's Privacy Management Plan is available by contacting the Privacy Officer on 9716 2202 and will be available in electronic form in the 2000/2001 reporting year.

NATIONAL MULTICULTURAL MARKETING AWARD

The Ethnic Affairs Commission's annual National Multicultural Marketing Awards were established in 1990 with the aim of encouraging the public and private sector to keep in touch with multicultural Australia by ensuring their products or services are accessible to all Australians.

The National Multicultural Marketing Awards aim to:

- , Highlight the responsibility of public sector managers to market to the whole community;
- , Promote the advantages for commercial managers of marketing to all clients;
- , Stimulate creativity in marketing to a culturally diverse society;
- , Recognise work of a high standard, and;
- , Promote a more equitable representation of our cultural diversity through the mass media.

The Premier and Minister for Citizenship, the Hon. Bob Carr MP, launched the National Multicultural Marketing Awards on the 31st of May 1999 at Sydney's Sheraton on the Park Hotel. Following the launch, a national advertising campaign was undertaken calling for entries from the public and private sectors for the Awards.

Entries received for the 1999 Awards came from a wide range of sectors including the fast food industry, advertising, community clubs, web publishing firms, education and health.

As the profile of the Awards continue to grow, so does the level of competition, which makes judging the entries an extremely difficult and challenging task. The Commission was fortunate to have the support of an independent panel of judges for the 1999 Awards, they were:

- Mr Alvin Chan, Lecturer, International Business & Asian Studies, School of Marketing, University of Western Sydney – Nepean
- Mr Edward Charles, Editor, AdNews Marketing Magazine
- Mr Glenn Haslam, Head of Sponsorship, Community & Ethnic Marketing, ANZ Bank
- Mr Nick Kariotoglou, National Treasurer, Australian Marketing Institute



Photo by Warren Duncan

Jenny Heagney of Pharmacia and Upjohn, Grand Award Winners, 1999 National Multicultural Marketing Awards and The Hon. R. J. Carr MP Premier, Minister for Citizenship and Minister for the Arts

The Awards consist of five categories that include:

1. ANZ Community Award
2. Commercial Award (Big Business and Small Business)
3. Export Award
4. Government Award
5. Advertising Award

The winners of the 1999 National Multicultural Marketing Awards were announced at a Gala Presentation Dinner hosted by the Premier of New South Wales, the Hon. Bob Carr MP, and compered by Mr Ron Wilson of Channel Ten News on the 17th of November 1999.

The winners of the 1999 National Multicultural Marketing Awards were:

, ANZ Community Award	Club Marconi
, Big Business Award & Grand Winner	Pharmacia & Upjohn
, Small Business Award	I.T.I.G.
, Export Award	University of Southern Queensland
, Advertising Award	Red Rooster Australia
, Government Award	Multicultural HIV/Aids Service

The Ethnic Affairs Commission acknowledges the support of the sponsors of the 1999 EAC National Multicultural Marketing Awards. They include:

- The Australian Newspaper (Major Sponsor)
- Medibank Private Health Insurance (Executive Sponsor)
- ANZ Bank (Community Award Sponsors)
- Department of Fair Trading
- Seniors Card
- Department of State and Regional Development
- Austrade
- Sheraton on the Park Hotel
- Thai Airlines

Further information concerning the National Multicultural Marketing Awards may be accessed on the Commission's website address at www.eacnsw.com.au

The Commission thanks the sponsors of the 1999 EAC National Multicultural Marketing Awards for their commitment and generous support, helping make the 1999 Awards a very successful event.

Multicultural Marketing over the Internet

The Internet is widely acknowledged as both the new frontier for global marketers and also a dominant medium in reaching the ethnic component of the market.

With this in mind, the Commission conducted a briefing in September focussing on the benefits of communicating with people of a non-English speaking background over the Internet.

The session aimed to highlight the competitive advantages gained by capitalising on our diversity on a local and global scale by marketing across the internet as well as emphasizing the opportunities that exist by sending messages, announcing policies and promoting services to the ready base of ethnic online users.