



## appendices

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## APPENDIX 1

### Financial Overview 2004-05

The primary objective of the Financial and Corporate Services Division is to support the Commission with advice and the delivery of quality services in financial and management accounting, industrial relations, human resources and asset management. The Commission is a Schedule 1 Government agency. Its total expenditure for the year ended 30 June 2005 was \$16.6 million.

#### Financial Management and Performance

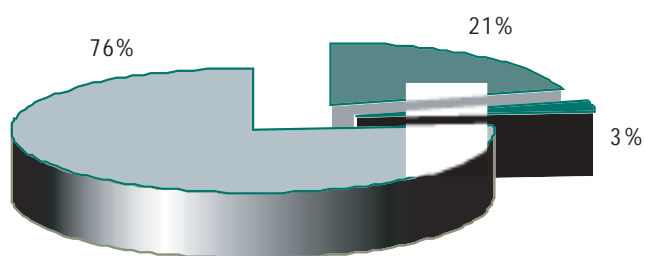
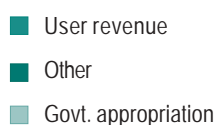
The unqualified audit report by the Auditor General confirms the Commission's compliance with the Treasurer's Directions and all statutory financial regulations pertaining to the management of the finances, maintenance of accounts, and production of these financial statements.

There were no major events after the balance date that would have a significant effect in the succeeding year on the Commissions operations, clients or stakeholders.

#### Revenue

The Commission's revenue in 2004-05 was \$15.2 million which was drawn from three sources:

- Government appropriation
- User pays revenue from the sale of language services
- Miscellaneous revenue including grants for special projects, earnings from provision of corporate services and investment income



The following table outlines the Commission's revenue over the last three financial years.

Source		2002-03	2003-04	2004-05
User Charges	\$	3 341 000	3 116 000	3 186 000
Other	\$	544 000	647 000	442 000
Government appropriation	\$	12 468 000	11 145 000	11 567 000
<b>Total</b>	<b>\$</b>	<b>16 353 000</b>	<b>14 908 000</b>	<b>15 195 000</b>

## Expenses

The Commission's expenses increased significantly from \$15.4 million in 2004-2005 to \$16.6 million in 2004-2005. This increase relates to:

- back pay to interpreters following an Industrial Relations Commission decision in December 2004.
- 4% general salary increases that took effect on 1 July 2004.

### *Comparison of expenses*

The table and the following graph below provide a comparison of the expenditure of the Commission over the past three financial years.

Category		2002-03	2003-04	2004-05
Employee Related	\$	10 309 000	10 977 000	11 724 000
Other Operating	\$	2 593 000	2 251 000	2 547 000
Maintenance	\$	57 000	62 000	88 000
Depreciation	\$	431 000	680 000	673 000
Grants & Community Outreach	\$	1 580 000	1 389 000	1 558 000
<b>Total</b>	<b>\$</b>	<b>14 970 000</b>	<b>15 359 000</b>	<b>16 590 000</b>

## Operating result

The Commission's net result for 2004-05 was a deficit of \$1.4 million. This is \$1.1 million more than the budgeted deficit of \$0.3 million due to costs associated with an Industrial Relations Commission decision and redundancy costs as a result of global budget cuts.



## APPENDIX 2 Management and Activities

### Payment of accounts

#### Time for payment of accounts - accounts payable

The Commission has an excellent account paying record and settles at least 99 % of claims by the due date. While all claims on hand are settled promptly, some late payments are unavoidable through factors beyond the control of the organisation. Payments effected after due date may be due to the late receipt of creditors' invoices and/or discrepancies with the goods or services received. Despite settling a minute proportion of claims after the due date, no penalty interest was paid or became payable in this financial year for late payment of accounts.

Performance indicators of the Commission's payments for this year are disclosed in the tables below.

#### Accounts paid on time within each quarter

Quarter	Total Accounts Paid on Time			Total amount paid \$
	Target %	Actual %	\$	
September	100.00	99.77	3 884 512	3 893 377
December	100.00	99.99	3 910 965	3 911 054
March	100.00	100.00	4 283 592	4 283 592
June	100.00	99.90	4 130 495	4 130 495

#### Time for payment of accounts - accounts receivable

The Commission continued with its aim of keeping debtors balances low. The following table shows the debtors aged analysis for the 2004-05 year.

#### Aged analysis at the end of each quarter

Quarter	Current \$	30 days \$	60 days \$	90 days \$
September	235 069	67 962	4 242	8 075
December	169 152	19 727	12 131	18 120
March	188 074	8 370	12 625	24 800
June	332 421	22 473	2 644	12 293

## Consultants

During the 2004-2005 financial year the Commission engaged consultants for under \$30 000 on four occasions in the following areas:

Consultancy area	Amount
Information technology	\$17 988
Management services	\$13 328
Legal	\$850

## Exceptional movements in employee wages, salary and allowances

The exceptional movement in employee related expenses is attributed to the impact of the Industrial Relations Commission decision in December 2004 and restructuring costs following the global budget influences by the NSW Treasury.

## Implementation of price determinations

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

## Land Disposal

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

## Overseas Visits

During 2004-05 the Chairperson of the Commission was invited to participate and deliver an address on multicultural issues in Australia at two major conferences in Europe.

## Disability Action Plan

The Commission has a Disability Action Plan covering the period 2003-05. The plan has been developed based on the NSW Government's Disability Policy Framework. The Commission supports the central aim of this policy which is to offer people with a disability improved opportunities to share fully in community life in New South Wales.

The Commission's Disability Action Plan outlines the following area where performance indicators have been identified:

- Physical accessibility
- Promoting positive community attitudes
- Training staff
- Information about services
- Employment in the public sector
- Complaints procedure.

## Action Plan for Women

NSW Government Action Plan for Women 2003 – 2005 provides government agencies and the community with a valuable and comprehensive picture of the work by Government for the women of NSW. The action plan provides up-to-date information on government initiatives for women in the key policy areas of families and communities; work; education and training; violence and safety; access to justice and equality before the law; health; and power and decision making. It links the initiatives to the Government's policy commitments to women and Australia's international commitments to improve the position of women and girls in our society. The Action Plan is based on data obtained on over 500 initiatives from 64 NSW Government agencies in the 2003 Audit of NSW Government Achievements for Women. The Commission continues to adopt the Government wide approach and guidelines in its Women's Action Plan. The Commission also participates in the NSW Spokeswomen's Program.

## Privacy Management Plan

The Commission undertook a review of its Privacy Management Plan to incorporate the requirements of the Health Records and Information Privacy Act 2002. As a result a privacy policy was developed and took effect on 22 March 2005.

As part of the implementation of the Plan, the Commission conducted compulsory privacy training for all staff. The training focused on familiarising staff with the privacy principles and their impact on the Commission and its clients.

The Commission is continuing to implement the strategies identified in its Privacy Management Plan. It has commenced the review of existing policies and procedures to ensure proper notification and references to the collection, storage, use of and correction rights to information.

## Corporate Credit Cards

The Commission does not issue corporate credit cards.

## Disclosure of controlled entities

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

## Freedom of Information

Over the past financial year, no requests were received for access to information under the Freedom of Information Act 1989. There were no inquiries to the Ombudsman or appeals to the District Court.

## Internal Audit and Risk Management

The Commission is operating under a three-year Risk Management and Internal Audit Plan. As part of this plan during 2004-05, two reviews were conducted with good results.

The Commission identified two more reviews to be conducted in the third quarter of 2005-06 when the Risk Management Plan will be updated. The Chairperson oversees the Commission's Risk Management and Internal Audit activities and the Director, Financial and Corporate Services, coordinates this function.

## Accommodation Services

The Accommodation Services unit is responsible for procurement, stores, facilities, energy and waste management, maintenance acquisition and disposal of fixed assets. Refurbishments, fit-outs and building maintenance are also monitored and coordinated by this Unit.

The Commission actively uses Smart buy.

The Accommodation Services unit is responsible for ensuring the Commissions compliance with various regulatory and social objectives.

In particular the unit prepares and monitors the Commissions performance in respect of:

- WRAPP – waste reduction and purchasing plan
- Office accommodation strategy
- Procurement plan
- Asset management plan.

The Commission leases two fleet vehicles which are used for official business travel by staff and Commissioners. One of these is a hybrid electric-fuel powered vehicle to ensure that the Commission leads by example in its social and environmental responsibilities.

## Insurance

The Commission's insurance cover is under the Treasury Managed Fund (TMF). Insurance premiums for the 2004-05 financial year totalled \$158 829 excluding GST. The areas covered include workers compensation, motor vehicles, property and public liability and miscellaneous items.

### Insurance premiums (excl GST)

Type	2002-2003 \$	2003-20034 \$	2004-2005 \$
Workers compensation	71 740	61 910	68 981
Motor vehicles	1 430	1 410	1 529
Liability/miscellaneous	13 050	18 270	1 7831
Property	11 540	52 950	70 488
<b>Total</b>	<b>97 760</b>	<b>134 540</b>	<b>158 829</b>

## Energy Performance

### Corporate commitment

The Community Relations Commission is committed to sustainable energy management principles and achieving savings in energy usage. The Commission has one site that purchases electricity on the contestable market. This site purchases 6% of its electricity from renewable sources.

The continued purchase of electricity in the contestable market has lowered costs. A reduction in greenhouse gas emissions has also been achieved by consumption of 6% green power for the last four years.

### Planning

Accountability and responsibility for energy management has been established by the nomination of an Energy Manager and Energy Co-ordinator.

Where cost effectively feasible, the Commission will endeavour to continue to reduce energy consumption in buildings and transport. The Commission has already achieved the GEMP energy reduction target of 15% of the 1995 level by 2001 (excluding fleet data). An Energy Management Plan has been completed and identifies energy consumption reduction targets and includes strategies for all facilities.

## Implementation

The Energy Management Plan has established a plan of implementation to further improve energy savings. The plan identifies facilities or technologies with the greatest saving potential. The plan has identified suitable funding options to enable energy saving recommendations to be implemented.

## Performance

The following major energy fuels were purchased by the Commission during 2004-05:

Fuel	*Total Energy Consumed (GJ)	% of Total Energy	Annual Cost excluding GST	Carbon Dioxide (CO <sub>2</sub> ) Greenhouse emissions (tonnes)
Electricity (black coal)	910.8	88	\$18 805	241.9
Electricity (green power)	58.1	6	\$1 560	-
Petrol	66.9	6	\$1 591	4.4
<b>TOTAL</b>	<b>1 035.8</b>	<b>100</b>	<b>\$21 956</b>	<b>246.3</b>

\* Estimations of energy consumption have been made where 12 months of data was unavailable.

There has been a 34% increase in overall energy consumption from last year and a 6% reduction compared to the 1995-96 GEMP baseline, for buildings only. Consumption goals for each type of fuel have been included in the Energy Management Plan.

## Waste Management

The Commission continued its commitment to recycling in its purchasing and disposal of waste programs. Recycled A4 paper is purchased for office use. The recycled content of photocopying paper increased from 50% to 80% being 10.9 tonnes of paper made available for recycling in its cleaning contract. The Commission also used recycled toner cartridges.

## Major Assets

The list of major assets (the Commission does not hold or own land) is shown in the following table. For the purpose of this report, a major asset is any item with a written down value of over \$5,000 as at 30 June 2005.

Major assets acquired in 2004-05 were:

Asset	Cost \$	Written down value \$
Fileserver IBM 345	12 050	8 254

Other major assets held by the Commission include:

Asset	Cost \$	Written down value \$
Photocopier Canon GP405	13 763	5 068
Copier Canon IR3300	17 254	6 663
Copier Canon IR3300	15 548	6 006
Fileserver IBM 330	12 397	5 005
Fileserver IBM 330	12 397	5 005
Fileserver IBM 345	14 639	7 120
Fileserver IBM 345	14 639	7 120

## Electronic Service Delivery

### Online language services

Online language services is a web based application that will enable the Commission to provide translation services and allow booking of interpreters via the Internet. On-line language services is used internally by the Commission to book and allocate interpreting and translating assignments. Online language services is expected to be deployed to external users by the end of the next financial year.

### MediaLink ([www.crcmedialink.com.au](http://www.crcmedialink.com.au))

In 2005 the Commission established MediaLink, a service that offers reports in English of articles from a range of non-English language newspapers. MediaLink reports cover a range of publications in a range of topical language groups including Arabic, Bosnian, Chinese, Croatia, Greek, Italian, Korean, Serbian, Spanish, Turkish and Vietnamese. Reports for daily newspapers are published within 24 hours of publication and 48 hours for non-daily newspapers. The reports are delivered to fee-paying clients via the Internet or electronic mail.

## CommuniLink ([www.communilink.org.au](http://www.communilink.org.au))

The Commission's CommuniLink project was completed and made available in July 2004. CommuniLink is a free web hosting service for community groups. It provides a single point of entry to the diverse communities of New South Wales and a venue for community organisations to interact with their members and with other organisations. More importantly, it gives the NSW Government direct access to the culturally and linguistically diverse community of this State and provides opportunities for improved communication and collaboration.

## Major works

No major works were carried out by the Commission during 2004-05.

## Research and development

Following the events of 11 September 2001 in New York, the CRC commissioned UTS Shopfront to evaluate the impact of this event on local community harmony and analyse the effectiveness of response strategies by NSW Government agencies and community organisations. The report *Building bridges: community relations in NSW after September 11 2001* was completed in June 2005 and examined the effectiveness of a range of government initiatives, including the CRC Hotline and numerous community based responses such as interfaith initiatives. The report praised the NSW Government for its speedy response, suggested improvements to the operation of the CRC Hotline and recommended continuing support for government and community partnerships as an effective way to manage community relations issues.

## Promotion

Publications produced by the Commission during 2004-05 included:

- Community Relations Report 2004
- Annual Report 2003-04
- *MediaLink* brochure
- White paper, *Cultural Harmony, The Next Decade 2002-2012*
- Services to refugees brochure
- CRC Volunteering Awards leaflet
- Albury-Wodonga Forum booklet
- Language Services schedule of fees
- CommuniLink brochure
- Guide to services.



## APPENDIX 3

### Ethnic Affairs Priorities Statement (EAPS)

#### Ethnic Affairs Priorities Statement (EAPS)

The Community Relations Commission For a multicultural NSW has developed its EAPS Forward Plan 2003 – 2006 in accordance with the NSW Government’s principles of multiculturalism, as defined in the *Community Relations Commission and Principles of Multiculturalism Act (2000)*.

Key achievements during the 2004-05 year were:

Corporate plan objective	Standards framework activity area	EAPS standards framework criteria	Performance indicator	Timeframe	Outcomes
1.4	Planning and evaluation	EAPS SF A.3.1: Corporate plan has ‘cultural diversity’ as feature of service environment	CRC EAPS Forward Plan 2003 – 2006 linked to Corporate Plan.	Ongoing	<ul style="list-style-type: none"> <li>EAPS included as standing item at monthly meeting of CRC Commissioners</li> <li>EAPS training provided to Regional Advisory Councils and CRC staff</li> </ul>
6.2	Planning and evaluation	EAPS SF A.2.2: Collect data on client requirements for language assistance	Data collected and analysed on usage of language services	Ongoing	<ul style="list-style-type: none"> <li>In 2004-05, priority languages for interpreting assignments were Arabic, Cantonese, Korean Mandarin, Persian, Spanish, Turkish and Vietnamese.</li> <li>Priority languages for translations were Arabic, Chinese, German, Japanese, Korean, Spanish and Vietnamese.</li> <li>Additional casual panellists recruited to cater for above demand [see also appendix on Languages Services]</li> </ul>
1.1, 1.2, 1.4, 3.2, 3.3	Program and service delivery	EAPS SF B.3.1: Organise planned consultations with ethnic communities and clients	Major consultations include: <ul style="list-style-type: none"> <li>Community Relation Symposium;</li> <li>Other consultations as required;</li> <li>EAPS consultations</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Pasifika Youth Day, 25 November 2004</li> <li>Cabramatta City Watch and Police Community Safety seminars March 2005</li> <li>Symposium 21 June 2005</li> </ul>
1.1, 1.2, 2.2, 3.1, 3.2, 3.4, 6.1	Program and service delivery	EAPS SF B.3.3: Use the outcomes of data analysis and research in the design and evaluation of services	Develop programs and services which are appropriate to the needs of the community.		Major achievements (also refer to body of Report) include: <ul style="list-style-type: none"> <li>language examinations;</li> <li>CommuniLink- linking communities and government on the internet;</li> <li>Multicultural Marketing Awards;</li> <li>Canterbury Bankstown; Community Harmony Roundtable;</li> <li>Youth Partnership with Arabic-speaking communities;</li> <li>Pacific Communities Council of New South Wales;</li> <li>Cabramatta CityWatch;</li> </ul>

Corporate plan objective	Standards framework activity area	EAPS standards framework criteria	Performance Indicator	Timeframe	Outcomes
					<ul style="list-style-type: none"> <li>• RACs workshops on EAPS issues held in Albury, Orange and Wyong;</li> <li>• management of EAPS program;</li> <li>• Community Relations Report including over 80 government initiatives;</li> <li>• regional activities.</li> </ul>
1.2	Program and service delivery	EAPS SF B.4.1: Has in place participation forums which contribute to the design and implementation of program and service delivery	Projects are implemented and stated project goals achieved	Ongoing	<ul style="list-style-type: none"> <li>• Participation forums include the, Canterbury-Bankstown Community Harmony Round Table, and NSW Council for Pacific Communities and Cabramatta City Watch;</li> <li>• Youth Partnership with Arabic speaking communities, Canterbury Bankstown Community Harmony Round Table strategically located in south-western Sydney.</li> </ul>
1.4	Staffing	EAPS SF C.3.1: Include ethnic affairs requirements in all relevant position descriptions, staff selection training and recruitment and selection guidelines.	EAPS requirements in relevant position descriptions	Ongoing	All position descriptions, staff selection training and recruitment and selection guidelines include a reference to EAPS.
4.2	Staffing and communication areas	EAPS SF C.3.3 and D2.2: Make information available about languages spoken by CLAS officers	Information about the languages spoken by CLAS officers is available	Ongoing	The CRC has 15 officers in receipt of CLAS, with information available to staff on the common directory.
1.1, 1.3	Communication	EAPS SF D.2.1 and D.2.4: Translate documents based on ABS data, using accredited translators	Information provided to communities is appropriate and accurate	Ongoing	The CRC offers a range of translated information, including a brochure in community languages advising how to respond to phone, letter or parcel bomb threats, fee exemption information, translation fees.
1.4	Communication	EAPS SF 2.3 and 3.3 Use professional interpreters	Ongoing testing between the courts, Corrective Services and CRC interpreters	Ongoing	Three-way conference facilities technically in place, and policies / procedures to use the facilities are being developed.

Corporate plan objective	Standards framework activity area	EAPS standards framework criteria	Performance indicator	Timeframe	Outcomes
3.4	Funded Services	EAPS E.2.1 and D.3.1: Advise ethnic communities about funded services through advertising in English and community languages	Place information on funded services in English language press, as well as into community languages selected according to information on clients	Ongoing	Information on Community Development Grants program translated into 23 community languages, and disseminated via information sessions and print media.
3.4	Funded Services	EAPS E.2.2 and E.3.4 Collects relevant ethnicity data to inform funding decisions	Use ABS data and other data to identify priority needs groups under the funding program	Ongoing	Grants Advisory Committee uses relevant data to inform funding recommendations.

## Highlights from the 2005-2006 EAPS Forward Plan

- Continue to review and update CRC community profiles in order of priority, taking into account demographic data (EAPS SF A3.2)
- Continue to hold community relations symposiums, as a key mechanism to consult with community leaders and workers (EAPS SF B.3.1)
- Implement the EAPS on-line project.
- Continue to implement CommuniLink – the web-hosting service of the CRC. The website [www.communilink.org.au](http://www.communilink.org.au) was made publicly available in June 2004, with training provided to organisations which have been approved to receive the service. Organisations enter into an agreement with the CRC, and are commencing the development of their websites.
- Video-conferencing facilities for interpreters are installed and trials between courts, the Department of Corrective Services and CRC interpreters are being tested. Policy and guidelines for the operation of facilities are being developed.
- Commence the final specialist legal training course for CRC interpreters.



## APPENDIX 4

# Representation of staff on committees

The Commission was represented by staff on the following committees:

### Community Relations Service

#### Richard Acheson

- NSW Government Immigration and Settlement Planning Committee
- Canterbury-Bankstown Community Harmony Round Table
- Commonwealth/NSW Working Party on Migration to Sydney and Regional NSW
- Community Solutions and Crime Prevention Working Group
- HSCEO's Senior Officer's Group
- NSW Youth Interagency
- Refugee Review Tribunal Liaison Committee
- SCIMA\* Working Party on Community Harmony
- SCIMA\* Research Advisory Committee
- SCIMA\* Language Services Working Group

(\* Standing Committee on Immigration and Multicultural Affairs)

#### Ellen Huntley

- Arabic Youth Partnership Combined Reference Group
- Canterbury-Bankstown Combined Reference Group
- Human Services Agencies Anti-Social Behaviour Reference Group

#### Bill Purcell

- NSW Council for Pacific Communities
- NSW Youth Partnership with Pacific Communities Implementation Committee

#### Thida Yang

- Cabramatta CityWatch Council
- Cabramatta Project Reference Group
- Cabramatta Senior Officers Coordinating Committee on Drugs (SOCC)
- Fairfield City Council Mayor's Crime Prevention
- Fairfield Migrant Interagency

### **Myriam Bahari**

- Bankstown Workers With Youth Network
- Canterbury Workers With Youth Network
- Canterbury-Bankstown Migrant Interagency
- Peer Mentor Project Steering Committee Meeting

### **Lorraine Norton**

- Executive Officer to the Commission's:
  - Hornsby and Central Coast Regional Advisory Council
  - Hunter Regional Advisory Council
  - Northern Regional Advisory Council
  - New England Regional Advisory Council
- Represented the Commission on Premier's Department's:
  - Central Coast Regional Coordination Management Group
  - Hunter Regional Coordination Management Group
  - North Coast Regional Coordination Management Group
  - New England Regional Coordination Management Group
- Membership on:
  - The Steering Committee on Positive Ageing Strategy Hunter, Department of Ageing, Disability and Home Care
  - The Refugee Support Network, Hunter
  - Newcastle City Council EAPS Reference Group
- Participation by correspondence with the:
  - Central Coast Multicultural Interagency
  - Hunter Multicultural Interagency
  - Mid North Coast Multicultural Interagency
  - North Coast Multicultural Interagency
  - New England Multicultural Interagency

### **Fadel Benhima**

- Executive Officer to the Commission's:
  - Albury Regional Advisory Councils
  - Griffith Regional Advisory Council
  - Illawarra Regional Advisory Council
  - Central West Regional Advisory Council
- Riverina Immigration Settlement Planning Committee (Department of Immigration and Multicultural and Indigenous Affairs)
- Albury-Wodonga Immigration Settlement Planning Committee
- Illawarra Area Assistance Scheme Regional Advisory Committee (Department of Infrastructure, Planning and Natural Resources)
- Illawarra and South East Regional Coordination Program (Premier's Department)
- Riverina Regional Coordination Program (Premier's Department)
- Griffith Multicultural Group.
- Shoalhaven Multicultural Group.
- Central West-Orana and Far West Multicultural Interagency.
- Queanbeyan Multilingual Information Centre.
- Wollongong City Council (EAPS Committee).
- DIMIA grants Advisory Committee South East, Southern NSW.
- Illawarra and South Coast Region Equity Programs Consultative Committee.

### **Rosa Droescher**

- Centre for Multicultural Health Advisory Committee (Faculty of Medicine, University of New South Wales)
- Grants Advisory Committee, Western Sydney Area Assistance Scheme
- Multicultural Mental Health Policy Reference Group (NSW Health)
- Planning for Later Life Forum (Department of Ageing, Disability and Home Care)
- Youth Interagency Taskforce (Department of Community Services)

### **Gosia Dybka**

- Ethnic Affairs Advisory Group (Department of Community Services)

**Peter Reynolds**

- Cultural Agencies Steering Committee (Local Government Association and Shires Association)
- Director-General's Advisory Group for Multicultural Education and Training (AGMET) (Department of Education and Training)
- Schools Cultural Exchange Program (Department of Education and Training)
- State Disaster Recovery Committee (Department of Community Services)
- Multicultural Consultative Forum (DEWR-DEST)
- NSW Water Safety Taskforce (Department of Tourism, Sport and Recreation)

**Ross Berghofer**

- Population Projections Group

**Information and Management Services****Marte Tagle**

- NSW Government Grants Administration Review Steering Group  
Communitybuilders.nsw Reference Group

**Gail Bidois**

- Records Managers Forum

**Ross Leighton**

- FOI Practitioners Network

**Jaya Chivukula**

- Grants Administration Review – Application Review

**Language Services Division****Ann Groth**

- National Accreditation Authority for Translators and Interpreters (NAATI)  
NSW Regional Advisory Committee
- Cross Justice Agency Video Conference Steering Committee
- Downing Centre Apprehended Violence Committee



## APPENDIX 5

### Codes of conduct

#### **Code of conduct for commissioners, officers and employees of the Community Relations Commission For a multicultural NSW**

1. Commissioners, officers and employees of the Community Relations Commission For a Multicultural NSW ('the Commission') will perform their duties impartially and will be fair and honest in their official dealings with their colleagues and the public.
2. It is the duty of Commissioners and officers to declare to the Chairperson of the Commission ('the Chair') situations in which their private interests, whether pecuniary or otherwise, conflict or might reasonably be thought to conflict with their official dealings with their colleagues and/or the public.
3. A Commissioner, Commission officer or employee who holds any office or position of trust or responsibility in a company or other organisation, whether or not it is an office of profit, or has any pecuniary or personal interests in such an organisation, will disclose the relevant particulars of such office, position or interest to the Chair.
4. The Chair or a Commissioner will declare to a meeting of the Commission any interest she/he may have which is relevant to a matter under discussion.
5. In the case of officers or employees, the Chair will inform the officer or employee if she/he considers that a matter is likely to involve the officer in a conflict of interest and the officer will then withdraw from any discussion and take no part in preparation of further advice on the matter.
6. Commissioners, officers and employees will not use information obtained in the course of their official duties to gain a pecuniary or other advantage for themselves or for any other person or organisation.
7. Commissioners, officers and employees will not solicit or accept from any person any remuneration or benefit for the discharge of the duties of their office.
8. The Chair, officers and employees will follow the NSW Public Sector Code of Conduct issued by the Premier's Department in December 1991.
9. Commission papers, discussions and decisions will be treated as confidential by Commissioners, officers and employees. They will not make known the contents of the Commission's papers or discussions or decisions unless specifically requested to do so by the Chair, or by resolution of the Commission or with the prior approval of the Chair. At other times decisions of the Commission will be made known by the Chair and where appropriate after approval by the Minister.
10. Any Commissioner who stands for election to the State or Commonwealth parliament shall seek leave of absence from the Commission from the date the writs are issued until the return of the writs. Any Commissioner on such leave of absence shall not act or speak in any way as to suggest that their candidacy carries the endorsement of the Commission. If elected to Parliament, the Commissioner will resign from the Commission.

## Code of ethics and conduct for interpreters and translators \*

Interpreters and translators are expected to:

- Act in accordance with standards of conduct appropriate to a professional, including being polite and courteous at all times and refraining from behaviour that would reasonably be regarded as unprofessional or dishonourable.
- Maintain confidentiality and not disclose information acquired in the course of their assignments.
- Only undertake work that they are competent to perform.
- Remain impartial and neutral in all situations and not allow personal opinion to influence their performance.
- Take reasonable care to be accurate.
- Take full responsibility for the quality of their work.
- Complete interpreting and translating assignments they have accepted and acknowledge and promptly rectify their own mistakes.
- Continually strive to maintain, upgrade and update their level of professional knowledge and skills.
- Ensure they do not take personal advantage of any information obtained in the course of their work nor accept or solicit any present, gift or other consideration, benefit or advantage.
- Frankly disclose any possible conflict of interest.
- Be punctual at all times and remain until the assignment is completed. Adhere to deadlines. In emergencies, advise clients promptly.
- Respect and support their fellow professionals.
- Ensure they do not seek to solicit work directly from a client.
- Ensure they do not canvass or advertise their services in a private capacity in any matter which would tend to lower the status of, or bring discredit on, the profession.
- Ascertain beforehand what will be required of them and make the necessary preparations for all interpreting and translating assignments.
- It shall be a breach of this code if an interpreter is found guilty of infamous conduct in a professional respect (as defined in the courts of law) or be convicted of a felony or other crime punishable by imprisonment.

\* based on AUSIT Code of Ethics and Community Relations Commission Interpreter Code of Ethics.

## Code of ethics and conduct for youth liaison team members

As representatives of the Youth Partnership with Arabic-Speaking Communities and recipients of an honorarium from the Community Relations Commission, members of youth liaison teams are expected to follow the principles of ethics and conduct outlined below.

### Professionalism

- Act in a professional manner at all times, including being polite and courteous and refraining from behaviour that would reasonably be regarded as unprofessional or dishonourable.
- Remain impartial and neutral in all situations.
- Take responsibility for your actions.
- Respect and support your fellow youth liaison team members.

### Impartiality

- Be aware of your own values, attitudes, beliefs, and behaviours and how these apply in a culturally diverse society, and avoid imposing your values on others.
- Respect individual differences and do not judge others because of personal bias.
- Seek to understand the points of view of all parties.
- Treat others fairly and consistently in a non-discriminatory manner, and with proper regard for their rights and obligations.
- Do not discriminate in a manner that has a negative impact based on sex, marital status, race, colour, nationality, ethnic or national origin, ethno-religious identity, descent, age, disability, homosexuality, transexuality, socio-economic status or political conviction.
- Be aware of potential conflicts of interest and frankly disclose these as appropriate.

### Privacy and confidentiality

- Keep official information confidential and do not use or permit it to be used to gain an improper advantage for yourself or any other party.
- Keep people's personal details confidential and do not disclose them to anyone outside your own youth liaison team without consent or authority.
- When discussing individuals for the purposes of feedback sessions, make every effort to protect the identity of those individuals and avoid undue invasion of privacy.

- Do not engage in public comment on behalf of your youth liaison team, the coordination committee or the Community Relations Commission, without prior approval. All media inquiries are to be directed to the Community Relations Commission Media Officer. If you make personal statements in a public context, make it clear that you are speaking from your personal perspective and are not speaking on behalf of your youth liaison team, the coordination committee or the Community Relations Commission.
- Maintain all confidentiality after ceasing to be a youth liaison team member.

### **Other**

- The general requirement to maintain confidentiality does not apply when disclosure is required to prevent clear and imminent danger to persons or when legal requirements demand that confidential information be revealed. When circumstances require the disclosure of confidential information, only essential information is to be revealed.
- You are encouraged to report any situation you come across during your work as a youth liaison team member in which you have reasonable grounds for suspecting that a child or young person is at risk of harm. Possible causes of harm include basic physical or psychological needs not being met, necessary medical treatment not being provided, physical or sexual abuse or ill-treatment, serious physical or psychological harm as a result of exposure to domestic violence, or serious psychological harm caused by the behaviour of a parent or other care-giver. Reports may be made to the Department of Community Services 24 hour child protection helpline, on 13 21 11.



## APPENDIX 6

### Grants awarded in 2004-05

The following grants were approved in the Commission's 2004-05 Community Development Grants Program.

Organisation and Purpose	Amount \$
All Young Burmese League Inc <i>Purpose:</i> To contribute towards the culture and music festival.	2750
Ashfield Municipal Council <i>Purpose:</i> To assist with the cost of hosting the 2005 Local Government Multicultural Forum.	5000
Asian Women at work <i>Purpose:</i> To contribute towards the artist fees for the promotional poster development project.	2000
Associazione Isole Eolie Confraternita' San Bartolomeo Apostolo <i>Purpose:</i> To contribute towards the staging of the Feast of Sand Bartolomeo Apostle	5000
Associazione Puglia NSW Cooperative Limited <i>Purpose:</i> To contribute towards the photographic exhibition and the multimedia presentation.	3000
Austral Slovenian Society Tivoli Newcastle Inc <i>Purpose:</i> To contribute towards a project to assist the aged and frail members of the community.	1962
Austra-Lanka Muslim Association Inc <i>Purpose:</i> To contribute towards the activities for the youth.	5000
Australasian Police Multicultural Advisory Bureau <i>Purpose:</i> To contribute towards the cost of publishing the reference guide 'A Practical Reference to Religion Diversity for Operational Police'.	1000
Australia Korean Welfare Association Ltd <i>Purpose:</i> To contribute towards the employment of a worker to assist with the community diary project.	8745
Australian Bosnian Womens Association Inc <i>Purpose:</i> To contribute towards purchase of office equipment.	5000
Australian Chinese Wushu Exchange Association Inc <i>Purpose:</i> To contribute towards costumes and equipment.	1000
Australian Egyptian Council Forum Inc <i>Purpose:</i> To contribute towards the fourth annual Egyptian Festival in Sydney 2004.	2500
Australian Sikh Association Inc <i>Purpose:</i> To contribute towards the employment of a worker to address the needs of the youth in the community.	8745
Aweil Association of NSW <i>Purpose:</i> To contribute towards the employment of a worker to assist with the project titled "Southern Sudanese Women and Girl's Leadership Project".	17490
Bankstown Youth Development Service Inc <i>Purpose:</i> To contribute towards the purchase of costumes and hire of equipment.	1500
Baulkham Hills, Holroyd, Parramatta MRC <i>Purpose:</i> To contribute towards the purchase of material to make quilts.	3000
Berkeley Development Association Inc <i>Purpose:</i> To contribute towards the Berkeley Migrant Women's project.	8745
BRACCA Brazilian Community Council of Australia <i>Purpose:</i> To contribute towards the project titled Getting Back to my Profession.	8745
Cambodian-Australian Welfare Council <i>Purpose:</i> To contribute towards the employment of a worker to provide support networks for the families affected by domestic violence.	17490

Organisation and Purpose	Amount \$
Chinese Australian Services Society Co-op <i>Purpose:</i> To contribute towards the employment of a worker to provide support network for families from Chinese background residing in the Illawara region	13805
Co.As.It <i>Purpose:</i> To assist the Italian bi-lingual school with educational resources.	5000
Co.As.It. <i>Purpose:</i> To assist the Italian bi-lingual school with resources.	10000
Coffs Harbour Neighbourhood Centre Inc <i>Purpose:</i> To contribute towards the employment of a worker and travel to assist with the project titled "Out Migrant – Their Stories".	10000
Croatian Australian Community Council <i>Purpose:</i> To contribute towards the employment of a worker to assist with the development of networks for the Croatian community.	17490
Croatian Folkloric Group Jadran Inc <i>Purpose:</i> To contribute towards the costs other than salaries and fees of a dance teacher.	5000
Diocese of the Armenian Apostolic Church of Australia and New Zealand <i>Purpose:</i> To contribute towards the Armenian Community Youth Project.	17490
Dubbo Baha'i Community <i>Purpose:</i> To contribute towards the annual multicultural function.	4500
Eastwood Chinese Senior Citizens Club Inc <i>Purpose:</i> To contribute towards the Healthy Ageing project.	8745
EFKS Sydney Community Mission <i>Purpose:</i> To contribute towards the employment of a worker to assist with getting employment in motion strategy project.	17490
Ethnic Communities Council of Newcastle & Hunter Region Inc <i>Purpose:</i> To contribute towards the construction of disabled access ramp for the Ukrainian community hall.	6500
Ethnic Communities Council of Newcastle & Hunter Region Inc <i>Purpose:</i> Core funding	60000
Ethnic Communities Council of NSW <i>Purpose:</i> Core funding.	98000
Ethnic Communities Council of Wagga Wagga Inc <i>Purpose:</i> To contribute towards the project titled " Women of Many Cultures".	8745
Ethnic Communities Council of Wagga Wagga Inc <i>Purpose:</i> Core funding.	28000
Fiji Indian Social and Cultural Assoc of Australia <i>Purpose:</i> To contribute towards the hire of the stage and sound equipment for the Diwali festival.	3000
Filipino Australian Society of the Hunter Valley <i>Purpose:</i> To contribute towards the purchase of chairs for the community hall.	5000
Fusion Australia <i>Purpose:</i> To contribute is to assist Fusion Australia with the Bankstown Christmas festival and carols.	5000
George Cross Falcons Club Incorporated <i>Purpose:</i> To contribute towards the employment of a worker to assist senior citizens of the Maltese community.	17490
Greek Orthodox Archdiocese of Australia, Parish of Sutherland <i>Purpose:</i> To contribute towards audio visual and library resources for the Parish.	10000

Organisation and Purpose	Amount \$
Greek Orthodox Community of NSW Ltd <i>Purpose:</i> To assist in providing services for the elderly.	5000
Greek Orthodox Community of NSW Ltd <i>Purpose:</i> To contribute towards the Greek Festival of Sydney 2005, a forum for showcasing multicultural expressions.	12500
Greek Welfare Centre <i>Purpose:</i> To contribute towards the employment of a worker to service the needs of the community in the Hunter region.	8745
Greek Welfare Centre <i>Purpose:</i> To contribute towards the employment of a worker to service the needs of the community in Western Sydney.	17490
Griffith Multicultural Community Council Inc <i>Purpose:</i> To contribute towards the employment of a worker to provide bi-lingual services.	17490
Handital NSW Inc <i>Purpose:</i> To contribute towards the employment of a bi-lingual support worker for respite care.	8745
Hippocrates Australian Greek Aged Persons Association <i>Purpose:</i> To contribute towards upgrading the community kitchen.	10000
Holroyd Parramatta Migrant Services Inc <i>Purpose:</i> To assist with the employment of a worker to assist the African At Risk Youth Support Project.	8745
Hornsby Shire Council <i>Purpose:</i> To assist with hosting a street festival	10000
Hunter Valley Scots Club Inc <i>Purpose:</i> To contribute towards the project titled "A Celtic Cultural Experience".	3000
Hye Hoki Inc <i>Purpose:</i> To contribute towards the 2005 Armenian Cultural Festival.	10000
Illawarra Ethnic Communities Council Inc <i>Purpose:</i> To contribute towards Greek dance performances.	3500
Illawarra Ethnic Communities Council Inc <i>Purpose:</i> Core funding.	60000
Illawarra Ethnic Communities Council Inc <i>Purpose:</i> To assist with the FECCA regional congress	22727
Indian Cultural Advancement Society of Australia <i>Purpose:</i> To contribute towards the hire of the equipment for a festival.	2000
Indian Cultural Advancement Society of Australia <i>Purpose:</i> To contribute towards artist's fee and hire of sound equipment.	3000
Iranian Community Organisation <i>Purpose:</i> To contribute towards the employment of a worker to assist with the "Empowering and Informing Older Farsi Speaking Persons" project.	11000
Italian Social Welfare Organisation of Wollongong <i>Purpose:</i> To contribute towards a project that addresses the needs of the senior citizens of the Italian community.	7876
Jewish Care <i>Purpose:</i> To assist with the employment of a worker to assist the "Outmate" project.	17490
KABARO Filipino Women's Support Group Inc <i>Purpose:</i> To contribute towards the project titled Young CALD for Youth Week ('Expressing Yourself')	8745

Organisation and Purpose	Amount \$
Lightning Ridge and Region Transcultural Community Council Inc <i>Purpose:</i> To contribute towards the employment of a worker to provide information and referral services.	8745
Lithgow Information and Neighbourhood Centre Inc <i>Purpose:</i> To contribute towards the employment of a worker to address the needs of the community.	17490
Liverpool Migrant Resource Centre Inc <i>Purpose:</i> To contribute to assist with the "Know Your Neighbours" project.	9196
Macedonian Australian Welfare Association of Sydney Inc <i>Purpose:</i> To contribute towards the employment of a worker to assist with the drug and alcohol research project	17490
Macedonian Orthodox Community Church St Petka Inc <i>Purpose:</i> To contribute towards the purchase of dancing costumes for the community.	5000
Macedonian Welfare Association Inc <i>Purpose:</i> To contribute towards a project titled "Educational and Informative Aid"	5000
Maltese Community Council of NSW Inc <i>Purpose:</i> To contribute towards the employment of a worker to provide referral services for the community.	17490
Mandaeen Australian Community Cultural Centre <i>Purpose:</i> To contribute towards the purchase of musical instruments for the community.	3140
Marathi Association Sydney Inc <i>Purpose:</i> To contribute towards the project titled "Maharastra Dumdumla Tamworth MacIhe"	3000
Migrant Resource Centre of Newcastle and the Hunter Region <i>Purpose:</i> To contribute towards the project titled "African Community After School Support Service".	17490
Migration Heritage Project Inc <i>Purpose:</i> To contribute towards the project Celebrating our Diverse Heritage.	8745
Mimosa House Inc <i>Purpose:</i> To contribute towards the employment of a worker to assist the Indo Chinese domestic violence family support project.	17490
Mukti-Gupteshwar Mandir Society <i>Purpose:</i> To contribute towards the publication of a commemorative souvenir.	5000
Murwilumbah Community Support Center Inc <i>Purpose:</i> To contribute towards the employment of a worker to assist the needs of the people from culturally diverse background in the Tweed Shire.	17490
NSW Federation of Community Language Schools <i>Purpose:</i> To contribute towards the employment of a project officer to assist the Federation.	17490
NSW Spanish-Speaking Pensioners Association Inc <i>Purpose:</i> To contribute to assist with the cost of hosting the forum for Spanish-speaking ageing community.	3000
Plaza Filipino Inc <i>Purpose:</i> To contribute towards the hire of sound equipment for the Filipino Fiesta 2005.	3000
Proud of Congo Inc <i>Purpose:</i> To contribute towards the project titled Congolese Youth Music & Dance Project.	3800
Refugee Council of Australia <i>Purpose:</i> To contribute towards the activities during Refugee Week.	2500
Serbian Orthodox Welfare Association of NSW Inc <i>Purpose:</i> To contribute towards the employment of a worker to assist with the Liverpool	17490

Organisation and Purpose	Amount \$
Serbian Orthodox Welfare Association of NSW Inc <i>Purpose:</i> To contribute towards the employment of a worker to assist with the Liverpool Youth Harmony project.	17490
Sikh Council of Australia Inc <i>Purpose:</i> To contribute towards hosting the World Sikh Conference.	3000
Sikh Kirtan Prachar Mission of Australia Inc <i>Purpose:</i> To contribute towards the project titled Sharing the Sikh Culture	2860
Sikh Mission Centre Sydney Inc <i>Purpose:</i> To contribute towards the 2005 Sikh annual sports carnival.	5000
Spears Sports Club <i>Purpose:</i> To assist the players of the Club to represent NSW at the National Karate Competition in Melbourne.	1000
St George Lebanese Joint Committee Inc <i>Purpose:</i> To contribute towards the employment of a worker to assist the women of the community to write their stories.	13700
Sydney Kannada Sangha Inc <i>Purpose:</i> To contribute towards the hire of light and sound equipment.	2500
Sydney Korean Women's Welfare Centre <i>Purpose:</i> To contribute towards the employment of a worker to assist with the helping hands project.	8745
Sydney Talmudical College Association <i>Purpose:</i> To contribute towards the Chanukah at the Bay festival.	10000
Tamil Senior Citizens Association Inc <i>Purpose:</i> To contribute towards the Thai Pongal celebrations.	2000
Tanzanian Association of NSW Inc <i>Purpose:</i> To contribute towards a project that addresses the needs of the youth from Tanzania, Uganda and Zambia.	4000
Telugu Association Inc <i>Purpose:</i> To contribute towards the hire of the hall and sound equipment for cultural events.	4500
The Affinity Intercultural Foundation <i>Purpose:</i> To contribute towards the Sufi Music with Whirling Dervishes concert.	5000
The Anglo Indian Association of NSW Inc <i>Purpose:</i> To contribute towards the International Anglo Indian Day festival.	4300
The Association of Bhanin El Minieh <i>Purpose:</i> To contribute towards the employment of a worker to assist with the youth crime action project.	17490
The Australian & New Zealand Maori Cultural School of Dreams Inc <i>Purpose:</i> To contribute towards the traditional Maori (earth oven) hangi food preparation workshops.	1720
The Chabad House of the North Shore <i>Purpose:</i> To contribute towards a project titled "The Goodness and Kindness Campaign".	17490
The Polish School of Sydney <i>Purpose:</i> To contribute towards the purchase of teaching resources.	5000
The Sabian Mandaean Association in Australia Ltd <i>Purpose:</i> To contribute towards the employment of a worker to assist with the Mandaean settlement scheme project.	17490

Organisation and Purpose	Amount \$
Then India Sanmarga Ikya Sangam NSW Inc <i>Purpose:</i> To contribute towards music classes for the community.	3000
Trinacria Association Limited <i>Purpose:</i> To contribute towards the annual day for the seniors of the Unione Siciliana Emigranti e Famiglie.	1000
Turkish Welfare Association Inc <i>Purpose:</i> To contribute toward the employment of a worker to assist with the Social Community Cultural Development Project.	8745
Turkish Welfare Association Inc <i>Purpose:</i> To contribute towards the employment of a worker to address the needs of the teenage children from Turkish background.	8745
Turkish Welfare Association Inc <i>Purpose:</i> To contribute towards the employment of a worker to address the needs of the teenage children from Turkish background.	17490
United Indian Associations Inc <i>Purpose:</i> To contribute towards the hosting of the India Australia Fair 2004.	3000
University of Technology, Sydney <i>Purpose:</i> To contribute towards printing and catering costs of the forum hosted by the University of Tecnology, Sydney.	1000
Uruguayos Unidos Inc <i>Purpose:</i> To contribute towards the 15th anniversary of the organisation.	3000
Vietnamese Community in Australia - NSW Chapter Inc <i>Purpose:</i> To contribute towards the project titled "Thirty years of Vietnamese - Australians belongings and contribution".	5000
Vietnamese Community in Australia - NSW Chapter Inc <i>Purpose:</i> To contribute towards the celebrations of 30 years of Vietnamese settlement in Australia.	10000
Vietnamese Community in Wollongong <i>Purpose:</i> To contribute towards the refugee settlement in Australia project.	3500
Vietnamese Senior Association Marrickville <i>Purpose:</i> To contribute towards the moon festival.	2000
Vietnamese Senior Association Marrickville <i>Purpose:</i> To assist with the moon festival.	3000
Vietnamese Women's Association in NSW Inc <i>Purpose:</i> To contribute towards the employment of a disability support worker.	8745
Voluntad <i>Purpose:</i> To contribute towards providing services to the elderly.	3000
Waverly Council <i>Purpose:</i> To assist with hosting a street festival.	10000
Woodville Community Services Inc <i>Purpose:</i> To contribute towards the Villawood Childrens' Festival.	1800
Wyoming Community Centre Inc <i>Purpose:</i> To contribute towards a project titled "Culture for Kids".	8745



## APPENDIX 7

### Membership of the Grants Advisory Committee

Ms P Masselos (convenor)  
Ms M Kama (Commissioner)  
Mr B Peng (Commissioner)  
Mr J Gebhardt (Ethnic Communities' Council of Newcastle and the Hunter Region)  
Mr M Tracjevski (Illawarra Regional Advisory Council)  
Ms M Burrell (NSW Council of Social Service)  
Ms R Vang (Central West Regional Advisory Council)  
Mr D Rufo (Hunter Regional Advisory Council)

## APPENDIX 8

### Commissioners' attendance at meetings

Commissioner	Number of meetings eligible to attend	Number of meetings attended
S Kerkyasharian	11	11
M Marx	11	8
MAquino	12	12
E Jupiter	12	10
N Maruncic	12	10
H Pan	12	11
M Kama	12	9
B Peng	12	10
M Christodoulou	4	4
P Masselos	7	6
T Le-Dang	5	5



## APPENDIX 9

# Membership of Regional Advisory Councils

<p><b>Albury Regional Advisory Council</b></p> <p>Chairperson</p> <p>Community</p> <p>Community</p> <p>Community</p> <p>Community</p> <p>Community</p> <p>Community</p> <p>Albury City Council</p> <p>Department of Ageing, Disability and Home Care</p> <p>Department of Community Services</p> <p>Department of Education and Training</p> <p>Department of Housing</p> <p>Greater Southern Area Health Service</p> <p>NSW Police</p>	<p>Ms M Aquino</p> <p>Ms Y Lingua</p> <p>Dr Sima Golshan</p> <p>Ms J Gould</p> <p>Dr B Jeeawody</p> <p>Dr C Mishra</p> <p>Mr S Toumngoun</p> <p>Cr N Matthews</p> <p>Mr G Clarke</p> <p>Ms W Rhodes</p> <p>Mr P Smith</p> <p>Mr C Iskov</p> <p>Ms J Chapman</p> <p>Supt J Devine</p>
<p><b>Central West Regional Advisory Council</b></p> <p>Chairperson</p> <p>Community</p> <p>Community</p> <p>Community</p> <p>Community</p> <p>Community</p> <p>Community</p> <p>Community</p> <p>Community</p> <p>Bathurst Regional Council</p> <p>Department of Education and Training</p> <p>Department of Housing</p> <p>Mid West Health Service</p> <p>NSW Police</p>	<p>Ms M Aquino</p> <p>Ms A Gallagher</p> <p>Mr Z Hogue</p> <p>Dr M Islam</p> <p>Mrs E Makonnen-Desta</p> <p>Ms R Schmid</p> <p>Mr N Sedghi</p> <p>Ms J Treweeke</p> <p>Ms R Vang</p> <p>Cr P Haysom</p> <p>Mr M Cavanagh</p> <p>Mr P Harding</p> <p>Dr Theam-Eng Khoo</p> <p>Asst Com M West</p>
<p><b>Griffith Regional Advisory Council</b></p> <p>Chairperson</p> <p>Community</p> <p>Community</p> <p>Community</p> <p>Community</p>	<p>Ms M Kama</p> <p>Mrs D Erika</p> <p>Mr S Kosi</p> <p>Mr A Kumariah</p> <p>Mrs S Prasad</p>

Community	Mr S Sandhu
Community	Mrs G Tappi
Community	Mr S Vuadreu
Griffith City Council	Cr D Zappacosta
Department of Ageing, Disability and Home Care	Mrs T Coogan
Department of Education and Training	Mr G Pellizzer
Department of Housing	Mr C Iskov
Griffith Base Hospital	Dr Y Narayan
NSW Police	Supt S Nicholas
<b>Hornsby – Central Coast Regional Advisory Council</b>	
Chairperson	Ms E Jupiter
Community	Mrs P Batha
Community	Mr F Baumung
Community	Ms Olivia Fuente
Community	Mrs S Higgins
Community	Mr N Lindberg
Community	Ms K Sock
Wyong Shire Council	Ms D Brown
Department of Community Services	Ms A Kerr
Department of Commerce	Mr S A Lonergan
Department of Education and Training	Ms G McMurtrie
Department of Health	Ms H McHugh
NSW Police	Sgt M Pluss
<b>Hunter Regional Advisory Council</b>	
Chairperson	Mr M Christodoulou
Community	Ms S Georgeff
Community	Mrs D Hodgson
Community	Mrs D L Rah
Community	Mr D Rufo
Community	Mrs J Sulikowski
Community	Mrs L Tantos
Community	Mrs T Witkowski
Hunter Councils	Ms H Brown
Department of Community Services	Ms S Mullard
Department of Commerce	Ms A Smyth
Department of Education and Training	Ms L Rushton

<p>Department of Housing Hunter New England Health Service NSW Police</p>	<p>Ms K Hardy Ms C Norman Supt D Swilks</p>
<p><b>Illawarra Regional Advisory Council</b> Chairperson Community Community Community Community Community Community Wollongong City Council Department of Ageing, Disability and Home Care Department of Education and Training Department of Partnerships &amp; Planning/ Department of Community Services NSW Police</p>	<p>Mr H Pan Mrs B Etlik Miss F Fanaian Mr Ken Habak Ms L Hoang Ms C Poblete Mr M Trajcevski Cr K Jonovski Mr J Christian Mr C Carroll  Mr P Cockcroft Acting Supt D Green</p>
<p><b>Macarthur-Liverpool Regional Advisory Council</b> Chairperson Community Community Community Community Community Community Campbelltown City Council Department of Education and Training Department of Housing Sydney Southwest Area Health Service Western Zone NSW Police</p>	<p>Ms M Kama Mr K Abu Mahmoud Mr P Blyton Mr J Colvin Mr J Grubisic Dr A Simonian Ms K Vasquez Cr M Thomas Mr R Leonarder Ms G Cooney Ms G Moore Supt M Rattenbury</p>
<p><b>Nepean-Blacktown Regional Advisory Council</b> Chairperson Community Community Community</p>	<p>Mr B Peng Mr A Gill Ms M Bhatia Mr S Prasad</p>

Penrith City Council Department of Education and Training Department of Housing Sydney West Area Health Service NSW Police	Cr Mayor J Greenow Mr D Jacobs Ms K Williams Ms N Arrange Supt R Filewood
<b>New England Regional Advisory Council</b> Chairperson Community Community Community Community Community Community Armidale Dumaresq Council Department of Ageing, Disability and Home Care Department of Community Services Department of Education and Training Hunter New England Area Health Service NSW Police	Ms E Jupiter Mr A Amini Ms E Della-Torre Mrs E Jones Ms D Kelly Mrs B Roobol Ms B Sahebekhtiari Cr Mayor B Chetwynd Ms K North Ms P Brummer Mr J White Ms M Daley Supts D Cushway & T Jefferson
<b>Northern Regional Advisory Council</b> Chairperson Community Community Community Community Community Coffs Harbour City Council Department of Community Services Department of Commerce Department of Education and Training North Coast Area Health Service NSW Police	Ms M Aquino Ms R Bhatti Mrs L Bokulic Mrs D Burns Mr F John-Leader Mr B Wood Ms J Eakins Ms J Addleton Ms M Munro Mr F Shaw Mr M Wilson Supt M Sponberg



## APPENDIX 10

### Language services statistical information

#### INTERPRETING ASSIGNMENTS 2004-05

Language	Total assignments performed
ALBANIAN	17
AMHARIC	36
ARABIC	3,051
ARMENIAN	43
ASSYRIAN	163
AUSLAN	396
BIELORUSSIAN	1
BENGALI	69
BOSNIAN	67
BULGARIAN	4
BURMESE	28
CHINESE-CANTONESE	1,088
CHINESE-HOKKIEN	5
CHINESE-MANDARIN	2,405
COOK IS MAORI	32
CROATIAN	218
CZECH	49
DARI	175
DUTCH	16
FIJIAN	7
FILIPINO	92
FINNISH	5
FRENCH	69
GERMAN	27
GREEK	385
HAKKA	1
HAZARAGI	3
HEBREW	25
HINDI	149
HUNGARIAN	61
INDONESIAN	247
ITALIAN	256

Language	Total assignments performed
JAPANESE	152
KOREAN	746
KURDISH	131
LAO	78
LITHUANIAN	1
MACEDONIAN	302
MALAYSIAN	5
MALTESE	33
NEPALESE	4
PERSIAN	627
POLISH	171
PORTUGUESE	114
PUNJABI	115
PUSHTO	21
ROMANIAN	47
RUSSIAN	411
SAMOAN	294
SERBIAN	453
SINHALESE	16
SLOVAK	14
SLOVENE	7
SOMALI	47
SPANISH	587
TAMIL	118
THAI	257
TIGRIGNA	16
TONGAN	181
TURKISH	506
UKRAINIAN	13
URDU	88
VIETNAMESE	3,713
<b>TOTAL</b>	<b>18,779</b>

## TRANSLATION ASSIGNMENTS 2004-05

Language	Total assignments performed	Total number of words translated	Language	Total assignments performed	Total number of words translated
AFRIKAANS	9	1060	KOREAN	1875	217690
ALBANIAN	19	2200	KURDISH	6	3300
AMHARIC	12	3800	LAO	13	2371
ARABIC	2851	368890	LATVIAN	5	500
ARMENIAN	14	2159	LITHUANIAN	10	1600
ASSYRIAN	1	100	MACEDONIAN	170	32116
BENGALI	31	4439	MALAYSIAN	604	62057
BELARUSIAN	2	200	MALTESE	5	3998
BOSNIAN	41	7292	NORWEGIAN	43	4500
BULGARIAN	28	3200	PERSIAN	479	68696
BURMESE	102	10700	POLISH	301	42498
CHINESE	4557	613002	PORTUGUESE	565	72435
CROATIAN	193	50907	PUNJABI	11	1358
CZECH	137	15894	PUSHTO	17	18767
DANISH	63	7184	ROMANIAN	36	6504
DARI	140	19748	RUSSIAN	326	56193
DUTCH	233	53161	SAMOAN	4	966
ESTONIAN	9	900	SERBIAN	258	52154
FIJIAN	1	100	SINHALESE	29	3100
FILIPINO	11	7547	SLOVAK	246	32542
FINNISH	43	7297	SLOVENE	17	3276
FRENCH	677	89456	SPANISH	1278	195741
GERMAN	881	130032	SWEDISH	149	47529
GREEK	315	61830	TAMIL	14	4958
HEBREW	82	9000	THAI	772	89690
HINDI	43	10173	TIGRIGNA	3	300
HUNGARIAN	125	15689	TONGAN	1	100
ICELANDIC	3	300	TURKISH	205	45928
INDONESIAN	699	82260	UKRAINIAN	68	9155
ITALIAN	534	96500	URDU	50	5415
JAPANESE	1800	318348	VIETNAMESE	381	101475
KANNADA	1	100	<b>TOTAL</b>	<b>21751</b>	<b>3199656</b>
KHMER	153	19276			



## APPENDIX 11

### Human resources

#### TRENDS IN THE REPRESENTATION OF EEO GROUPS

EEO group	Percentage of total staff, excluding casuals				
	Benchmark or target	June 2002	June 2003	June 2004	June 2005
Women	50	64	62	61	63
Aboriginal people and Torres Strait Islanders	2	0	0	0	0
People whose first language was not English	20	72	69	68	70
People with a disability	12	9	8	8	5
People with a disability requiring work related adjustment	7	0	0	0	0

#### TRENDS IN THE DISTRIBUTION OF EEO GROUPS

EEO group	Distribution index				
	Benchmark or target	June 2002	June 2003	June 2004	June 2005
Women	100	91	90	89	89
Aboriginal people and Torres Strait Islanders	100	0	0	0	0
People whose first language was not English	100	94	92	96	96
People with a disability	100	n/a	n/a	n/a	n/a
People with a disability requiring work related adjustment	100	n/a	n/a	n/a	n/a

A distribution index of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff.

#### Major EEO outcomes of 2004-05

- Equity and diversity strategies were included in the corporate planning process with structural barriers to career progression identified. The Commission uses a range of merit recruitment processes to attract a diverse field and have jobs evaluated formally using a job evaluation methodology.
- The Commission consulted with a range of EEO group networks and consults with staff about equity and diversity issues through working parties.
- The CRC developed a performance management system for the organisation
- Thirteen staff received a CLAS allowance.
- Eligible staff took advantage of flexible working arrangements.

## Major planned EEO outcomes for 2005-06

The Commission is to consider options to increase participation in Aboriginal employment programs. The Commission intends to continue to further increase targeted developmental opportunities for EEO group members, such as higher duties through expressions of interests to all staff and also further examine the representation of people with a disability within the agency.

## Executive position

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

## Number of staff by division

Location	2001-02	2002-03	2003-04	2004-05**
Executive	2	2	2	2
Community Relations Service	16	19	40*	19
Financial and Corporate Services	13	12	13	10
Information and Management Services	17	17	20	17
Language Services	35	37	28	22
Active panel of interpreters and translators	535	549	650	508
<b>TOTALS</b>	<b>618</b>	<b>636</b>	<b>753</b>	<b>578</b>

\* Includes members of the Youth Liaison Team

\*\* established positions



## APPENDIX 12

### Offices of the Commission

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

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

#### **Head office**

Level 8, 175-183 Castlereagh Street, Sydney, NSW 2000

PO Box A2618, Sydney South, NSW 1235

Telephone: (02) 8255 6767

Facsimile: (02) 8255 6868

TTY: (02) 8255 6758

[www.crc.nsw.gov.au](http://www.crc.nsw.gov.au)

Language Services e-mail: [languageservices@crc.nsw.gov.au](mailto:languageservices@crc.nsw.gov.au)

#### **Illawarra region**

State Office Block

84 Crown Street Wollongong NSW 2500

Telephone: (02) 4224 9922

Facsimile: (02) 4224 9933

#### **Hunter region**

State Office Block

117 Bull Street Newcastle NSW 2300

Telephone: (02) 4929 4191

Facsimile: (02) 4929 7369

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