

<b>79</b>	<b>APPENDIX 1:</b>	Ethnic Affairs Report
<b>85</b>	<b>APPENDIX 2:</b>	Financial Statements
<b>109</b>	<b>APPENDIX 3:</b>	Statement of Affairs
<b>118</b>	<b>APPENDIX 4:</b>	Representation on Committees
<b>122</b>	<b>APPENDIX 5:</b>	Codes of Conduct
<b>124</b>	<b>APPENDIX 6:</b>	2001 Grants Program
<b>127</b>	<b>APPENDIX 7:</b>	Commissioners' Attendance at Meetings
<b>128</b>	<b>APPENDIX 8:</b>	Membership of Councils and Committees
<b>131</b>	<b>APPENDIX 9:</b>	Language Services – Statistical Information
<b>150</b>	<b>APPENDIX 10:</b>	Schedule of Major Assets
<b>152</b>	<b>APPENDIX 11:</b>	Disability Action Plan
<b>153</b>	<b>APPENDIX 12:</b>	Offices of the Commission

# appendices

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The following is a summary of EAPS achievements within the Community Relations Commission For a multicultural NSW during 2000-2001, as well as an outline of strategies planned for the following year. As reported against key result areas of the Corporate Plan 1998 – 2001, the Commission has:

### Key Result Area 1: Agency Partnerships and Agreements

- B Under the Community Relations Commission and Principles of Multiculturalism Act 2000, proclaimed in March 2001, the Commission has been given greater responsibility ‘...to assist, and assess the effectiveness of public authorities in observing the principles of multiculturalism in the conduct of their affairs, particularly in connection with the delivery of government services.’
- B The Commission is continuing its work with almost 200 public sector agencies, and particularly with 20 key agencies. In order to meet its legislative requirements, the Commission will intensify its work with agencies in promoting the use of the ‘standards framework’ – a tool which enables agencies to self-assess EAPS performance, encourages the development of best practice, and allows the Commission to monitor and assess progress across the NSW public sector.
- B The Commission has entered into four Agreements with the:
  - B NSW Police Service, to establish two \$2,000 scholarships annually for recent graduates of the Police Academy to study policing issues in a multicultural society;
  - B NSW Police Service and Attorney General’s Department to enable the booking of interpreters on behalf of NSW local courts without incurring a charge;
  - B Department of Community Services to pilot the systematic use of language services in the Inner West Area of the Department;
  - B Trustees of the Casino Community Benefit Fund and the Western Sydney Area Health Service to establish a statewide comprehensive multicultural gambling counselling service.



## Forward Plan 2001 – 2002

- Review the effectiveness of the NSW Government White Paper, entitled Building on our Cultural Diversity: Ethnic Affairs Action Plan, and report to the Minister for Citizenship by 2001. The Commission will then work towards the implementation of the recommendations of the Review.
- Create a ‘Multiculturalism Resources Centre’ on the CRC web-site, which will contain information promoting best practice in the EAPS.
- Pilot a network of agencies in related areas, in order to encourage the sharing of EAPS expertise and knowledge, including on the ‘standards framework’.
- By June 2002 enable agencies to provide their EAPS reports on-line.

## Key Result Area 2: Community Liaison and Support

- 80
- ANNUAL REPORT 2000 – 2001
- B Under the Community Relations Commission and Principles of Multiculturalism Act 2000, the Commission is required ‘to undertake systematic and wide-ranging consultation with people and groups with respect to its objectives’. In keeping with this function, the Commission held the first ever Community Relations Forum in March 2001, which was attended by representatives from 200 community organisations from rural, regional and metropolitan NSW.
  - B The Commission supports the operation of five Regional Advisory Councils (RAC’s) in the Hunter, Illawarra, Northern NSW, Tamworth-Armidale and Western Sydney Areas. RAC’s advise to the Commission on issues affecting people of culturally diverse backgrounds in regional areas, and monitor and report on the implementation and effectiveness of Commission initiatives.
  - B The Commission has created a new position of Regional Coordinator for Western NSW (encompassing the Central West, Blue Mountains, Macarthur-Liverpool and Nepean-Blacktown). This position complements two existing positions of Regional Coordinators in Southern NSW and in Northern NSW (latter coordinator being recruited).
  - B As part of its regional outreach program, the Commission held its November meeting in Young, and then met with Young Shire Council and community and religious representatives.



- B Under the Community Partnership Scheme, the Commission contributed funding of \$100,000 towards the Bankstown After School Youth Service, with the Department of Community Services also providing funding of \$200,000 annually for three years. The Youth Service is a partnership between Bankstown City Council, Bankstown Police Community Youth Club, and Bankstown Multicultural Youth Service. The Cafe was launched in April 2001 and is developing a range of after-school learning programs, information sessions and leisure activities.
- B Under the Scheme, the Commission has continued to support the Police and Community Training (PACT) program. The program also helps foster stronger relations between the police and local communities, and develops locally based training and information packages to assist understanding in this area. The Commission will provide a grant of \$60,000 over two years to assist the NSW Police Service implement PACT.
- B Under the Community Development Grants Program, the Commission provided a total of \$528,046 funding assistance to 74 projects which include community development projects and cultural maintenance activities undertaken by community-based organisations spread across NSW.

### Forward Plan 2001 – 2002

- The Commission is resourcing the Cabramatta City Watch program, which brings together NSW Police, local business, professional and culturally diverse communities. City Watch will facilitate an exchange of information and a coordinated approach on the issues on community safety and policing in the Cabramatta area.
- Increase the number of Regional Advisory Councils (RAC's) in the State from five councils to ten.
- Continue to support and monitor partnerships funded under the Bankstown After School Youth Service and the Police and Community Training (PACT) program.
- The ethnic media is a valuable source of information for the government, the community and the general public. The Commission reports on the issues raised in the ethnic media through its community media review service. The service will be made available on-line through the Commission's web-site.
- Continue to support community based projects that promote the objectives and priorities of the Commission through the Community Development Grants Program.
- The Commission will also assist community organisations to achieve presence on the internet to facilitate feedback and interaction with Government and with other community groups.



### Key Result Area 3: Research, Advocacy and Community Education

- B Sixty participants from culturally diverse communities attended an Australian Honours System Seminar, organised by the Commission in July 2000 to inform community members about the nomination process.
- B More than 50 community leaders attended the Building the Reconciliation Bridge, to develop strategies on involving non-indigenous communities in the Reconciliation process. The seminar, held in October 2000, had the following panelists: Ms Zita Antonios, former Human Rights Commissioner; Mr John-Claire Lee, Chair of the Chinese Forum; Ms Nicola Joseph of Radio Skid Row, and Ms Cathy Malera Bandjalan, Editor, Aboriginal and Islander Health Worker Journal.
- B In recognition of the skills required by translators, the Commission, Ministry for the Arts, and PEN (a significant international writers association), sponsored the first NSW Premier's Translation Prize and PEN International Medal. Ms Mabel Lee, who spent seven years translating *Soul Mountain* by Gao Xingjian (now Nobel Prize winner), received the Award and Medal.

#### Forward Plan 2001 – 2002

- The Commission has established a partnership with the B'nai B'rith Anti-Defamation Commission Unit to develop an Integrated Anti-Racism Program. The Program, with funding of \$50,000 provided under the 2000-2001 Community Partnership Scheme, will develop a:
  - Courage to Care Internet Site.
  - Courage to Care 'Fair Go' Award.
  - B'nai B'rith Anti-Defamation Gold Medal for Media.

### Key Result Area 4: Language Services

- B The Commission continues to provide a wide range of interpreting and translating services, 24-hours a day, seven days a week. The call centre is accessible anywhere in NSW for the cost of a local call on 1300 651 500. The customer centre operates between 7.30am and 6:00pm, Monday to Friday.
- B In order to improve accessibility and service provision in rural NSW, the Language Services Division conducted a recruitment drive and a full-day orientation and induction course in Albury in conjunction with the University of Western Sydney.



- B The Commission won two tenders; one with the Roads and Traffic Authority for the translation and production in audio mode of the Driver Knowledge Test and Hazard Perception Test, and the second with the NSW Land and Housing Corporation to provide interpreting services for block bookings.

### **Forward Plan 2001-2002**

- Via the use of video conferencing, a consortium of NSW government agencies are working towards increased accessibility of interpreting services. The Commission is a member of a consortium with the Attorney General's Department, Department of Corrective Services, Department of Juvenile Justice, NSW Police Service, Legal Aid Commission, and the Office of the Director of Public Prosecutions. Four video units have been installed in the Ashfield office of the Commission.
- The Commission commenced a three-year project through which the Commission's interpreters/translators will have the opportunity to attend a special training course in the procedures, terminology and ethics of the Australian Legal System. This project is a cooperative effort between the Commission and the NSW Attorney General's Department. The University of Western Sydney conducted seven legal training courses during 2000-2001, with five courses scheduled for 2002.

### **Key Result Area 5: Efficient and Effective Management**

- B As part of its Information Management and Technology Strategic Plan, the Commission has piloted an on-line services project which will allow greater interaction between the community and the government via the Internet. This project supports the NSW Government's commitment to make its services available online by 2001.
- B As part of the Records Management Strategic Plan, the Commission has developed and implemented a records management strategic plan. The records system was upgraded and policy and procedures were enhanced. Training on records has been given prominence in the staff induction process and all staff have been trained on the records management system.
- B In addition to the online services project, the Commission continued to implement its IM&T operational plan, focusing on system integration.
- B A new corporate plan is being developed by the Commission which takes into account the functions and objectives of the Community Relations Commission and Principles of Multiculturalism Act 2000, together with the outcomes of the first Community Relations Forum, held in March 2001.



- B The Commission is reviewing the structure of its cost centres and associated budget allocation for greater accountability.

### **Forward Plan 2001 – 2002**

- The Commission will fully implement on-line transactions in 2002, building on the on-line services project.
- Upgrades of systems will take place to support cost centre managers for more effective financial information and reporting.

