

OBJECTIVES OF THE COMMISSION

The objectives of the Commission are as follows:

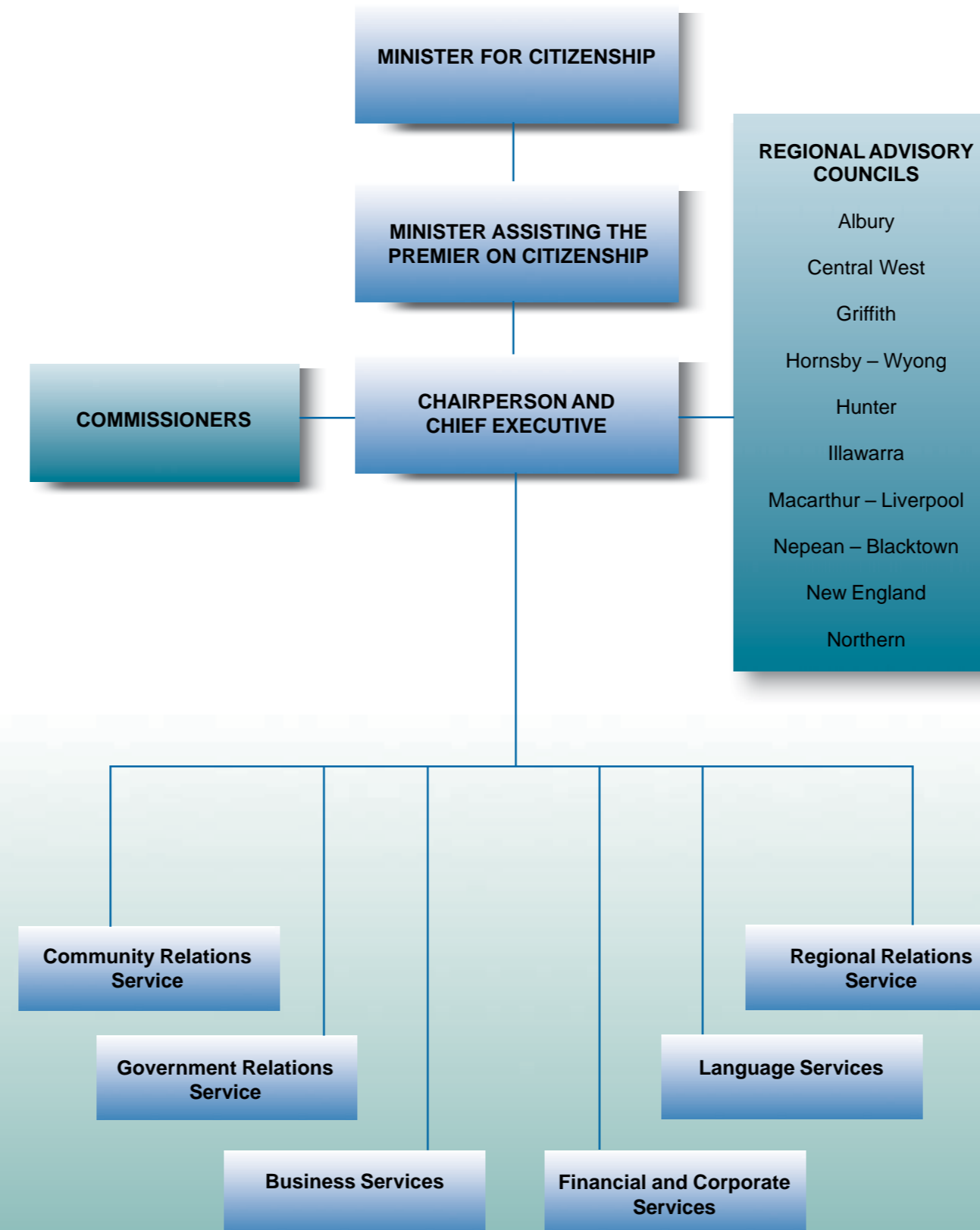
- participation of the people of New South Wales in community life and the public decision-making process so that they can exercise their rights and fulfil their obligations,
- access to government and community services that is equitable and that has regard to the linguistic, religious, racial and ethnic diversity of the people of New South Wales,
- the promotion of a cohesive and harmonious multicultural society with mutual respect for and understanding of cultural diversity,
- the enrichment of all sections of society through the benefits of cultural diversity,
- the promotion of the principles of multiculturalism and the advantages of a multicultural society,
- the promotion of social justice, community development and community initiatives for ethnic communities in New South Wales.

FUNCTIONS OF THE COMMISSION

The functions of the Commission are as follows:

- to undertake systematic and wide-ranging consultation with people and groups with respect to its objectives,
- to advise and make recommendations to the Minister to promote any of its objectives,
- to investigate and report to the Minister on any matter relating to its objectives that the Commission considers appropriate or that the Minister refers to the Commission for investigation and report,
- to arrange and participate in forums to promote its objectives,
- to facilitate co-operative arrangements involving governmental, business, educational and community groups or bodies to promote its objectives,
- to enter into agreements with public authorities in connection with their functions to promote the objectives of the Commission (including, but not limited to, the objective relating to access to government services),
- to assist, and assess the effectiveness of, public authorities in observing the principles of multiculturalism in the conduct of their affairs, particularly in connection with the delivery of government services,
- to assist in resolving issues associated with cultural diversity,
- to provide (whether within or outside New South Wales) interpreter or other services approved by the Minister,
- to advise the Minister on the most effective use of funds appropriated by Parliament for programs related to its objectives (including funds for the provision of resources to community groups that promote the objectives of the Commission),
- to support community initiatives that promote the objectives of the Commission,
- to encourage eligible people to become Australian citizens,
- to advise and make recommendations to the Anti-Discrimination Board on matters relating to discrimination and racial vilification,
- such other functions as are conferred or imposed on it by or under this or any other Act.

COMMUNITY RELATIONS COMMISSION STRUCTURE as at July 2007



COMMUNITY RELATIONS COMMISSION For a multicultural NSW



CORPORATE PLAN 2007-2012



I take pleasure in presenting the corporate plan for 2007-2012 of the Community Relations Commission For a multicultural NSW.

The Commission is proud of its leadership role in community relations. In the last five years, we have witnessed international events, including civil wars, political disturbances, acts of terrorism and natural disasters that had considerable impact upon our community. Our work enabled New South Wales to successfully maintain harmony and cohesiveness within its community through these events.

The cultural and linguistic diversity of this State will continue to pose new challenges to our ability to serve and engage. At the same time, it presents real opportunities for the multicultural community to contribute to the economic growth of New South Wales and Australia.

In the next five years, we will build on our unique knowledge and experience to strengthen the link between the multicultural community and various sectors of the New South Wales society.

The Corporate Plan 2007-2012 sets out our mission focusing on engaging the community, provision of direct services, promotion of community harmony and promotion of the benefits of multiculturalism

On every step of the way, we will focus on the targets set by the NSW Government's State Plan and we will work with the government, private and community sectors to achieve better outcomes. Our values will guide the standard and manner in which we do our work.

I look forward to working with our partners in promoting community harmony and the benefits of multiculturalism.



Stepan Kerkyasharian AM
Chairperson

VISION

To be the leader and facilitator of community relations in achieving a harmonious and cohesive multicultural New South Wales.

MISSION

Engage the community, public and private sectors and provide direct services and advice to enable equal participation and promote community harmony and the benefits of multiculturalism in New South Wales.



CRC VALUES

COMMITMENT

DIVERSITY

EQUITY

COLLABORATION

INTEGRITY

QUALITY

ACCOUNTABILITY

FOCUS		OBJECTIVES	RESULTS
Effective leadership in community relations	1	1.1 To maintain the lead agency profile as facilitator to government and community promoting community harmony and the benefits of cultural diversity, 1.2 To provide expert advice to government and community on community relations and harmony, 1.3 To co-ordinate Government responses to issues relating to cultural diversity.	Facilitate and support co-operative arrangements and community initiatives. Increase participation in government initiatives in the promotion of cultural diversity.
Provision of quality language services	2	2.1 To enhance access to quality interpreting and translation services in New South Wales.	Improve access to government and community services that has regard to the linguistic, religious, racial and ethnic diversity of the people of NSW.
Effective resource utilisation	3	3.1 To improve and strengthen internal capability, 3.2 To meet extended targets for tangible and intangible asset utilisation.	Meet performance standards and strategic targets set out in the Results and Services Plan. Maximise customer benefits through continuing development of electronic service delivery.
Effective communication and consultation	4	4.1 To maintain consistent and responsive internal and external communication, 4.2 To enhance the profile of the CRC as the reference point for community harmony and cultural diversity.	Develop targets and performance measures for reporting commencing early 2009.
Promotion and implementation of the principles of multiculturalism	5	5.1 To recognise and promote the benefits of diversity to the community, 5.2 To maintain government accountability for the implementation of the principles of multiculturalism through the EAPS program and reporting, 5.3 To provide opportunities to communities to inform decision-making by government, 5.4 To facilitate the participation of people of culturally diverse backgrounds on advisory bodies and in volunteer activities.	Promote social justice, community development and community initiatives for ethnic communities in NSW. Increase the participation of people of NSW in community life and the public decision-making process. Measure and report the observation of the principles of multiculturalism by public authorities. Promote a cohesive and harmonious multicultural society with mutual respect.
Effective knowledge management	6	6.1 To develop an effective knowledge management system, 6.2 To apply continuous improvement to the technological and human aspects of the knowledge management system.	Improve access to information. Measure, report and improve customer satisfaction with frontline services.
Leadership system throughout the CRC	7	7.1 To maintain an effective leadership system throughout the CRC, 7.2 To align the CRC's organisational culture to support leadership to achieve the CRC's strategic direction.	Measure performance against the corporate plan.