

CRC Publication Guide

This guide describes the structure and functions of the Community Relations Commission and the kind of information that will be made publicly available:

Structure and functions

The Community Relations Commission was established by the *Community Relations Commission and Principles of Multiculturalism Act 2000* and commenced operation on 13 March 2001.

The *Community Relations Commission and Principles of Multiculturalism Act 2000* provides for the appointment by the Governor of up to fifteen commissioners. The Commission consists of one full-time Chairperson, one part-time Deputy Chairperson and up to thirteen part-time commissioners. Commissioners are appointed on the basis of their qualifications, experience, knowledge and sensitivity to multicultural issues.

Led by the Chairperson, the Community Relations Commission is responsible for promoting community harmony and participation and access to services so that the contribution of cultural diversity to New South Wales is recognised and celebrated.

In order to carry out its prescribed functions, the Commission operates as an administrative office under the *Public Sector Management Act*. Its structure includes the following divisions:

- Community Relations Service
- Government Relations Services
- Regional Relations Services
- Business Services
- Operations and Language Services

Services and activities

The Commission offers a range of programs and services that include:

- Awards and festivals
- Community Consultation
- Community Development Grants
- Community profiles
- Community relations symposia
- Language testing
- Multicultural Policies and Services Program
- Regional Advisory Councils
- Regional outreach programs
- Translation and interpreting services in more than 100 languages and dialects

Effect of functions on members of the public

The Commission's functions affect the public in the following ways:

- The provision of interpreter and translation services has immediate benefit for non-English speaking clients of the Commission both in personal matters and in their dealings with government departments
- Multicultural policies and programs in the NSW public sector are based on the *Community Relations Commission and Principles of Multiculturalism Act 2000* which articulates the principles of multiculturalism as the policy of the State and makes chief executive officers of public sector agencies responsible for the implementation of the principles
- The Act seeks to ensure that the public sector is responsive to the needs of, and the opportunities created by, a culturally diverse society
- The Commission's community relations programs are an avenue for bringing the needs of community groups to the attention of the government
- The Commission accepts submissions on matters relating to community relations, and is prepared to examine them in the context of Government policy.

Public participation in policy formulation

The Commission welcomes the comments of the public on issues relating to community relations and service delivery. This is achieved through the activities of its [Regional Advisory Councils](#), the conduct of seminars and forums, and the distribution of documents for public discussion at such seminars and forums. Documents can also be obtained by contacting the Right to Information Officer at PO Box A2618 Sydney South NSW 1235 or at Level 8, 175 Castlereagh Street, Sydney, phone 8255 6707 Monday to Friday on usual working days between 9.30 am and 4.30 pm.

Documents held by the Community Relations Commission

The Community Relations Commission holds documents in its metropolitan and regional offices which are stored in traditional paper files or as computer records. Access to some documents may require an application under the *Government Information (Public Access) Act 2009*.

The Commission makes available free of charge a range of information that includes the following documents:

[Annual Reports](#)

[Community Relations Reports](#)

[Documents tabled in parliament](#)

[Ministerial Media Releases](#)

[Ministerial Newsletters](#)

[Policy documents](#)

[Publications](#)

Access to Government information

Informal request

If you require information not found on this website or have questions relating to the informal release of information, you may contact the Right to Information Officer at PO Box A2618 Sydney South NSW 1235 or at Level 8, 175 Castlereagh Street, Sydney, phone 8255 6707 Monday to Friday on usual working days between 9.30 am and 4.30 pm, or visit the Commission's website at www.crc.nsw.gov.au for an application form.

Formal request

You may make a formal request under the *Government Information (Public Access) Act 2009* for access to documents held by the Community Relations Commission that are not publicly available. Formal access applications may be subject to fees and charges.

You may obtain general information about the right to information system in NSW from the Office of the Information Commissioner at www.oic.nsw.gov.au or by telephoning 1800 463 626.