

appendices

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APPENDIX 1

Management overview 2008/09

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 Accommodation Services unit is responsible for ensuring the Commission's compliance with various regulatory and social objectives. In particular the unit prepares and monitors the Commission's performance in respect of:

- asset management plan
- office accommodation strategy
- procurement plan
- WRAPP – waste reduction and purchasing plan

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

Corporate credit cards

The Commission implemented a procurement card policy which is conducted in line with Treasury guidelines.

Disability plan

The Commission has reviewed and updated its Disability Action Plan for 2009-2011 via a consultative process with each of the various divisions of the Commission. A Disability Action Plan has been developed using guidelines issued by the NSW Department of Ageing, Disability and Home Care and also in consultation with the Disability Action Planning Unit. The Commission has formulated targets in each of the outcome areas stipulated in the plan and fully supports the opportunity to plan for inclusive services that also meet the needs of those with a disability.

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*.

Energy performance

The Community Relations Commission is committed to achieving savings in energy usage and sustained energy management principles. The Commission has offices at two sites which purchase electricity in the contestable market. The two sites currently purchase 6 percent of their electricity from renewable sources. The continued purchase of electricity in the contestable market has lowered costs. A reduction in greenhouse gas emissions has been achieved by consumption of green power for the last six years.

Planning

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

Where costs are 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 by 15 percent of the 1995 level in 2001 (excluding fleet data). An energy management plan has been completed and identifies energy consumption reduction targets and includes the strategies for all facilities.

Implementation

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

Future direction

The Energy Management Plan includes the Commission's policy directions, monitoring, targeting and reporting mechanisms and energy management strategies. These directions, mechanisms and strategies will be implemented during 2008/09 where possible.

Exceptional movements in employee wages, salary and allowances

There was a substantial revaluation of Long Service Leave entitlements during the financial year initiated by NSW Treasury which are reflected in both employee related expenses and in the acceptance by the Crown Entity of employee benefits and other liabilities line items in the financial statements.

Human Resources - Number of staff by division

Location	2005/06	2006/07	2007/08	2008/09
Executive	2	2	3	7
Community Relations Service	10	11	7	5
Financial and Corporate Services	10	11	11	14
Business Services	16	19	18	12
Language Services	25	25	22	24
Regional Relations Service	5	5	5	6
Government Relations Service	6	5	6	7
TOTALS	74	78	72	75
Panel of interpreters and translators*	601	395	672	547
Equivalent full-time			52	75

* Total number of resources available

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.

Internal audit and risk management

In May 2007 the Commission requested an enterprise-wide risk assessment which was facilitated by the Commission's internal auditors, Deloitte Touche Tohmatsu.

The assessment assisted the Commission to identify, evaluate and better manage strategic and operational risks that may be impediments to achieving its objectives as articulated in the Results and Services and Corporate Plans. The assessment was also used to develop a three year Strategic Internal Audit Plan.

As part of the Commission's current Strategic Internal Audit Plan, three reviews were conducted during 2008/09:

- Language services
- Systems maintenance review of LanguageLink
- Grants administration and processing.

Land disposal

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

Major assets

The list of major assets is shown in the following table. For the purpose of this annual report, a major asset is an item with a written down value of over \$5,000 on 30 June 2009.

Major assets acquired in 2008/09		
Asset	Cost \$	Written down value \$
Switch Fiber IBM Total Storage	5,733	5,044
Switch Fiber IBM Total Storage	5,733	5,044
IBM Server 3650	7,197	5,008
IBM Data Storage	12,526	8,716
IBM Server	20,657	14,374
Kyocera Photocopier	8,408	8,017
TRIM upgrade	9,000	8,852
Server Licence	20,310	13,707
Airfox Firewall Project	9,534	7,225

Overseas visits

The Commission did not participate in any overseas visits during 2008/09.

APPENDIX 2

Multicultural Policies and Services Program (MPSP)

In 2009, the Ethnic Affairs Priorities Statement (EAPS) program was renamed as the Multicultural Policies and Services Program (MPSP), and a revised Multicultural Planning Framework replaced the former EAPS Standards Framework. The Multicultural Planning Framework is linked to the Commission's Corporate Plan 2007-12.

Corporate plan objective	Standards framework activity area	EAPS standards framework criteria	Performance indicator	Timeframe	Outcomes
1.2	Planning and evaluation	EAPS SF A.4.3: Ethnic affairs issues are a key feature of monitoring and evaluation processes	Advice on multicultural issues provided to the NSW Government	Ongoing	<ul style="list-style-type: none"> Actively promotes the Principles of Multiculturalism within the NSW Government, through the provision of expert advice on a wide range of multicultural issues.
1.3	Planning and evaluation	EAPS SF A.3.1: Corporate plan has 'cultural diversity' as feature of service environment	MPSP Forward Plan 2007-12 linked to Corporate Plan	Ongoing	<ul style="list-style-type: none"> EAPS included as a standing item at monthly Commission meetings MPSP Forward Plan linked to 2007-12 Corporate Plan.
2.1	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"> A substantial recruitment drive for translators and interpreters took place during April/May 2009. Forty-three new panellists attended an orientation induction day and joined the casual panel.
1.1, 1.2, 1.3, 4.1, 4.2, 5.3	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"> Community relations symposium Youth leaders' day MPSP consultations Premier's community round table conferences Premier's ethnic media briefings International students forums Other consultations as required 	Ongoing and as required	<ul style="list-style-type: none"> The continued operation and functioning of Cabramatta CityWatch was handed over to the NSW Police Force EAPS consultations held with key and non-key agencies, feeding into the review of EAPS in accordance with White Paper requirements Feedback from four pilot agencies incorporated into revised EAPS standards framework (now Multicultural Planning Framework) Regional Advisory Councils continued to consult with ethnic communities across NSW. This included targeted consultations with Bhutanese and African communities Regular consultations with the non-government organisation settlement services sector in informed policy development Participation in festivals and events Premier's round table conferences with the Chinese community leaders (26 May)

Corporate plan objective	Standards framework activity area	EAPS standards framework criteria	Performance Indicator	Timeframe	Outcomes
					<ul style="list-style-type: none"> • Premier's round table conference with Indian community leaders (5 June) • Premier's briefing for ethnic media editors and journalists (8 April) • Forum for international students from the Indian sub-continent (18 June) • Organised a series of consultations with Indian community leaders and students regarding issues faced by overseas students.
1.1, 1.2, 4.1, 4.2, 5.3, 5.4, 6.2	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	Ongoing and as required	<p>Major achievements (also refer to body of this annual report) are as follows:</p> <ul style="list-style-type: none"> • Engaged with local government, community and government stakeholders regarding a number of development issues involving the Islamic community • Continued to support the NSW Council for Pacific Communities • Street Festivals were held in Clarence Valley, Dubbo, Penrith, Waverley, and Wollongong • Community Language Allowance Scheme (CLAS) examinations conducted • CommuniLink – web-hosting provided for ethnic communities • National Multicultural Marketing Awards program • MediaLink ethnic media reporting service made available to government and private agencies • EmailLink service delivery of messages direct to ethnic communities via email using the contacts database • <i>Implementing the Principles of Multiculturalism Locally: A planning framework for Councils</i> promoted to Councils and international delegations as a model of good practice • Community Development Grants Program • Commission's awards in the arts for works which promote cross-cultural understanding and community harmony • Premier's Chinese Community Awards • Commission's Awards for volunteering • World Youth Day 2008 activities • Continued to support AUSMUS

Corporate plan objective	Standards framework activity area	EAPS standards framework criteria	Performance Indicator	Timeframe	Outcomes
					<ul style="list-style-type: none"> Established a resource list of respected community members to assist the NSW Police Force and the Department of Juvenile Justice to deliver provisions of the Young Offenders Act Implemented recommendations of the UNSW 25 Years of EAPS: <i>Review of EAPS Operation</i> Developed and hosted a multicultural marketing conference Australian Research Council partnership with Football United for the <i>Social Cohesion through Football</i> project (March 2009).
1.3, 4.2, 5.3, 5.4	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	Ongoing	<p>Participation forums include:</p> <ul style="list-style-type: none"> Community relations Youth Leaders' Day Community relations symposium Regional Advisory Councils Multicultural Youth Network Settlement Services Coalition Convening the NSW Government Immigration and Settlement Planning Committee EAPS fora for NSW government agencies, highlighting good practice in the design and delivery of multicultural programs and services NSW government agencies participate in the design and pilot of a suite of resources to assist other agencies to develop and deliver a range of programs and services to culturally diverse communities.
7.2	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 of the community	Ongoing	<ul style="list-style-type: none"> All position descriptions, staff selection training and recruitment and selection guidelines include a reference to EAPS Position descriptions for Commission managers include an essential criterion on implementation of the principles of multiculturalism.
3.1, 7.2	Staffing and communication areas	EAPS SF C.3.3 and D2.2: Make information available about languages spoken by Community Language Allowance Scheme (CLAS) officers	Information about the languages spoken by CLAS officers is available	Ongoing	<ul style="list-style-type: none"> The Commission has 18 officers receiving a CLAS allowance, with information available to staff on the common directory.

Corporate plan objective	Standards framework activity area	EAPS standards framework criteria	Performance Indicator	Timeframe	Outcomes
1.2, 2.1, 5.3, 6.1	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	<ul style="list-style-type: none"> The Commission offers a range of translated information, including a brochure in community languages advising on how to respond to phone, letter or parcel bomb threats, as well as information on translation fees and fee exemption.
2.1, 3.2	Communication	EAPS SF 2.3 and 3.3: Use professional interpreters	All current account customers can book an interpreter online. Only NAATI accredited interpreters, where accreditation exists, are recruited in the casual panel of interpreters	Ongoing	<ul style="list-style-type: none"> LanguageLink enables a range of translation and interpreter requests to be conducted online. All customers with an account can book interpreter requests online and will receive email confirmation with details LanguageLink continues to support the goals of the Commission by providing an online booking, monitoring and semi-automated workflow processing system for interpreting and translating requests Current account customers can book interpreter requests and monitor the requests until finalised LanguageLink provides for an electronic communication channel between customers, interpreters/translators and the Commission.
5.1, 5.4	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	<ul style="list-style-type: none"> Information on the Community Development Grants program translated into 18 community languages and published in mainstream, regional and ethnic newspapers.
3.1, 6.1	Funded services	EAPS E.2.2 and E.3.4: Collect relevant ethnicity data to inform funding decisions	Use ABS data and other data to identify priority needs groups under the funding program	Ongoing	<ul style="list-style-type: none"> <i>The People of New South Wales</i> is available on the website, and is promoted to all NSW government agencies to assist in planning of agency programs and services. ABS data analyses and informs policy advice, submissions and decision-making on multicultural policy to NSW Government.

Community Relations Commission – Multicultural Policies and Services Program Forward Plan 2009/10

Multicultural Planning Framework Outcomes	Activities	Performance Measures	Timeframes	Responsibilities
Outcome 1: Planning	Developing a multicultural plan for 2011 and 2012 (A.1.1)	Plan is developed and implemented	By end June 2010	Director, Community Relations Service
	Corporate Plan 2007 – 2012 is linked to the MPSP Plan (A.1.2)	MPSP is linked to the Corporate Plan	Ongoing For review in 2012	Director, Community Relations Service
	Language Services analyses client demand data to plan staff recruitment and service provision (A.1.3)	Client demand data has determined recruitment of staff to provide service in high demand or rare languages and through casual and internal interpreter panels	Ongoing	Director, Language Services
Outcome 2: Consultation and feedback	Considers issues raised through its Regional Advisory Councils, yearly Symposium, Youth Leaders' Day and other ethnic community forums (A.1.5)	Actions taken on issues raised through Regional Advisory Councils and forums, July 2009 – 2010	Ongoing	Chairperson, Director, Regional Services and Director, Community Relations Service
	Language Services has in place a client complaints mechanism (A.2.5)	Number of complaints in English or LOTE that have been received and actioned in the reporting year	Ongoing	Director, Language Services
	Staff represent the Commission on government and community committees and inter-agencies (A.1.6)	Government and non-government committees with Commission representation	Ongoing	Chairperson, Divisional Directors
Outcome 3: Leadership	The Board of Commissioners maintains a watching brief over the implementation of the Multicultural Plan (B.2.1)	Number of times multicultural plan implementation issues are considered in Commissioners' monthly meetings	Ongoing	Chairperson
	Chairperson addresses conferences, forums and the media on key cultural diversity issues (B.2.1)	Conference and other public and media engagements undertaken in reporting year	Ongoing	Chairperson
	Chairperson initiates actions which bring together the community, government or other stakeholders to resolve critical community issues (B.2.1)	Cultural diversity and community relations issues addressed and improved/resolved through intervention, in reporting year	Ongoing	Chairperson
Outcome 4: Human Resources	Language and cultural diversity experience/skills of staff, other than interpreters and translators, are identified and CLAS is implemented (B.1.3 & B.1.4)	Number of officers receiving CLAS allowance in reporting year	Ongoing	Divisional Directors
	Casual interpreters have training opportunities to refresh or further develop their skills (B.1.5)	Number of interpreters who have taken part in training in the reporting year.	Ongoing	Director, Language Services

Multicultural Planning Framework Outcomes	Activities	Performance Measures	Timeframes	Responsibilities
Outcome 5: Access and Equity	Provision of a 24 hour interpreter service across New South Wales and a translation service in 85 languages. Language services information is publicised in English (C.2.1)	Number of interpreting and translating assignments and languages serviced in the reporting year	Ongoing	Director, Language Services
	Provision of written information at the counter in LOTE on interpreter and translator services (C.2.1)	Number of languages information sheets/fact sheets translated	Ongoing	Director, Language Services
	Telephone Interpreter Service (TIS) is used to provide information at the Language Services counter (C.1.2)	Occasions of TIS use in the reporting year	Ongoing	Director, Language Services
	Provision of information facts sheets on how to use interpreters for government agencies and the public (C.1.2)	Number of interpreter use of fact sheets through website hits in the reporting year	Ongoing	Director, Language Services
	Managing the Community Development Grants Program where grants are advertised in the mainstream, local and non English language newspapers (C.1.3)	Increase in the number of grant applications in the expanded range of categories (General, Sponsorship, Local Partnership)	Ongoing	Director, Business Services
	Assisting NSW government and local councils to implement the principles of multiculturalism through the MPSP by providing advice, doing assessments and developing resources (C.1.1)	i) Occasions of MPSP assistance provided to NSW agencies and local councils in the reporting year	Ongoing	Director, Government Relations Service
		ii) Recommendations from the March 2009 EAPS Review implemented in the reporting year	Ongoing	
Advice provided to the Minister and government on cultural diversity and community relations issues (C.1.1)	Occasions of policy/ ethnic community/community relations/media advice provided in a timely manner during the reporting year	Ongoing	Chairperson, Commissioners, Divisional Directors	
Outcome 6: Communication	Utilising video-conferencing facilities to provide interpreting, particularly in the regional areas (C.1.5)	Equipment available and occasions of video-conferencing equipment used in the reporting year	Ongoing	Director, Language Services
	Provision of transmitters for Court interpreting (C.1.5)	Equipment available and occasions of use in the reporting year	Ongoing	Director, Language Services
	Managing the EmailLink service to enable public and private and public agencies to link with culturally diverse societies (C.1.5)	Increase in number of service users during reporting year	Ongoing	Director, Business Services
	Managing the MediaLink reporting service to enable monitoring by English language agencies of non-English language media (C.1.5)	Increase in number of service users during the reporting year	Ongoing	Director, Business Services

Multicultural Planning Framework Outcomes	Activities	Performance Measures	Timeframes	Responsibilities
Outcome 7: Social and Economic Development	Administering Awards to give recognition to contribution of people from culturally diverse backgrounds and/or agencies servicing cultural diversity (C.1.6)	Number of nominations received and awards presented in the reporting year	Ongoing	Director, Community Relations Service
	Promoting community interaction activities and build partnerships with ethnic groups to assist community relations and settlement of people from culturally diverse backgrounds.	Activities and partnership projects undertaken with ethnic groups and the broader community in the metropolitan and regional areas	Ongoing	Director, Community Relations Service and Director, Regional Services

APPENDIX 3

Representation of staff on committees

The commission was represented by staff on the following committees:

Business Services

Marte Tagle

- Emergency Management Australia CALD Reference Group
- FOI/Privacy Practitioners' Network
- Records Manager's Forum

Community Relations Service

Richard Acheson

- Camden Community Focus Group
- Commonwealth/State Working Party on Skilled Migration
- Commission Settlement Services Coalition
- Joint State, Territory and Commonwealth Research Advisory Committee for the Australian Population, Immigration and Multicultural Research Program
- NSW Government Immigration and Settlement Planning Committee
- Overseas Nurses Report Implementation Committee
- Redfern-Waterloo Interdepartmental Senior Officer's Group
- Refugee Review Tribunal Liaison Committee

Malcolm Haddon (July – November 2008)

- Commission Settlement Services Coalition (Secretariat)
- NSW Government Immigration and Settlement Planning Committee (Secretariat)
- Overseas Nurses Report Implementation Committee (Secretariat)

Vanessa Whittington (May – June 2009)

- Commission Settlement Services Coalition (Secretariat)
- NSW Government Immigration and Settlement Planning Committee (Secretariat)
- Overseas Nurses Report Implementation Committee (Secretariat)

Thida Yang (December 2008 – May 2009)

- Commission Settlement Services Coalition (Secretariat)
- NSW Government Immigration and Settlement Planning Committee (Secretariat)
- Overseas Nurses Report Implementation Committee (Secretariat)

Executive Services**Patricia Giannotto**

- State Plan R4 Volunteering Senior Officers Group

Financial and Corporate Services**Hakan Harman**

- Justice Sector Information Exchange Coordination Committee
- Muslim Cemetery Trust – Rookwood Cemetery

Government Relations Service**Steffanie von Helle**

- Housing and Human Services Senior Officer's Group
- Department of Ageing Disability and Home Care Expert Multicultural Advisory Group
- Social Inclusion and Vocational Access Advisory Group

Peter Reynolds

- DEEWR/FAHCSIA/Centrelink Multicultural Advisory Forum (Commonwealth)
- Department of Ageing Disability & Home Care Planning for Later Life Forum
- Department of Community Services State Disaster Recovery Committee
- Department of Education and Training Advisory Group on Multicultural Education and Training

Nadia Castronuovo

- Consumer Trading and Tenancy Tribunal Forum

Gosia Dybka

- Department of Ageing Disability and Home Care Expert Advisory on Cultural Diversity
- Department of Community Services Ethnic Affairs Advisory Group

Language Services

Ann Groth

- Attorney General's Department Interpreter and Translator Services Review Reference Group
- Cross Justice Agency Video Conferencing Steering Committee
- National Accreditation Authority for Translators and Interpreters (NAATI) NSW Regional Advisory Council
- University of New South Wales Interpreting and Translating Programs Advisory Committee.

Regional Services

Fadel Benhima

Albury – Wodonga Immigration Settlement Planning Committee

- Riverina Immigration Settlement Planning Committee

Maret Oser-Tamm

- Multicultural Reference Group, Wollongong City Council
- Cultural Diversity Steering Group, Wollongong City Council

Rosie Smith

- Central Coast Multicultural Interagency
- Hunter Multicultural Interagency
- Hunter Refugee Network
- Hunter New England Health Multicultural Advisory Committee

Jacqueline Sergeant

- Blacktown Mt Druitt Migrant Interagency
- Blacktown Emerging Communities Action Plan
- Liverpool Migrant and Refugee Network

APPENDIX 4

Membership of Regional Advisory Councils

Albury Regional Advisory Council

Wajiha Ahmed (Chairperson)
 Jill Allen
 Graeme Clarke*
 Gary Commins*
 Colin English
 Sima Golshan
 Stephanie Jakovac
 George Lekakis*
 Susan MacDonald
 Allan Mason*
 Cassie McAnanly
 Charu Mishra
 Catherine O'Connell*
 Wendy Rhodes/Mike Evans*
 Peter Smith*
 Maralee Vogel*

Allan Mason*
 Michael Neville*
 Uate Qasi
 Sakina Prasad
 Geoff Pellizzer*
 Michael Rowan*
 Gloria Tappi
 Tamara Te Huia

Hornsby and Central Coast Regional Advisory Council

Angelique Vongsaya (Chairperson)
 George Bradbury*
 Cathy Butler*
 Keiko Clements
 Mary Dallow*
 Danielle Habib
 Adah Hodgins
 Sean Lonergan/Jillian Meyers-Brittain*
 Thomas Mangan*
 Wendy McMurdo*
 Kian Safaei
 Mohammed Talib
 Isei Verevakabau

Central West Regional Advisory Council

Katrina Banh (Chairperson)
 Peter Bartley*
 Phil Foster/Richard Sowden*
 Ann Gallagher
 Rosemary Hailstone*
 Ray Hallinan*
 Mir Islam
 Christina Johansson
 Madhwan Keshwan
 Theam-Eng Khoo
 Elizabeth Makonnen-Desta
 Craig Shields*
 Mark Szalajko*
 Loami Wilson

Hunter Regional Advisory Council

Angelique Vongsaya (Chairperson)
 Michael Adderley*
 Loretta Baker
 Abdul Bari
 Lynne Cohen*
 Tony Cosentino*
 Amany George
 Ruth Jordan*
 Shakila Kader
 Mohamed Kamara
 Jim McArthur*
 Simon Pabek
 Suzanne Riley
 Ann Smyth*
 Kirren Steel*
 Murray Webber*

Griffith Regional Advisory Council

Wajiha Ahmed (Chairperson)
 Glenda Brown*
 Joe Faleu Futi
 Max Garland*
 Ken Hampson*
 Mohammad Kahloo
 Maxine Kirby

Illawarra Regional Advisory Council

Michael Christodoulou (Chairperson)
 Melissa Abu-Gazaleh
 Giovanna Cardamone
 Peter De Natris*
 Khaled Elhage
 Paul Humble*
 Ansu Kamara
 Terry Leoleos
 Jelena Mealy*
 David Phipps*
 Verica Sajdovska
 Kyle Stewart*
 Jennifer Thompson*
 Nihal Uckan
 Clementina Velasco

Macarthur-Liverpool Regional Advisory Council

Michael Christodoulou (Chairperson)
 Cindy Cagney*
 Jim Colvin
 Gemma Cooney*
 Ian Foscholo*
 Ali Karnib*
 Angela Manson*
 Clement Meru
 Ray Palmer*
 Joseph Rajab
 Lorraine Salloum
 Eman Sharobeem
 Pallavi Sinha
 Nhan Tran*
 Karin Vasquez
 Gary Worboys*

Nepean-Blacktown Regional Advisory Council

Vivian Pak (Chairperson)
 Faustino Oja Aboka
 Ana Gacis
 Jackie Greenow
 Daryl Jacobs/ Ivan Baker*
 Victor Kollie
 Karen McKeown*

Clarissa Mulas*
 Muhammad Mushtaq
 Juliana Nkrumah
 Peter Prants*
 Kathryn Williams*
 Jennifer Young*

New England Regional Advisory Council

Ezel Jupiter (Chairperson)
 Anthony Baxter-Tomkins*
 Rod Bayliss*
 Sally-Anne Burrows*
 Milovan Cikota
 Peter Ducat*
 Vicki Haworth*
 Mathew Lynch*
 Angela Lyons
 Julie May*
 Wendy Mulligan/Joy Harrison*
 Cholhok Gum Naam
 Patrick O'Connor*
 Philip O'Reilly*
 John Scott
 Kiran Shinde
 Rebecca Spence
 Helen Swain
 Edward Whitham

Northern Regional Advisory Council

Gambhir Watts (Chairperson)
 Judith Addleton*
 Victoria Akek
 Roger Atwal
 Jason Breton*
 Dorothy Burns
 Susan Clarke*
 Michelle Greenwood*
 Robert Hoiles*
 Joseph Majambere*
 Shauna McIntyre
 Phil Meehan*
 Bill Wood

*denotes a government member

APPENDIX 5

Language services statistical information

INTERPRETING ASSIGNMENTS 2008/09

Language	Total assignments performed	Language	Total assignments performed
ALBANIAN	18	KHMER	285
AMHARIC	38	KOREAN	963
ARABIC	3,428	KRIO	66
ARMENIAN	25	KURDISH	44
ASSYRIAN	333	KURDISH (SORANI)	2
AUSLAN	344	LAO	74
BENGALI / BANGLA	175	MACEDONIAN	227
BOSNIAN	48	MALAY	1
BULGARIAN	16	MALTESE	26
BURMESE	75	MONGOLIAN	5
CHALDEAN	28	NEPALESE	65
CHINESE	361	OROMO	3
CHINESE-CANTONESE	1,062	PERSIAN	632
CHINESE-HOKKIEN	1	PIDGIN ENGLISH	6
CHINESE-MANDARIN	2,931	POLISH	127
COOK ISLAND MAORI	27	PORTUGUESE	181
CROATIAN	146	PUKAPUKAN	3
CZECH	12	PUNJABI	185
DARI	247	PUSHTO	27
DINKA	312	ROMANIAN	61
DUTCH	2	RUSSIAN	359
FANTI	7	SAMOAN	278
FIJIAN	16	SERBIAN	429
FILIPINO	138	SIERRA LEONE	8
FINNISH	3	SINHALESE	27
FRENCH	77	SLOVAK	3
FULFULDE	7	SOMALI	36
GERMAN	23	SPANISH	652
GREEK	341	SUDANESE ARABIC	83
HAZARAGI	25	SWAHILI	22
HEBREW	21	SWEDISH	4
HINDI	264	TAMIL	57
HINDUSTANI	88	THAI	336
HUNGARIAN	50	TONGAN	108
INDONESIAN	210	TURKISH	629
ITALIAN	177	TWI	46
JAPANESE	80	UKRAINIAN	1
KANNADA	5	URDU	90
KAREN	2	VIETNAMESE	3,248
		TOTAL	20,562

TRANSLATION ASSIGNMENTS 2008/09

Language	Total assignments performed	Total number of words translated	Language	Total assignments performed	Total number of words translated
AFRIKAANS	2	294	KOREAN	1,712	208,088
ALBANIAN	16	2,567	LAO	18	2,938
AMHARIC	9	1,000	LATVIAN	17	2,545
ARABIC	3,158	417,504	LITHUANIAN	8	900
ARMENIAN	5	887	MACEDONIAN	142	31,009
ASSYRIAN	1	5	MALAY	771	79,017
BENGALI / BANGLA	28	3,304	MALTESE	3	300
BIELORUSSIAN	5	842	MONGOLIAN	32	3,300
BOSNIAN	58	19,128	NEPALESE	241	24,598
BULGARIAN	33	5,960	NORWEGIAN	23	3,092
BURMESE	178	25,612	PERSIAN	782	97,418
CHINESE	8,758	991,229	POLISH	287	39,686
CROATIAN	181	56,918	PORTUGUESE	906	103,400
CZECH	191	25,140	PUNJABI	9	1,005
DANISH	50	5,699	PUSHTO	19	2,336
DARI	207	22,592	ROMANIAN	50	8,723
DINKA	1	300	RUSSIAN	483	75,588
DUTCH	201	24,449	SAMOAN	5	2,250
ESTONIAN	12	1,700	SERBIAN	179	31,057
FIJIAN	1	17	SINHALESE	29	2,900
FILIPINO	13	12,190	SLOVAK	143	16,517
FINNISH	34	4,784	SLOVENE	1	100
FRENCH	1,029	134,621	SPANISH	1,519	230,224
GERMAN	796	102,824	SWEDISH	101	11,634
GREEK	305	76,198	TAMIL	15	4,958
HEBREW	83	10,944	THAI	1,251	142,875
HINDI	68	13,570	TONGAN	1	681
HUNGARIAN	98	11,323	TURKISH	177	34,318
INDONESIAN	1,120	123,911	UKRAINIAN	76	8,813
ITALIAN	546	98,044	URDU	37	4,075
JAPANESE	1,193	133,155	VIETNAMESE	694	164,554
KHMER	73	9,784	TOTAL	28,184	3,675,394

APPENDIX 6

Grants awarded in 2008/09

The following grants were provided to non-government organisations in the Commission's 2008/09 Community Development Grants Program and Community Partnership Scheme.

Organisation and purpose	Amount \$
Affinity Intercultural Foundation <i>Purpose:</i> Sponsorship for the 8th International Interfaith Abraham Conference.	\$3 000
Albury-Wodonga Volunteer Resource Bureau <i>Purposes:</i> Contribution to employ a worker to assist in the New Kids on the Block project. Contribution to provide community development programs for newly-arrived refugees.	\$18 200 \$43 340
Alex & Eve Pty Limited <i>Purpose:</i> Contribution to assist with the cost of developing a screenplay.	\$5 500
Amazigh Association of Australia <i>Purpose:</i> Sponsorship for the inaugural festival, 2009.	\$2 500
Antoine Kazzi <i>Purpose:</i> Sponsorship for the publication of a book "Brilliant Faces".	\$3 000
Ashfield Municipal Council <i>Purpose:</i> Sponsorship for the Ashfield Carnival of Cultures, 2008.	\$2 530
Austral Slovenian Society Tivoli Newcastle Inc <i>Purpose:</i> Sponsorship for an older people's project.	\$1 985
Australian Alevi Cultural Centre <i>Purpose:</i> Contribution to employ a worker to address the needs of Alevi women.	\$14 000
Australian Telugu Samithi Inc <i>Purposes:</i> Sponsorship for the Dassera and Deevali festival. Sponsorship for the Ugadi and Dassera festivities.	\$1 000 \$2 000
Australian Afghan Hassanain Youth Association <i>Purpose:</i> Sponsorship for the Afghan new year celebrations.	\$3 000
Australian Druze Charitable Society of NSW Inc <i>Purpose:</i> Contribution to the promotion of assimilation and harmony, and to purchase computer equipment.	\$8 000
Australian Egyptian Council Forum Inc <i>Purposes:</i> Contribution to the youth leadership program. Sponsorship for the Egyptian Cultural and Harmony Day festival.	\$9 000 \$5 000
Australian Kurdish Association <i>Purpose:</i> Contribution to employ a worker to assist the Kurdish-speaking community in Blacktown.	\$9 100
Australian Lebanese Association of NSW <i>Purpose:</i> Sponsorship for Youth Awards Night, 2009.	\$3 000
Australian Lebanese Welfare Group <i>Purpose:</i> Contribution towards operating costs.	\$10 000
Australian Partnership of Religious Organisations <i>Purpose:</i> Sponsorship for the Interfaith Media Forum.	\$5 000

Organisation and purpose	Amount \$
Australian Shanghai Cultural Festival Expo Promotional Week Inc <i>Purpose:</i> Sponsorship for a theatrical performance on the occasion of a year countdown for the World Expo 2010.	\$5 000
Bangladesh Society for Puja and Culture Inc <i>Purpose:</i> Sponsorship for cultural activities to promote physical and mental health.	\$3 000
Bankstown City Council <i>Purpose:</i> Sponsorship for Bankstown christmas festival and carols, 2008.	\$5 500
Bathurst Information and Neighbourhood Centre <i>Purpose:</i> Contribution to employ a worker to assist with the Bathurst Network of Friends - Migrant and Refugee Mentoring program.	\$9 100
Bharatiya Vidya Bhavan Australia <i>Purposes:</i> Sponsorship for the 5th Annual World Culture Concert and Arts festival. Sponsorship for the Holi Mahotsav festival of friendship, harmony and colours.	\$3 500 \$5 000
Burmese Rohingya Community in Australia <i>Purpose:</i> Contribution to cross-cultural awareness and workshops.	\$8 745
Canterbury Bankstown Migrant Resource Centre <i>Purpose:</i> Sponsorship for the Sierra Leone Women's Community Development project.	\$3 000
Central Coast Ugnay Kabayan (People's Link) Inc <i>Purpose:</i> Sponsorship for Ugnayan Kabataan Community Youth Leadership Training project.	\$3 000
Chester Hill Neighbourhood Centre Inc <i>Purpose:</i> Sponsorship for the Cultural Artistic/Craft Workshops and Showcase project.	\$2 000
Chinese Australian Services Society Co-op Ltd <i>Purpose:</i> Sponsorship for the Community Harmony in Action project.	\$5 000
Co.As.It <i>Purpose:</i> Contribution to employ a worker to assist with the Community Companionship program.	\$18 200
Community Connections North Coast Inc <i>Purpose:</i> Contribution to employ a worker to assist with the Lismore African Youth Access project.	\$18 200
Cricket Masala <i>Purpose:</i> Sponsorship for a celebration of cricket, food and culture.	\$5 000
Croatian Australian Community Council <i>Purposes:</i> Contribution to youth leadership conferences and workshops. Sponsorship for the celebration of the 30th anniversary of recognition of the Croatian language in Australia.	\$10 000 \$3 000
Diocese of the Armenian Apostolic Church of Australia and New Zealand <i>Purposes:</i> Contribution to employ a welfare worker. Contribution to employ a youth worker.	\$9 100 \$9 100
Equatorial Community & Welfare Association ECWA NSW Inc <i>Purpose:</i> Contribution to employ a worker to assist with the Sudanese Leadership and Harmony project.	\$9 100
Ethiopian Community Association in NSW Inc <i>Purposes:</i> Sponsorship for the Cultural, Harmony and Sports festival. Sponsorship for the Cultural Exchange project.	\$1 000 \$5 000

Organisation and purpose	Amount \$
Ethnic Communities Council of Newcastle and Hunter Region Inc <i>Purposes:</i> Contribution to the Community Capacity Building, Engagement and Collaboration project. Sponsorship for the official opening of the Diversity Learning and Community Centre.	\$77 500 \$2 000
Ethnic Communities Council of NSW <i>Purpose:</i> Contribution to employ an executive officer.	\$83 000
Evolveris <i>Purpose:</i> Contribution to the project Local Heroes: Recognising resilience by using stories of survival from Sudan to catalyse innovation and communication.	\$10 000
Federation of African Communities Council <i>Purpose:</i> Contribution to the African Family Day event.	\$1 000
Feza Foundation <i>Purpose:</i> Sponsorship for the annual Qurban Festival, 2008.	\$2 000
Filipino Community Organisation of Northern Rivers Inc <i>Purpose:</i> Sponsorship for the promotion and development of the Filipino culture.	\$5 000
Football United <i>Purpose:</i> Sponsorship for the Young Women's Development Program and Leadership Program.	\$11 500
Friends of STARTTS <i>Purposes:</i> Contribution to employ a worker to assist with the Coffs Harbour Youth Leadership project. Sponsorship for a Love, Peace, Unity and Togetherness dinner.	\$9 100 \$ 500
Global Filipinos Australia Inc <i>Purpose:</i> Sponsorship for the Hope project.	\$3 000
Greek Orthodox Community of NSW Ltd <i>Purposes:</i> Contribution to employ a worker to assist with the Mature Aged Greek Support Group. Sponsorship for the 27th Greek Festival of Sydney.	\$9 100 \$5 000
Greek Welfare Centre <i>Purpose:</i> Contribution to employ a worker to assist with the Greek community in Western Sydney.	\$18 200
Greenisland Soccer and Sports Club Inc <i>Purpose:</i> Sponsorship for the Cypriot Community Harmony project.	\$8 000
Griffith City Council <i>Purpose:</i> Contribution to employ a worker to assist the Indian community.	\$50 000
Griffith Skills Training Centre Inc <i>Purpose:</i> Contribution to the Griffith Multicultural Youth Partnership Program.	\$18 200
Gundagai Regional Enhancement Group Inc <i>Purpose:</i> Sponsorship for the Culture Connect project.	\$3 800
Handital NSW Inc <i>Purpose:</i> Contribution to employ a bilingual worker to assist with the peer group project.	\$9 100
Hunter African Communities Council <i>Purposes:</i> Contribution to the Development of Community Networks and Structures project. Contribution to a social event aimed at reducing the isolation of women from African background.	\$17 000 \$ 500

Organisation and purpose	Amount \$
Immigrant Women Speakout Association NSW Inc <i>Purpose:</i> Contribution to employ a worker to provide training to community leaders in accessing services on community relations crisis management.	\$9 100
Information and Cultural Exchange <i>Purpose:</i> Sponsorship for an Arabic Cultural Forum.	\$3 000
Initiatives of Change <i>Purposes:</i> Sponsorship for an event promoting communitiy and inter-religious harmony. Sponsorship for the Creators of Peace conference, 2009.	\$1 000 \$1 000
Iranian Community Organisation <i>Purpose:</i> Contribution to employ a worker to assist with the men's support group.	\$9 100
Italian National Day Celebration Committee <i>Purpose:</i> Contribution to the 63rd Italian National Day celebrations.	\$5 000
Italian Social Welfare Organisation of Wollongong <i>Purpose:</i> Contribution to employ a disability support worker.	\$18 200
JewishCare <i>Purpose:</i> Contribution to employ a worker to assist with the Outmate project.	\$18 200
Kempsey Neighbourhood Centre <i>Purpose:</i> Sponsorship for the Kawilihan Philipino Dance Group.	\$3 000
Lao Australian Group Community Services Association Inc <i>Purpose:</i> Sponsorship for teaching basic sewing skills to Lao women.	\$3 000
Lao Community Advancement (NSW) Co-op Ltd <i>Purposes:</i> Contribution to employ a worker to assist with the Lao women's support service. Sponsorship for the Lao cultural festival.	\$18 200 \$3 000
Lebanese Community Council of NSW <i>Purposes:</i> Sponsorship for the All Women + All Cultures = International Women's Day project. Sponsorship for the Friendship Between Communities project. Sponsorship for the Many Flowers, One Garden, One Flag project.	\$3 000 \$3 000 \$3 000
Lightning Ridge and Region Transcultural Community Council Inc <i>Purpose:</i> Contribution to employ a worker to provide information and referral services.	\$10 000
Lithgow Information and Neighbourhood Centre Inc <i>Purpose:</i> Contribution to employ a multicultural worker.	\$9 100
Macedonian Welfare Association Inc <i>Purpose:</i> Contribution to employ a community information and development worker.	\$16 490
Maltese Community Council of NSW (Inc) <i>Purpose:</i> Contribution to employ a worker to provide referral services for the community.	\$9 100
Mandaeen Spiritual Council of Australia <i>Purpose:</i> Sponsorship for the cost of hosting the Introduction to Mandaean seminar and a Mandaean cultural exhibition.	\$2 500
Manly Vale-Calabria Bowling Club <i>Purpose:</i> Sponsorship for the cost of hosting the Sydney Multicultural Festival.	\$5 000
Maronite Catholic Family and Social Apostolate <i>Purposes:</i> Contribution to the Cross-cultural Anger Transformaton project. Contribution to employ a worker to assist with the Alcohol and Drugs Program.	\$19 000 \$9 100

Organisation and purpose	Amount \$
Maronite Diocese of Australia <i>Purpose:</i> Sponsorship for resource material and artefacts for the Maronite Heritage Centre.	\$3 000
Melkite Welfare Association <i>Purpose:</i> Contribution to employ a worker to assist with the Seniors Connect project.	\$18 200
Monaro Family Support Services Inc <i>Purpose:</i> Contribution to employ a worker to assist with the More Magic project.	\$18 200
Mukti-Gupteshwar Mandir Society <i>Purpose:</i> Sponsorship for hosting the Deepavali celebrations at Parliament House.	\$7 500
Multicultural Communities Council of Illawarra <i>Purpose:</i> Contribution to employ a Regional Ethnic Community Development Project Coordinator.	\$77 500
Multicultural Council of Griffith Inc <i>Purposes:</i> Contribution to employ a worker to assist the Afghani community. Contribution to employ a worker to assist the Turkish community. Contribution to employ a worker to assist the Indian community.	\$4 372.50 \$2 186.25 \$4 372.50
National Council of Jewish Women of Australia – NSW Division <i>Purpose:</i> Sponsorship for the Transcultural and Interfaith project.	\$3 000
Nepalese Indigenous Nationalities Forum Australia <i>Purpose:</i> Sponsorship for the World Indigenous Day 2009.	\$1 000
NSW Federation of Community Language Schools <i>Purposes:</i> Contribution to employ a worker to assist in providing quality services to after hours community language schools. Sponsorship for the NSW State Conference for after hours community language schools. Sponsorship for the NSW State Conference.	\$18 200 \$3 000 \$5 000
NSW Spanish and Latin American Association for Social Assistance <i>Purpose:</i> Sponsorship for the project Past, Present and Future of the Spanish speaking community.	\$3 000
NSW Vietnamese Elderly Friendship Association <i>Purpose:</i> Contribution to employ an aged worker to assist senior citizens.	\$9 100
Polish Folkloric Ensemble Inc 'Syrenka' <i>Purpose:</i> Sponsorship for the purchase of Zalipie costumers for the junior group.	\$2 000
Queanbeyan Multilingual Centre <i>Purpose:</i> Contribution to the Goulburn Multicultural Centre Volunteer Program.	\$12 298
Refugee Council of Australia <i>Purpose:</i> Sponsorship for community organisations to hold Refugee Week events.	\$5 000
Romanian Australian Cultural Society "Southern Cross" Inc <i>Purpose:</i> Sponsorship for the Going Further project.	\$2 000
Rondanihan Inc <i>Purpose:</i> Sponsorship for Rondalla music in the Central Coast.	\$3 000
Sikh Khalsa Mission Inc <i>Purpose:</i> Sponsorship for promoting community interaction in Western Sydney.	\$3 300
Somali Welfare and Culture Association <i>Purpose:</i> Sponsorship for the 2009 Celebration of African Cultures event.	\$2 000

Organisation and purpose	Amount \$
South Asian Muslim Association of Australia Inc <i>Purpose:</i> Sponsorship for hiring of hall and equipment for the Jashne Buzurg event.	\$500
Sydney Korean Women's Welfare Association <i>Purpose:</i> Sponsorship for the Korean Women's Day and Multicultural Women's Day.	\$3 000
Sydney Talmudical College Association <i>Purpose:</i> Sponsorship for the 2008 Chanukah at the Bay Festival.	\$10 000
SydWest Multicultural Services Inc <i>Purpose:</i> Contribution to employ a worker to assist with the Strength to Strength project.	\$18 200
The Hills Community Aid and Information Service Inc <i>Purpose:</i> Sponsorship for the Hills Cultural Festival 2009.	\$3 000
The Korean Society of Sydney <i>Purposes:</i> Sponsorship for publishing the English language version of 50 Years of History of Koreans in Australia. Sponsorship for the Korean Youth Forum.	\$2 000 \$10 000
The Sabian Mandaean Association in Australia Ltd <i>Purpose:</i> Contribution to employ a social worker to address the needs of the Mandaean community.	\$9 100
Together for Humanity Foundation Limited <i>Purpose:</i> Contribution to the Goodness and Kindness project in schools.	\$5 000
Turkish Welfare Association Ltd <i>Purpose:</i> Contribution to the One for All and All for One project.	\$18 200
Camden Council <i>Purpose:</i> Contribution to assist with a street festival.	\$10,000
Community Relations Commission Symposium/Youth Leaders' Day 2008 <i>Purpose:</i> Contribution to assist with a community consultation event.	\$33,627
Clarence City Council <i>Purpose:</i> Contribution to assist with a street festival.	\$18,181
National Accreditation Authority for Translators and Interpreters <i>Purpose:</i> NSW contribution to NAATI.	\$185,026
Penrith City Council <i>Purpose:</i> Contribution to assist with a street festival.	\$18,181
Powerhouse Museum <i>Purpose:</i> Contribution to assist with salaries and working expenses.	\$100,000
The Social Research Centre <i>Purpose:</i> Contribution to assist with the Arabic Language Telecasts project.	\$9,750
University of New South Wales <i>Purpose:</i> Contribution to assist with the Arc Linkage project.	\$24,000
Returned grant Australian Gaelic Singers	\$2 900

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