



*The Hon Nathan Rees MP  
Premier  
Minister for the Arts*



*The Hon Virginia Judge MP  
Minister for Fair Trading  
Minister for Citizenship and  
Minister Assisting the Premier on  
the Arts*



Community  
Relations  
Commission  
For a multicultural NSW

The Hon V Judge MP  
Minister for Fair Trading  
Minister for Citizenship and  
Minister Assisting the Premier on the Arts  
Level 36  
Governor Macquarie Tower  
1 Farrer Place  
SYDNEY NSW 2000

31 October 2008

Dear Minister

I have pleasure in presenting the Annual Report of the Community Relations Commission for the year ended 30 June 2008 for presentation to Parliament.

The report has been prepared in accordance with the requirements of the *Annual Reports (Departments) Act 1985*, and the *Annual Reports (Departments) Regulation 2005*.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Stepan Kerkyasharian'.

Stepan Kerkyasharian AM  
Chairperson  
Community Relations Commission  
For a multicultural NSW



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# About the Commission

Vision	Mission	Values
<p>To be the leader and facilitator of community relations in achieving a harmonious and cohesive multicultural New South Wales.</p>	<p>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.</p>	<p>The Commission values:</p> <ul style="list-style-type: none"><li>• Commitment</li><li>• Diversity</li><li>• Equity</li><li>• Collaboration</li><li>• Integrity</li><li>• Quality</li><li>• Accountability</li></ul>

The Community Relations Commission of New South Wales was established as a statutory body on 13 March 2001 under the *Community Relations Commission and Principles of Multiculturalism Act 2000*.

Objectives
<ul style="list-style-type: none"><li>• 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</li><li>• 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</li><li>• the promotion of a cohesive and harmonious multicultural society with mutual respect for and understanding of cultural diversity</li><li>• the enrichment of all sections of society through the benefits of cultural diversity</li><li>• the promotion of the principles of multiculturalism and the advantages of a multicultural society</li><li>• the promotion of social justice, community development and community initiatives for ethnic communities in New South Wales.</li></ul>

## Functions

- 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 cooperative 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.



## Chairperson's overview 2007/08



*Dr Stepan Kerkyasharian AM.*

Building on the many achievements made over the past 30 years of operation, the Commission in 2007/08 continued to make important contributions to the promotion of multiculturalism, cultural diversity, and community unity and harmony throughout New South Wales.

It has indeed been pleasing to witness an increasing awareness of the need to embrace the principles of multiculturalism and to recognise the benefits which diversity brings to our society .

The year 2007/08 has seen the onset of new and exciting initiatives and projects undertaken by the Commission or in partnership with other agencies or organisations, in which common objectives have focused on the benefits and contributions to cultural diversity as a whole.

I am pleased to report that much of this work has brought about gratifying results in the pursuit of a cohesive and harmonious multicultural society.

I am therefore proud to announce that some long-term projects have been finalised and successfully implemented and it is my hope that the efforts made in these areas will have lasting effects for years to come.

### *Harmonious communities*

The Cabramatta CityWatch project concluded this year. This project was initiated in 2001 and established by the then Premier of NSW for the Commission to oversee and coordinate collaboration between the police and the local community in working together on issues of crime and safety. The esteem built over the years between the police and community members enables the program to continue at the local level.

The Canterbury-Bankstown Community Harmony Round Table is another community project that has recently ended since its launch four years ago. This project brought together a round table forum where members who represented various segments of the community developed strategies to promote and sustain community harmony through developing and implementing activities that aimed to strengthen community relations in the Canterbury-Bankstown area.

My profound thanks go to all who were actively involved in both projects, especially those who invested their time on a voluntary basis.

### *Principles of multiculturalism at a local level*

I am especially pleased to announce that the Commission, in a joint project with the Department of Local Government, succeeded in developing and completing an information kit and planning framework to assist NSW councils to implement the principles of multiculturalism within their areas of responsibility.

NSW local councils play a crucial role in promoting the principles of multiculturalism, and the framework is aimed at assisting with planning strategies and initiatives for the culturally diverse communities across a broad range of activity areas.

The steering committee and pilot councils are to be commended for their role in the development of the kit and framework.

### *Rural and regional NSW*

The Commission has been actively involved in providing essential statewide support structures to promote the principles of cultural diversity. These support structures are well placed to address issues that affect the culturally and linguistically diverse communities, particularly those outside the Sydney metropolitan area.

Through the broad reach of the ten Regional Advisory Councils established by the Commission, there has been systematic and wide-ranging consultation carried out with people and groups representing the multicultural communities in rural and regional NSW on matters relating to community relations. These councils have worked at the grassroots level to bring together and create a greater sense of community and to provide local solutions to local issues.

### *A multi-faith society*

In the lead up to the World Youth Day 2008, the Commission was active in planning to facilitate a number of intercultural and multi-faith events that would take place during this momentous occasion. One of these events, the *Multi-faith Prayers for Global Peace and Social Justice*, was aimed at engaging young people from all faiths to pray together with religious leaders for peace and justice for all people around the world. It was also an opportunity to demonstrate the religious diversity of the Australian people and to promote mutual understanding between different religions.

### *Connecting the communities*

Since its inception, the Commission has built strong and long-standing relationships with ethnic community leaders and groups, and has developed and fostered extensive networks throughout the various NSW communities. As such, the Commission has compiled and maintains a unique contacts database for community organisations and individuals.

In April this year, the Commission launched an innovative email distribution service that provides for the delivery of information and messages direct to community groups, religious organisations and ethnic media. This service, *EmailLink*, is a communication channel that is fast becoming widely used by NSW Government agencies that wish to reach out to the culturally diverse communities and target groups in NSW. The service is also available to private organisations and individuals.

I wish to acknowledge the support of the Premier and Minister for Citizenship, the Hon Morris Iemma MP, and the Minister Assisting the Premier on Citizenship, the Hon Barbara Perry MP.

To the Deputy Chairperson, Mr Michael Marx AM, and my fellow Commissioners, I convey my thanks for their leadership, support and guidance throughout the year. I wish also to acknowledge Ms Winky Chow, Citizenship Adviser with the office of the Premier, for her invaluable assistance.

The achievement of the Commission's objectives has been made possible thanks to the dedication and hard work of the Commission staff, for which I am extremely grateful.



Stepan Kerkyasharian AM  
Chairperson



## Summary of achievements

An overview of the achievements made in 2007/08 towards the Commission's Corporate Plan 2007-12. A more detailed account of these activities is reported in following sections of the report.

### 1 FOCUS

#### EFFECTIVE LEADERSHIP IN COMMUNITY

**RESULT:**

**Facilitate and support cooperative arrangements and community initiatives**

Across New South Wales, 44 Regional Advisory Committee meetings were held in 10 regions. The meetings brought together government and community representatives where concerns of people from culturally and linguistically diverse backgrounds were discussed and addressed.

In regional and rural New South Wales, the development of community proposals was coordinated and facilitated. The proposals formed part of the Commission's submission to the Premier's Rural and Regional Taskforce. Interaction between the Griffith City Council, the local community-based organisations and ethno-specific organisations was facilitated and secured involvement in implementing the Griffith Community Action Plan.

Several forums were organised in conjunction with government agencies and community organisations. The forums promoted awareness among members of the African community and service providers of issues and challenges and strengthened relationships with government agencies and the community at large.

Advice, guidance and information on EAPS planning and implementation was provided to NSW Government agencies.

**RESULT:**

**Increase participation in government initiatives in the promotion of cultural diversity**

The Commission provided policy advice and briefings on a range of government and community issues. It responded to 740 requests for briefings, speech notes and messages for community events attended by the Premier or his representative. The Commission participated in regular meetings of some ten agency and interagency committees, as well as special consultations, including the coordination of consultations with ethno-religious communities on burial space issues.

The National Multicultural Marketing Awards attracted audiences on a national scale. The increase in sponsorships and participation in the Awards presentation represented increased awareness and recognition of the benefits of inclusive marketing in the business community, public sector and general community.

## 2 FOCUS

### PROVISION OF QUALITY LANGUAGE SERVICES

**RESULT:**

**Improved access to government and community services that has regard to the linguistic, religious, racial and ethnic diversity of the people of NSW**

Recruitment and training initiatives improved the quality of language services. Interpreters and translators were encouraged to upgrade their qualifications. A recruitment drive was undertaken for languages that are rare, new and/or emerging.

Customer service improvement initiatives were undertaken through implementation of several enhancements in LanguageLink, for example, requesting or booking an interpreter online and receiving email confirmation of that request. The quarterly feedback meetings with casual panellists as well as with major customers provided feedback on the services. A service charter was developed and implemented later in the year. All complaints were processed according to procedures and required turnaround time.

The demand for language services, interpreting and translation requests increased during the year. The Roads and Traffic Authority extended the contract for interpreting services to March 2009. Language Services won a new contract with Housing New South Wales for the provision of onsite interpreting for the coming three years.

## 3 FOCUS

### EFFECTIVE RESOURCE UTILISATION

**RESULT:**

**Maximise customer benefits through continuing development of electronic service delivery**

Technology assisted processes were introduced. An online booking facility for interpreting and translation services, *LanguageLink*, was automated and simplified the processing of requests and allocation of interpreting and translation assignments. Video conferencing for court assignments was encouraged and used when possible. Seventy-five interpreting assignments were performed via video conferencing in rural NSW making access to interpreter resources efficient and cost effective. Media reports have been made available electronically through the *MediaLink* online ethnic media reporting service, where subscription increased by 10 percent and revenue by 5 percent.

Using the Commission's rich database with its email facility, the *EmailLink* service enabled direct contact between members of the culturally diverse community, government agencies, private businesses and others with an interest in multiculturalism.

## EFFECTIVE RESOURCE UTILISATION (cont)

Usage of this service increased 115 percent from last year and registration of individuals and groups in the database increased by 20 percent.

Online transactions increased with expressions of interest to the Community Development Grants Program exceeding the target by almost 100%. Nominations for the awards for Volunteering tripled from last year and nominations for the NSW Premier's Chinese Community Service Awards doubled.

More community organisations were able to establish an internet presence through *Communilink*, a free webhosting facility of the Commission.

### **RESULT:**

**Meet performance standards and strategic targets set out in the Results and Services Plan**

The Commission continued its strong performance in meeting its financial targets, agency results indicators and service measures for the year ended 30 June 2008.

## FOCUS 4

## EFFECTIVE COMMUNICATION AND CONSULTATION

### **RESULT:**

**Develop targets and performance measures for reporting commencing early 2009**

The Community Relations Report 2007 was published, tabled in Parliament and launched on 26 June 2008. The report highlights over 120 NSW Government agency initiatives under EAPS.

The Commission's Corporate Plan for 2007-2012 was finalised. The plan sets organisational targets and performance measures. Development of operational plans commenced. This process will develop strategies and performance measures towards maintaining consistent and responsive internal and external communication.

Internally, standing processes to ensure ongoing consultation and communication were implemented. In the promotion of continuous improvement, workplace committees with cross-functional representation continued to function and met regularly.

Externally, the Commission held a regional meeting at Broken Hill in December 2007. This allowed direct liaison and consultation with community leaders and local officials on multicultural issues.

**RESULT:**

**Promote social justice, community development and community initiatives for ethnic communities**

A total of \$1,268,922 in grant funding was provided to 119 mostly not-for-profit organisations that implemented community-based projects. The projects enabled culturally diverse communities to increase access to government programs and support services, particularly to newly arrived migrants, to participate in community life and to celebrate cultural diversity in NSW.

Language examinations for public service employees under the Community Language Allowance Scheme saw an increase in the number of candidates who qualified. There were 90 candidates who passed the examination compared to 75 the previous year. This result directly contributed to the increased capability of the NSW Government to provide services to the linguistically diverse people of NSW.

**RESULT:**

**Increase the participation of the people of NSW in community life and the public decision-making process**

Regional Advisory Councils were instrumental in referring issues related to the settlement of migrants and refugees to the Standing Committee on Immigration and Multicultural Affairs (SCIMA).

Through the Regional Advisory Councils, 10 presentations were conducted by the Australian Red Cross which provided information about that organisation's regional activities in NSW, generating significant community interest in volunteerism.

**RESULT:**

**Measure and report the observation of the principles of multiculturalism by public authorities**

The Commission evaluated biennial self-assessments of 11 key agencies against the EAPS Standards Framework and provided detailed feedback. The outcome of this process culminated in a report to Parliament on the state of multiculturalism in NSW. During the year, the Commission provided advice and assistance in EAPS planning and implementation to a wide range of agencies, including consultative meetings with some 20 agencies. It also completed a project that assisted local councils to implement the principles of multiculturalism locally.



## EFFECTIVE KNOWLEDGE MANAGEMENT

### **RESULT:**

#### ***Improve access to information***

The Commission's website was redesigned to improve public access to Commission information. It now features restructured access to information on critical functions of the Commission including programs, services and publications and other improvements that comply with the NSW Government website style directive.

A major campaign was conducted to promote the registration of community organisations in the Commission's contacts database resulting in a more comprehensive repository of information. The campaign strengthened the Commission's position as the primary provider of information on ethnic communities. At the same time data cleansing was undertaken which enabled the achievement of information integrity.

Document scanning with optical character recognition technology was introduced and enabled the electronic capture of information received at the Commission. This resulted in a fast and easy internal distribution of information which contributed to the quick turnaround in processing requests for advice, service and information.



## LEADERSHIP SYSTEM THROUGHOUT THE COMMISSION

### **RESULT:**

#### ***Measure performance against the Corporate Plan***

The Commission has formally implemented its Corporate Plan 2007-2012. The plan incorporates the NSW Government's commitments as stipulated in the State Plan and the Commission's Results and Services Plan.

An enterprise risk management plan was updated during the year to ensure alignment with the Commission's new Corporate Plan. This enables the Commission to address risk exposures brought about the development of new services.

Business continuity and disaster recovery plans were updated and tested which included the establishment of alternative sites for web-based and core services. This has increased the Commission's preparedness for potential business disruption and provided customer confidence in Commission information and business processes and services.



## Financial overview

An unqualified audit report was issued by the Auditor-General. In the Auditor's opinion, the financial report is in accordance with section 45E of the Public Finance and Audit Act 1983 (the PF&A Act) and the Public Finance and Audit Regulation 2005.

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

### Revenue

The Commission's revenue in 2007/08 was \$17.0 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 past three years.

Source	2005/06	2006/07	2007/08
User charges	\$ 3 494 000	4 138 000	4 719 000
Other	\$ 846 000	383 000	409 000
Government appropriation	\$ 12 052 000	11 696 000	11 893 000
Total	\$ 16 392 000	16 217 000	17 021 000

### Operating result

The Commission's net result for 2007/08 was a surplus of \$1.0 million.

### Expenses

The value of the Commission's total expenses for the year ended 30 June 2008 was \$16.0 million.

The table below provides a comparison of the expenditure of the Commission over the past three financial years.

Category	2005/06	2006/07	2007/08
Employee-related	\$ 10 487 000	11 351 000	11 762 000
Other operating	\$ 2 301 000	2 248 000	2 284 000
Maintenance	\$ 60 000	26 000	41 000
Depreciation	\$ 681 000	517 000	437 000
Grants & community outreach	\$ 1 561 000	1 518 000	1 457 000
Total	\$ 15 090 000	15 660 000	15 981 000

### Time for payment of accounts – accounts payable

The Commission has an excellent account paying record and settles at least 99 percent of the 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 2007/08 for late payment of accounts. The table below illustrates the performance indicators of the Commission's payments (accounts paid on time within each quarter).

Quarter	Total Accounts Paid on Time			Total amount paid \$
	Target %	Actual %	\$	
September 07	100.00	100.00	3 083 752	3 083 752
December 07	100.00	100.00	3 571 731	3 571 731
March 08	100.00	99.45	4 422 234	4 398 222
June 08	100.00	99.66	4 965 228	4 948 200

### 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 at the end of each quarter for the 2007/08.

Quarter	Current \$	30 days	60 days	90 days
		\$	\$	\$
September 07	456 275	17 263	10 904	14 473
December 07	381 181	23 074	21 172	13 573
March 08	242 880	9 757	14 177	18 250
June 08	474 118	13 854	2 374	7 752

### Engagement of consultants

During the 2007/08 financial year the Commission engaged seven consulting assignments costing less than \$30,000 each. The number and cost categorisation is by nature is:

Consultants - engagements costing less than \$30 000 each		
Number of engagements	Category	Amount
4	Management services	62 804
3	Information technology	43 130
<b>TOTAL</b>		<b>105 934</b>

There were no consulting engagements over \$30,000.

# performance reports

- 16 **Focus 1:** Effective leadership in community relations
- 30 **Focus 2:** Provision of quality languages services
- 33 **Focus 3:** Effective resources utilisation
- 36 **Focus 4:** Effective communication and consultation
- 37 **Focus 5:** Promotion and implementation of the principles of multiculturalism
- 43 **Focus 6:** Effective knowledge management
- 45 **Focus 7:** Leadership system throughout the Commission

# 1 FOCUS

## EFFECTIVE LEADERSHIP IN COMMUNITY RELATIONS

### OBJECTIVES

**To maintain the lead agency profile as facilitator to government and community promoting community harmony and the benefits of cultural diversity.**

**To provide expert advice to government and community on community relations and harmony.**

**To coordinate government responses to issues relating to cultural diversity.**

### RESULTS

**Facilitate and support cooperative arrangements and community initiatives.**

**Increase participation in government initiatives in the promotion of cultural diversity.**

### African communities meet local government forum

The Commission organised a forum in Blacktown to increase the access and participation of people from African communities in activities, programs and services offered by local government authorities.

The forum aimed to promote an understanding of the role and functions of local government and to provide information on how community members can play an active role within their local government areas.

The forum involved three main presentations which provided an introduction to local government, an overview of services provided by councils and advice on how to become an active citizen of the area.

Over 80 people from the Congolese, Ghanaian, Sierra Leonean and Sudanese communities living in the western Sydney region attended the forum.

### African cultural awareness forum

The Commission organised an African cultural awareness forum in Coffs Harbour in 2007. It was attended by over 130 people representing State, Commonwealth and local government departments as well as community-based organisations and relevant service providers.

Local African community members presented their views on the challenges they face in the areas of accommodation, education, employment, health, law and order, mental health needs of refugees, refugee family reunions, transport and youth.

## Arabic pay TV broadcasts survey

As part of the National Action Plan (NAP), the Commission in partnership with the Department of Immigration and Citizenship is developing a survey of Arabic pay television broadcasts. The survey will ascertain the extent of Arabic-speaking pay TV broadcasts from overseas, establish the level of use by Arabic speaking households in NSW and collect some basic information on content as related by viewers.

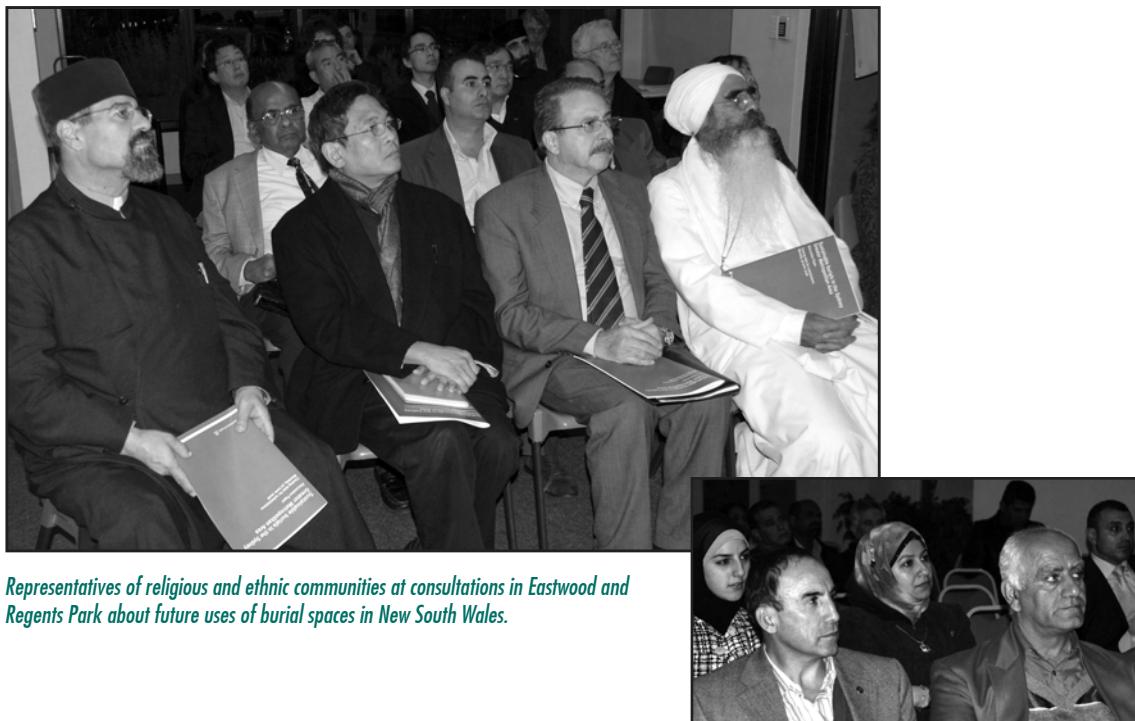
The Social Research Centre in Melbourne has been contracted to assist in the preparation of a questionnaire, provide independent analysis of the data and prepare a report on the findings. A discussion paper has been prepared outlining seven sample questionnaire designs and each method's respective advantages.

## Assist and assess public authorities in observing the principles of multiculturalism

Advice, guidance and information on Ethnic Affairs Priorities Statements planning and implementation, in accordance with the Commission's legislated responsibility, were provided on request on some fifty occasions to various agencies during 2007/08.

## Availability of burial spaces for community needs

The Commission coordinated and participated in a series of community consultations to address the issue of diminishing burial space availability and the particular needs of a range of ethno-religious communities.



*Representatives of religious and ethnic communities at consultations in Eastwood and Regents Park about future uses of burial spaces in New South Wales.*

## Beach bonanza

The Commission in partnership with the Sutherland Shire Council lifeguards and the Council's *On the Same Wave* project organised a beach bonanza carnival on 19 October 2007 at Don Lucas Reserve at Cronulla.

The carnival included a variety of beach activities for young people including surf life saving activities. It aimed to promote community harmony and build stronger relationships between students of different cultural backgrounds. The beach bonanza carnival involved 260 year six students from nine schools. These were Bankstown, Cronulla, Grays Point, Greenacre, Lakemba, Punchbowl, and Wiley Park.

The Minister Assisting the Premier on Citizenship opened the event and the Chairperson of the Commission as well as Councillor Kevin Schreiber (representing Councillor David Redmond, Mayor of Sutherland Shire Council) both attended.

Following the event students participated in an essay writing competition on their experiences at the beach bonanza.

## Cabramatta CityWatch

The Cabramatta CityWatch program was initially funded for four years from July 2001 to June 2005 and was later extended to May 2008. The program promotes the exchange of information and a coordinated approach to the resolution of issues regarding community safety and policing in Cabramatta.



*An officer of the Cabramatta police reads suggestions for public safety at the Cabramatta CityWatch annual forum.*

The program has been successful in bringing police and the local community together to develop solutions to local crime in order to build a safer and more vibrant community.

A key feature of the program is the annual Cabramatta CityWatch forum. At this forum the community holds the police accountable for what they achieved in the past year and identifies priorities for the forthcoming year. There was an increased attendance by community members to the forum this year.

## Canterbury-Bankstown Community Harmony Round Table

This project was implemented by the Commission in partnership with the Department of Community Services. The aim was to promote community harmony across cultures and generations, enhance the capacity of local communities and government agencies to sustain community harmony in the Canterbury-Bankstown area, and to develop and implement activities and strategies to strengthen positive community relations.



*Members of the Canterbury-Bankstown Community Harmony Round Table with Commission Chair Stepan Kerkyasharian, and other Commission staff at the final meeting of the project.*

Members of the Round Table represented various segments of the community including community leaders, ministers of religion, young people, business people and community workers. Activities undertaken included youth leadership, intercultural sports and a theatre production. The project ended this year with the production of a fact sheet on making a complaint to the Australian media.

### **CommuniLink webhosting**

CommuniLink is a free webhosting service for ethnic community organisations. It supports multilingual content that facilitates communication and enhances the provision of information. Each community website features a calendar of events that links to a consolidated community events calendar.

Another feature is a discussion board to encourage participation and involvement in community issues. The Commission uses the website to inform communities of opportunities for involvement in forums, consultations, projects and career development. There are 56 organisations hosted, an increase of seven on last year.

### **Community Development Grants Program**

The Community Development Grants program provided funding to community-based projects of not-for-profit organisations that support the objectives of the Commission. 531 expressions of interest were received in 2007/08 compared to 549 the previous year. This is greater than the 250 targeted for the year. One hundred projects have been awarded funding to a total of \$898,341. Appendix 7 provides a list of all grant recipients, project purpose and amount of grant. The list includes grants made outside the Community Development Grants Program.

### **Community presentations at Regional Advisory Council meetings**

Presentations were conducted during Regional Advisory Council meetings by various communities in an effort to increase the awareness of government representatives about community needs such as housing, employment, discrimination, health, education and aged issues. These communities included:

- African
- Arabic
- Italian
- Macedonian
- Pacific Islander.

## Community relations in the Camden area

A working party was established following public protest in response to the Quranic Society's lodgement of a development application with Camden Council for the development of a 1200 student Muslim school in Camden.

Meetings were held with representatives of Camden Council, NSW Police and the Department of Premier and Cabinet to monitor the situation and develop strategies to manage community relations in the area.

The Commission assisted the Council to stage a function during Refugee Week and will continue to support Camden Council and assist it to manage diversity through appropriate and adequate EAPS planning.

## Community resource list

The Commissioner of Police sought the assistance of the Commission to engage community representatives to work with police and young people. As a result, the Commission commenced the development of a community resource list in consultation with the NSW Police Force and the Department of Juvenile Justice, so that respected community members can be called upon to assist the police with matters relating to young offenders from culturally and linguistically different backgrounds.

The Commission is finalising an operational guidelines manual detailing the roles and responsibilities of respected community members and the overall purpose and role they will play in reducing the risk of young people re-offending and in enhancing links to the community.

Once the guidelines are finalised, recruitment will follow to pilot the community resource list in various areas.

Respected community members from the culturally and linguistically diverse community will be selected for inclusion on the community resource list and engaged on a voluntary basis to assist in giving cautions and to participate in the preparation and process of youth justice conferences.

## Consultations with the Islamic community

The Commission was involved in coordinating a meeting to discuss the availability and management of burial land for Muslims in Sydney. The meeting was held on 21 February 2008 and attended by representatives of the Community Relations Commission, the Department of Lands, ministerial staff and forty-seven community representatives from twenty-five organisations.

The Commission is involved in ongoing negotiations with representatives of the Islamic community, the Department of Lands and Rookwood Necropolis to progress interim and short-term plans and to ensure that community representatives are actively engaged in the development and implementation of the plan, and to monitor progress, milestones, and delivery against the plan.

## Did You Know? at the Royal Easter Show



The *Did You Know?* exhibition is an initiative of the Commission aimed at promoting a better understanding of the important role migrants have had in the economic and social development of Australia by providing examples of the history and contribution of migrants.

*The Cyprus community display at the Did You Know? exhibition at the Sydney Royal Easter Show.*

The Commission in partnership with the Migration Heritage Centre organised the *Did You Know?* exhibition as part of the Day of Cultures at the Sydney Royal Easter Show. The Minister Assisting the Premier on Citizenship, the Hon Barbara Perry MP, officially opened the exhibition.

In association with the Commission, the Migration Heritage Centre produced an interactive *Did You Know?* presentation that documents migration history in Australia. The Broken Hill Migration History exhibition was also featured and eight community organisations showcased their culture and contribution to Australia. Entertainment was provided to emphasise the contribution of dance, music and the arts to our culturally diverse community.

## Drafting of events briefings and provision of community profiles

The Commission responded to 740 requests for briefings, speech notes or messages, to assist the Premier or his representative when attending community events.

## EmailLink



*At the EmailLink launch.  
The Hon Barbara Perry MP (left) with Kirsten Downie, Performing Arts  
Marketing Manager from the Sydney Opera House.*

EmailLink is an electronic delivery service which provides the public and private entities with a link into the Commission's contacts, covering multicultural community groups, ethnic leaders and community members. The service leverages on over 30 years of knowledge and expertise of the Commission.

EmailLink, along with its associated services (cultural advisory, translation and presentation services) presents a comprehensive one-stop shop for multicultural services.

The service was officially launched in April 2008 and has achieved 115 percent increase in usage compared to 2006/07. Customers of the service span across government, community and private agencies.

The service assists customers who seek direct contact with the multicultural communities.

## Government presentations at Regional Advisory Council meetings

Presentations and information sessions were conducted by various government departments, covering issues that include:

- advocacy services for non-English speaking background people with disabilities, their families and carers
- anti-discrimination laws and procedures
- assistance to new arrivals and to emerging communities
- employment opportunities for emerging communities
- fire safety, fire alarms legislation, prevention and the role of the NSW Rural Fire Service
- Griffith community action plan implementation
- group homes and respite care services for people of culturally and linguistically diverse backgrounds
- multicultural health issues in the South Eastern Sydney and Illawarra Area Health Service

- new departmental initiatives to build strong communities
- new workplace legislation
- NSW State Plan and significant local projects in various parts of the State
- planning and infrastructure coordination for rezoning and land release at Lightning Ridge
- planning and infrastructure in the north west and south west of Sydney
- public and private child care
- refugee sponsorship requirements as well as refugee applications processing
- settlement services for refugees and skilled migrants and their families in regional and rural New South Wales
- support for culturally and linguistically diverse clients
- support for young adult offenders and their families
- support to emerging communities in obtaining drivers licences
- tenancy laws and the role of the Office of Fair Trading
- the living libraries projects in NSW
- the restorative justice programme for students
- transcultural mental health issues in rural areas
- work opportunities for women, and ESL classes at TAFE.

## **Griffith community action plan**

Following on from the tragedy that occurred to one of the younger members of its community, Griffith City Council developed a community action plan to improve safety, establish relevant youth service and to help maintain community harmony.

The Commission has been involved in consultations between the Griffith City Council and local communities, and has provided significant funding to facilitate the development of the action plan, including the arranging of translated survey material into various community languages.

## **Inter and intra-communal intervention**

The Commission continued to work within and between communities to alleviate tension and resolve disputes as appropriate or when required.

## Islamic scripture resource kit

**The Commission has entered into a Memorandum of Understanding with the Department of Immigration and Citizenship to undertake work related to the *National Action Plan to Build Social Cohesion, Harmony and Security*.**

The Commission is developing a resource for providers of Islamic special religious education in government secondary schools. The resource kit will assist in educating young Muslims about aspects of Islam and their alignment with Australian values.

Key community members including providers of Islamic scripture instruction in schools are helping to develop the kit, which will target students in high school years 7-10.

## Lead agency in settlement planning and immigration policy development

The Commission represented the NSW Government on committees and at meetings of:

- the Standing Committee on Immigration and Multicultural Affairs (SCIMA) meeting in February 2008 and coordinated the NSW Government agenda and position papers for the July 2007 meeting of the Ministerial Council on Immigration and Multicultural Affairs (MCIMA)
- the Commonwealth-NSW Working Party on Migration to Sydney and regional NSW. The Working Party's final report *Evaluation of Skilled Migration to the Riverina* is available on the Commission's website
- the SCIMA Commonwealth-State Working Party on skilled migration
- the Joint State, Territory and Commonwealth Research Advisory Committee for the Australian Population, Immigration and Multicultural Research Program. A jointly funded research report on the social costs and benefits of migration was released in 2007
- the NSW Government Immigration and Settlement Planning Committee (chaired by the Commission), which has proven an effective instrument in coordinating the development of NSW policy and positions on immigration and settlement issues
- the National Working Party on Trafficking and Sexual Servitude (co-chaired by the Commission and the NSW Office for Women), and produced the Working Party report. The recommendations of the Working Party report were endorsed by the Ministerial Conference on the Status of Women in August 2007 and will go before MCIMA for endorsement in July 2008.

The Commission also made recommendations from the *Report of the Committee on the Recognition of Overseas Nursing and Midwifery Qualifications* which have been endorsed by the Treasurer, the Ministers for Health and the Minister for Ageing and Disability.

## MediaLink

The MediaLink ethnic media reporting service is the first and only service of its kind in Australia. It offers online English reports of articles appearing in the ethnic media.

Subscription by government agencies to MediaLink increased to 70% compared to 60% last year. This resulted in a 5% increase in MediaLink revenue.

Since its introduction in early 2006, MediaLink subscription has been primarily from government sources. Subscriptions expanded to include the media and private sectors during the year and this resulted in meeting the targeted subscription number and revenue.

## Ministerial advice and issues briefings

The Commission provides policy advice and issues briefings on a range of government and community issues. This includes background information and advice about the concerns of the culturally and linguistically diverse communities in New South Wales.

## Multicultural support structure in Albury-Wodonga

The Commission is providing guidance and support to the members of the Albury Regional Advisory Council and other community members by organising an informal multicultural support structure. The aim of this support structure is to provide feedback to the Commission on current and emerging community issues through the Albury Regional Advisory Council, and to promote the benefits of diversity to the communities of Albury and Wodonga.

## National interpreter symbol



The national interpreter symbol is a national public information symbol designed by the Community Relations Commission and developed in partnership with the Commonwealth, State and Territory governments. The symbol provides a simple way of indicating where people with limited English proficiency can request language assistance when using government or community services.

The Commission-designed symbol was one of five variations tested by over 580 people from a diverse range of cultural and linguistic backgrounds from Victoria, Queensland, Western Australia and New South Wales, and was selected in accordance with Australian Standards.

The symbol is being implemented nationally in places that deliver government and community information and services such as community centres, housing and employment offices, local councils, migrant resource centres, public hospitals, police stations and state schools.

## Participation in agency and interagency committees

The Commission was represented on a range of agency and interagency committees. The committees and the staff serving on them are listed at appendix 4.

### Premier's rural and regional taskforce

The Commission provided information to its Regional Advisory Councils and encouraged their participation in the public consultation for the Premier's Rural and Regional Taskforce, which provided advice on economic, environmental and social issues in rural and regional areas of New South Wales.

The Commission coordinated and facilitated the preparation of a number of proposals by the Regional Advisory Councils for inclusion in the Commission's overall submission to the Taskforce.

The issues identified included problems arising from:

- access to health services in rural and regional areas
- the need for culturally appropriate care for an ageing rural population
- the need for strategies to retain skilled migrants in regional areas
- unplanned humanitarian settlement in rural and regional areas.

The Commission is providing feedback to its Regional Advisory Councils on the final report of the Taskforce.

### Recognition for multiculturalism and community harmony

The Commission's expertise in multiculturalism and community harmony is increasingly recognised nationally and internationally.

The Commission participated in a series of cultural and educational exchanges with Japanese cultural organisations following on from the 2006 Year of Exchange between Japan and Australia.

At the invitation of the Japan Foundation, the Commission organised a delegation in January 2007 that provided public symposia on multiculturalism in Tokyo, Nagoya and Sendai, and has since participated in a number of educational exchanges involving distinguished Japanese scholars and Australian experts in the field of multiculturalism.

The Department of Foreign Affairs and Trade continues to send delegations from southern Thailand and Malaysia to the Commission to learn of the success of multiculturalism in a multifaith society, and the Commission recently received a delegation from the Hellenic Migration Policy Institute.

## Regional Advisory Council meetings

The Regional Advisory Councils continue to play a significant role in strengthening the relationships between the government and the community and in identifying and addressing major issues of concern.

There were 44 Regional Advisory Council meetings held in ten regions across NSW bringing together government and community representatives to discuss and address issues of concern to people of culturally and linguistically diverse backgrounds.

### Sendai study tour



*Members of the Sendai study group from Japan on Clark Island in Sydney Harbour with indigenous dancers and story tellers.*

The Commission coordinated a week of multicultural activities for a Japanese study tour group, organised by Sendai International Relations Association (SIRA) that visited Australia from 13 to 18 February 2008. Previous to this, the Commission participated in a series of cultural and educational exchanges with Japanese cultural organisations following on from the 2006 Year of Exchange between Japan and Australia, which marked the 30th anniversary of the signing of the Basic Treaty of Friendship and Cooperation between Japan and Australia.

The Commission was part of a delegation that visited Tokyo in January 2007 and was involved in a number of educational exchanges involving distinguished Japanese scholars and Australian experts in the field of multiculturalism.

The week of organised activities and mini forums engaged the interest of the Sendai study tour members and provided an excellent learning opportunity and insight into multicultural policies and practices.

The range of activities and travel to different services and localities also demonstrated the diversity of cultures and religious practices in New South Wales. The tour received coverage in the press in both Japan and Australia and was the subject of a report published in Japan.

## **Street festival project**

The Multicultural Street Festival project arose from the 2000 Sydney Olympics and aimed to promote multiculturalism at the local level. Seven councils have participated in the multicultural street festival project in the past 12 months. These are Camden, Clarence Valley, Dubbo, Hornsby, Penrith, Waverley and Wollongong. This represents the highest participation rate since the inception of the street festival funding program in 2003.

## **Sudanese information sessions**

The Commission is facilitating dialogue between government departments and the emerging Sudanese refugee community in Coffs Harbour. Information sessions are being organised for government departments on the needs of this community as well as informing the community of the functions of, and services available from government departments.

## **The AUSMUS group**

The AUSMUS group is a conduit for Australians of all sects within the Islamic faith residing in NSW to work together at State level to further the well-being of Australians. The Commission has been assisting the establishment of the AUSMUS group which was incorporated on 21 February 2008.

Members of the AUSMUS group have developed a schedule of activities and opportunities for its members, and a series of bimonthly networking events featuring high profile speakers is scheduled for the coming year.

## **Training package for security guards**

The relationship between young people and security guards in public spaces has often proven difficult. In an attempt to improve this, the Commission successfully advocated for an enhanced training program for security guards with the Construction and Property Services Industry Skills Council.

The enhanced training program incorporates cultural competency skills and introduces ways of communicating and resolving conflict with young people from diverse backgrounds.

It is the belief of the Commission that this approach will provide the platform for positive and sustainable improvements in the interaction between security guards and young people and enhance their participation in public space.

## World Youth Day 2008

The Commission assisted the Catholic Church by organising consultations with the Muslim and Jewish communities to inform them of World Youth Day 2008 and of the role their communities could play in the week of festivities.

In preparation for World Youth Day 2008, the Commission organised events including a *Did You Know?* exhibition at the Australian Museum, an interfaith prayer for global peace and social justice at the University of Sydney and the Premier's reception for bishops and cardinals.

## Youth harmony festival



*Dancers of the Hamazkain Armenian Dance Group performing at the Youth Harmony Festival at Darling Harbour.*

The Commission entered into a Memorandum of Understanding with the Department of Immigration and Citizenship (DIAC) to implement an Islamic Youth Project under the National Action Plan (NAP) and a youth festival was coordinated by the Commission on 4 May 2008 at Tumbalong Park, Darling Harbour. The day was filled with cultural activities, food stalls, music, performances, sports and workshops.

The aim of the youth festival was to enhance the interaction of young people from different communities by engaging them in activities that promote a better understanding of cultural and religious diversity through entertainment, display and social activities within an Australian context. Between 5,000 and 10,000 people participated in the event.

Young people from various cultural and religious backgrounds took part in the festival alongside Australian Muslims from Afghani, African, Arabic, Indian, Indonesian, Malaysian and Pakistani communities.

## FOCUS 2

### PROVISION OF QUALITY LANGUAGE SERVICES

#### OBJECTIVE

To enhance access to quality interpreting and translation services in New South Wales.

#### RESULT

Improve access to government and community services that has regard to the linguistic, religious, racial and ethnic diversity of the people of New South Wales.

#### Justicelink

Negotiations and discussions took place between the Attorney General's Department and the Commission to explore the possibility of using the LanguageLink system as an interim measure until the Department's proposed Justicelink has been implemented in all courts. Currently, local court data regarding interpreter requests are sent directly to the Commission.

#### LanguageLink

The online system which tracks all interpreting and translation requests has had several processing enhancements developed and implemented to reduce errors and improve the secure flow of information to clients.

#### Monitoring of language service provision by NSW agencies through EAPS Standards Framework assessment

Interpreting and translating service provision by eleven EAPS key agencies was monitored and analysed as part of the regular EAPS Standards Framework assessment process.

#### Online interpreter booking system

Customers are now able to request, monitor and cancel interpreter bookings online and responses through the integrated email system have reduced the number of faxes and telephone calls to and from the Commission.

#### Panellists' feedback sessions

The Commission continued to meet face-to-face with casual panellists to discuss service provision and enhance the quality of service to customers.

## Provision of quality interpreting and translation services

The Commission continued to provide interpreting and translation services in 85 languages and dialects to government departments and agencies, private and commercial organisations, community groups and individuals.

**Providing interpreting and translation services to government departments and agencies, private and commercial organisations, community groups and individuals**

### Recruitment drive

A substantial recruitment drive for translators and interpreters took place during May 2008 targeting the Albanian, Amharic, Arabic, Assyrian, Auslan, Bengali, Bosnian, Cook Island Maori, Croatian, Dinka, Fijian, Filipino, Gujarati, Hebrew, Hindi, Indonesian, Japanese, Khmer, Korean, Lao, Lithuanian, Malay, Maltese, Punjabi, Pushto, Russian, Samoan, Serbian, Sudanese, Tamil, Tigrinya, Tongan and Urdu language groups.

As a result, 25 new interpreters and translators joined the casual panel of interpreters and translators and attended induction and orientation in July 2007.

### Review of casual panellists' qualifications

In order to be eligible for new casual employment offers for up to twelve months, 63 panellists who hold recognition as an interpreter in a language where NAATI accreditation exists have been requested to upgrade their qualifications before mid 2009. This will increase the number of professionally qualified practitioners on the casual panel and enhance the quality of the interpreting service provided.

### Service charter

A service charter was developed in April 2008 in consultation with the staff of Language Services in order to improve the quality of the provision of language services to customers. The service charter was placed on the *LanguageLink* website. Feedback has been invited and will be closely monitored.

### Shop front at Parramatta justice precinct

A shop front to provide language services has been secured in the Parramatta justice precinct. Working space has been allocated for up to three staff members and this facility is expected to open in July 2009. This will provide an additional access point for clients to lodge translation requests and reduce travelling time for clients living in the area.

## **Specialised interpreter training**

Approximately 50 casual panellists attended training sessions on interpreting in sexual assault and domestic violence cases.

An extensive user guide and a quick user guide to the LanguageLink system has been developed and implemented and is accessible to all permanent and casual staff.

## **Tenders**

The Commission was successful in its tender to provide onsite interpreting services to Housing NSW for block bookings over a two year period, with an option to extend for a further two years. Assignments in 11 languages were provided.

The contract with the Roads and Traffic Authority to provide onsite interpreting services has been extended until March 2009. Assignments in 22 languages were provided.

## **Video conferencing**

The Commission has promoted the use of video conferencing for appropriate court matters requiring an interpreter in rural locations. This has resulted in greater efficiency in the use of interpreting resources, when interpreters for rare languages are in demand. There is also significant cost savings for clients, as travelling costs have been eliminated or greatly reduced. Positive feedback has been received from interpreters and court staff on the convenience of this system. The Commission accommodated 75 requests for video conferencing.

# 3 FOCUS

## EFFECTIVE RESOURCE UTILISATION

### OBJECTIVES

**To improve and strengthen internal capability.**

**To meet extended targets for tangible and intangible asset utilisation.**

### RESULTS

**Meet performance standards and strategic targets set out in the Results and Services Plan.**

**Maximise customer benefits through continuing development of electronic service delivery.**

### Communication technology upgrade

The Commission upgraded to a faster internet access and increased bandwidth enabling other government agencies and community organisations to communicate through web-based technology. All PCs were upgraded to more energy-saving as well as ergonomically compliant equipment.

### Electronic service delivery

Online bookings of interpreters were introduced during the year. Existing customers were invited and given access to book online for the first time. Customers willingly embraced this enhancement, improving efficiency and productivity for all parties. Telephone calls and faxes were minimised due to the new system-built email confirmation booking of an interpreter. The number of interpreting assignments performed was 18,829, an increase of 746 over the previous year. Documents were scanned and sent to translators via the LanguageLink system. There were 27,241 documents translated, an increase of 1,468 over the previous year.

There were 75 interpreter requests conducted using the Commission's video conferencing facility. All requests were from NSW regional areas, making for an efficient and cost effective interpreter resource that saves on costs associated with accommodation and travelling.

Other online transactions with the Commission increased during the year. Expressions of interest to the Community Development Grants Program exceeded the target by almost 100%; nominations for the Awards for Volunteering tripled from last year and nominations for the NSW Premier's Chinese Community Service Awards doubled.

### Ministerial database and tracking system

The Commission maintains a database of ministerial and other briefing requests and tracks work to assist the organisation to operate effectively. During 2007/08, 728 requests for community events and other briefings were recorded and processed.

## Results and Services Plan

The Commission continued its strong performance in meeting its financial targets, agency results indicators and service measures for the year ended 30 June 2008.

### Results indicators

#### Observation of the principles of multiculturalism by public authorities

	Units	Actual 2005/06	Actual 2006/07	Actual 2007/08	Forecast 2008/09
Agencies compliant with EAPS	%	95	97	94	97

Notes:

This indicator shows the level of compliance with the EAPS program among New South Wales public institutions.

#### Equitable access to government and community service

	Units	Actual 2005/06	Actual 2006/07	Actual 2007/08	Forecast 2008/09
Languages provided	No.	67	73	78	85

Notes:

This indicator demonstrates the diverse range of languages provided by the Commission.

#### Promotion of social justice

	Units	Actual 2005/06	Actual 2006/07	Actual 2007/08	Forecast 2008/09
Community grants*	No.	118	107	117	110
Community grants satisfaction survey result **	%	90.5	^	^	90

Notes:

\* This indicator shows the number of community organisations that were financially supported by the Commission.

\*\* This indicator shows the proportion of community organisations that were satisfied with how the Commission administered the community grants program.

^ Information is not available.

### Service group statements

The Commission has two service groups, Community Support Services and Language Services. A brief description of each together with linkage to results and services measures follows.

#### 1. Community Support Services

##### *Service Description:*

This service group covers the provision of community relations policy advice to the Government, implementation of the principles of multiculturalism by all Government agencies, involvement in community projects and administration of the community development grants program.

*Linkage to Results:*

This service group contributes to creating more harmonious communities by working towards a range of intermediate results that include the following:

- promotion of social justice, community development and community initiatives for ethnic communities in New South Wales
- participation of the people of New South Wales in community life and the public decision-making process
- promotion of cohesive and harmonious multicultural society with mutual respect for and understanding of cultural diversity
- observation of the principles of multiculturalism by public authorities.

*Service measures:*

	Units	Actual 2005/06	Actual 2006/07	Actual 2007/08	Forecast 2008/09
Expression of interest received for grant applications	No.	350	550	531	550
Successful grant applications	%	60.2	67.7	57.7	60.0
Employees	EFT*	49	53	50	50

Notes:

\* EFT = equivalent full time.

## 2. Language Services

*Service Description:*

This service group covers the provision of efficient, reliable and professional interpreting and translation services of community languages, in a form relevant to client needs, provided by appropriately trained interpreters and translators.

*Linkage to Results:*

This service group contributes to providing equitable access to government and community services that have regards to the linguistic, religious, racial and ethnic diversity of the people of New South Wales.

*Service Measures:*

	Units	Actual 2005/06	Actual 2006/07	Actual 2007/08	Forecast 2008/09
Assignment performed	No.	42 500	43 800	45 770	46 500
format complains registered	No.	50	109	100	100
Employees	EFT*	72	72	74	74

Notes:

\* EFT = equivalent full time.

## FOCUS 4

### EFFECTIVE COMMUNICATION AND CONSULTATION

#### OBJECTIVES

To maintain consistent and responsive internal and external communication.

To enhance the profile of the Commission as the reference point for community harmony and cultural diversity.

#### RESULT

Develop targets and performance measures for reporting commencing early 2009.

### Commemorative booklet marking the 35<sup>th</sup> anniversary of diplomatic relations between Australia and China

To mark the 35<sup>th</sup> anniversary of diplomatic relations between Australia and China, a commemorative booklet was developed with assistance and input from the Australian Chinese community. Demand for the publication was so strong that a second printing was made.

### Community Language Allowance Scheme

The Community Language Allowance Scheme is a key strategy to recognise and value the linguistic skills of agency employees who assist their agency's clients by providing access to services. In the 2007 round of examinations, 27 agencies nominated 90 candidates, as compared with the previous year when 21 agencies nominated 125 candidates.

### Community Relations Report

**The Commission prepares and publishes an annual report for each calendar year on the state of community relations in New South Wales as affected by cultural diversity.**

The 2006 report under the title *Harmony in Motion* which was prepared and tabled in the previous reporting year, was launched by the Minister Assisting the Premier on Citizenship in July 2007. The report for 2007, titled *Youth Diversity and Harmony – Shaping Our Future* was launched by the Minister on 26 June 2008. The 2007 report provides an overview of achievements of NSW agencies under the Ethnic Affairs Priority Statements program and also features initiatives for our culturally diverse community, across a wide spectrum of NSW public sector agencies.

# 5 FOCUS

## PROMOTION AND IMPLEMENTATION OF THE PRINCIPLES OF MULTICULTURALISM

### OBJECTIVES

**To recognise and promote the benefits of diversity to the community.**

**To maintain government accountability for the implementation of the principles of multiculturalism through the EAPS program and reporting.**

**To provide opportunities to communities to inform decision-making by government.**

**To facilitate the participation of people of culturally diverse backgrounds on advisory bodies and in volunteer.**

### RESULTS

**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.**

### **A planning framework for Councils – *Implementing the Principles of Multiculturalism Locally***

In 2007/08 a project to develop a planning framework to assist local councils fulfil the legislated requirement to implement the principles of multiculturalism within their areas of responsibility was completed. This was a joint project with the Department of Local Government and was assisted by the Council of the Shire of Baulkham Hills, Blacktown City Council, Griffith City Council and Walgett Shire Council. The planning framework has been completed and the publication is due for release in July 2008.

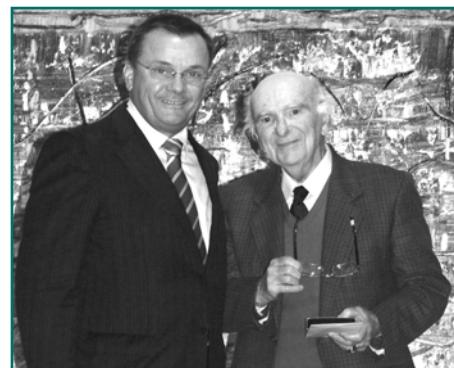
### **Awards**

The Community Relations Commission's awards program promotes the advancement of multiculturalism in New South Wales and contributes to the enrichment of all sections of society through the benefits of cultural diversity.

#### **Community Relations Commission Award in the Premier's Literary Awards**

Each year the Community Relations Commission presents an award at the Premier's Literary Awards for a work that showcases and promotes cultural diversity and the migrant experience.

The 2008 award went to Mr Jacob G Rosenberg for his work *Sunrise West*, a book which retells the personal story of the pain and joy of a holocaust survivor.



*The NSW Minister for the Arts, Frank Sartor MP (left) and Mr Jacob G Rosenberg, winner of the 2008 Community Relations Commission prize at the Premier's Literary Awards.*

## Dendy Short Film Award

Each year at the Sydney Film Festival, the Community Relations Commission presents a short film award for a film where the content reflects the multicultural experience in Australia. In 2008 the Dendy Short Film Award went to *296 Smith Street*, directed by John Evagora. The film shows a slice of life on a suburban shopping street which reflects the day-to-day reality of cultural diversity.

## Dorothea Mackellar Poetry Award

The Dorothea Mackellar Memorial Society Community Relations Commission Poetry Award is awarded to a poem to an Australian school student that which makes a contribution to multiculturalism. The 2007 award was won by an eleven year old from the Hunter Valley, Evelyn Hinklin from Mayfield East Primary School in NSW with her entry *Colour it like yours*.

### Colour it like yours

<i>Our school's Like most others Except for our Rwandan wall Painted in 1994</i>	<i>Further on A calendar On it A drawing of a girl, a Refugee from Africa</i>
<i>Because of the war there Triangles and squares of Orange, yellow, blue and red</i>	<i>From a camp there She travelled here And it took four years To find peace at our school</i>
<i>Go around the corner and it's Just like any other corner but for Our elephant An African elephant Painted in the pattern of Orange, yellow, blue and red</i>	<i>Keep going Walk into our room Just like other classrooms But then there's the Mexican angel Made for Christmas last To raise money For a sponsored African boy</i>
<i>Then in front there's a garden If it wasn't for the hands it's Like most other gardens Hands of terra cotta</i>	<i>Look out our window and there's The sky My sky Your sky</i>
<i>Made for Sorry Day Some years ago now</i>	<i>Everyone's sky</i>
<i>In front there's our school canteen Sells food like they all do But on the outside There's an image Done by an aboriginal elder</i>	<i>Everyone's world</i>
<i>Come inside our school Climb the stairs and walk the corridors It's lined with photographs Of children cooking In front of Tongan cloths Bark painting tunga bags</i>	<i>Everything's different</i>
	<i>But some things are the same.</i>

*Evelyn Hinklin*

## National Multicultural Marketing Awards

The 2007 National Multicultural Marketing Awards program was officially launched by the Hon Barbara Perry MP in June 2007. The event generated the attendance of some 180 representatives from various business sectors including government agencies, diplomatic officials, private companies, community organisations and the media.

A seminar that highlighted the emerging trends in marketing to a culturally diverse community was conducted in September 2007. These sessions highlighted areas such as reaching a diverse audience via the internet, the latest e-business trends and reaching your targeted market through digital radio. The sessions received positive feedback from seminar attendees and further encouraged businesses to take their multicultural communication strategies one step further.

The annual gala presentation dinner was held in November 2007. The event was attended by some 370 business representatives and hosted by the Premier of NSW, the Hon Morris Iemma MP.

The event served to acknowledge and commend the following organisations for their efforts within the multicultural marketing arena. They were:



*The Premier and Minister for Citizenship, the Hon Morris Iemma MP, congratulates the winner of the 2007 Multicultural Marketing Awards grand prize, Anita Hanicek of the National Interfaith Festival.*

**The 2007 awards program was sponsored by:**

**Casella Wines**  
**CMC Markets**  
**Integral Energy**  
**Laiki Bank**  
**Multillon Group**  
**Qantas**  
**The Australian Newspaper**  
**Vietnam Airlines**  
**Westin Sydney**

### Advertising Award

*Multicultural Marketing and Management*

### CMC Markets Commercial Big Business Award

*NRMA Insurance*

### Export Award

*Travelex*

### Information Technology Award

*Etranslate*

### Integral Energy Community Award and Grand Award

*National Interfaith Festival*

### Laiki Bank Commercial Small Business Award

*Bollywood Dreams*

### Multillon Government Award

*Lismore City Library*

## **NSW Premier's Chinese Community Service Awards**

The annual NSW Premier's Chinese Community Service Awards recognise the long and active participation in philanthropic and voluntary community activities of the Chinese community. The awards honour Chinese individuals who demonstrated outstanding service within and beyond the Chinese community.



*Winners of the 2008 Premier's Chinese Community Service Awards. Left to right: Mrs Sylvia Sau Yung Tinyow, the Hon Helen Sham-Ho, Premier Morris Iemma MP, Mr Frank Chou, Miss Yee-Ting Michelle Chan and Henry Tsang MLC.*

The Premier, the Hon Morris Iemma MP presented the awards at a ceremony at Government House on 11 February 2008.

### **Jack Wong Sue Award for Voluntary Service Beyond the Chinese Community**

*The Hon Helen Sham-Ho*

### **Quong Tart Lifetime Achievement Award in Community Service**

*Mr Frank Chou*

### **Victor Chang Community Service Award**

*Mrs Sylvia Sau Yung Tinyow*

### **Young Chinese Volunteer**

*Miss Yee-Ting Michelle Chan*

### **Community Relations Commission Awards for Volunteering**

The Commission's annual Awards for Volunteering honour individuals in NSW whose community service has enhanced the cultural and social wellbeing of their migrant communities. The purpose of these awards is to highlight the cultural diversity of those undertaking voluntary work and to foster a greater understanding of the value of their contributions.

The Hon Barbara Perry MP, Minister Assisting the Premier on Citizenship, presented the awards at a ceremony at Parliament House on 6 March 2008.



*One of the joint winners of the 2007 Volunteer Awards  
Lifetime Achievement in Community Sector, Mustafa Hamed  
with Barbara Perry MP.*

#### **Volunteer of the Year**

*Bethany Warth*

#### **Community Service Award**

*Nasser Sedghi*

#### **Community Service Award Highly Commended**

*Dorjee Dadul*

#### **Young Volunteer Award**

*Joseph Majambere*

#### **Young Volunteer Award Highly Commended**

*Nancy Dennaoui*

#### **Commission's Lifetime Achievement in Community Sector**

*Mustafa Hamed and Jon Soemarjono*

### **Community Relations Symposium and Youth Leaders Day 2007**

The Community Relations Symposium was held on 15 and 16 August 2007 for the seventh consecutive year and included the Youth Leaders Day as the first day of this important community event.

A high level of participation was received from the members of the Multicultural Youth Network in the planning of the day and also in the facilitation of workshops.

Highlights included:

- a keynote speech from Neville Roach OA
- thirty workshops over two days
- an Australian Film Television and Radio Service film award presentation
- energetic performances from the South West Youth Peer Education program coordinated by Mission Australia.

### **Diversity in volunteer activities**

The Commission through its Regional Advisory Councils invited Australian Red Cross representatives to present their regional activities. Ten presentations were conducted which generated significant community interest and the concept of volunteerism as a whole.

## Ethnic Affairs Priorities Statement (EAPS) program, review and presentations

**Providing assistance to government agencies to implement their Ethnic Affairs Priorities Statements program (EAPS), and to monitor EAPS performance and compliance across the New South Wales Government sector.**

During 2007/08, the Commission provided advice and assistance to a wide range of agencies in planning, implementing and evaluating their EAPS programs. Meetings focussing on EAPS provision were held with some 20 agencies.

The biennial self-assessments against the EAPS Standards Framework and the forward plans of eleven EAPS key agencies were evaluated, and detailed feedback was provided to the agencies.

The EAPS operations review, which commenced in 2006/07 continued and expanded into a more general review of EAPS, with the assistance of a research team from the University of New South Wales. Initial findings from the research indicate that New South Wales is a world leader in government-led multicultural policy, planning and implementation measures and promotion of community harmony, primarily because of the EAPS program.

Various state government agencies that include the Department of Ageing, Disability and Home Care, the Department of Community Services, the Department of Education and Training, the NSW Department of Health and the NSW Police Force conducted presentations at Regional Advisory Council meetings across the State on the progress of implementing their agency's EAPS.

### Multicultural Youth Network

The NSW Multicultural Youth Network was set up in 2005 as a group of dedicated young advocates from various cultural backgrounds committed to working together to promote cultural identity, awareness, understanding, acceptance and respect. The Network enables young people to develop their leadership skills and to discuss issues of concern to themselves and their communities. Members of the Network played a critical role in the planning and implementing of the successful 2007 Youth Leaders Day, including the facilitation of workshops on the day.

Members of the Multicultural Youth Network are enthusiastic about youth issues. They meet regularly throughout the year at various venues exploring and identifying the cultural issues facing young people in NSW. The Multicultural Youth Network is co-chaired by the Commission's Youth Commissioners Angelique Vongsaya and Katrina Banh.

### Regional visit to Broken Hill

The Commission conducted its December 2007 meeting at Broken Hill where it met representatives of local ethnic communities and visited places and buildings of significance to them. A visit to a region is an ongoing aspect of the Commission's program of consultations when it can learn of local multicultural issues which can inform government policy development.

# FOCUS 6

## EFFECTIVE KNOWLEDGE MANAGEMENT

### OBJECTIVES

**To develop an effective knowledge management system.**

**To apply continuous improvement to the technological and human aspect of the knowledge management system.**

### RESULTS

**Improve access to information.**

**Measure, report and improve customer satisfaction with frontline services.**

### Business continuity and disaster recovery

The business continuity and disaster recovery plans provide a blueprint for strategies for action in the event of a major disruption to the Commission's operations. These plans help to ensure that critical business processes and information technology systems can continue to provide service to clients. An alternate site was tested and found to be suitable for the Commission's requirements for disaster recovery. Plans have been updated to ensure that disruption to customer services will be minimised or prevented.

### Customer feedback

Language Services received one hundred internal and external complaints, which is a decrease of 8 percent from last year. All complaints were registered, analysed and dealt with promptly. Written follow-up was carried out as well as face to face communication, training and discussions with in-house staff and casual panellists.

Language Services encourages customers, panellists and full time staff to provide written as well as verbal feedback (see customer service charter). The provision of a complimentary customer feedback facility is available on the casual panellist's interpreter record book which is stringently monitored. The positive and negative feedback enables the Commission to continually enhance the quality of language services.

### Customer information management system

The customer information management system is a database of organisations and individuals, in which rich and relevant contact information is retained enabling the Commission to connect to the wider community and networks in New South Wales.

The use of the customer information management system has been expanded to incorporate a new electronic distribution service, a fast and cost effective means to deliver information and messages directly to community organisations and individuals. Registration of individuals and organisations in the database of ethnic communities and leaders exceeded predicted growth with an additional 700 contacts.

## Electronic document management

The Commission introduced digital imaging technology to complement and strengthen its record-keeping system and to provide a flexible solution for the capture of documents in digital format.

The scanning software was installed using an inbuilt OCR (optical character recognition) engine that converts images into text searchable files. Document scanning has added value to information services for both internal and external customers by increasing efficiency in the search and retrieval of information and thereby supporting business operations and decision-making. This technology has proven to be an effective tool used in the capture, retrieval and distribution of information.

## Information services

The Commission views the management of information as a core resource that requires effective coordination and management. The structure to provide information services to customers has been fortified with the implementation of a succession plan for the ongoing supply of information services using existing staff. The number of staff able to provide information services increased from one to six.

## Privacy management plan

The privacy management plan of the Commission identifies strategies to meet the requirements of NSW privacy legislation (*Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2004*). Achievements during 2007/08 were:

- forms updated to include privacy statements and declarations where personal information is collected
- privacy management plan updated to incorporate new services of the Commission
- website privacy statement was updated.

## Understanding profiles of emerging communities

A cultural exchange day was held to assist Commission staff to enhance their understanding of the profiles of emerging communities including the history of immigration, pre and post arrival services, emerging issues for women and young people during settlement, and an overview of strategies employed in the non-government sector in meeting the needs of these newer groups.

This session was facilitated by the bilingual staff and program coordinators of the Blacktown Multicultural Resource Centre. The session was also attended by members of the Afghan, Iraqi, Liberian, Sierra Leonean, and Sudanese communities.

# 7 FOCUS

## LEADERSHIP SYSTEM THROUGHOUT THE COMMISSION

### OBJECTIVES

**To maintain an effective leadership system throughout the Commission.**

**To align the Commission's organisational culture to support leadership to achieve the Commission's strategic direction.**

### RESULT

**Measure performance against the Corporate Plan.**

### Corporate culture



*Members of the Commission's executive at a weekly meeting, chaired by Stepan Kerkyasharian.*

The Commission's strong corporate management culture is reflected in the processes it has adopted that assist it to maintain a leadership role. Commissioners meet monthly and set the tone for the strategic direction of the Commission's operations.

Further, weekly meetings are held between the divisional directors and the Chairperson to discuss operational issues and the outcomes of these are conveyed to staff in a timely fashion.

Commission staff are given the opportunity to discuss projects and to raise issues affecting their range of operations at regular division meetings, as well as at meetings that the Chairperson holds with staff.

The leadership role extends to corporate training sessions where Commission staff have been taught the correct procedures on aspects of management. For example, during the reporting year, a compulsory training session on email procedures was conducted by the Chairperson.

### Development and training

Corporate training courses were conducted as follows:

- train the trainer
- managing emails

- effective annual reporting.

The customer service manager of the Language Services division completed the Public Sector Management Course.

## **Occupational Health and Safety Committee**

The Occupation Health and Safety Committee continued to monitor and address occupational health and safety concerns of staff and to notify management of these concerns.

In 2007/08 the activities of the occupational health and safety committee included:

- revising and updating the Commission's Occupational Health and Safety Constitution to ensure that the document is current and relevant
- accepting the nomination of a new member as divisional representative of the Business Services division
- arranging training for new committee members to ensure they have the knowledge and skills necessary to provide leadership in this area and are able to give appropriate advice to the Commission
- Conducting annual workplace inspections, and as a result of these inspections, identified five main areas of concern, including unsatisfactory air conditioning, lack of storage resulting in cramped workplaces, wires not taped down or safely compiled, lights not working, and some staff were unfamiliar with evacuation procedures and nominated first aid officers. These concerns were reported to management and followed up by the relevant directors.

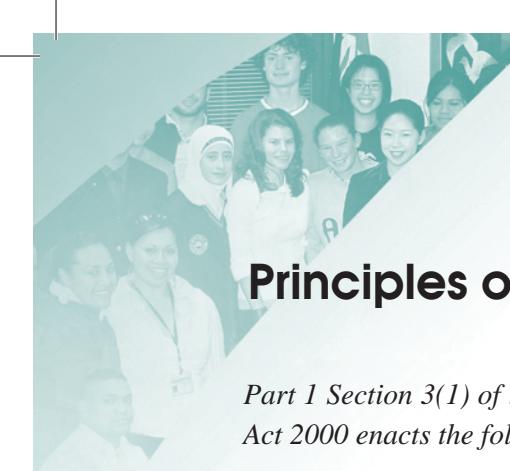
## **Strategic planning**

The Commission has formally commenced and implemented its new Corporate Plan 2007-2012 and the strategic planning processes has required the development of divisional operational plans.

# legislative and corporate governance

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# Principles of Multiculturalism

*Part 1 Section 3(1) of the Community Relations Commission and Principles of Multiculturalism Act 2000 enacts the following principles of multiculturalism:*

- (1) *Parliament recognises that the people of New South Wales are of different linguistic, religious, racial and ethnic backgrounds, who, either individually or in community with other members of their respective groups, are free to profess, practise and maintain their own linguistic, religious, racial and ethnic heritage. It does so by supporting and promoting the following principles of multiculturalism:*
  - (a) **Principle 1** – *All individuals in New South Wales should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate.*
  - (b) **Principle 2** – *All individuals and institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language.*
  - (c) **Principle 3** – *All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the Government of New South Wales.*
  - (d) **Principle 4** – *All institutions of New South Wales should recognise the linguistic and cultural assets in the population of New South Wales as a valuable resource and promote this resource to maximise the development of the State.*
- (2) *Parliament also recognises that those principles are based on citizenship. The expression **citizenship** is not limited to formal Australian citizenship, but refers to the rights and responsibilities of all people in a multicultural society in which there is:*
  - (a) *a recognition of the importance of shared values within a democratic framework governed by the rule of law, and*
  - (b) *a unifying commitment to Australia, its interests and future.*

*The principles of multiculturalism are to be construed accordingly.*
- (3) *The principles of multiculturalism are the policy of the State.*
- (4) *Accordingly, each public authority must observe the principles of multiculturalism in conducting its affairs.*
- (5) *It is the duty of the chief executive officer of each public authority to implement the provisions of this section within the area of his or her administration.*

# Members of the Community Relations Commission

as at 30 June 2008



*Commissioners from left to right:*

*Standing: Ezel Jupiter, Michael Christodoulou DO, Nedjelko Maruncic OAM, Gambhir Watts, Michael Marx AM (Deputy Chairperson).*

*Seated: Katrina Banh, Vivian Pak, Stepan Kerkyasharian AM (Chairperson), Wajiba Ahmed, Angelique Vongsaya.*

## **Dr Stepan Kerkyasharian AM, Chairperson and Chief Executive Officer**

Appointed 27 February 1989. Re-appointed to 14 September 2008.

President, Anti-Discrimination Board

Secretary, Cabramatta CityWatch Council

Member, National Accreditation Authority for Translators and Interpreters (NAATTI)

Member, Commissioner's Advisory Council on Culturally Responsive Policing

Member, Migration Heritage Centre Panel of Advisors

Member, Tourism Industry Forum

## **Mr Michael Marx AM, Deputy Chairperson**

Partner, Chalmers Marx Lawyers.

Appointed 22 December 1996. Re-appointed to 15 March 2009.

Community involvement:

Trustee, Fund for Jewish Higher Education

Past President and life member, NSW Jewish Board of Deputies

Past President and board member, Waverley Action for Youth Services.

### **Ms Wajiha Ahmed**

Solicitor.

Appointed 15 February 2006. Appointment expires 15 February 2009.

Community involvement:

- Chairperson, Albury Regional Advisory Council
- Chairperson, Griffith Regional Advisory Council.
- Lecturer, Insearch, University of Technology, Sydney
- Member, Geographical Names Board
- Member, Youth Justice Advisory Committee
- Judge, 2008 Dendy Award, Sydney Film Festival

### **Ms Katrina Banh (youth commissioner)**

Law graduate.

Appointed 6 December 2006. Appointment expires 5 December 2008.

Community involvement:

- Chairperson, Multicultural Youth Network
- Chairperson, Central West Regional Advisory Council.
- Choreographer, Ming Der Chinese School dance group

### **Mr Michael Christodoulou DO**

Chiropractor and Osteopath

Appointed 2 March 2005. Re-appointed to 9 April 2011.

Community involvement:

- Acting Chairperson, Nepean-Blacktown Regional Advisory Council.
- Chairperson, Illawarra Regional Advisory Council
- Commission representative to the Federation of Community Language Schools
- Commission representative to the 2006 Cohesive Community School Award of the Department of Education and Training
- Coordinator, United Nations Human Rights Day Committee
- Director, Board of Directors of the Stanmore Hawks Football Club
- Member, Board of World Council of Hellenes
- President, the Cyprus Community of NSW
- President, Federation of Cyprus Communities of Australia and New Zealand

### **Ms Ezel Jupiter**

Team Leader, Centrelink Multicultural Services.

Appointed 17 October 2001. Re-appointed to 26 March 2011

Community involvement:

- Chairperson, New England Regional Advisory Council
- Member, Management Committee, NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)
- Secretary, NSW Turkish Welfare Association.

### **Mr Nedjelko Maruncic OAM**

Company director.

Appointed 11 October 2000. Re-appointed to 8 March 2009.

Community involvement:

Chairperson, Macarthur-Liverpool Regional Advisory Council.

President, Australian Croatian Community Council

### **Ms Vivian Pak**

Partner, KP Lawyers.

Appointed 7 November 2007. Appointment expires 6 November 2010.

Community involvement:

Vice president, Korean Society of Sydney

Deputy Chair, Bendigo Bank, Strathfield Community Bank

President, Strathfield Chamber of Commerce

Legal advisor, Australian Korean Elderly Friendship Association Inc.

### **Ms Angeline Vongsaya (youth commissioner)**

University student.

Appointed 6 December 2006. Appointment expires 5 December 2009.

Community involvement:

Chairperson, Hornsby-Central Coast Regional Advisory Council.

Chairperson, Hunter Regional Advisory Council.

Chairperson, Multicultural Youth Network

Member, board of directors, Lao Community Advancement Co-op Ltd

### **Mr Gambhir Watts**

Company director.

Appointed 6 December 2006. Appointment expires 5 December 2009.

Community involvement:

Chairperson, Northern Regional Advisory Council.

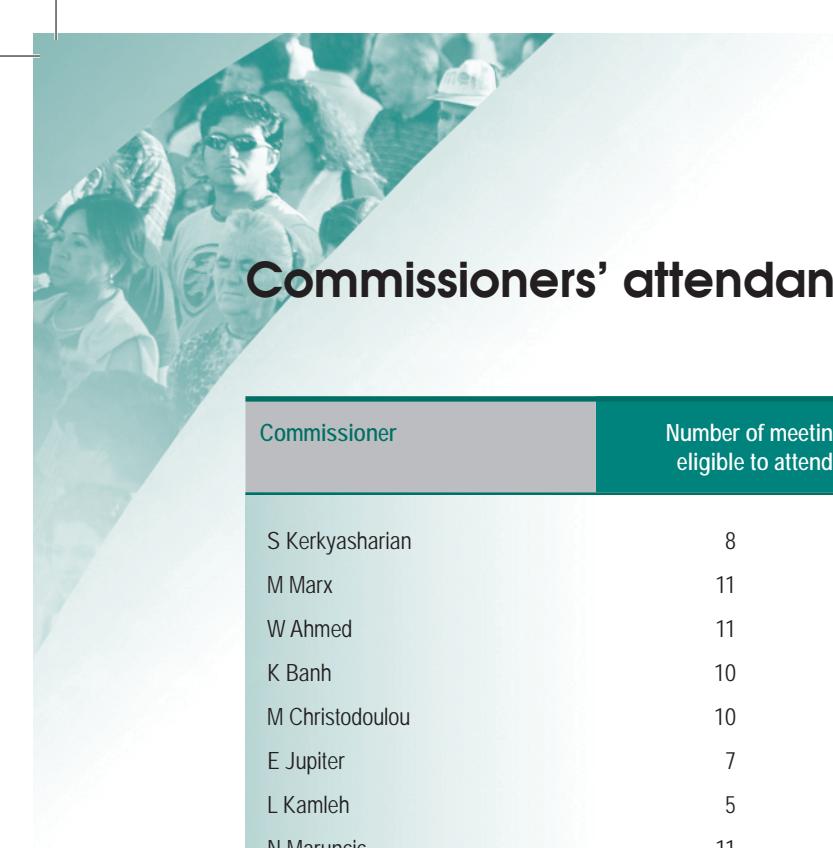
Founder director, Australia India Foundation

National treasurer, Australia, India Business Council

President, Bharatiya Vidya Bhavan Australia

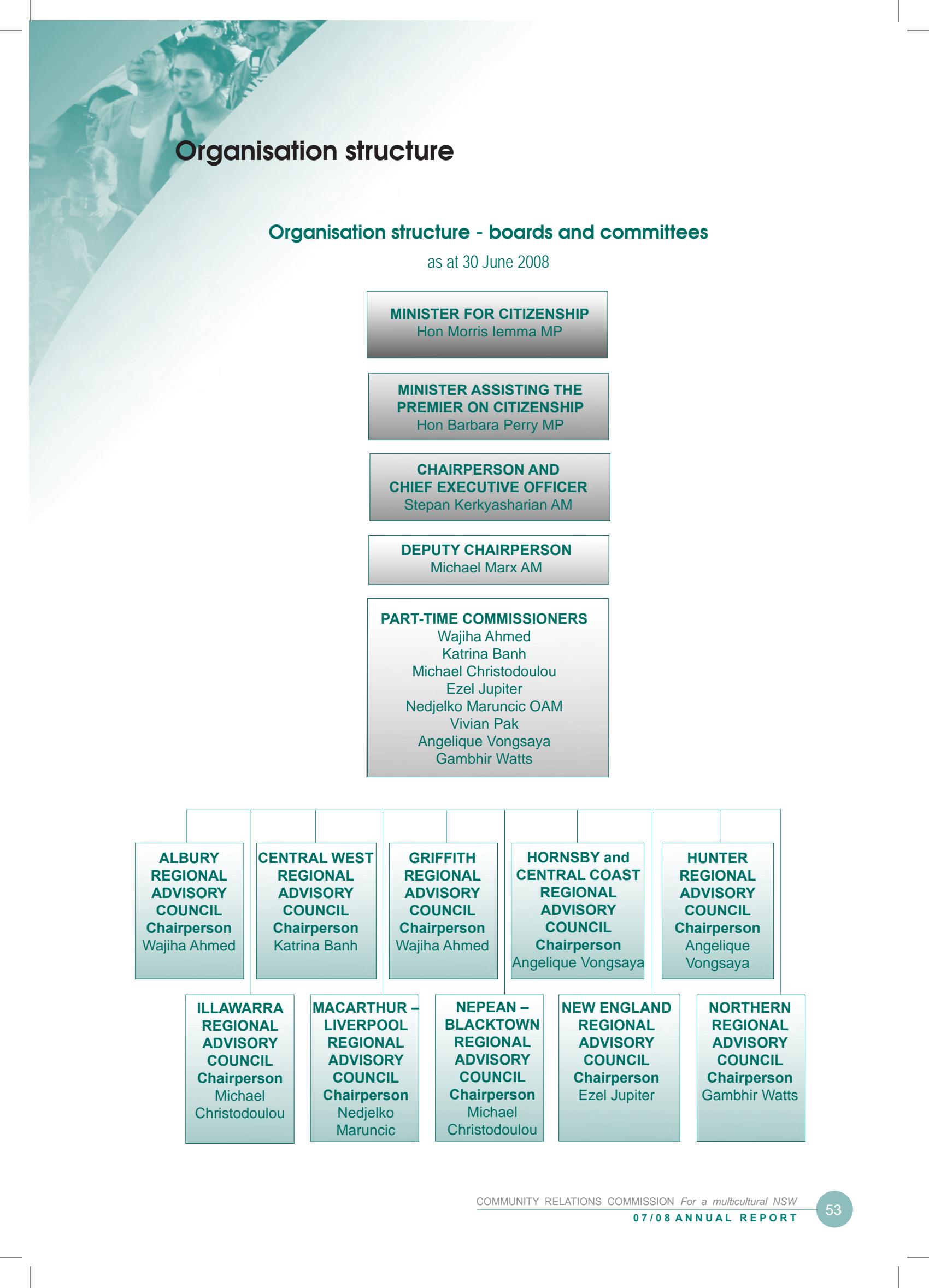
Commissioner whose appointment concluded during 2007/08

Ms Lydia Kamleh



## Commissioners' attendance at meetings

Commissioner	Number of meetings eligible to attend	Number of meetings attended
S Kerkyasharian	8	8
M Marx	11	10
W Ahmed	11	9
K Banh	10	8
M Christodoulou	10	10
E Jupiter	7	7
L Kamleh	5	0
N Maruncic	11	9
V Pak	6	5
A Vongsaya	11	11
G Watts	11	11



# Organisation structure

## Organisation structure - boards and committees

as at 30 June 2008

**MINISTER FOR CITIZENSHIP**  
Hon Morris Iemma MP

**MINISTER ASSISTING THE  
PREMIER ON CITIZENSHIP**  
Hon Barbara Perry MP

**CHAIRPERSON AND  
CHIEF EXECUTIVE OFFICER**  
Stepan Kerkyasharian AM

**DEPUTY CHAIRPERSON**  
Michael Marx AM

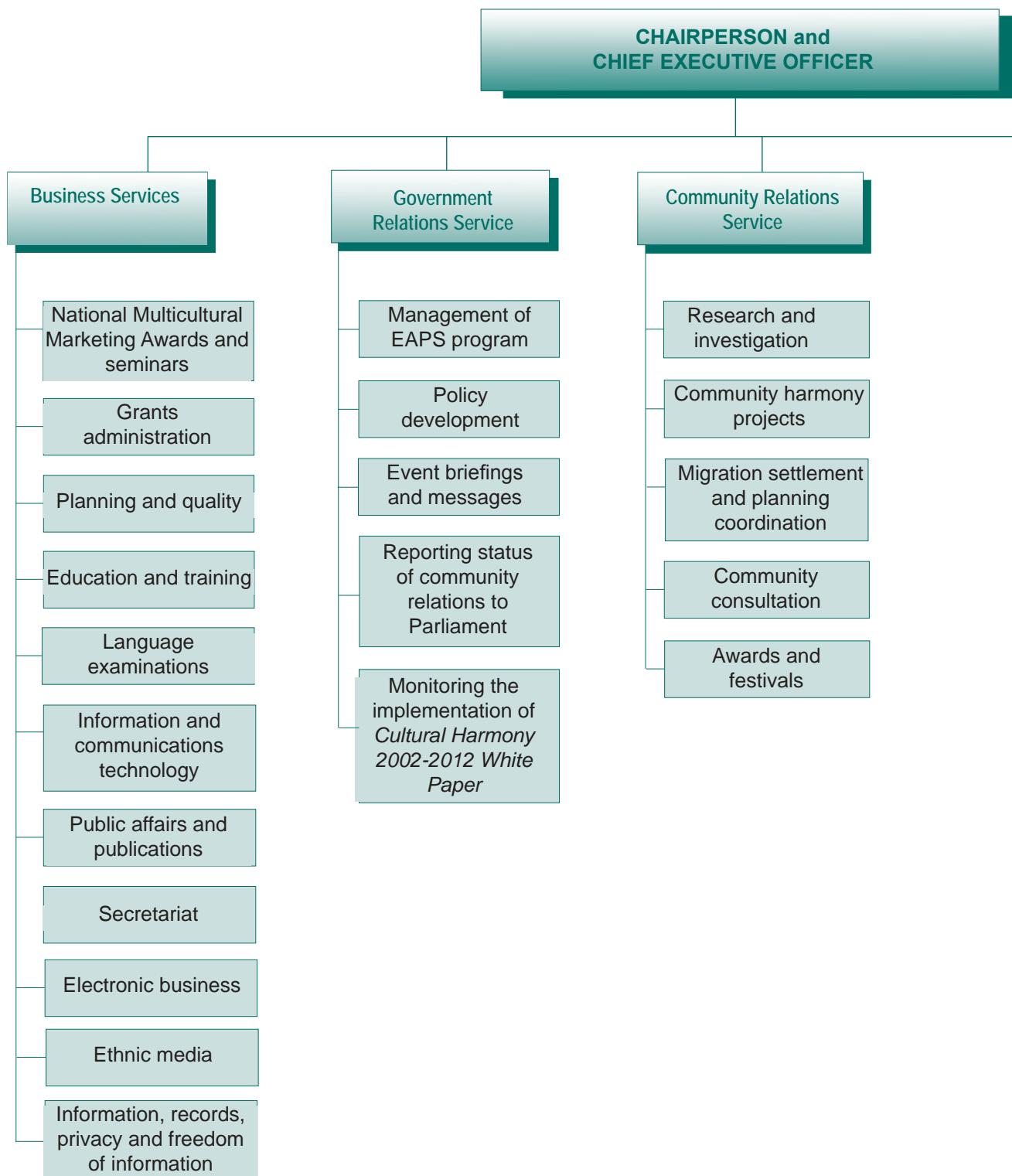
### PART-TIME COMMISSIONERS

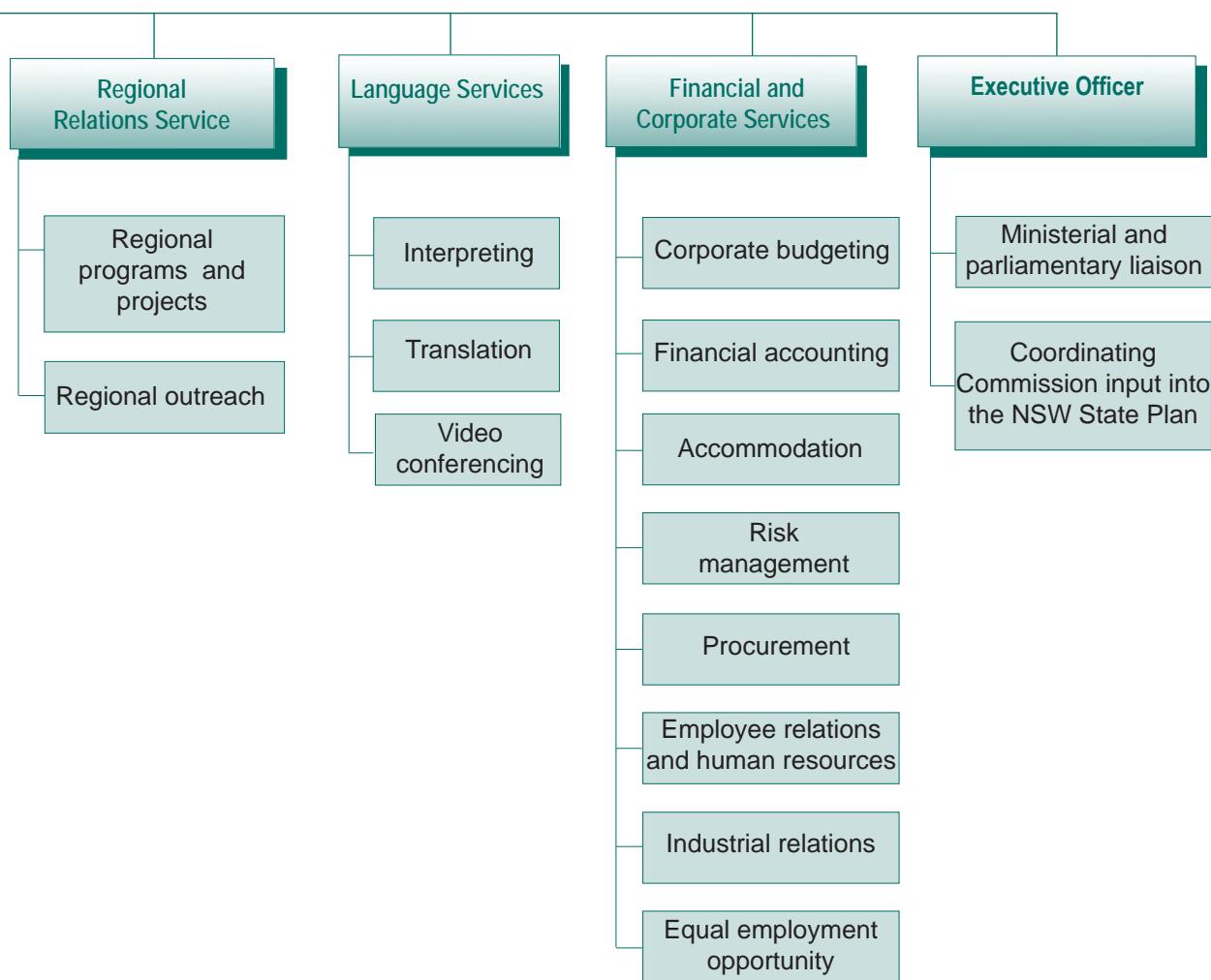
Wajiha Ahmed  
Katrina Banh  
Michael Christodoulou  
Ezel Jupiter  
Nedjelko Maruncic OAM  
Vivian Pak  
Angelique Vongsaya  
Gambhir Watts

<b>ALBURY REGIONAL ADVISORY COUNCIL</b> Chairperson Wajiha Ahmed	<b>CENTRAL WEST REGIONAL ADVISORY COUNCIL</b> Chairperson Katrina Banh	<b>GRIFFITH REGIONAL ADVISORY COUNCIL</b> Chairperson Wajiha Ahmed	<b>HORNSBY and CENTRAL COAST REGIONAL ADVISORY COUNCIL</b> Chairperson Angelique Vongsaya	<b>HUNTER REGIONAL ADVISORY COUNCIL</b> Chairperson Angelique Vongsaya
<b>ILLAWARRA REGIONAL ADVISORY COUNCIL</b> Chairperson Michael Christodoulou	<b>MACARTHUR – LIVERPOOL REGIONAL ADVISORY COUNCIL</b> Chairperson Nedjelko Maruncic	<b>NEPEAN – BLACKTOWN REGIONAL ADVISORY COUNCIL</b> Chairperson Michael Christodoulou	<b>NEW ENGLAND REGIONAL ADVISORY COUNCIL</b> Chairperson Ezel Jupiter	<b>NORTHERN REGIONAL ADVISORY COUNCIL</b> Chairperson Gambhir Watts

## Organisation structure - functional

as at 30 June 2008







# Principal staff of the Commission

## CHAIRPERSON AND CHIEF EXECUTIVE OFFICER

Dr Stepan Kerkyasharian AM

## DIVISION HEADS

### Community Relations Service

Director

Mr Richard Acheson

### Financial and Corporate Services

Director

Mr Hakan Harman, BCom, FCPA, GDPA

### Government Relations Service

Acting Director

Mr Peter Reynolds

### Business Services

Director

Ms Marte Tagle, MBT, GCertPSEctMgt

### Language Services

Director

Ms Ann Groth, ALAA

### Regional Relations Service

Director

Mr Fadel Benhima

### Executive Officer

Ms Patricia Giannotto



## Executive Position

Dr Stepan Kerkyasharian AM

Chairperson and Chief Executive Officer

SES Level 5: remuneration as at 30 June - \$263,500 including an allowance of \$10,000 per annum as President of the Anti-Discrimination Board of NSW.

As the Chairperson of Community Relations Commission and President of the Anti Discrimination Board, Mr Kerkyasharian has achieved significant milestones for the Community Relations Commission.

1. 2007/08 presented itself as an important year for the Commission's engagement with young people and their viewpoints. The Chairperson had close involvement with a number of youth initiatives including the Youth Leadership Day, which promoted free exchange of ideas and experiences, reflecting the Commission's appreciation for the opinions of our young people, and its commitment to converting these ideas into tangible strategies.
2. The Commission continued to highlight and promote the need for participation of young people in the community life of NSW through its activities such as the Beach Bonanza and the Youth Harmony Festival. The Chairperson led the organising of these events which provided the opportunity for young people to interact, understand each other and break down cultural or religious barriers.
3. In response to a public protest against the Quranic Society's lodgement of an application with Camden Council for the development of a 1200 student Muslim school in Camden, the Chairperson was instrumental in the establishment of a working party to manage community relations in the area. Partners in the working party include representatives of the Commission, Camden Council, NSW Police and the Department of Premier and Cabinet who meet regularly to monitor the situation and develop strategies to promote harmony.
4. Under the Chairperson's leadership the Commission has continued to set new benchmarks for community relations through the AUSMUS group, set up by the Commission to enhance the profile of the Australians of Islamic faith residing in NSW. The group comprises of professionals who meet regularly and work together at a state level to advocate and address the needs of the Islamic community.
5. The ongoing success of the Community Relations Symposium which explores the major issues confronting multicultural NSW continues to set new directions for effective consultation with stakeholders including peak community bodies, local councils and NSW Government agencies.
6. The successful collaboration between the Community Relations Commission and the Department of Local Government culminated in the launch of the resource *Implementing the Principles of Multiculturalism Locally - A planning framework for councils* in 2008. Addressing the launch, the Chairperson highlighted the importance of the report in assisting councils in employing a systemic approach in multicultural planning at a local level.

7. The Commission continued building on its previous initiatives in regional areas through the Regional Advisory Councils (RACs). The Commission and the RACs work together to improve service delivery and respond to specific community relations issues faced by rural and regional communities. The Chairperson was actively involved in a number of meetings, and in providing directions in the implementation of strategies recommended by the Council members such as the African Communities Meet Local Government Forum, which introduced the role and function of local government to African communities in Blacktown and Penrith area.
8. In 2008, the Commission launched the EmailLink service, born out of the Commission's expertise in understanding the strengths and needs of our multicultural community, and the establishment of which was directed by the Chairperson. The service provides for targeted information linking businesses and agencies to community groups, ethnic leaders and individuals from the Commission's database of community contacts.

# **audited financial statements**

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GPO BOX 12  
Sydney NSW 2001

#### INDEPENDENT AUDITOR'S REPORT

##### Community Relations Commission for a Multicultural New South Wales and its Controlled Entity

###### To Members of the New South Wales Parliament

I have audited the accompanying financial report of the Community Relations Commission for a Multicultural NSW (the Commission), which comprises the balance sheet as at 30 June 2008, the operating statement, statement of recognised income and expense, cash flow statement, program statement - expenses and revenues, and summary of compliance with financial directives for the year then ended, a summary of significant accounting policies and other explanatory notes for both the Commission and its controlled entity (the consolidated entity). The consolidated entity comprises the Commission and the entity it controlled at the year's end or from time to time during the financial year.

###### Auditor's Opinion

In my opinion, the financial report

- presents fairly, in all material respects, the financial position of the Commission as at 30 June 2008, and of its financial performance and cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)
- is in accordance with section 45E of the Public Finance and Audit Act 1983 (the PFAA Act) and the Public Finance and Audit Regulation 2005

My opinion should be read in conjunction with the rest of this report.

###### Chairperson's Responsibility for the Financial Report

The Chairperson is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the PFAA Act. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

###### Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Chairperson, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

My opinion does not provide assurance:

- about the future viability of the Commission,
- that it has carried out its activities effectively, efficiently and economically,
- about the effectiveness of its internal controls, or
- on the assumptions used in formulating the budget figures disclosed in the financial report.

###### Independence

In conducting this audit, the Audit Office of New South Wales has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. The PFAA Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor General and the Audit Office of New South Wales are not compromised in their role by the possibility of losing clients or income.

  
J. Kheir BLc, CPA  
Director, Financial Audit Services

20 October 2008  
SYDNEY

**FINANCIAL REPORT**  
**COMMUNITY RELATIONS COMMISSION**  
**FOR A MULTICULTURAL NEW SOUTH WALES**  
**FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2008**

**Statement by Department Head**

Pursuant to provisions of *Public Finance and Audit Act 1983*, I state that:

- a) The accompanying financial report has been prepared in accordance with the provisions of the *Public Finance and Audit Act 1983*, *Public Finance and Audit Act Regulation 2005* and Treasurer's Directions.
- b) The financial report presents fairly the financial position and the results of the operations of the Community Relations Commission, and
- c) There are no circumstances which would render any particulars included in the financial report to be misleading or inaccurate.



Stepan Kerkyasharian, AM  
Chairperson

17 October 2008

COMMUNITY RELATIONS COMMISSION FOR A MULTICULTURAL NSW  
 OPERATING STATEMENT  
 FOR THE YEAR ENDED 30 JUNE 2008

Notes	Economic		Economic		Economic	
	Parent	Entity	Entity	Budget	Parent	Entity
	2008	2008	2008	\$'000	2007	2007
<b>Expenses excluding losses</b>						
<i>Operating expenses</i>						
Employee related	2a	-	11,762	11,764	-	11,351
Other operating expenses	2b	2,321	2,321	2,676	2,271	2,271
Depreciation and amortisation	2c	437	437	415	517	517
Grants and subsidies	2d	1,457	1,457	1,546	1,518	1,518
Finance costs	2e	4	4	-	3	3
Personnel Services	2a	11,379	-	-	11,009	-
<b>Total Expenses excluding losses</b>		<b>15,598</b>	<b>15,981</b>	<b>16,601</b>	<b>15,318</b>	<b>15,660</b>
<b>Loss:</b>						
<i>Revenue</i>						
Sale of goods and services	3a	4,719	4,719	4,174	4,138	4,138
Investment revenue	3b	257	257	80	160	160
Grants and contribution	3c	115	115	-	165	165
Other revenue	3d	37	37	-	58	58
<b>Total Revenue</b>		<b>5,128</b>	<b>5,128</b>	<b>4,254</b>	<b>4,521</b>	<b>4,521</b>
<b>Gain/(Loss) on disposal of non-current assets</b>						
<b>Net Cost of Services</b>	4	-	-	-	(1)	(1)
	22	<b>10,470</b>	<b>10,853</b>	<b>12,147</b>	<b>10,798</b>	<b>11,140</b>
<b>Government Contributions</b>						
Recurrent appropriation	6	11,435	11,435	11,526	11,204	11,204
Capital appropriation	6	75	75	75	150	150
Acceptance by the Crown Entity of employee benefits and other liabilities	7	-	383	649	-	342
<b>Total Government Contributions</b>		<b>11,510</b>	<b>11,893</b>	<b>12,250</b>	<b>11,354</b>	<b>11,696</b>
<b>SURPLUS/(DEFICIT) FOR THE YEAR</b>		<b>1,040</b>	<b>1,040</b>	<b>103</b>	<b>556</b>	<b>556</b>

The accompanying notes form part of these financial statements.

**COMMUNITY RELATIONS COMMISSION FOR A MULTICULTURAL NSW**  
**STATEMENT OF RECOGNISED INCOME AND EXPENSE**  
**FOR THE YEAR ENDED 30 JUNE 2008**

Notes	Economic		Economic		Economic	
	Parent	Entity	Entity	Budget	Parent	Entity
	Actual	Actual	2008	2008	2007	2007
		\$'000	\$'000	\$'000	\$'000	\$'000
<b>Total income and expenses recognised directly in Equity</b>						
Surplus/ (Deficit) for the year		1,040	1,040	103	556	556
<b>TOTAL INCOME AND EXPENSE RECOGNISED FOR THE YEAR</b>		1,040	1,040	103	556	556

The accompanying notes form part of these financial statements.

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COMMUNITY RELATIONS COMMISSION FOR A MULTICULTURAL NSW  
 BALANCE SHEET  
 AS AT 30 JUNE 2008

Notes	Economic		Economic		Economic	
	Parent	Entity	Entity	Budget	Parent	Entity
	Actual	Actual	2008	2008	Actual	Actual
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>ASSETS</b>						
<b>Current Assets</b>						
Cash and cash equivalents	9	4,708	4,708	4,038	3,108	3,108
Receivables	10	798	798	413	700	700
<b>Total Current Assets</b>		<b>5,506</b>	<b>5,506</b>	<b>4,451</b>	<b>4,008</b>	<b>4,008</b>
<b>Non-Current Assets</b>						
Plant & Equipment	11	304	304	295	511	511
Intangibles	12	107	107	86	208	208
<b>Total Non-Current Assets</b>		<b>411</b>	<b>411</b>	<b>381</b>	<b>721</b>	<b>721</b>
<b>Total Assets</b>		<b>5,917</b>	<b>5,917</b>	<b>4,832</b>	<b>4,729</b>	<b>4,729</b>
<b>LIABILITIES</b>						
<b>Current Liabilities</b>						
Payables	14	1,093	1,093	839	839	839
Provisions	15	392	392	856	856	856
Other	16	90	90	28	28	28
<b>Total Current Liabilities</b>		<b>1,575</b>	<b>1,575</b>	<b>1,723</b>	<b>1,723</b>	<b>1,723</b>
<b>Non-Current Liabilities</b>						
Provisions	17	360	360	64	64	64
<b>Total Non-Current Liabilities</b>		<b>360</b>	<b>360</b>	<b>64</b>	<b>64</b>	<b>64</b>
<b>Total Liabilities</b>		<b>1,935</b>	<b>1,935</b>	<b>1,787</b>	<b>1,787</b>	<b>1,787</b>
<b>Net Assets</b>		<b>3,982</b>	<b>3,982</b>	<b>3,045</b>	<b>2,942</b>	<b>2,942</b>
<b>EQUITY</b>						
Accumulated funds	18	3,982	3,982	3,045	2,942	2,942
<b>Total Equity</b>		<b>3,982</b>	<b>3,982</b>	<b>3,045</b>	<b>2,942</b>	<b>2,942</b>

The accompanying notes form part of these financial statements.

**COMMUNITY RELATIONS COMMISSION FOR A MULTICULTURAL NSW**  
**CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2008**

Notes	Economic		Economic		Economic	
	Parent	Entity	Entity	Budget	Parent	Entity
	Actual	Actual	2008	2008	Actual	Actual
		\$'000	\$'000	\$'000	\$'000	\$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>						
<b>Payments</b>						
Employee related	-	(1,286)	(1,115)	-	-	(10,822)
Personnel services	(1,286)	-	-	-	(10,822)	-
Grants and subsidies	(1,583)	(1,583)	(1,546)	(1,670)	(1,570)	(1,670)
Finance costs	-	-	-	-	-	-
Other	(2,689)	(2,689)	(3,126)	(2,508)	(2,508)	(2,508)
<b>Total Payments</b>	<b>(15,558)</b>	<b>(15,558)</b>	<b>(15,787)</b>	<b>(15,000)</b>	<b>(15,000)</b>	<b>(15,000)</b>
<b>Receipts</b>						
Sale of goods and services	5,005	5,005	4,461	4,475	4,475	4,475
Retained taxes, fees and fines	-	-	-	-	-	-
Interest received	201	201	80	120	120	120
Other	307	307	450	286	286	286
<b>Total Receipts</b>	<b>5,513</b>	<b>5,513</b>	<b>4,991</b>	<b>4,881</b>	<b>4,881</b>	<b>4,881</b>
<b>Cash Flows from Government</b>						
Recurrent appropriation	11,525	11,525	11,526	11,233	11,232	11,232
Capital appropriation	75	75	75	150	150	150
Cash transfers to the Consolidated Fund	(28)	(28)	-	-	-	-
<b>Net Cash Flows from Government</b>	<b>11,572</b>	<b>11,572</b>	<b>11,601</b>	<b>11,382</b>	<b>11,382</b>	<b>11,382</b>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>						
	22	1,527	1,527	805	1,263	1,263
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>						
Purchase of Plant and Equipment	(127)	(127)	(75)	(186)	(186)	(186)
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>		<b>(127)</b>	<b>(127)</b>	<b>(75)</b>	<b>(186)</b>	<b>(186)</b>
<b>NET INCREASE/(DECREASE) IN CASH</b>						
Opening cash and cash equivalents	1,400	1,400	730	1,077	1,077	1,077
	3,308	3,308	3,308	2,231	2,231	2,231
<b>CLOSING CASH AND CASH EQUIVALENTS</b>	<b>9</b>	<b>4,708</b>	<b>4,708</b>	<b>4,038</b>	<b>3,308</b>	<b>3,308</b>

The accompanying notes form part of these financial statements.

Program Statement - Expenses and Revenues for the Year Ended 30 June 2008

AGENCY'S EXPENSES & REVENUES	Program 1*		Program 2*		Not Attributable		Total 2008 Actual \$'000	2007 Actual \$'000	2007 Actual \$'000
	2008 Actual	2007 Actual	2008 Actual	2007 Actual	2007 Actual	2007 Actual			
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000			
<b>Expenses excluding leases</b>									
Operating Expenses									
Employee Related	4,630	4,690	7,082	6,661	—	—	11,762	11,351	
Other Operating Expenses	1,908	1,870	413	491	—	—	2,321	2,271	
Depreciation and amortisation	437	517	—	—	—	—	437	517	
Grants and Subsidies	1,457	1,518	—	—	—	—	1,457	1,518	
Finance costs	4	3	—	—	—	—	4	3	
<b>Total Expenses excluding leases</b>	<b>8,486</b>	<b>8,598</b>	<b>7,495</b>	<b>7,062</b>	<b>—</b>	<b>—</b>	<b>15,981</b>	<b>15,660</b>	
<b>Revenue</b>									
Sale of goods and services	170	64	4,549	4,074	—	—	4,719	4,138	
Investment revenue	257	160	—	—	—	—	257	160	
Grants and contributions	115	165	—	—	—	—	115	165	
Other revenue	57	58	—	—	—	—	37	58	
<b>Total Revenue</b>	<b>572</b>	<b>447</b>	<b>4,549</b>	<b>4,074</b>	<b>—</b>	<b>—</b>	<b>5,128</b>	<b>4,521</b>	
<b>Gain/(Loss) on disposal of non-current assets</b>									
Net Cost of Services	—	(1)	—	—	—	—	—	(1)	
Government Contributions**	7,907	8,152	2,946	2,988	—	—	10,853	11,140	
<b>NET EXPENDITURE(REVENUE) FOR THE YEAR</b>	<b>7,907</b>	<b>8,152</b>	<b>2,946</b>	<b>2,988</b>	<b>11,893</b>	<b>11,696</b>	<b>11,895</b>	<b>11,696</b>	
					(11,893)	(11,696)	(1,040)	(556)	

\* The name and purpose of each program are summarised in note 8.

\*\* Appropriations are made on an agency basis and not to individual programs. Consequently, government contributions must be included in the "Not Attributable" column.

Summary of Compliance with Financial Directives

	2008			2007		
	Recurrent Appropriations	Expenditure Net Claim on Consolidated Fund \$1000	Capital Appropriations \$1000	Expenditure Net Claim on Consolidated Fund \$1000	Recurrent Appropriations \$1000	Capital Appropriations \$1000
ORIGINAL BUDGET / APPROPRIATION / EXPENDITURE Appropriation Act	11,526	11,435	75	75	11,232	11,204
	11,526	11,435	75	75	11,232	11,204
OTHER APPROPRIATIONS / EXPENDITURE Transfer from another agency (s32 of the Appropriation Act) Treasurer's Advance						
Total Appropriations / Expenditure Net Claim on Consolidated Fund	11,526	11,435	75	75	11,232	11,204
Amount drawn down Against Appropriations		11,525		75		11,232
Liability to Consolidated Fund *		(90)		-	(25)	-

\* The Summary of Compliance is based on the assumption that Consolidated Fund incomes are spent first.

\* This represents the difference between the "Amount Drawn down Against Appropriations" and the "Liability to Net Claim on the Consolidated Fund".

## 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

### a) Reporting Entity

The Community Relations Commission for a multicultural New South Wales, as a reporting entity, comprises all the activities under its control, namely the Office of the Community Relations Commission. The Office of the Community Relations Commission was created on 17th March 2006 by virtue of the *Public Sector Employment Legislation Amendment Act 2006*. The Office of the Community Relations Commission was previously known as the Community Relations Commission, a department established under the *Public Sector Employment Act 2002*.

In the process of preparing the consolidated financial report for the economic entity consisting of the controlling and controlled entities, all inter-entity transactions and balances have been eliminated.

The Community Relations Commission is a New South Wales Government Department. The Commission is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

This consolidated financial report for the year ended 30 June 2008 has been authorised for issue by the Chairman on 17 October 2008.

### b) Basis of Preparation

The agency's financial report is a general purpose financial report which has been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations);
- the requirements of the *Public Finance and Audit Act 1983* and Regulation; and
- the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer.

Property, plant and equipment, investment property, assets (or disposal groups) held for sale and financial assets at 'fair value through profit or loss' and available for sale are measured at fair value. Other financial report items are prepared in accordance with the historical cost convention.

Judgments, key assumptions and estimations management has made are disclosed in the relevant notes to the financial report.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

### c) Statement of Compliance

The consolidated and parent entity financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

### d) Administered Activities

The Commission does not administer any activities on behalf of the Crown Entity.

### e) Insurance

The Commission's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past claim experience.

## **f) Income Recognition**

Income is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of income are discussed below.

### **(i) Parliamentary Appropriations & Contributions**

Parliamentary appropriations and contributions from other bodies (including grants and donations) are generally recognised as income when the agency obtains control over the assets comprising the appropriations / contributions. Control over appropriations and contributions is normally obtained upon the receipt of cash.

An exception to the above is when appropriations are unspent at year end. In this case, the authority to spend the money lapses and generally the unspent amount must be repaid to the Consolidated Fund in the following financial year. As a result, unspent appropriations are accounted for as Liabilities rather than revenue.

Unspent project funds at the year end have been disclosed as restricted assets in note 13.

### **(ii) Sale of Goods**

Revenue from the sale of goods is recognised as revenue when the agency transfers the significant risks and rewards of ownership of the assets.

### **(iii) Rendering of Services**

Revenue is recognised when the service is provided or by reference to the stage of completion (based on labour hours incurred to date).

### **(iv) Investment revenue**

Interest revenue is recognised using the effective interest method as set out in AASB 139 Financial Instruments: Recognition and Measurement.

## **g) Leased Assets**

A distinction is made between finance leases which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

Operating lease payments are charged to the operating statement in the periods in which they are incurred.

**b) Employee Benefits and other provisions**

**(i) Salaries and Wages, Annual Leave, Sick Leave and On-Costs**

Liabilities for salaries and wages (including non-monetary benefits), annual leave and paid sick leave that fall due wholly within 12 months of the reporting date are recognised and measured in respect of employees' services up to the reporting date at undiscounted amounts based on the amounts expected to be paid when the liabilities are settled.

Long-term annual leave that is not expected to be taken within twelve months is measured at present value in accordance with AASB 119 Employee Benefits. Market yields on government bonds of 6.83% are used to discount long-term annual leave.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

**(ii) Long Service Leave and Superannuation**

The agency's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity. The agency accounts for the liability as having been extinguished, resulting in the amount assumed being shown as part of the non-monetary revenue item described as "Acceptance by the Crown Entity of employee benefits and other liabilities".

Long service leave is measured at present value in accordance with AASB 119 Employee Benefits. This is based on the application of certain factors (specified in NSWTC 07/04) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

**(iii) Other Provisions**

Other provisions exist when: the agency has a present legal or constructive obligation as a result of a past event; it is probable that an outflow of resources will be required to settle the obligation; and a reliable estimate can be made of the amount of the obligation.

Any provisions for restructuring are recognised only when an agency has a detailed formal plan and the agency has raised a valid expectation in those affected by the restructuring that it will carry out the restructuring by starting to implement the plan or announcing its main features to those affected.

#### **i) Accounting for Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except that:

- the amount of GST incurred by the Commission as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense.
- receivables and payables are stated with the amount of GST included.

Cash flows are included in the cash flow statement on a gross basis. However, the GST components of cash flows arising from investing and financing activities which is recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

#### **ii) Acquisitions of Assets**

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the agency. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the requirements of other Australian Accounting Standards.

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

Fair value is the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction.

Where payment for an asset is deferred beyond normal credit terms, its cost is the cash price equivalent, i.e. deferred payment amount is effectively discounted at an asset-specific rate.

#### **iii) Capitalisation Threshold**

Property, plant and equipment and intangible assets costing \$3,000 and above individually (or forming part of a network costing more than \$3,000) are capitalised.

#### **iv) Revaluation of Property, plant and equipment**

Physical non-current assets are valued in accordance with the "Valuation of Physical Non-Current Assets at Fair Value" Policy and Guidelines Paper (CPP 07-1). This policy adopts fair value in accordance with AASB 116 Property, Plant and Equipment and AASB 140 Investment Property.

Fair value of property, plant and equipment is determined based on the best available market evidence, including current market selling prices for the same or similar assets. Where there is no available market evidence, the asset's fair value is measured at its market buying price, the best indicator of which is depreciated replacement cost.

#### **v) Impairment of Property, Plant and Equipment**

As a not-for-profit entity with no cash generating units, the Agency is effectively exempted from AASB 136 Impairment of Assets and impairment testing. This is because AASB 136 modifies the recoverable amount test to the higher of fair value less costs to sell and depreciated replacement cost. This means that, for an asset already measured at fair value, impairment can only arise if selling costs are material. Selling costs are regarded as immaterial.

**n) Depreciation of Property, Plant and Equipment**

Depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the Commission. All material separately identifiable components of assets are depreciated over their shorter useful lives.

<b>Description</b>	<b>Estimated Useful Life</b>
Office Equipment	5 years
Computer Equipment	3 years
Furniture & Fittings	5 years
Leasehold Improvements	Unexpired term of lease

**o) Major Inspection Costs**

When each major inspection is performed, the labour cost of performing major inspections for faults is recognised in the carrying amount of an asset as a replacement of a part, if the recognition criteria are satisfied.

**p) Restoration Costs**

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent it is recognised as a liability.

**q) Maintenance**

Day-to-day servicing costs of maintenance are charged as expenses as incurred, except where they relate to the replacement of a part or component of an asset, in which case the costs are capitalised and depreciated.

**r) Intangible Assets**

The agency recognises intangible assets only if it is probable that future economic benefits will flow to the agency and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition.

All research costs are expensed. Development costs are only capitalised when certain criteria are met.

The useful lives of intangible assets are assessed to be finite. Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the agency's intangible assets, the assets are carried at cost less any accumulated amortisation.

The agency's intangible assets are amortised using the straight line method over a period of 3 years.

<b>Description</b>	<b>Estimated Useful Life</b>
Computer Software	3 years

Intangible assets are tested for impairment where an indicator of impairment exists. If the recoverable amount is less than its carrying amount the carrying amount is reduced to recoverable amount and the reduction is recognised as an impairment loss.

**s) Loans and Receivables**

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of receivables. Any changes are accounted for in the Operating Statement when impaired, derecognised or through the amortisation process.

Short-term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

**i) Impairment of financial assets**

All financial assets, except those measured at fair value through profit and loss, are subject to an annual review for impairments. An allowance for impairment is established when there is objective evidence that the entity will not be able to collect all amounts due.

For financial assets carried at amortised cost, the amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. The amount of the impairment loss is recognised in the opening statement.

When an available for sale financial asset is impaired, the amount of the cumulative loss is removed from equity and recognised in the operating statement, based on the difference between the acquisition cost (net of any principal repayment and amortisation) and current fair value, less any impairment loss previously recognised in the operating statement.

Any reversals of impairment losses are reversed through the operating statement, where there is objective evidence, except reversals of impairment losses on an investment in an equity instrument classified as 'available for sale' must be made through the reverse. Reversals of impairment losses of financial assets carried at amortised cost cannot result in a carrying amount that exceeds what the carrying amount would have been had there not been an impairment loss.

**ii) Other Assets**

Other assets are recognised on a cost basis.

**v) Payables**

These amounts represent liabilities for goods and services provided to the agency and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

**w) Budgeted Amounts**

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year and with any adjustments for the effects of additional appropriations, s 21A, s 24 and / or s 26 of the *Public Finance and Audit Act 1983*.

The budgeted amounts in the Operating Statement and the Cash Flow Statement are generally based on the amounts disclosed in the NSW Budget Papers (as adjusted above). However, in the Balance Sheet, the amounts vary from the Budget Papers, as the opening balances of the budgeted amounts are based on carried forward actual amounts; i.e. per the audited financial report (rather than carried forward estimates).

**x) Comparative Information**

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is disclosed in respect of the previous period for all amounts reported in the financial statements.

**y) New Australian Accounting Standards issued but not effective**

At reporting date, a number of Australian Accounting Standards adopted by the Australian Accounting Standards Board have been issued but are not yet operative and have not been adopted by the Commission. NSW Treasury mandate precluded early adoption of these accounting standards. These include AASB 101 (Sept 2007) and AASB 2007-8 regarding presentation of financial statements, AASB 123 (June 2007) and AASB 2007-6 regarding borrowing costs, AASB 1004 (December 2007) regarding contributions, Interpretation 4 (February 2007) regarding determination whether an arrangement contains a lease, Interpretation 12 and AASB 2007-2 regarding service concession arrangements, Interpretation 129 (February 2007) regarding service concession disclosures and Interpretation 1038 (December 2007) regarding contribution by owners.

The Commission has reviewed the new accounting standards and at this stage does not anticipate any impact on the figures reported in the financial report.

**2. EXPENSES EXCLUDING LOSSES**

	Economic Parent 2008 \$'000	Economic Entity 2008 \$'000	Economic Parent 2007 \$'000	Economic Entity 2007 \$'000
<b>(a) Employee related expenses</b>				
Salaries & wages (including recreation leave)	-	9,955	-	9,600
Superannuation - defined benefit plans	-	208	-	185
Superannuation - defined contribution plans	-	734	-	751
Long service leave	-	163	-	146
Workers' compensation insurance	-	47	-	37
Payroll tax and fringe benefit tax	-	655	-	632
Personnel Services	11,379	-	11,009	-
	11,379	11,762	11,009	11,351
	2008 \$'000	2008 \$'000	2007 \$'000	2007 \$'000
<b>(b) Other operating expenses</b>				
Auditor's remuneration				
-audit or review of the financial reports	34	34	61	61
Operating lease rental expense				
- minimum lease payments	586	586	603	603
Maintenance	41	41	26	26
Insurance	84	84	66	66
Travel	179	179	189	189
Fees to contractors	180	180	205	205
Fees for services/general expenses	133	133	134	134
Printing, Postage and Telephone expenses	277	277	268	268
Interest due to Panellist	-	-	-	-
Other running expenses	807	807	719	719
	2,321	2,321	2,271	2,271
Maintenance related employee expenses, included in note 2(a) above	-	-	-	-
Other maintenance expenses	41	41	26	26
Total Maintenance expenses	41	41	26	26
<b>(c) Depreciation and amortisation</b>				
	2008 \$'000	2008 \$'000	2007 \$'000	2007 \$'000
Depreciation of Plant and Equipment	306	396	332	332
Amortisation of Computer Software	131	131	185	185
	437	437	517	517

**(d) Grants and subsidies**

	Economic Parent 2008 \$'000	Economic Entity 2008 \$'000	Economic Parent 2007 \$'000	Economic Entity 2007 \$'000
Community Development Program	1,103	1,103	1,130	1,130
Community outreach	39	39	33	33
NAATI	188	188	160	160
Community Partnership Scheme	127	127	195	195
	<b>1,457</b>	<b>1,457</b>	<b>1,518</b>	<b>1,518</b>

**(e) Finance costs**

	2008 \$'000	2008 \$'000	2007 \$'000	2007 \$'000
Interest	-	-	-	-
Unwinding discount rates	5	4	3	3
	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>

**3 REVENUE****(a) Sale of goods and services**

	2008 \$'000	2008 \$'000	2007 \$'000	2007 \$'000
Rendering of services				
Interpreting	2,282	2,282	2,089	2,089
Translating	2,350	2,350	1,985	1,985
Community Language Allowance Scheme	26	26	15	15
Multicultural Marketing Awards	61	61	49	49
	<b>4,719</b>	<b>4,719</b>	<b>4,138</b>	<b>4,138</b>

**(b) Investment Revenue**

	2008 \$'000	2008 \$'000	2007 \$'000	2007 \$'000
Interest	257	257	160	160

**(c) Grants and Contributions**

	2008 \$'000	2008 \$'000	2007 \$'000	2007 \$'000
Grants from other agencies	115	115	165	165

**(d) Other Revenue**

	Economic Parent 2008 \$'000	Economic Entity 2008 \$'000	Economic Parent 2007 \$'000	Economic Entity 2007 \$'000
Returned/Forfeited Grants	22	22	44	44
Miscellaneous Income	15	15	14	14
	37	37	58	58

**4 GAIN/(LOSS) ON DISPOSAL OF NON-CURRENT ASSETS**

	2008 \$'000	2008 \$'000	2007 \$'000	2007 \$'000
<b>Plant and Equipment</b>				
Proceeds from disposal	-	-	-	-
Written down value	-	-	1	1
Net gain/(loss) on disposal of Plant & Equipment	-	-	(1)	(1)

**5 CONDITIONS ON CONTRIBUTIONS**

There are conditions on contributions received by the Commission for the coordination of community projects, which are disclosed as unspent at year end and shown as restricted assets - note 13.

**6 APPROPRIATIONS**

	2008 \$'000	2008 \$'000	2007 \$'000	2007 \$'000
<b>Recurrent Appropriations</b>				
Total recurrent draw-downs from NSW Treasury (per Summary of Compliance)	11,525	11,525	11,232	11,232
Less: Liability to Consolidated Fund (per Summary of Compliance)	(90)	(90)	(28)	(28)
	11,435	11,435	11,204	11,204
Comprising:				
Recurrent appropriations (per Operating Statement)	11,435	11,435	11,204	11,204

**Capital Appropriations**

Total capital draw-downs from NSW Treasury (per Summary of Compliance)	75	75	150	150
Less: Liability to Consolidated Fund (per Summary of Compliance)	*	*	*	*
	75	75	150	150
Comprising:				
Capital appropriations (per Operating Statement)	75	75	150	150

## 7 ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE BENEFITS AND OTHER LIABILITIES

The following liabilities and / or expenses have been assumed by the Crown Entity

	Economic		Economic	
	Parent	Entity	Parent	Entity
	2008	2008	2007	2007
	\$'000	\$'000	\$'000	\$'000
Superannuation	-	208	-	185
Long Service Leave				
Casual interpreters and translators	-	75	-	56
Others	-	88	-	90
Payroll Tax	-	12	-	11
		383		342

## 8 PROGRAMS OF THE AGENCY

### Program 1: Community Support Services

To promote the equal rights and responsibilities of all the people of New South Wales within a cohesive and harmonious multicultural society.

### Program 2: Interpreting & Translation Service

To promote the full participation of people of ethnic background in community life. To ensure the quality and efficient use of interpreting and translation service within the State.

## 9 CURRENT ASSETS - CASH AND CASH EQUIVALENTS

	2008	2008	2007	2007
	\$'000	\$'000	\$'000	\$'000
Cash in Bank and on hand	4,708	4,708	3,308	3,308

For the purposes of the Cash Flow Statement, cash and cash equivalents include cash at bank, and cash on hand.

## 10 CURRENT ASSETS - RECEIVABLES

	2008	2008	2007	2007
	\$'000	\$'000	\$'000	\$'000
Sale of goods and services	399	399	359	359
Other Debtors				
Interest	141	141	87	87
Prepaid expenses	150	150	165	165
Accrued Income	110	110	94	94
GST Receivable from ATO	-	-	-	-
Other receivables	-	-	-	-
Sub-Total	800	800	705	705
Less - Allowance for impairment	(2)	(2)	(5)	(3)
	798	798	700	700

	Economic		Economic	
Parent	Entity	Parent	Entity	
	2008	2008	2007	2007
	\$'000	\$'000	\$'000	\$'000
<b>Movements in allowance for impairment</b>				
Balance at 1 July	5	5	17	17
Amounts written off during the year	(1)	(1)	(7)	(7)
Amount recovered during the year	-	-	-	-
Increase/(Decrease) in allowance recognised in profit and loss	8	8	(5)	(5)
Balance at 30 June	2	2	5	5

Details regarding credit risk, liquidity risk and market risk, including financial assets that are either past due or impaired, are discussed in note 23.

#### 11. NON CURRENT ASSETS - PLANT AND EQUIPMENT

	Leasehold Improvements	Restoration cost - PV	Furniture & Fittings	Plant & Equipment	Computer Hardware	Total
At 1 July 2007 - Fair Value						
Gross carrying amount	1,302	50	30	192	829	2,403
Accumulated Depreciation	(932)	(38)	(15)	(153)	(752)	(1,389)
Net carrying amount	370	12	15	39	77	513

#### At 1 July 2008 - Fair Value

	Leasehold Improvements	Restoration cost - PV	Furniture & Fittings	Plant & Equipment	Computer Hardware	Total
Gross carrying amount	1,343	59	31	202	808	2,454
Accumulated Depreciation	(1,174)	(46)	(19)	(161)	(730)	(2,170)
Net carrying amount	169	4	12	41	78	304

#### Reconciliation

	Leasehold Improvements	Restoration cost - PV	Furniture & Fittings	Plant & Equipment	Computer Hardware	Total
Year ended 30 June 2008						
Net carrying amount at start of year	370	12	15	39	77	513
Additions	41	-	-	23	48	104
Disposals	-	-	-	(7)	-	(7)
Depreciation	(242)	(8)	(3)	(14)	(39)	(396)
Net carrying amount at end of year	169	4	12	41	78	304

**12 NON CURRENT ASSETS - INTANGIBLE**

	Computer Software	Computer Consultancy	Total
<b>At 1 July 2007</b>			
Cost (gross carrying amount)	1,257	172	1,429
Accumulated amortisation and impairment	(1,071)	(150)	(1,221)
Net carrying amount	186	22	208

**At 1 July 2008**

Cost (gross carrying amount)	1,287	172	1,459
Accumulated amortisation and impairment	(1,195)	(157)	(1,352)
Net carrying amount	92	15	107

Work-in-progress as at 30 June 2008 is NIL. (2007: NIL)

	Computer Software	Computer Consultancy	Total
<b>Year ended 30 June 2008</b>			
Net Carrying Amount at the start of the year	186	22	208
Additions	30	-	30
Disposals	-	-	-
Amortisation Expenses	(124)	(7)	(131)
Net Carrying Amount at the end of year	92	15	107

**13 RESTRICTED ASSETS**

	Parent 2008 \$'000	Entity 2008 \$'000	Parent 2007 \$'000	Entity 2007 \$'000
Grants received - unspent at the year end	-	-	102	102

These represent contributions for the co-ordination of community projects that are expensed in subsequent years.

**14 CURRENT LIABILITIES - PAYABLES**

Accrued Salaries & Wages	-	454	-	324
Creditors	213	213	157	157
GST Payable to ATO	13	13	21	21
Other accruals	636	182	661	337
Long Service Leave On Cost Current	214	214	-	-
	1,076	1,076	839	839
Accrued grants	-	-	-	-
Community partnership scheme	-	-	-	-
Community outreach	17	17	-	-
	17	17	-	-
<b>Total Current Liabilities - Payables</b>	<b>1,093</b>	<b>1,093</b>	<b>839</b>	<b>839</b>

Details regarding credit risk, liquidity risk and market risk, including a maturity analysis of the above payables, are discussed in note 23.

**15 CURRENT LIABILITIES - PROVISIONS**

	Economic		Economic	
	Parent	Entity	Parent	Entity
	2008	\$'000	2007	2007
Accrued Payroll Tax	-	73	-	216
Recreation Leave	-	319	-	640
Other	392	-	856	-
<b>Total Provisions</b>	<b>392</b>	<b>392</b>	<b>856</b>	<b>856</b>
<b>Aggregate employee benefits and related on-costs</b>				
Provisions - current	-	392	-	856

**16 CURRENT LIABILITIES - OTHER**

	2008	2008	2007	2007
	\$'000	\$'000	\$'000	\$'000
Liability to consolidated Fund	90	90	28	28

**17 NON CURRENT LIABILITIES - PROVISIONS**

	2008	2008	2007	2007
	\$'000	\$'000	\$'000	\$'000
<b>Employee benefits and related on-costs</b>				
Recreation Leave	-	281	-	-
Long Service Leave	-	11	-	-
Other	292	-	-	-
	292	292	-	-
<b>Other Provisions</b>				
Restoration Costs	68	68	64	64
<b>Total Provisions</b>	<b>360</b>	<b>360</b>	<b>64</b>	<b>64</b>
<b>Aggregate employee benefits and related on-costs</b>				
Provisions - non-current	-	292	-	-

The liability for restoration cost arises from the Commission's property lease agreement.

**Movements in Provisions (Other than employee benefits)**

Movements in each class of provisions (other than employee benefits) are set out below.

Carrying amount at the beginning of

financial year	64	64	61	61
Unwinding of interest on restoration costs	4	4	3	3
Carrying amount at the end of financial year	68	68	64	64

**18 CHANGES IN EQUITY**

	Economic Parent 2008 \$'000	Economic Entity 2008 \$'000	Economic Parent 2007 \$'000	Economic Entity 2007 \$'000
Balance at the beginning of the financial year	2,942	2,942	2,386	2,386
Changes in equity - transactions with owners as owners				
Return of funds to the NSW Treasury				
Changes in equity - other than transactions with owners as owners				
Surplus/(deficit) for the year	1,040	1,040	556	556
Balance at the end of the financial year	3,982	3,982	2,942	2,942

**19 COMMITMENTS FOR EXPENDITURE**

	2008 \$'000	2008 \$'000	2007 \$'000	2007 \$'000
--	----------------	----------------	----------------	----------------

**(a) Capital Commitments**

Aggregate capital expenditure for the acquisition of computer hardware, software and consulting services contracted for at the balance date and not provided for

Not later than one year	-	-	93	93
Later than one year and not later than five years	-	-	-	-
Later than five years				
Total (including GST)	-	-	93	93

**(b) Other Expenditure Commitments**

Aggregate other expenditure for the acquisition of goods and services contracted for at the balance date and not provided for

Not later than one year	241	241	113	113
Later than one year and not later than five years	-	-	-	-
Later than five years				
Total (including GST)	241	241	113	113

**(c) Operating Lease Commitments**

Future non-cancellable operating lease rentals not provided for and payable

Not later than one year	602	602	551	551
Later than one year and not later than five years	2,226	2,226	263	263
Later than five years	-	-	-	-
Total (including GST)	2,828	2,828	814	814

The total 'operating lease commitments' above includes input tax credits of \$74,000 that are expected to be recoverable from the Australian Taxation Office. GST has been calculated at the rate of 10% and has been assumed to remain constant for the five years calculation above.

The Commission is contractually bound by operating leases for office accommodation and fleet vehicles. Leasehold premises are the Head Office at Castlereagh Street, Sydney and two regional offices located at Wollongong and Newcastle. The Commission has 4 fleet vehicles; 3 in Sydney and 1 in Wollongong.

## 20 CONTINGENT LIABILITIES AND CONTINGENT ASSETS

### *Contingent Liabilities*

As at 30 June 2008 the Commission had no contingent liabilities (2007: Nil).

### *Contingent Assets*

As at 30 June 2008 the Commission had no contingent assets (2007: Nil).

## 21 BUDGET REVIEW

### **Net Cost of Services**

The actual net cost of services was lower than budget by \$1,294,000, primarily due to increased revenue from language services and as well as savings achieved in other operating expenses.

### **Assets and Liabilities**

The actual net assets position was \$937,000 higher than the budget primarily as a flow on effect of increased revenues reflected in cash balances and receivables.

### **Cash flows**

The actual cashflow from operating activities was \$722,000 higher than budget due to increased receipts from language services and interest received.

**22 RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO  
NET COST OF SERVICES**

	Economic Parent 2008 \$'000	Economic Entity 2008 \$'000	Economic Parent 2007 \$'000	Economic Entity 2007 \$'000
Net cash used on operating activities	1,527	1,527	1,263	1,263
Cash Flows from Government / Appropriations	(11,572)	(11,572)	(11,354)	(11,354)
Acceptance by the Crown Entity of employee benefits and other liabilities		(383)	-	(342)
Depreciation	(437)	(437)	(517)	(517)
Allowance for impairment	3	3	12	12
Increase/(decrease) in prepayments and other assets	95	95	203	203
(Increase)/decrease in current liabilities	210	210	(401)	(401)
Net (loss)/gain on sale of plant and equipment	-	-	(1)	(1)
(Increase)/decrease in non-current liabilities	(296)	(296)	(3)	(3)
<b>Net Cost of Services</b>	<b>(10,470)</b>	<b>(10,853)</b>	<b>(10,798)</b>	<b>(11,140)</b>

**23 FINANCIAL INSTRUMENTS**

The Commission's principal financial instruments are outlined below. These financial instruments arise directly from the Commission's operations or are required to finance the Commission's operations. The Commission does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

The Commission's main risks arising from financial instruments are outlined below, together with the Commission's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout this financial report.

The Chairperson has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the Commission, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the Internal auditors on a continuous basis.

**(a) Financial instrument categories**

Financial Assets	Note	Category	Carrying Amount 2008 \$'000	Carrying Amount 2007 \$'000
<b>Class</b>				
Cash and cash equivalent	9	N/A	4,708	3,308
Receivables	10	Loans and receivables (at amortised cost)	747	535
<b>Financial Liabilities</b>				
<b>Class</b>				
Payables	14,15, 16	Financial Liabilities (at amortised cost)	1,503	(,652)

**(b) Credit Risk**

Credit risk arises when there is the possibility of the Commission's debtors defaulting on their contractual obligations, resulting in a financial loss to the Commission. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of the Commission, including cash, receivables, and authority deposits. No collateral is held by the Commission. The Commission has not granted any financial guarantees.

Credit risk associated with the Commission's financial assets, other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards. Authority deposits held with NSW TCorp are guaranteed by the State.

*Cash*

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation (TCorp) 11 am unofficial cash rate, adjusted for a management fee to NSW Treasury.

*Receivables - trade debtors*

All trade debtors are recognised as amounts receivable at balance date. Collectibility of trade debtors is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand. Debts which are known to be uncollectible are written off. An allowance for impairment is raised when there is objective evidence that the entity will not be able to collect all amounts due. This evidence includes past experience, and current and expected changes in economic conditions and debtor credit ratings. No interest is earned on trade debtors. Sales are made on 30 day terms.

The Commission is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors. Based on past experience, debtors that are not past due (2008: \$23,000; 2007: \$35,000) and not less than 3 months past due (2008: \$8,000; 2007: \$14,000) are not considered impaired and together these represent 5% of the total trade debtors. There are no debtors which are currently not past due or impaired whose terms have been renegotiated.

The only financial assets that are past due or impaired are 'sales of goods and services' in the 'receivables' category of the balance sheet.

	Total \$'000	Past due but not impaired \$'000	Considered impaired \$'000
<b>2008</b>			
< 3 months overdue	16	16	-
3 months - 6 months	6	6	-
> 6 months overdue	2	0	2
<b>2007</b>			
< 3 months overdue	21	21	-
3 months - 6 months	9	9	-
> 6 months overdue	5	5	5

**(c) Liquidity risk**

Liquidity risk is the risk that the Commission will be unable to meet its payment obligations when they fall due. The Commission continuously manages risk through monitoring future cash flows and maturities planning to ensure adequate holding of high quality liquid assets. The objective is to maintain a balance between continuity of funding and flexibility through the use of overdrafts, loans and other advances.

The Commission has no credit standby arrangements at balance date or any time during the year.

During the current and prior years, there were no defaults or breaches on any loans payable. No assets have been pledged as collateral. The Commission's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received.

The table below summarises the maturity profile of the Commission's financial liabilities, together with the interest rate exposure.

**Maturity analysis and interest rate exposure of financial liabilities**

	Non-interest bearing \$'000	Maturity Dates		
		< 1 yr \$'000	1-5 yrs \$'000	> 5 yrs \$'000
<b>2008</b>				
Payables	1,503	1,503	-	-
<b>2007</b>				
Payables	1,652	1,652	-	-

**Notes:**

1. The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities and therefore will not reconcile to the balance sheet.

(d) **Market risk**

Market risk is the risk the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The Commission does not hold any interest bearing liabilities. The Commission has no exposure to foreign currency risk and does not enter into commodity contracts.

The effect on profit and equity due to a reasonably possible change in risk variable is outlined in the information below, for interest risk and other price risk. A reasonably possible change in risk variable has been determined after taking into account the economic environment in which the Commission operates and the time frame for the assessment (i.e. until the end of the next annual reporting period). The sensitivity analysis is based on risk exposures in existence at the balance sheet date; the analysis is performed on the same basis for 2007. The analysis assumes that all other variables remain constant.

*Interest rate risk*

The Commission's exposure to interest rate risk is set out below:

	Carrying Amount \$'000	-1%	Equity \$'000	1%	Equity \$'000
<b>2008</b>					
<i>Financial assets</i>					
Cash and cash equivalents	4,708	47	-	47	-
<b>2007</b>					
<i>Financial assets</i>					
Cash and cash equivalents	3,308	33	-	33	-

(e) **Fair Value**

Financial instruments are generally recognised at cost.

Except where specified below, the amortised cost of financial instruments recognised in the balance sheet approximates the fair value, because of the short-term nature of many of the financial instruments. The following table details the financial instruments where the fair value differs from the carrying amount:

	2008 \$'000	2008 Fair Value	2007 \$'000	2007 Fair Value
	Carrying amount		Carrying Amount	
<i>Financial assets</i>				
<i>Receivables</i>				
Receivables	747	745	536	530

**24 AFTER BALANCE DATE EVENTS**

Since the reporting date, no events have come to light that require the financial report to be amended.

END OF AUDITED FINANCIAL REPORT



GPO BOX 42  
Sydney NSW 2001

#### INDEPENDENT AUDITOR'S REPORT

##### Office of the Community Relations Commission

###### To Members of the New South Wales Parliament

I have audited the accompanying financial report of the Office of the Community Relations Commission (the Office), which comprises the balance sheet as at 30 June 2008, income statement, statement of recognised income and expense and cash flow statement, a summary of significant accounting policies and other explanatory notes.

###### Auditor's Opinion

In my opinion, the financial report:

- presents fairly, in all material respects, the financial position of the Office as at 30 June 2008, and its financial performance and cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)
- is in accordance with section 45E of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2005

My opinion should be read in conjunction with the rest of this report.

###### The Chairperson's Responsibility for the Financial Report

The Chairperson is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the PF&A Act. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

###### Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Chairperson, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

My opinion does not provide assurance:

- about the future viability of the Office,
- that it has carried out its activities effectively, efficiently and economically, or
- about the effectiveness of its internal controls.

#### **Independence**

In conducting this audit, the Audit Office of New South Wales has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their role by the possibility of losing clients or income.



J. Kheir BEc, FCPA  
Director, Financial Audit Services

20 October 2008  
SYDNEY

FINANCIAL REPORT  
OFFICE OF THE COMMUNITY RELATIONS COMMISSION  
FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2008

Statement by Department Head

Pursuant to provisions of *Public Finance and Audit Act 1983*, I state that:

- a) The accompanying financial report has been prepared in accordance with the provisions of the *Public Finance and Audit Act 1983*, *Public Finance and Audit Regulation 2005* and Treasurer's Directions.
- b) The financial report presents fairly the financial position and the results of the operations of the Office of the Community Relations Commission, and
- c) There are no circumstances which would render any particulars included in the financial report to be misleading or inaccurate.



Stepan Kerkyasharian, AM  
Chairperson

17 October 2008

OFFICE OF THE COMMUNITY RELATIONS COMMISSION  
 INCOME STATEMENT  
 FOR THE YEAR ENDED 30 JUNE 2008

	Notes	Actual 2008	Actual 2007
		\$'000	\$'000
<b>Income</b>			
Personnel Services		11,379	11,009
<b>Total Income</b>		<u>11,379</u>	<u>11,009</u>
<b>Expenses</b>			
Employee Related Expenses	2	11,762	11,351
<b>Total Expenses</b>		<u>11,762</u>	<u>11,351</u>
<b>Government Contributions</b>			
Acceptance by the Crown Entity of employee benefits and other liabilities	3	383	342
<b>Total Government Contributions</b>		<u>383</u>	<u>342</u>
<b>SURPLUS/(DEFICIT) FOR THE YEAR</b>		<u>-</u>	<u>-</u>

The accompanying notes form part of these financial statements.

**OFFICE OF THE COMMUNITY RELATIONS COMMISSION  
STATEMENT OF RECOGNISED INCOME AND EXPENSE  
FOR THE YEAR ENDED 30 JUNE 2008**

	Notes	Actual 2008	Actual 2007
		\$'000	\$'000
<b>Total income and expenses recognised directly in Equity</b>			
<b>Surplus/ (Deficit) for the year</b>			
<b>Total income and expenses recognised for the year</b>		_____	_____

The accompanying notes form part of these financial statements.

**OFFICE OF THE COMMUNITY RELATIONS COMMISSION**  
**BALANCE SHEET**  
**AS AT 30 JUNE 2008**

	Notes	Actual 2008	Actual 2007
		\$'000	\$'000
<b>ASSETS</b>			
<b>Current Assets</b>			
Receivables		1,138	1,208
<b>Total Current Assets</b>		<b>1,138</b>	<b>1,208</b>
<b>Non-Current Assets</b>			
Total Non-Current Assets		-	-
<b>Total Assets</b>		<b>1,138</b>	<b>1,208</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	4	454	324
Provisions	5	392	856
Other		-	28
<b>Total Current Liabilities</b>		<b>846</b>	<b>1,208</b>
<b>Non-Current Liabilities</b>			
Provisions	6	292	-
<b>Total Non-Current Liabilities</b>		<b>292</b>	<b>-</b>
<b>Total Liabilities</b>		<b>1,138</b>	<b>1,208</b>
<b>Net Assets</b>		<b>-</b>	<b>-</b>
<b>EQUITY</b>			
Accumulated funds		-	-
<b>Total Equity</b>		<b>-</b>	<b>-</b>

The accompanying notes form part of these financial statements.

OFFICE OF THE COMMUNITY RELATIONS COMMISSION  
 CASH FLOW STATEMENT  
 FOR THE YEAR ENDED 30 JUNE 2008

	Notes	Actual 2008	Actual 2007
		\$'000	\$'000

**CASH FLOWS FROM OPERATING ACTIVITIES**

**Payments**

Employee Related  
 Grants and Subsidies  
 Finance Costs  
 Other

**Total Payments**

=====

=====

**Receipts**

Sale of goods and services  
 Interest received  
 Other revenue

**Total Receipts**

=====

=====

**Cash Flows from Government**

Recurrent appropriation  
 Capital appropriation  
 Cash reimbursement from the crown entity  
 Cash transfers to the Consolidated Fund

**Net Cash Flows From Government**

=====

=====

**NET CASH FLOWS FROM OPERATING  
 ACTIVITIES**

=====

=====

**CASH FLOWS FROM INVESTING ACTIVITIES**

Purchase of Plant and Equipment

**NET CASH FLOWS FROM INVESTING  
 ACTIVITIES**

=====

=====

**NET INCREASE/(DECREASE) IN CASH**

Opening cash and cash equivalents

**CLOSING CASH AND CASH EQUIVALENTS**

=====

=====

The accompanying notes form part of these financial statements.

## 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

### a) Reporting Entity

Office of the Community Relations Commission (OCRC) is a Division of the Government Service, established pursuant to Part 2 of Schedule 1 to the *Public Sector Employment and Management Act 2002*. It is a not-for-profit entity as profit is not its principal objective. It is consolidated as part of the NSW Total State Sector Accounts. It is domiciled in Australia and its principal office is at 175-183, Castlereagh Street, Sydney.

The OCRC's objective is to provide personnel services to the Community Relations Commission For a multicultural New South Wales.

### b) Basis of preparation

The OCRC's financial report is a general purpose financial report which has been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations);
- the requirements of the *Public Finance and Audit Act* and Regulation; and
- the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer.

Other financial report items are prepared in accordance with the historical cost convention.

Judgments, key assumptions and estimations management has made are disclosed in the relevant notes to the financial report.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

### c) Income

Income is measured at the fair value of the consideration received or receivable. Revenue from the rendering of personnel services is recognised when the service is provided and only to the extent that the associated recoverable expenses are recognised.

### d) Receivables

A receivable is recognised when it is probable that the future cash inflows associated with it will be realised and it has a value that can be measured reliably. It is derecognised when the contractual or other rights to future cash flows from it expire or are transferred.

A receivable is measured initially at fair value and subsequently at amortised cost using the effective interest rate method, less any allowance for doubtful debts. A short-term receivable with no stated interest rate is measured at the original invoice amount where the effect of discounting is immaterial. An invoiced receivable is due for settlement within thirty days of invoicing.

If there is objective evidence at year end that a receivable may not be collectable, its carrying amount is reduced by means of an allowance for doubtful debts and the resulting loss is recognised in the income statement. Receivables are monitored during the year and bad debts are written off against the allowance when they are determined to be irrecoverable. Any other loss or gain arising when a receivable is derecognised is also recognised in the income statement.

**e) Payables**

Payables include accrued wages, salaries, and related on costs (such as payroll tax, fringe benefits tax and workers' compensation insurance) where there is certainty as to the amount and timing of settlement. A payable is recognised when a present obligation arises under a contract or otherwise. It is derecognised when the obligation expires or is discharged, cancelled or substituted. A short-term payable with no stated interest rate is measured at historical cost if the effect of discounting is immaterial.

**f) Employee benefit provisions and expenses**

**(i) Salaries and Wages, Annual Leave, Sick Leave and On-Costs**

Liabilities for salaries and wages (including non-monetary benefits), annual leave and paid sick leave that fall due wholly within 12 months of the reporting date are recognised and measured in respect of employees' services up to the reporting date at undiscounted amounts based on the amounts expected to be paid when the liabilities are settled.

Long-term annual leave is measured at undiscounted amounts because it is likely that all of it will be taken in the next 12 months.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

**(ii) Long Service Leave and Superannuation**

The OCRC's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity. The OCRC accounts for the liability as having been extinguished, resulting in the amount assumed being shown as part of the non-monetary revenue item described as "Acceptance by the Crown Entity of employee benefits and other liabilities". Prior to 2005/06 the Crown Entity also assumed the defined contribution superannuation liability.

Long service leave is measured at present value in accordance with AASB 119 Employee Benefits. This is based on the application of certain factors (specified in NSWTC 06/09) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

**(iii) Other Provisions**

Other provisions exist when: the agency has a present legal or constructive obligation as a result of a past event; it is probable that an outflow of resources will be required to settle the obligation; and a reliable estimate can be made of the amount of the obligation.

Any provisions for restructuring are recognised only when an agency has a detailed formal plan and the OCRR has raised a valid expectation in those affected by the restructuring that it will carry out the restructuring by starting to implement the plan or announcing its main features to those affected.

**g) Comparative Information**

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is disclosed in respect of the previous period for all amounts reported in the financial statements.

**h) New Australian Accounting Standards issued but not effective**

At reporting date, a number of Australian Accounting Standards adopted by the Australian Accounting Standards Board have been issued but are not yet operative and have not been adopted by the OCRC. NSW Treasury mandate precluded early adoption of these accounting standards. These include AASB 7 and AASB 2005+10 regarding financial instrument disclosures, and AASB 101 regarding presentation of financial statements.

The OCRC has reviewed the new accounting standards and at this stage does not anticipate any impact on the figures reported in the financial report.

<b>2 EMPLOYEE RELATED EXPENSES</b>		<b>2008</b>	<b>2007</b>
		<b>\$'000</b>	<b>\$'000</b>
Salaries & wages (including recreation leave)	9,955	9,600	
Superannuation - defined benefit plans	208	185	
Superannuation - defined contribution plans	734	751	
Long service leave	163	146	
Workers' compensation insurance	655	632	
Payroll tax and fringe benefit tax	47	37	
	<hr/>	<hr/>	<hr/>
	11,762	11,351	
<b>3 ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE ENTITLEMENTS AND OTHER LIABILITIES</b>			
The following liabilities and/or expenses have been assumed by the Crown Entity			
		<b>2008</b>	<b>2007</b>
		<b>\$'000</b>	<b>\$'000</b>
Superannuation	208	185	
Long Service Leave			
Casual interpreters and translators	75	56	
Others	88	90	
Payroll Tax	12	11	
	<hr/>	<hr/>	<hr/>
	383	342	
<b>4 CURRENT LIABILITIES - PAYABLES</b>			
		<b>2008</b>	<b>2007</b>
		<b>\$'000</b>	<b>\$'000</b>
Accrued Salaries & Wages	454	324	
<b>Total Current Liabilities - Payables</b>	<b>454</b>	<b>324</b>	
<b>5 CURRENT LIABILITIES - PROVISIONS</b>			
		<b>2008</b>	<b>2007</b>
		<b>\$'000</b>	<b>\$'000</b>
Accrued Payroll Tax	73	216	
Recreation Leave	319	640	
<b>Total Provisions</b>	<b>392</b>	<b>856</b>	
<b>6 NON-CURRENT LIABILITIES - PROVISIONS</b>			
		<b>2008</b>	<b>2007</b>
		<b>\$'000</b>	<b>\$'000</b>
Recreation Leave	281	~	
Long Service Leave	11	~	
<b>Total Provisions</b>	<b>292</b>	<b>~</b>	

## 7 COMMITMENTS

As at the 30 June 2008 the Office has no commitments (2007: Nil).

## 8 CONTIGENT LIABILITIES AND CONTINGENT ASSETS

### *Contingent Liabilities*

As at 30 June 2008 the Office had no contingent liabilities (2007: Nil).

### *Contingent Assets*

As at 30 June 2008 the Office had no contingent assets (2007: Nil).

## 9 FINANCIAL INSTRUMENTS

The OCRC's principal financial instruments are outlined below. These financial instruments arise directly from the OCRC's operations or are required to finance the OCRC's operations. The OCRC does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

The OCRC's main risks arising from financial instruments are outlined below, together with the OCRC's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout this financial report.

The Chairman has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the OCRC, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the Internal auditors on a continuous basis.

**(a) Financial instrument categories**

Financial Assets	Note	Category	Carrying Amount 2008 \$'000	Carrying Amount 2007 \$'000
<b>Class</b>				
Cash and cash equivalent	N/A		-	-
Receivables		Loans and receivables (at amortised cost)	1,065	992
<b>Financial Liabilities</b>				
			2008 \$'000	2007 \$'000
<b>Class</b>				
Payables	4,5,6	Financial Liabilities (at amortised cost)	1,065	992

**(b) Credit Risk**

Credit risk arises when there is the possibility of the OCRC's debtors defaulting on their contractual obligations, resulting in a financial loss to the OCRC. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of the OCRC, including cash, receivables, and authority deposits. No collateral is held by the OCRC. The OCRC has not granted any financial guarantees.

Credit risk associated with the OCRC's financial assets, other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards. Authority deposits held with NSW TCorp are guaranteed by the State.

**(c) Liquidity risk**

Liquidity risk is the risk that the OCRC will be unable to meet its payment obligations when they fall due. The OCRC continuously manages risk through monitoring future cash flows and maturities planning to ensure adequate holding of high quality liquid assets. The objective is to maintain a balance between continuity of funding and flexibility through the use of overdrafts, loans and other advances.

The Commission has no credit standby arrangements at balance date or any time during the year.

During the current and prior years, there were no defaults or breaches on any loans payable. No assets have been pledged as collateral. The OCRC's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received.

The table below summarises the maturity profile of the OCRC's financial liabilities, together with the interest rate exposure.

**Maturity analysis and interest rate exposure of financial liabilities**

	Non-interest bearing	Maturity Dates		
		< 1 yr	1-5 yrs	> 5 yrs
	\$'000	\$'000	\$'000	\$'000
<b>2008</b>				
Payables	1,065	1,065	-	-
<b>2007</b>				
Payables	992	992	-	-

**Notes:**

1. The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities and therefore will not reconcile to the balance sheet.

**(d) Market risk**

Market risk is the risk the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The OCRC does not hold any interest bearing liabilities. The OCRC has no exposure to foreign currency risk and does not enter into commodity contracts.

*Interest rate risk*

The OCRC does not hold any interest bearing liabilities and has no exposure to interest rate risk.

## **10 AFTER BALANCE DATE EVENTS**

Since the reporting date, no events have come to light that require the financial report to be amended.

END OF AUDITED FINANCIAL REPORT

# statement of affairs

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# Statement of Affairs

## 1. STRUCTURE AND FUNCTIONS

THIS STATEMENT was prepared in pursuance of Section 14 (1) (a) of the *Freedom of Information Act, 1989*. Its aim is to provide an overview of the activities of the Community Relations Commission For a multicultural NSW and to provide to the public or clients of the Commission an indication of when Freedom of Information (FOI) procedures may, or need not, be necessary.

### Establishment

The Community Relations Commission was established in terms of 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* provides for the appointment by the Governor of up to eleven Commissioners. On 30 June 2008, the Commission consisted of one full-time Chairperson, one part-time Deputy Chairperson, and eight part-time Commissioners. Commissioners are appointed on the basis of their qualifications, experience, knowledge and sensitivity to multicultural issues.

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

### Organisation

In order to carry out the functions prescribed under the *Community Relations Commission and Principles of Multiculturalism Act 2000*, the Commission operates as an administrative office under the *Public Sector Management Act*. Its structure includes: Community Relations Service, Government Relations Service, Regional Relations Service, Business Services, Language Services and Financial and Corporate Services.

In addition, section 20 of the Act allows for the establishment of committees of commissioners or commissioners and other persons as required to assist the Commission to carry out its functions.

For the financial year ended 30 June 2008 the Commission's total expenses were \$16.0 million. This was funded by a recurrent allocation of \$11.5 million, and user charges and other revenue of \$5.1 million. The Commission's operating expenses comprised \$11.8 million for employee-related costs and \$2.3 million in other operating expenses.

In the 2007-08 financial year the Commission had a budget of \$1.5 million for grants.

## Advisory committees and sub-committees

Refer also to the diagram *Organisational Structure – Boards and Committees*.

### Regional Advisory Councils

The Commission operates ten Regional Advisory Councils to enable enhanced community input into policy formulation and community comment on prevailing regional issues. They are convened by part-time commissioners and their recommendations are brought to the attention of the Commission.

## Structure and Activities of the Community Relations Commission For a multicultural NSW

Refer also to the diagram *Organisation Structure – Functional*.

### Community Relations Service

The Community Relations Service promotes the development and implementation of community relations policies across the spectrum of government activities, as outlined in the *Community Relations Commission and Principles of Multiculturalism Act 2000*.

The Community Relations Service develops model projects with communities and partnership organisations based on the goals of the Act.

### Government Relations Service

Through the EAPS program, the Government Relations unit implements the Commission's legislated responsibility to assist and assess public authorities in observing the Principles of Multiculturalism. It also prepares policy advice and correspondence as required, and briefings and speech notes for the Premier or his representative when attending community events.

### Regional Relations Service

This division coordinates and manages ten Regional Advisory Councils which cover the Albury, Central West, Griffith, Hornsby and Central Coast, Hunter, Illawarra, Macarthur-Liverpool, Nepean-Blacktown, New England and Northern regions.

The councils assist the Commission in its interaction with people representing the multicultural community in rural and regional areas. The councils advise on matters affecting their specific regions of the state. Membership of the councils comprises relevant local and regional government agencies and individuals to reflect the diversity of each region.

Regional Relations Service develops strategies and works in partnership with local community organisations and government agencies to address identified regional issues. This division keeps the Commission informed of any regional developments.

## ● **Business Services**

Business Services manages and controls the linkages between the Commission's knowledge base, technological system and infrastructure and organisational performance. It undertakes strategic policy development and planning, promotes innovative initiatives and implements performance management and reporting. Its functions and responsibilities include:

- corporate and strategic planning
- performance management, training, and compliance reporting
- quality management
- information, records, data and knowledge management
- information technology and systems
- program management and administration (funding and language testing)
- project management
- electronic business
- secretariat support
- National Multicultural Marketing Awards
- ethnic media reporting
- public affairs and publications.

## ● **Language Services**

Language Services provides comprehensive interpreting and translation services throughout NSW in over 85 languages and dialects including Auslan in order to facilitate equal participation and access to government services within a multicultural NSW.

The Community Relations Commission employs over 600 professionally recognised and accredited casual interpreters/translators. Services are available to all Government departments, agencies, private and commercial organisations, community groups and individuals. Services are provided primarily on a user-pays basis, with exemption granted on a needs basis. Language Services provides:

- access to interpreters 24 hours a day, seven days a week at the cost of a local call on 1300 651 500
- counter service for translations, open Monday to Friday 8:00 am to 5:00 pm
- TTY (telephone typewriter) number (02) 8255 6758

- electronic transactions via LanguageLink
- communication with casual panellists via LanguageLink
- booking an interpreter online.

## ● **Financial and Corporate Services**

The Financial and Corporate Services Division comprises the finance, human resources and accommodation units. Responsibilities include:

- budgeting and control
- financial management and reporting
- risk management and the coordination of internal audit
- procurement
- asset management including insurance
- accommodation and security functions of the Commission
- human resources and industrial relations services.

## **Planning mechanisms**

The following planning mechanisms are in place in respect of the Community Relations Commission For a multicultural NSW:

- the 2007-2012 Corporate Plan identifies the goals of the Commission and outlines strategies to ensure the achievement of the corporate objectives and the relevance to the Government's community relations objectives articulated in the *Community Relations Commission and Principles of Multiculturalism Act 2000* and the White Paper *Cultural Harmony, The Next Decade 2002-2012*.
- the Results and Services Plan provides a summary of the corporate objectives for service delivery. The Commission reviews the plan annually to ensure alignment of the Commission's priorities and targets with the State Plan.
- strategic plans provide direction and a consistent focus in key areas of management including risk, information and communication technology, information and records and business operations.
- each division develops an operational plan to ensure corporate objectives are achieved. The plans demonstrate how corporate strategies are to be implemented.
- meetings of the Commission are convened monthly, or more often if required, to determine policy and priorities.
- weekly meetings of senior executive staff play a major role in planning the day to day activities of the Commission.

- the White Paper, *Cultural Harmony, The Next Decade 2002 - 2012* contains the Community Relations Plan of Action 2012. The White Paper sets the directions for community relations and the implementation of the Principles of Multiculturalism by NSW Government agencies until 2012.

The Plan of Action 2012 contains the four key objectives which flow from the principles of multiculturalism and articulate the Government's aims and the results expected from Government agencies. Key objectives are:

- leadership
- community harmony
- access and equity within a framework of social justice obligations
- economic and cultural opportunities.

To ensure the timely and efficient implementation of the Community Relations Action Plan 2012, the Government requires key agencies to provide Ethnic Affairs Priorities Statements (EAPS) to the Commission. Each EAPS will indicate the recent achievements of the agency in implementing the four key objectives, as well as foreshadowing the initiatives that will be undertaken.

To ensure that EAPS are publicly accessible and fully implemented into the core business of all NSW government agencies, the Government requires that all NSW agencies, except those with 200 or fewer equivalent full-time staff, provide in their annual reports a statement of EAPS achievements and foreshadowed activities for the following year. Agencies with 200 or fewer equivalent full-time staff will be required to report on a three yearly cycle.

Furthermore, the Commission is required to annually produce a report to Parliament on the state of community relations in New South Wales.

- an annual community relations symposium is the major consultative event on the NSW multicultural calendar. The Commission organises symposia as part of its legislative responsibility to consult systematically and widely with the people of New South Wales.

The symposia invite participation from key community organisations in rural, regional and metropolitan NSW.

## Criteria for measuring the Commission's performance

The Commission is sensitive to community response to its policy decisions. Community Relations Service staff provide information on community reaction.

The corporate plan outlines goals and strategies of the Commission for the period from 2007 to 2012. The annual report provides feedback against the corporate plan using pre-determined performance indicators.

The Results and Services Plan reports key performance in service delivery. The plan provides measures and costing for each service group. It forms part of the annual budget submission of the Commission.

In the interests of customer service, the Commission has in place mechanisms to monitor performance in meeting customer expectations.

Language Services monitors standards for translation and interpreting by meeting with and networking closely with major clients. This provides a clear indication of customer needs and satisfaction with services.

The Commission's MediaLink ethnic press reporting service provides feedback on community views and reaction to programs and other initiatives.

Funding assistance to community organisations is provided by the Commission through the Community Development Grants Program. All grant recipients enter into a funding agreement with the Commission. Part of the acquittal process for community development projects is the submission of completed Service Providers Survey and Client Survey forms. These are compiled and a report is provided to the Commission during the planning process. Funded organisations are also required to submit a financial and written project report.

The Commission's CommuniLink webhosting service requires organisations to enter into a cooperation agreement to ensure compliance to policy and standards on website management. CommuniLink follows a reporting schedule aimed at obtaining feedback from community webmasters and users. The Commission performs a site audit twice a year to ensure compliance to the cooperation agreement.

## **2. EFFECT OF THE COMMISSION'S 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.
- community relations policies and programs in the NSW public sector are based on the *Community Relations Commission and Principles of Multiculturalism Act 2000* which incorporates four principles of multiculturalism 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.

### **3. ARRANGEMENTS FOR 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.

When vacancies arise, membership of the Regional Advisory Councils is invited through advertisements in the press, including the ethnic and regional media.

Community members of Regional Advisory Councils are appointed for three years.

### **4. DESCRIPTION OF THE TYPES OF DOCUMENTS HELD BY THE COMMISSION**

Commission reports and publications are available on a range of matters such as religious development in NSW, and the keynote address by Her Excellency Professor Marie Bashir AO, Governor of New South Wales.

A full list of Commission publications is available from the Commission's Quality and Information Officer.

- A. The following documents are held at the Commission or on its website and are available free of charge:
  - policy documents and guidelines on the Commission's programs
  - Green Paper, *Cultural Harmony, The Next Decade 2002-2012*
  - Corporate Plan 2007-2012
  - annual reports
  - guidelines on exemptions from payment for language services
  - guidelines on the operation of Regional Advisory Councils
  - policy documents and management plan on the protection of privacy and personal information
  - White Paper *Cultural Harmony, The Next Decade 2002 - 2012*
  - *The People of NSW Statistics from the 2001 Census*
  - *Community Relations Report 2007.*
  
- B. The following documents are not normally available for public inspection:
  - departmental files and records which include correspondence and file notes in respect of all of the Commission's operations
  - agendas and minutes of Commission meetings

- departmental files on staff recruitment, staff training, and staff members' personal files and information
- departmental files on grant and web hosting applications, and assessments of applications
- departmental files on commercial transactions
- background notes on ethnic community groups
- documentation on requests for translations
- documentation on interpreting assignments.

Information is stored at the Commission's offices as either traditional paper files or computer records.

## 5. ACCESS, ARRANGEMENTS, PROCEDURES AND POINTS OF CONTACT

The documents listed under part A are available from the Commission's Quality and Information Officer, who is located at level eight, 175 Castlereagh Street, Sydney. The telephone number is (02) 8255 6773, Monday to Friday on usual working days between 9.30 am and 4.30 pm.

If access to documents listed under part B is required in the context of the Freedom of Information legislation, an approach should be made to the Freedom of Information Officer at level 8, 175 Castlereagh Street, Sydney. The telephone number is (02) 8255 6773 during the same hours of business on week days.

Charges for access to the documents are in accordance with the guidelines established by the Freedom of Information manual:

Nature of application	Application fee	Processing charge
Access to records by natural persons about their personal affairs.	\$30 <sup>1</sup>	\$30 per hour after first twenty hours <sup>1</sup>
All other requests	\$30 <sup>1</sup>	\$30 per hour *
Internal review <sup>3</sup>	\$40 <sup>1, 2</sup>	Nil
Amendment of records	Nil <sup>2</sup>	Nil

<sup>1</sup> subject to 50% reduction for financial hardship and public interest reasons. Pensioners holding a Health Benefits card as well as those applicants with an income who are considered to be under financial hardship are entitled to the rebate.

<sup>2</sup> refunds may apply as a result of successful internal reviews and successful applications for amendment of records.

<sup>3</sup> application fees will not be charged for internal reviews in relation to amendment of records.

## Access to information

During the reporting year one request was received for access to information under the *Freedom of Information Act 1989*. This is one less than for 2006/07.

In 2007/08, FOI procedures had no significant impact on administration. No major issues or problems arose and there were no inquiries to the Ombudsman or appeals to the District Court.

## appendices

- 114 Appendix 1 – Management overview 2007/08**
- 119 Appendix 2 – Human resources**
- 121 Appendix 3 – Ethnic Affairs Priorities Statement**
- 127 Appendix 4 – Representation of staff on committees**
- 130 Appendix 5 – Membership of Regional Advisory Councils**
- 132 Appendix 6 – Language Services statistical information**
- 134 Appendix 7 – Grants awarded in 2007/08**





## Appendix 1

### Management overview 2007/08

#### 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
- waste reduction and purchasing plan

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

#### Action plan for women

The Commission adopts the Government-wide approach and guidelines as outlined in the Action Plan for Women.

Women comprised 64 percent of Commission staff, exceeding the 50 percent benchmark public sector target.

#### Corporate credit cards

The Commission implemented a procurement card policy that was adopted in line with Treasury guidelines.

#### Disability plan

The Commission has a Disability Action Plan and is reviewing and updating this plan for the 2008-2010 period. 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 areas where performance indicators have been identified.

- complaints procedures
- employment in the public sector
- information about services
- physical accessibility
- promoting positive community attitudes
- training staff.

The Commission earlier this year actively reviewed and provided feedback for the recently released draft guidelines for Disability Action Planning by NSW Government agencies and will commence reviewing and updating the current disability plan once the guidelines have been finalised and distributed to all agencies.

## **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 six 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 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.

## Performance

During 2007/08 the Commission purchased the following major energy sources:

Fuel	*Total energy consumed (GJ)	% of total energy	Annual cost excluding GST	Carbon dioxide (CO <sub>2</sub> ) greenhouse emissions (tonnes)
Electricity (black coal)	625.8	79.5%	\$19 461	166.2
Electricity (green power)	4.2	0.7%	\$165	-
Petrol	184.5	19.8%	\$4 852	12.2
<b>TOTAL</b>	<b>814.5</b>	<b>100%</b>	<b>\$24 478</b>	<b>178.4</b>

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

There has been a seven percent reduction in overall energy consumption, including vehicles, from last year and a 43 percent 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. Total costs are \$1 less than last year.

## 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.

## 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, two reviews were conducted during 2007/08:

- fraud and corruption risk assessment and policy
- Community Relations Service review of festivals and project management.

The Commission also conducted a project specific risk assessment for a festival that it co-coordinated during the year at Tumbalong Park, Darling Harbour.

## 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 2008.

Major assets acquired in 2007/08		
Asset	Cost \$	Written down value \$
Fileserver	11 886	7 483
Fileserver	11 886	7 483
Neopost folding machine	15 959	15 950

## Overseas visits

Person traveling	Date	Country	Purpose	Cost
Stepan Kerkyasharian AM	November 2007	United Kingdom	Address a conference at Australia House on community harmony, jointly organised by Monash University and the Menzies College, London.	\$996.50

## **Waste management**

The Commission uses recycled material whenever possible, provided that the product will not affect the operation of office equipment and is available under government contract. The Commission is committed to reducing the generation of waste and has implemented a number of recycling measures:

- recycling toner cartridges
- recycling used packaging boxes
- using scanners to minimise paper use
- using scrap paper for drafting documents
- reusing specific approval documents
- increasing electronic mail usage in lieu of paper
- providing workstations with separate rubbish and recycling receptacles.

All the Commission's photocopy paper is purchased under government contract as a recycled product.

## Appendix 2

### Human Resources

#### Number of staff by division

Location	2004/05	2005/06	2006/07	2007/08
Executive	2	2	2	3
Community Relations Service	21	10	11	7
Financial and Corporate Services	10	10	11	11
Business Services	17	16	19	18
Language Services	25	25	25	22
Regional Relations Service #	0	5	5	5
Government Relations Service #	0	6	5	6
<b>TOTALS</b>	<b>75</b>	<b>74</b>	<b>78</b>	<b>72</b>
Panel of interpreters and translators*	508	601	395	672
Equivalent full time^				52

# Divisions created during 2005/06; staff shown previously in Community Relations Service.

\* Total number of resources available.

^ Total cost of salaries divided by the applicable annualised salary rate.

#### EEO management plan

The Community Relations Commission is committed to meeting NSW Government targets in regard to all EEO groups.

The number of staff whose first language is not English comprised 80 percent of staff, which exceeded the target by 60 percent.

The Commission actively sought nominees in the reporting period for the Spokeswomen program.

The Commission also has a designated Aboriginal Torres Strait Islander position.

Ten percent of staff identified as having a disability, with 2.2 percent requiring work related adjustment.

#### Major planned EEO outcomes for 2008/09

The Commission will further consolidate its Aboriginal recruitment strategy and provide all staff with refresher equal employment opportunity training courses.

Supervisors and managers will also receive targeted training as and when required.

#### A. TRENDS IN THE REPRESENTATION OF EEO GROUPS

EEO group	Percentage of total staff, excluding casuals				
	Benchmark or target	June 2005	June 2006	June 2007	June 2008
Women	50%	63	67	64	64
Aboriginal people and Torres Strait Islanders	2%	0	1	0	0
People whose first language was not English	20%	70	74	68	80
People with a disability	12%	5	9	9	10
People with a disability requiring work related adjustment	7%	0	2.6	2.7	2.2

#### B. TRENDS IN THE DISTRIBUTION OF EEO GROUPS

EEO group	Distribution index				
	Benchmark or target	June 2005	June 2006	June 2007	June 2008
Women	100	89	90	94	92
Aboriginal people and Torres Strait Islanders	100	n/a	n/a	n/a	n/a
People whose first language was not English	100	96	n/a	99	n/a
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

Notes:

n/a = not applicable: the distribution index is not calculated where EEO group or non-EEO group numbers are less than 20.

Staff numbers are as at 30 June.

Excludes casual staff.

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. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases the index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels.

The distribution index is not calculated where EEO group or non-EEO group numbers are less than 20.

### Exceptional movements in employee wages, salary and allowances

There were no significant movements in employee related expenses.

## Appendix 3

### Ethnic Affairs Priorities Statement (EAPS)

Initiatives for EAPS 2008/09 will continue to be built through the development of operational plans to implement the Corporate Plan 2007-12.

The key achievements during 2007/08 were:

Corporate plan objective	Standards framework activity area	EAPS standards framework criteria	Performance indicator	Timeframe	Outcomes
1.3	Planning and evaluation	EAPS SF A.3.1: Corporate plan has cultural diversity as a feature of service environment	EAPS Forward Plan linked to Corporate Plan 2007-12	Ongoing Ongoing Ongoing Ongoing	<ul style="list-style-type: none"> <li>EAPS forward plan 2003-06 implemented</li> <li>EAPS included as a standing item at monthly Commission meetings</li> <li>2007-12 corporate plan approved</li> <li>Assisted in high level planning in the State Plan, the NSW Government Immigration and Settlement Planning Committee and EAPS planning of NSW key agencies.</li> </ul>
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 Ongoing Ongoing Completed	<ul style="list-style-type: none"> <li>In 2007/08, priority languages for interpreting assignments were Arabic, Cantonese, Korean Mandarin, Persian, Spanish, Turkish and Vietnamese</li> <li>Priority languages for translations were Arabic, Chinese, French, German, Indonesian, Japanese, Korean, Spanish and Thai</li> <li>Additional casual panellists recruited to meet the above growing demand, including new and emerging languages such as Dinka, Kinyarwanda, Kirundi, Krio, Luganda, Sudanese Arabic and Swahili</li> <li>A recruitment drive took place during May targeting the following languages: Albanian, Amharic, Assyrian, Auslan, Bengali, Bosnian, Cook Islands Maori, Croatian, Dinka, Fijian, Filipino, Gujarati, Hebrew, Hindi, Indonesian, Japanese, Khmer, Korean, Lao, Lithuanian, Malay, Maltese, Punjabi, Pushto, Russian, Samoan, Serbian, Sudanese Arabic, Tamil, Tigrinya, Tongan and Urdu</li> <li>Assisted in the development and implementation of the national interpreter symbol</li> </ul>

Corporate plan objective	Standards framework activity area	EAPS standards framework criteria	Performance Indicator	Timeframe	Outcomes
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	<p>Major consultations include:</p> <ul style="list-style-type: none"> <li>Community Relations Symposium</li> <li>Youth leaders day</li> <li>other consultations as required;</li> <li>EAPS consultations</li> </ul>	<p>Until June 2008</p> <p>Report finalised</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<ul style="list-style-type: none"> <li>Cabramatta CityWatch Police and Community Forum held in May 2008, as well as community safety seminars held in Arabic, Chinese, Khmer, Lao, Swahili and Vietnamese</li> <li>As part of an inquiry into the settlement needs of humanitarian entrants from Africa, initiated in September 2005, State-wide consultations were conducted with African communities, service providers and stakeholders</li> <li>EAPS consultations held with key and non-key EAPS agencies to seek input into the review of EAPS in accordance with White Paper requirements</li> <li>Four agencies nominated to pilot the revised EAPS standards framework</li> <li>Regional Advisory Councils continue to consult with ethnic communities across NSW. In Griffith, this assisted in the community response to the death of a young person, and in the Hunter this included targeted consultations with African communities</li> <li>Regular consultations with the non-government organisation settlement services sector in informed policy development</li> <li>Participation in festivals and events including the Haldon Street Festival.</li> </ul>
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) includes:</p> <ul style="list-style-type: none"> <li>negotiations with security industry on the use of public space finalised</li> <li>Canterbury-Bankstown Community Harmony Round Table, Community Harmony Get to Know Your Neighbour strategy, Media Fact Sheet</li> <li>Supported the continuing development of the NSW Council for Pacific Communities</li> <li>Various initiatives in the Cronulla area</li> <li>Summer Youth Festival at Darling Harbour</li> </ul>

Corporate plan objective	Standards framework activity area	EAPS standards framework criteria	Performance Indicator	Timeframe	Outcomes
					<ul style="list-style-type: none"> <li>• Street Festivals Project in 2007/08 were held in Camden, Clarence Valley, Dubbo, Hornsby, Penrith, Waverley and Wollongong</li> <li>• Community Language Allowance Scheme (CLAS) examinations</li> <li>• CommuniLink – web-hosting for ethnic communities</li> <li>• National Multicultural Marketing Awards program</li> <li>• MediaLink ethnic media reporting service available to government and private agencies</li> <li>• EmailLink delivers message directly to ethnic communities via email using database of the Commission</li> <li>• <i>Implementing the Principles of Multiculturalism Locally: A planning framework for Councils</i> launched July 2008</li> <li>• Community Development Grants Program</li> <li>• Commission's awards in the arts for works which promote cross-cultural understanding and community harmony</li> <li>• Premier's Chinese Community Awards</li> <li>• Commission's awards for volunteering</li> <li>• Cronulla Research Reference Group</li> <li>• Islamic Scripture Steering Committee</li> <li>• AUSMUS incorporated</li> <li>• Establishing of a resource list of respected community members to assist the New South Wales Police and Department of Juvenile Justice to deliver provisions of Young Offenders Act.</li> </ul>
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 achieved	Ongoing	<p>Participation forums include:</p> <ul style="list-style-type: none"> <li>• Community Relations Youth Day</li> <li>• Community Relations Symposium</li> <li>• Regional Advisory Councils</li> <li>• Multicultural Youth Network</li> <li>• Canterbury-Bankstown Community Harmony Round Table</li> <li>• Cabramatta CityWatch</li> <li>• Settlement Services Coalition</li> <li>• EAPS for a for NSW government agencies</li> </ul>

Corporate plan objective	Standards framework activity area	EAPS standards framework criteria	Performance Indicator	Timeframe	Outcomes
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	Ongoing  Completed	<ul style="list-style-type: none"> <li>All position descriptions, staff selection training and recruitment and selection guidelines include a reference to EAPS</li> <li>Position descriptions for Commission managers include an essential criterion on implementation of the principles of multiculturalism.</li> </ul>
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"> <li>15 officers receive a CLAS allowance, with information available to staff on the common directory.</li> </ul>
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"> <li>The Commission offers a range of translated information, including a brochure in community languages on how to respond to phone, letter or parcel bomb threats, as well as information on translation fees and fee exemption.</li> </ul>
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"> <li>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.</li> </ul>
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"> <li>Information on the Community Development Grants program translated into 18 community languages and published in mainstream, regional and ethnic newspapers.</li> </ul>
3.1, 6.1	Funded	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"> <li>Directly involved in the publication of ABS statistics on cultural and linguistic diversity</li> <li>Use relevant data to inform policy advice, submissions and decision-making.</li> </ul>

## **EAPS Forward Plan for 2008/09:**

- The Community Relations Youth Leaders Day will be held on 26 August 2008. This all-day event will bring together young people, government and community groups to discuss multicultural youth issues. The youth leaders day precedes the annual Community Relations Symposium.
- Continue to coordinate the State's policies on immigration and settlement through the NSW Government Immigration and Settlement Planning Committee.
- Monitor settlement issues through various forums, such as the Regional Advisory Councils.
- Continue to oversee the implementation of the recommendations of the NSW Government White Paper, Cultural Harmony The Next Decade 2002-2012.
- Continue to implement and monitor EAPS progress using the EAPS Standards Framework within the NSW Health system, and in a separate project within local government.
- Convene, resource and support the Muslim professionals group, AUSMUS.
- Continue work with the Muslim community on development of the Islamic resource kit for scripture teachers.
- Implement the respected community leaders program to assist NSW Police and the Department of Juvenile Justice.
- Continue to promote community harmony and social cohesion strategies.
- Undertake a review of the EAPS program and the EAPS Standards Framework in consultation with public sector agencies.
- Convene forums and seminars where appropriate to assist in the EAPS review process, and provide education and information on EAPS planning to NSW Government agencies.
- Assist NSW Government agencies, on request, in EAPS planning and implementation processes.
- Publish, and collaborate with the Department of Local Government in the launch and distribution of a planning framework to assist local councils to implement the Principles of Multiculturalism locally.
- Promote MediaLink service to State governments and libraries as an information and knowledge base to understand issues and concerns of the diverse communities in Australia. The service will be offered on short term casual basis to encourage the wider community to access information of the ethnic communities
- Promote EmailLink service to organisations or individuals who work with the diverse community as an effective and efficient tool to directly connect with their target audiences.
- Promote MediaLink services to government agencies and the business sector as a tool to understand the events in diverse communities of the State.

- Promote CommuniLink, the Commission's web hosting service at [www.communilink.org.au](http://www.communilink.org.au) to emerging communities.
- Continue to develop and enhance the Commission's interpreter and translation services, using LanguageLink, the computer system specifically developed for the Commission's need.
- Continue to recruit for interpreters from small and emerging languages through the year.
- Continue to offer further professional training to interpreters working with clients in domestic violence and sexual assault situations.
- Continue the grants programs.
- Continue promotion of the National Multicultural Marketing Awards that encourage and reward the important contribution that our culturally diverse workforce makes to business and the community and reward marketing initiatives that focus on the cultural diversity of Australia.
- Continue to provide executive support to the ten Regional Advisory Councils.
- Continue to consult with the communities across NSW and address identified issues.
- Continue to develop effective partnerships with government and non-government agencies to address regional issues.
- Continue to coordinate information sessions for members of the African communities in various topics across NSW.
- Continue to advise the Commission on regional emerging issues.
- Continue to provide funding assistance to the community groups through the Community Development Grants Program.

## Appendix 4

### Representation of staff on committees

The Commission was represented by staff on the following committees.

#### 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
- National Working Party on Sexual Servitude and Trafficking
- NSW Government Immigration and Settlement Planning Committee
- Redfern-Waterloo Interdepartmental Senior Officers' Group
- Refugee Review Tribunal Liaison Committee.

##### Malcolm Haddon

- Commission Settlement Services Coalition (Secretariat)
- NSW Government Immigration and Settlement Planning Committee (Secretariat).

##### Thida Yang

- Cabramatta CityWatch Council
- Cabramatta East Side Task Force
- Fairfield Mayor's Crime Prevention Reference Group.

#### Regional Relations Service

##### Fadel Benhima

- Albury-Wodonga Immigration Settlement Planning Committee
- Griffith Community Action Plan Coordinating Group
- Hunter African Taskforce
- Riverina Immigration Settlement Planning Committee.

### **Jacqueline Sergeant**

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

### **Maret Oser-Tamm**

- Cultural Diversity Forum Steering Committee
- Multicultural Reference Group – Illawarra.

### **Rose Smith**

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

### **Government Relations Service**

#### **Rosa Droeischer**

- Housing and Human Services Senior Officer's Group.

#### **Peter Reynolds**

- DEEWR/FAHCSIA/Centrelink Multicultural Advisory Forum (Commonwealth)
- Department of Ageing Disability and 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 (AGMET).

#### **Sheetal Challam**

- Consumer Trading and Tenancy Tribunal Forum
- Department of Ageing Disability and Home Care Expert Advisory on Cultural Diversity
- Department of Community Services Ethnic Affairs Advisory Group
- Department of Education and Training Access and Education Advisory Group.
- Victims of Crime Interagency (as staff of Community Relations Service).

## **Business Services**

### **Marte Tagle**

- Emergency Management Australia CALD Reference Group
- FOI/Privacy Practitioner's Network
- Justice Sector Information Exchange Coordination Committee
- Records Manager's Forum.

## **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.

## **Executive Officer**

### **Patricia Giannotto**

- State Plan R4 Volunteering Senior Officers Group
- R1 and R3 State Plan Priority Delivery Committee.

## Appendix 5

### Membership of Regional Advisory Councils

#### Albury Regional Advisory Council

Wajihah Ahmed (Chairperson)  
Jill Allen  
Graeme Clarke\*  
Gary Commins\*  
Colin English  
Paul Garrahy\*  
Sima Golshan  
Joanne Gould  
Stephanie Jakovac  
Allan Mason/Kate Wiley\*  
Cassie McAnanly  
Charu Mishra  
Catherine O'Connell\*  
Peter Smith\*  
Maralee Vogel\*

#### Sakina Prasad

Geoff Pellizzer\*  
Michael Rowan\*  
Gloria Tappi  
Tamara Te Huia  
Dino Zappacosta\*

#### Central West Regional Advisory Council

Katrina Banh (Chairperson)  
Peter Bartley\*  
Steve Bradshaw\*  
Jane Cavanagh\*  
Ann Gallagher  
Loreen Griffiths\*  
Ray Hallinan\*  
Mir Islam  
Christina Johansson  
Madhwan Keshwan  
Theam-Eng Khoo  
Elizabeth Makonnen-Desta  
Trish Strachan\*  
Loami Wilson

#### Hornsby and Central Coast Regional Advisory Council

Angelique Vongsaya (Chairperson)  
George Bradbury\*  
Cathy Butler\*  
Robyn Cini\*  
Keiko Clements  
Danielle Habib  
Adah Hodgins  
Peter Katsabis  
Thomas Mangan\*  
Wendy McMurdo\*  
Kian Safaei  
Mohammed Talib  
Julie Vaughan\*  
Isei Verevabau  
Christine Watts\*

#### Hunter Regional Advisory Council

Angelique Vongsaya (Chairperson)  
Loretta Baker  
Abdul Bari  
Steve Bent\*  
Helen Brown  
Lynne Cohen\*  
Tony Cosentino\*  
Amany George  
Shakila Kader  
Mohamed Kamara  
Jim McArthur\*  
Susan Mullard\*  
Catherine Norman\*  
Simon Pabek  
Suzanne Riley  
Ann Smyth\*  
Karen Wilson\*

#### Griffith Regional Advisory Council

Wajihah Ahmed (Chairperson)  
Terrie Coogan\*  
John Dowling\*  
Joe Faleu Futi  
Ken Hampson\*  
Mohammad Kahloo  
Maxine Kirby  
Allan Mason\*  
Uate Qasi

**Illawarra Regional Advisory Council**

Michael Christodoulou (Chairperson)  
Melissa Abu-Gazaleh  
Giovanna Cardamone  
Wayne Dedden\*  
Peter De Natris\*  
Khaled Elhage  
Paul Humble\*  
Ansua Kamara  
Jelena Mealy\*  
David Phipps\*  
Verica Sajdovska  
Jennifer Thompson\*  
Nihal Uckan  
Clementina Velasco

Clarissa Mulas\*

Muhammad Mushtaq  
Juliana Nkrumah  
Peter Prants\*  
Kathryn Williams\*

**Macarthur-Liverpool Regional Advisory Council**

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

Wendy Mulligan\*  
Cholhok Gum Naam  
Clinton Pheeney\*  
Rebecca Spence  
Helen Swain  
Edward Whitham

**Northern Regional Advisory Council**

Gambhir Watts (Chairperson)  
Judith Addleton\*  
Victoria Akek  
Akok Ater  
Roger Atwal  
Dorothy Burns  
Susan Clarke\*  
Ashley Cooper\*  
Toni Hughes\*  
Paul Klievens\*  
Shauna McIntyre  
Margaret Munro\*  
Joseph Najambere\*  
Anthony Nebo  
Kathy Pongrac  
Mark Wilson\*  
Bill Wood

**Nepean-Blacktown Regional Advisory Council**

Michael Christodoulou (Chairperson)  
Faustino Oja Aboka  
Edmond Atalla\*  
Ray Filewood\*  
Ana Gacis  
Jackie Greenow  
Daryl Jacobs\*  
Victor Kollie

\*denotes a government member

# Appendix 6

## Language services statistical information

### INTERPRETING ASSIGNMENTS 2007/08

Language	Total assignments performed	Language	Total assignments performed
ALBANIAN	8	KAREN	3
AMHARIC	57	KHMER	228
ARABIC	3,226	KOREAN	809
ARMENIAN	32	KRIO	71
ASSYRIAN	227	KURDISH	68
AUSLAN	363	KURDISH (SORANI)	1
BENGALI / BANGLA	141	KURUNDI	4
BOSNIAN	51	LAO	79
BULGARIAN	2	MACEDONIAN	256
BURMESE	71	MALTESE	31
CHALDEAN	2	MONGOLIAN	8
CHINESE	238	NEPALESE	35
CHINESE-CANTONESE	1,225	PERSIAN	620
CHINESE-FUZHOU	1	PIDGIN ENGLISH	2
CHINESE-HOKKIEN	2	POLISH	122
CHINESE-MANDARIN	2,347	PORTUGUESE	145
COOK ISLAND MAORI	32	PUKAPUKAN	1
CROATIAN	147	PUNJABI	121
CZECH	18	PUSHTO	25
DARI	265	ROMANIAN	63
DINKA	223	RUSSIAN	304
DUTCH	3	SAMOAN	278
FANTI	1	SERBIAN	457
FIJIAN	16	SIERRA LEONE	2
FILIPINO	130	SINHALESE	28
FINNISH	2	SLOVAK	11
FRENCH	61	SOMALI	3
FULFULDE	6	SPANISH	525
GERMAN	22	SUDANESE ARABIC	114
GREEK	320	SWAHILI	26
HAZARAGI	33	SWEDISH	4
HEBREW	47	TAMIL	73
HINDI	164	THAI	313
HINDUSTANI	21	TIGRINYA	1
HUNGARIAN	29	TONGAN	188
INDONESIAN	175	TURKISH	551
ITALIAN	180	TWI	59
JAPANESE	117	URDU	73
KANNADA	3	VIETNAMESE	3,119
		<b>TOTAL</b>	<b>18,829</b>

## TRANSLATION ASSIGNMENTS 2007/08

Language	Total assignments performed	Total number of words translated	Language	Total assignments performed	Total number of words translated
AFRIKAANS	5	259	KHMER	85	9,764
ALBANIAN	15	1,808	KOREAN	2,713	303,141
AMHARIC	10	1,038	KURDISH	5	544
ARABIC	3,127	393,760	LAO	19	2,372
ARMENIAN	7	1,413	LATVIAN	5	302
BENGALI / BANGLA	22	2,558	MACEDONIAN	187	35,780
BIELORUSSIAN	4	400	MALAY	734	75,537
BOSNIAN	34	3,617	MONGOLIAN	21	2,001
BULGARIAN	23	2,752	NEPALESE	157	16,027
BURMESE	116	11,900	NORWEGIAN	50	5,966
CHINESE	7,328	853,848	PERSIAN	703	85,743
CROATIAN	158	35,555	POLISH	288	36,843
CZECH	199	24,899	PORTUGUESE	844	99,208
DANISH	49	5,575	PUNJABI	8	608
DARI	166	16,662	PUSHTO	16	1,402
DINKA	4	763	ROMANIAN	24	4,525
DUTCH	246	27,271	RUSSIAN	403	59,259
ESTONIAN	1	100	SAMOAN	6	7,500
FIJIAN	1	151	SERBIAN	205	36,776
FILIPINO	19	7,120	SINHALESE	26	2,600
FINNISH	45	6,012	SLOVAK	178	22,495
FRENCH	910	121,278	SLOVENE	16	1,512
GERMAN	934	122,923	SPANISH	1,355	206,509
GREEK	317	100,913	SWEDISH	110	13,651
HEBREW	103	12,200	TAMIL	16	4,218
HINDI	89	33,386	THAI	1,144	123,314
HUNGARIAN	125	14,798	TONGAN	7	8,778
INDONESIAN	1,092	116,054	TURKISH	164	47,697
ITALIAN	596	107,350	UKRAINIAN	91	16,627
JAPANESE	1,371	155,144	URDU	41	5,405
KANNADA	2	200	VIETNAMESE	502	103,778
			<b>TOTAL</b>	<b>27,241</b>	<b>3,521,589</b>

## Appendix 7

### Grants awarded in 2007/08

The following grants were provided to non-government organisations.

Organisation and purpose	Amount
Affinity Intercultural Foundation <i>Purpose:</i> Sponsorship for the 7th international Inter-Religious Abraham conference.	\$5 000
Ashfield Municipal Council <i>Purpose:</i> Sponsorship for the Ashfield Carnival of Cultures 2007.	\$2 200
Association of Bhanin El Minieh <i>Purpose:</i> Contribution to an Iraqi youth employment project for the Auburn district.	\$22 400
Association of Illawarra Community Language Schools <i>Purpose:</i> Contribution to a community language school project in Cook Island Maori.	\$9 000
Association of San Antonio Di Padova Ltd <i>Purpose:</i> Sponsorship for a 30th anniversary ball.	\$3 000
Auburn Community Development Network Inc <i>Purpose:</i> Contribution to a youth theatre project.	\$8 745
Austral Slovenian Society Tivoli Newcastle Inc <i>Purpose:</i> Sponsorship for an older people project.	\$1 985
Australia Alevi Cultural Centre <i>Purpose:</i> Contribution to employ a worker to address the needs of Alevi women.	\$1 000
Australia Telugu Samithi Inc <i>Purpose:</i> Sponsorship for the Dassera and Deevali festival, 2007.	\$13 000
Australian Chinese Performing Artists Association <i>Purpose:</i> Sponsorship for the 2008 Sydney International Children's Cultural and Arts festival.	\$2 800
Australian Egyptian Council Forum Inc <i>Purposes:</i> Sponsorship for an Egyptian cultural festival, 2007. Sponsorship for an Egyptian cultural festival, 2008. Contribution to employ a youth worker to assist mentoring Egyptian and Sudanese youth.	\$3 000 \$3 000 \$8 745
Australian Lebanese Association of NSW <i>Purpose:</i> Sponsorship for Youth Awards Night 2008.	\$5 000
Australian Lithuanian Community - Sydney Inc <i>Purpose:</i> Sponsorship for the Australian Lithuanian Festival.	\$6 000
Australian Turkish Music Ensemble Inc <i>Purpose:</i> Sponsorship for a Turkish music concert, Anatolian Winds.	\$3 000
Australian Zoroastrian Association <i>Purpose:</i> Sponsorship for a seniors project.	\$3 000
Bankstown City Council <i>Purpose:</i> Sponsorship for the 2007 Bankstown Christmas festival and carols.	\$5 500
Bankstown Multicultural Youth Service <i>Purpose:</i> Sponsorship for an Anzac memorial tour 2008.	\$10 000
Bathurst Information and Neighbourhood Centre <i>Purpose:</i> Contribution to the migrant and refugee mentoring program.	\$8 745
Bharatiya Vidya Bhavan Australia <i>Purpose:</i> Sponsorship for Holi Mahotsav festival of friendship, harmony and colours.	\$5 000
Central Coast Ugnay Kabayan (People's Link) Inc <i>Purpose:</i> Sponsorship for the Central Coast Filipino Australian community fiesta.	\$3 000
Children's Festival Organisation Inc <i>Purpose:</i> Sponsorship for a children's festival, 2008.	\$5 000

Organisation and purpose	Amount
Chinese Australian Services Society Co-op Ltd <i>Purpose:</i> Contribution to an inner west community development project.	\$8 745
Co.As.It. <i>Purposes:</i> Sponsorship for the third annual solo per noi event, celebrating Italian immigration. Sponsorship for a project on Italian well-being groups.	\$3 000 \$6 280
Cowra Information and Neighbourhood Centre Inc <i>Purpose:</i> Contribution to employ a worker to assist the aged members of the community.	\$8 745
Cricket Masala <i>Purpose:</i> Sponsorship for a celebration of culture of diverse communities project.	\$3 000
Croatian Australian Community Council <i>Purposes:</i> Sponsorship for a youth leadership conference and workshops. Contribution to the Harmony Amongst Youth in Sydney project.	\$5 000 \$8 745
Croatian Australian Welfare Centre <i>Purpose:</i> Contribution to employ a worker to provide social welfare services to senior citizens.	\$8 745
Department of Ageing, Disability and Home Care <i>Purpose:</i> Sponsorship for the 2008 Don't Dis My ABILITY campaign.	\$5 000
Diocese of the Armenian Apostolic Church of Australia and New Zealand <i>Purpose:</i> Contribution to employ a youth worker.	\$17 490
Eastwood Chinese Senior Citizens Club Inc <i>Purpose:</i> Contribution to a healthy ageing project.	\$8 745
Ethiopian Community Association in NSW Inc <i>Purpose:</i> Sponsorship for the celebrations of the Ethiopian millennium.	\$2 000
Ethiopian Orthodox Church St Mary's Congregation Inc <i>Purpose:</i> Contribution to employ a worker to provide information and referral services to families.	\$8 745
Ethnic Communities Council of Newcastle and Hunter Region Inc <i>Purpose:</i> Contribution to the Access, Participation and Community Development Co-ordination project.	\$65 000
Ethnic Communities Council of NSW <i>Purpose:</i> Contribution to the Management of Change project.	\$79 000
Feza Foundation <i>Purpose:</i> Sponsorship for the 13th annual Qurban festival, 2007.	\$2 000
Four Winds Concert Inc <i>Purpose:</i> Sponsorship for the 2008 Four Winds Festival at Bermagui.	\$1 500
Friends of STARTTS <i>Purpose:</i> Sponsorship for a Love, Peace, Unity and Togetherness function.	\$1 500
George Cross Falcons Club Inc <i>Purpose:</i> Contribution to employ a community liaison officer.	\$8 745
Greek Orthodox Community of NSW Ltd <i>Purposes:</i> Sponsorship for the 26th Greek Festival of Sydney. Sponsorship for the Greek Festival of Sydney 2008.	\$5 000 \$7 000
Greek Senior Citizens of St George <i>Purpose:</i> Sponsorship for the purchase of equipment for recreational activities.	\$2 500
Greek Welfare Centre <i>Purpose:</i> Contribution to employ a worker to assist the needs of the Greek community in the Hunter region.	
Greenisland Soccer and Sports Inc <i>Purpose:</i> Sponsorship for a Cypriot community harmony project.	\$8 000
Griffith Skills Training Centre Inc <i>Purpose:</i> Contribution to the Griffith Multicultural Youth Partnership project.	\$17 490

Organisation and purpose	Amount
Handital NSW Inc <i>Purpose:</i> Contribution to employ a bilingual support worker for respite care.	\$8 745
Hindi Samaaj Sydney Australia Inc <i>Purpose:</i> Contribution to Hindi language classes at Parramatta and Wentworthville regions.	\$5 000
Hunter Valley Scots Club Inc <i>Purpose:</i> Sponsorship for A Celtic Cultural Experience project.	\$3 000
Illawarra Ethnic Communities Council Inc <i>Purpose:</i> Contribution to the Regional Ethnic Community Development and Management program.	\$65 000
Information and Cultural Exchange <i>Purpose:</i> Sponsorship for an Arabic cultural forum.	\$3 000
Iranian Community Organisation <i>Purpose:</i> Contribution to employ a worker to address relationship issues of parents and youth.	\$8 745
Italian Cultural Association <i>Purpose:</i> Sponsorship for a sculpture commemorating the contribution of the first generation of Italian immigrants.	\$3 000
Italian National Day Celebration Committee <i>Purpose:</i> Sponsorship for the 62nd anniversary celebrations of Italian national day.	\$10 000
Italian Social Welfare Organisation of Wollongong <i>Purpose:</i> Contribution to the companionship program.	\$17 490
Japan Club of Sydney Inc <i>Purpose:</i> Sponsorship for the third Japanese speech contest.	\$2 550
Lao Community Advancement (NSW) Co-op Ltd <i>Purposes:</i> Sponsorship for Laos: Journeys and Memories. Contribution to the Lao youth development programs.	\$3 000 \$8 745
Lebanese Community Council of NSW <i>Purposes:</i> Contribution to the project Many cultures, One Community (Women Project). Sponsorship for an International Women's Day forum.	\$17 450 \$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
Liverpool Migrant Resource Centre Inc <i>Purpose:</i> Sponsorship for a Kurdish folklore dance group.	\$3 000
Macedonian Australian Welfare Association of Sydney Inc <i>Purpose:</i> Contribution to a social isolation project for Macedonian families in western Sydney.	\$8 745
Macedonian Literary Association <i>Purpose:</i> Sponsorship for the Macedonian Community Participating in Formation of the Australian History project.	\$1 900
Macedonian Welfare Association Inc <i>Purpose:</i> Contribution to employ a community development and liaison officer.	\$8 745
Maltese Community Council of NSW (Inc) <i>Purpose:</i> Contribution to employ a worker to provide referral services for the community.	\$8 745
Maronite Eparchy of Australia <i>Purpose:</i> Sponsorship for the 2007 Maronite Christmas event.	\$5 000
Marrickville Youth Resource Centre <i>Purpose:</i> Sponsorship for Dance for the Nations.	\$2 460
May Murray Neighbourhood Centre Inc <i>Purposes:</i> Contribution to a community links youth leadership and mentoring project in Sydney's inner west. Contribution to a community links youth leadership and mentoring project in western Sydney.	\$8 745 \$8 745

Organisation and purpose	Amount
Melkite Welfare Association <i>Purpose:</i> Contribution to the Pathways to Employment for Women project.	\$8 745
Menindee Children's Centre Inc <i>Purpose:</i> Sponsorship for Our multicultural community: Promote the importance of understanding cultural diversity.	\$4 000
Monaro Family Support Services Inc <i>Purpose:</i> Contribution to the multicultural activity group in Cooma.	\$8 745
Multicultural Community Council of Griffith Inc <i>Purposes:</i> Contribution to employ a worker to assist members of the Afghani community. Contribution to employ a worker to assist members of the Indian community. Contribution to employ a worker to assist members of the Turkish community.	\$17 490 \$17 490 \$8 745
Multicultural Council of Wagga Wagga <i>Purpose:</i> Contribution to employ a worker to assist newly arrived migrants to access employment opportunities.	\$16 466
Multicultural Neighbourhood Centre <i>Purpose:</i> Contribution to employ a worker to assist with a skills exchange project.	\$8 745
Muslim Women's Welfare of Australia <i>Purpose:</i> Sponsorship for a forum to help parents to approach drug issues with their families.	\$3 000
National Ethnic and Multicultural Broadcasters Council <i>Purpose:</i> Sponsorship for the 2008 national conference.	\$10 000
NSW Federation of Community Language Schools <i>Purpose:</i> Contribution to employ a worker to assist the Federation to provide services.	\$17 490
NSW Spanish and Latin American Association for Social Assistance <i>Purpose:</i> Contribution to the project Young People and Domestic Violence.	\$8 745
NSW Vietnamese Elderly Friendship Association <i>Purpose:</i> Contribution to employ an aged worker to assist senior citizens.	\$8 700
NSWJBD Projects Limited <i>Purpose:</i> Sponsorship for the reprint of a booklet Understanding Judaism.	\$10 000
Outer Liverpool Community Services Inc <i>Purpose:</i> Contribution to a multicultural community awareness day.	\$4 280
Port Kembla Youth Project Inc <i>Purpose:</i> Contribution to the Snapshot project.	\$9 000
Queanbeyan Multilingual Centre <i>Purpose:</i> Contribution to the Communities in Accord project.	\$8 745
Refugee Council of Australia <i>Purpose:</i> Sponsorship for Refugee Week 2008.	\$5 000
Romanian Australian Cultural Society "Southern Cross" Inc <i>Purpose:</i> Sponsorship for a project Australian Personalities of Romanian Background.	\$2 000
Ryde City Council <i>Purpose:</i> Sponsorship for the 2008 Harmony festival.	\$1 000
Ryde Multicultural Centre <i>Purpose:</i> Sponsorship for Together we Grow.	\$3 000
Scottish Australian Heritage Council Inc <i>Purposes:</i> Sponsorship for Scottish Heritage Week, 2007.	\$2 000
Serbian Orthodox Welfare Association of NSW Inc <i>Purpose:</i> Contribution to employ of a worker to assist with the fairplay youth project. Sponsorship for Scottish Heritage Week, 2008.	\$8 745 \$2 000
Senior Italian Australian Community <i>Purpose:</i> Sponsorship for seniors' excursions.	\$2 000

Organisation and purpose	Amount
Smith's Hill High School <i>Purpose:</i> Sponsorship for an open day.	\$500
Southern Riverina Youth Support Services <i>Purpose:</i> Sponsorship for the 2008 Griffith debutante ball.	\$3 000
Sydney Jewish Museum <i>Purpose:</i> Contribution to a project From Unwanted Refugees to Valued Australians.	\$16 745
Sydney Korean Women's Welfare Association <i>Purpose:</i> Contribution to employ a worker to assist with the Helping Hands project.	\$8 745
Sydney Olympic Football Club <i>Purpose:</i> Sponsorship for the 50th anniversary of Pan Hellenic Football Club.	\$5 000
Sydney Talmudical College Association <i>Purpose:</i> Sponsorship for the 2007 Chanukah at the Bay festival.	\$5 000
Sydney West Area Health Service <i>Purpose:</i> Sponsorship for the 2008 Diversity in Health conference.	\$5 000
Telugu Association Inc <i>Purpose:</i> Sponsorship for a Telugu cultural events project.	\$3 000
The Hills Community Aid and Information Service Inc <i>Purpose:</i> Sponsorship for a Community Bridge project.	\$5 000
The Sabian Mandaean Association in Australia Ltd <i>Purpose:</i> Contribution to employ a social worker to address issues in the Mandaean community.	\$8 745
Together for Humanity Foundation Limited <i>Purpose:</i> Contribution to the Community of Caring Communities project.	\$14 000
Turkish Welfare Association Inc <i>Purpose:</i> Contribution to employ a worker to assist with relationship and responsibility issues between children and their parents.	\$17 490
Ukrainian Welfare Association Inc <i>Purpose:</i> Contribution to employ a worker to address the needs of the Ukrainian community.	\$8 745
University of Sydney <i>Purpose:</i> Sponsorship for the Immigrants as Citizens conference, 2007.	\$2 000
Urdu Society of Australia Inc <i>Purpose:</i> Contribution to an Urdu Mushaira project.	\$10 500
Vietnamese Senior Association <i>Purpose:</i> Sponsorship for the Moon Festival.	\$3 000
Camden Council <i>Purpose:</i> Contribution to assist with a street festival.	\$4 545
Community Relations Commission Symposium/Youth Day 2007 <i>Purpose:</i> Contribution to assist with a community consultation event.	\$52 371
Dubbo City Council <i>Purpose:</i> Contribution to assist with a street festival.	\$18 181
Penrith City Council <i>Purpose:</i> Contribution to assist with a street festival.	\$20 000
Wollongong City Council <i>Purpose:</i> Contribution to assist with a street festival.	\$10 000
National Accreditation Authority for Translators and Interpreters <i>Purpose:</i> NSW contribution to NAATI.	\$187 574
<b>Returned grants</b>	
NSW Council for Pacific Communities	2 000
Uniting Care Migrant Resource Tamworth	8 745
Wyoming Community Centre Inc	8 745

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