



*The Hon. M. Iemma, MP  
Premier, Minister for State  
Development and  
Minister for Citizenship*



*The Hon. M. Orkopoulos, MP  
Minister for Aboriginal Affairs  
and Minister Assisting the  
Premier on Citizenship*



The Hon M. Iemma, MP  
Premier  
Minister for State Development  
and Minister for Citizenship  
Governor Macquarie Tower  
1 Farrer Place  
SYDNEY NSW 2000

31 October 2006

My Dear Premier

I have pleasure in presenting the Annual Report of the Community Relations Commission for the year ended 30 June 2006 for presentation to Parliament.

The report has been prepared in accordance with the requirements of the *Annual Reports (Departments) Act 1985*, and includes a statement of affairs pursuant to the *Freedom of Information Act 1989*.

The achievements highlighted in this report were made possible by the commitment of the Commission staff. I take this opportunity to thank them for their dedication throughout the year.

Yours sincerely

Stepan Kerkyasharian, AM  
Chairperson  
Community Relations Commission  
For a multicultural NSW



# Contents

Letter of transmission of the annual report .....	1
Contents .....	2
<b>Legislative and corporate governance .....</b>	<b>3</b>
Vision, mission, values .....	4
Chairperson's overview of the year 2005-06 .....	5
Principles of multiculturalism .....	8
Objectives and functions of the Commission .....	9
Members of the Community Relations Commission .....	11
Organisation structure .....	15
boards and committees .....	15
functional .....	16
Principal staff of the Commission .....	18
<b>Projects and services .....</b>	<b>19</b>
<b>Performance report against critical success factors of the corporate plan.....</b>	<b>39</b>
Critical success factor 1 – An innovative leader in community relations .....	40
Critical success factor 2 – Best practice in information, records and knowledge management .....	51
Critical success factor 3 – Responsive to the needs of our culturally diverse society ...	55
Critical success factor 4 – Productive, professional and focussed workforce .....	63
Critical success factor 5 – Productive utilisation of our physical resources .....	66
Critical success factor 6 – Efficiency and excellence in language services delivery ...	68
<b>Audited financial statements .....</b>	<b>73</b>
<b>Statement of affairs .....</b>	<b>111</b>
<b>Appendices .....</b>	<b>119</b>
Appendix 1: Financial and Management Overview 2005-06 .....	120
Appendix 2: Human resources .....	127
Appendix 3: Ethnic Affairs Priorities Statement .....	130
Appendix 4: Representation of staff on committees .....	134
Appendix 5: Commissioners' attendance at meetings .....	136
Appendix 6: Codes of conduct .....	137
Appendix 7: Membership of Regional Advisory Councils.....	139
Appendix 8: Language Services statistical information .....	141
Appendix 9: Grants awarded in 2005-06 .....	143
<b>Index .....</b>	<b>151</b>

# legislative and corporate governance

<b>Vision, mission, values</b>	<b>4</b>
<b>Chairperson's overview of 2005-06</b>	<b>5</b>
<b>Principles of multiculturalism</b>	<b>8</b>
<b>Objectives and functions of the Commission</b>	<b>9</b>
<b>Members of the Community Relations Commission</b>	<b>11</b>
<b>Organisational Structure</b>	<b>15</b>
<b>boards and committees</b>	<b>15</b>
<b>functional</b>	<b>16</b>
<b>Principal staff of the Commission</b>	<b>18</b>



# VISION, MISSION and VALUES

## VISION

**Be the recognised leader and facilitator of the equal participation of all communities within a harmonious, cohesive and multicultural New South Wales.**

## MISSION

**Through continuous improvement, innovative and efficient management be the central reference point providing leadership and partnership to the Government, the communities and the private sector enabling maximum benefit from our cultural diversity to all the people of New South Wales.**

## VALUES

**The Commission values:**

- **recognising the professionalism of our people by creating a work environment in which openness, honesty, integrity, team work, safety, learning and communication are highly valued.**
- **focussing on the needs and aspirations of the general community, particularly the multicultural community of New South Wales.**
- **integrity and honesty in the way we operate.**
- **community participation and contribution.**
- **willingness to learn and enable learning.**
- **accountability and consistency in everything we do.**

# CHAIRPERSON'S OVERVIEW of 2005-06



During the reporting year the Commission's expertise was demonstrated in diverse areas of its operations. The scope of the Ethnic Affairs Priorities Statement (EAPS) program was enlarged to encompass the local government sector through the development of the multicultural planning framework to assist local councils to implement the principles of multiculturalism. The Commission continued to provide expert advice on issues emanating from the State's cultural diversity. This is best demonstrated in the following examples and further information is in the body of this annual report.

As the lead agency for the New South Wales Government sector, the Commission coordinated the development of policy and positions on immigration and settlement issues in negotiations with the Commonwealth Government.

Issues affecting the settlement of African refugees were highlighted by the 2005 Community Relations Symposium. After consultation with refugees, government agencies and service providers, the Commission resolved under section 13 of its Act to investigate this matter and will soon present a report to the Premier containing recommendations for action.

The disturbances at Cronulla and Maroubra in December 2005 were a dark spot on the year. The event generated wide media coverage and terms such as "racial violence" were used. But what was not mentioned in the media reports is the overwhelming harmony in the Cronulla community. The Government and the local community were quick to respond with a series of positive measures, many of which were led and co-ordinated by the NSW Government through the Commission.

The Premier appointed the Commission to be the lead agency to identify strategies to avoid repetition. As well as numerous consultations with authorities in the local area to create stakeholder involvement, the Commission's aim was to rebuild confidence across communities. The Community Liaison Officer program was developed to avert and manage potential conflicts and to interact with people from all backgrounds who gather in public spaces in Cronulla.

### *Service improvement*

Interpreting and translation services were enhanced through the online collaboration between the Commission and its panel of interpreters and translators. All 650 interpreters and translators are now able to receive interpreting and translation assignments via the internet. Communication with interpreters and translators was made easier with enhancements to LanguageLink that enable assignments to be booked electronically.

MediaLink press reporting is proving popular with businesses that track issues within the multicultural community. Subscribers to MediaLink are now able to access local community information being reported in the community language press via the internet.

Likewise, the CommuniLink project has attracted fifty community groups that are now hosted on the [www.communilink.org.au](http://www.communilink.org.au) website. The website proved effective in communicating Commission information via a single portal. Events within the multicultural community of NSW were published on the website and became accessible to the general public.

### *Regional focus*

In other developments, the Commission's Regional Services Division was restructured. Its separation from the Community Relations Service Division provided a clearer focus on regional rural issues and direct communication with the Commission. Issues and recommendations were brought to the attention of the Commission with the minutes of meetings of the regional advisory councils becoming part of the agenda of Commission meetings.

The Commission visited Griffith in November as part of its long term regional strategy with regional communities. The city has a rich cultural diversity, being home to immigrants representing many ethnicities. While there, Commissioners met representatives of the many local community groups and discussed first hand the community relations issues that affect the Griffith community. It also visited major employers there. Griffith City Council hosted a civic reception that was attended by some 350 people.

In May 2006 I was delighted to officially open the Broken Hill Migrant Heritage Museum. The Commission has been involved with the establishment of this migrant heritage project since its inception in 2001. The success of this project has been led by the dedication and efforts of the Broken Hill community.

*Review of the Community Relations Commission and Principles of Multiculturalism Act*  
As is required by its legislation, the Commission is hosting a review of the Community Relations Commission and Principles of Multiculturalism Act to determine whether the objectives and terms of the Act remain valid and appropriate. The outcome of the review is to be presented to Parliament in November 2006.

I am saddened to note in this annual report the death in April 2006 of Mr Bill Jegorow, who was one of the founding fathers of multiculturalism in New South Wales. Mr Jegorow was a Deputy Chairperson of the Ethnic Affairs Commission and the founding chairperson of the Ethnic Communities' Council of NSW, these being but two of the many organisations he was involved with. Mr Jegorow was one of those who started the process that brought us to the realisation that this state and this nation comprise a unique society where diversity is a key element, where everyone has a right to equality of treatment and that our diversity is a great asset to be utilised for the cultural and economic benefit for all.

In its activities, the Commission acknowledges the support during the reporting period of the Premier and Minister for Citizenship, the Hon. M. Iemma, MP, and the Minister Assisting the Premier on Citizenship, the Hon. M. Orkopoulos, MP.

I thank the Deputy Chairperson, Mr Michael Marx AM, and my fellow Commissioners for their support and advice throughout the year.

The Departmental Liaison Officer, Mr Derryn Webster, undertook the important role of maintaining the links between the Commission and the Premier's Office.

I acknowledge the support of the members of the ten regional advisory councils along with the chairpersons for their contribution to the deliberations of the Commission, which it considers to be essential in maintaining links with communities.

The dedication and work of the Commission's staff has made 2005-06 another productive year for the Commission. I am grateful for their efforts and continue to count on their contributions as the Commission faces the issues in the field of multiculturalism.

A handwritten signature in black ink, appearing to read 'Stepan Kerkyasharian', with a horizontal line extending to the right.

Stepan Kerkyasharian, AM  
Chairperson  
Community Relations Commission  
For a multicultural NSW



## 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.*

The Community Relations Commission of New South Wales was established as a statutory body on 13 of March, 2001 under the *Community Relations Commission and Principles of Multiculturalism Act 2000*. The objectives of the Commission are in Part 3 section 12 and the functions of the Commission are in Part 3 section 13.



## The objectives of the Commission are:

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

## The functions of the Commission are:

- 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.

# MEMBERS of the COMMUNITY RELATIONS COMMISSION

as at 30 June 2005



*Commissioners from left to right:  
standing: Michael Christodoulou, Michael Marx, AM (Deputy Chairperson); Ned Maruncic, OAM  
seated: Ezel Jupiter, Stepan Kerkyasharian, AM (Chairperson), Wajiha Ahmed, Marta Aquino.  
absent: Thomas Baena*

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

Appointed 27 February 1989. Appointment expires 14 September 2008.

President, Anti-Discrimination Board

Member, Police and Ethnic Communities' Advisory Council

Chair, Carnivale Ltd

Member, Migration Heritage Centre Advisory Committee (Powerhouse Museum)

Member, Human Services Chief Executive Officers Group

Member, Arabic Youth Partnership Implementation Committee

Secretary, CityWatch Council (Cabramatta)

Member, Police and Community Training Management Committee

Member, Standing Committee of Criminal Justice System Chief Executive Officers

Member, Geographical Names Board of NSW

Member, Australian Medical Council Appeals Committee.

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

Partner, Chalmers Marx Lawyers.

Appointed 22 December 1996. Appointment expires 15 March 2009.

Community involvement:

Trustee, Centennial Park and Moore Park Trust

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:

Part-time tutor, Insearch, University of Technology, Sydney

General Secretary, Pakistan Association of Australia Inc.

Chairperson, Griffith Regional Advisory Council.

### **Ms Marta Aquino**

CEO, Residential Gardens for the Spanish Speaking Frail Aged Inc.

Appointed 15 November 2000. Appointment expires 14 November 2006.

Community involvement:

CEO, Residential Gardens for the Spanish Speaking Frail Aged Inc.

Member, Fair City Museum Gallery Advisory Board

Member, Aged Care Liaison Committee

Member, Western Area CEO Network

Member, Integral Energy Customer Consultative Committee

Member, Management Committee, STARTTS

Member, judging panel, 2006 Sydney Film Festival

Chairperson, Central West Regional Advisory Council

Chairperson, Albury Regional Advisory Council

Chairperson, Northern Regional Advisory Council.

### **Mr Thomas Baena Jr**

Police officer.

Appointed 25 January 2006. Appointment expires 25 January 2009.

Community involvement:

Chief of Staff, Australia Philippines Services League

Council member, the Most Noble Order of Rizal

Member, Cabramatta Lions Club.

### **Mr Michael Christodoulou, DO.**

Chiropractor and Osteopath

Appointed 2 March 2005. Appointment expires 1 March 2008.

Community involvement:

President, Cyprus Community of NSW

Director, Board of Directors of the Stanmore Hawks Football Club

Coordinator, United Nations Human Rights Day Committee

Chairperson, May Murray Neighbourhood Centre Inc.

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

Chairperson, Hunter Regional Advisory Council

Acting Chairperson, Nepean-Blacktown Regional Advisory Council.

### **Ms Ezel Jupiter**

Team Leader, Centrelink Multicultural Services.

Appointed 17 October 2001. Appointment expires 16 October 2007.

Community involvement:

Secretary, NSW Turkish Welfare Association

Member, Management Committee, STARTTS

2006 Tenancy Grants Program of the Office of Fair Trading

Member, judging panel, 2006 Sydney Film Festival

Actively involved in refugee settlement and rural and regional development issues

Chairperson, New England Regional Advisory Council

Chairperson, Hornsby-Central Coast Regional Advisory Council.

### **Mr Nedjelko Maruncic OAM**

Company Director.

Appointed 11 October 2000. Appointment expires 8 March 2009.

Community involvement:

Vice President, Australian Croatian Community Council

Vice President, Jadran Hajduk Club Limited

Chairperson, Macarthur-Liverpool Regional Advisory Council.

### **Members of the Commission whose appointment expired during 2005-06:**

**Ms Margaret Kama** - appointment expired 2 March 2006.

**Mr Henry Pan OAM** - appointment expired 3 May 2006.

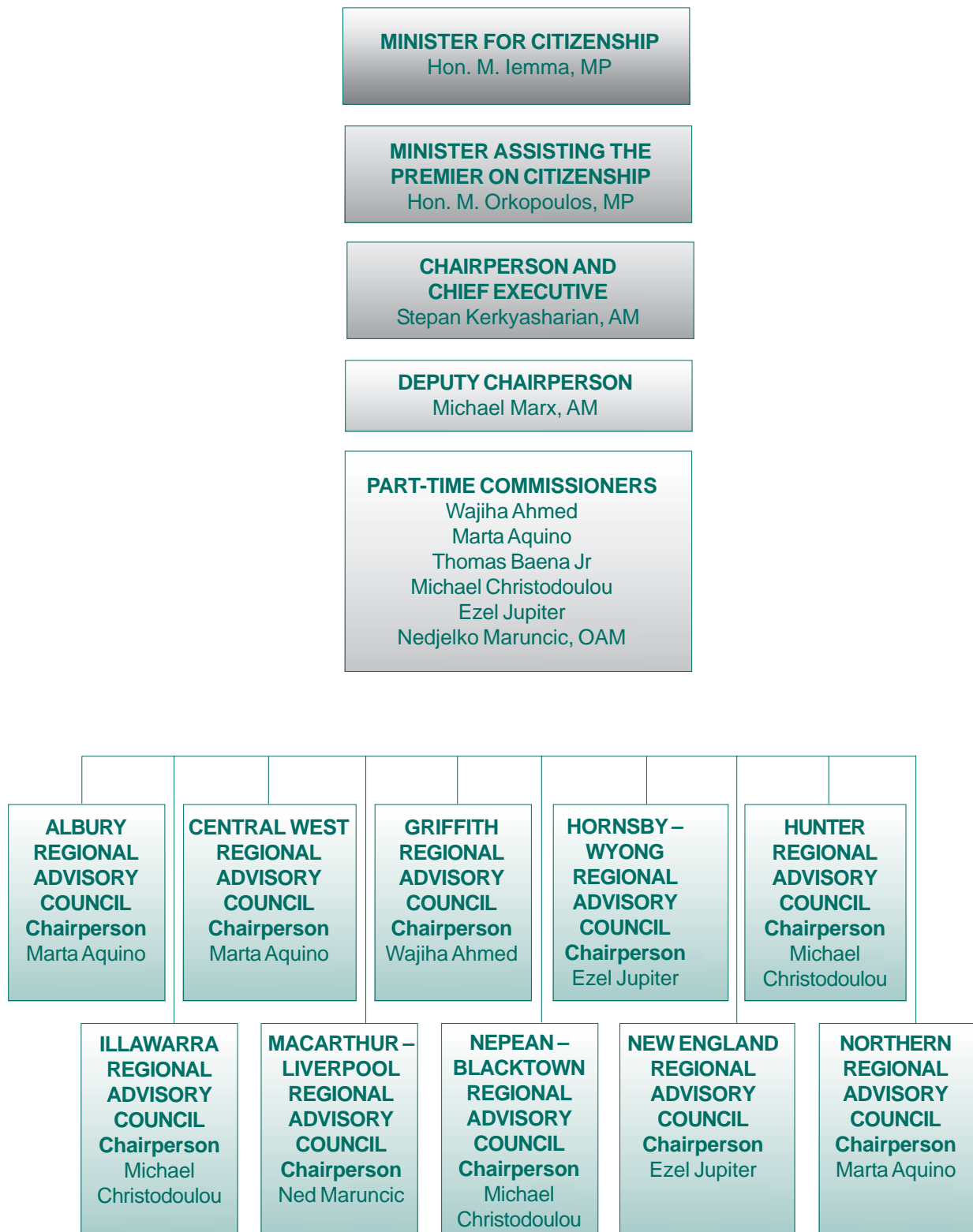
**Mr Benny Deping Peng** - appointment expired 8 March 2006.

# ORGANISATION STRUCTURE

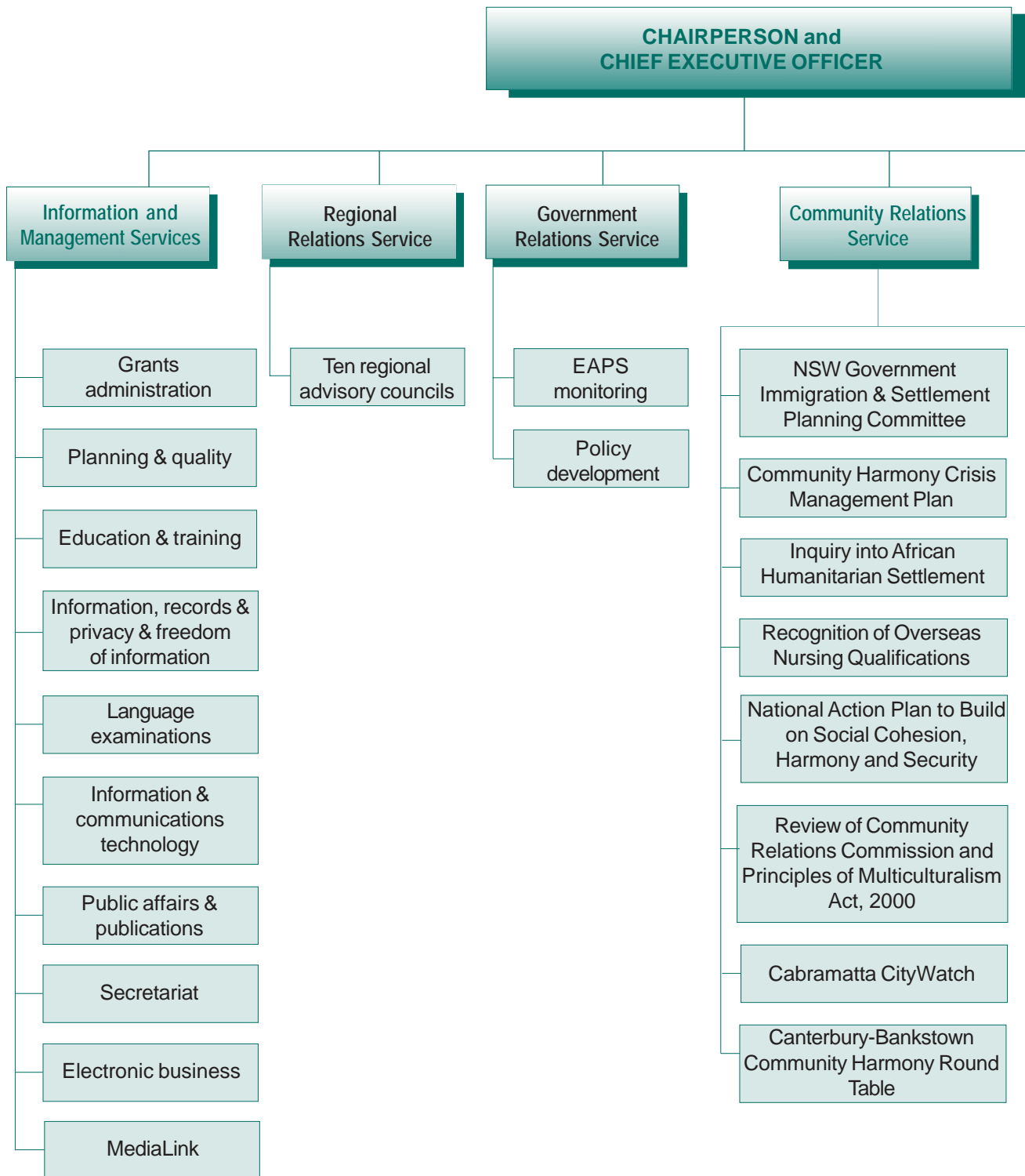


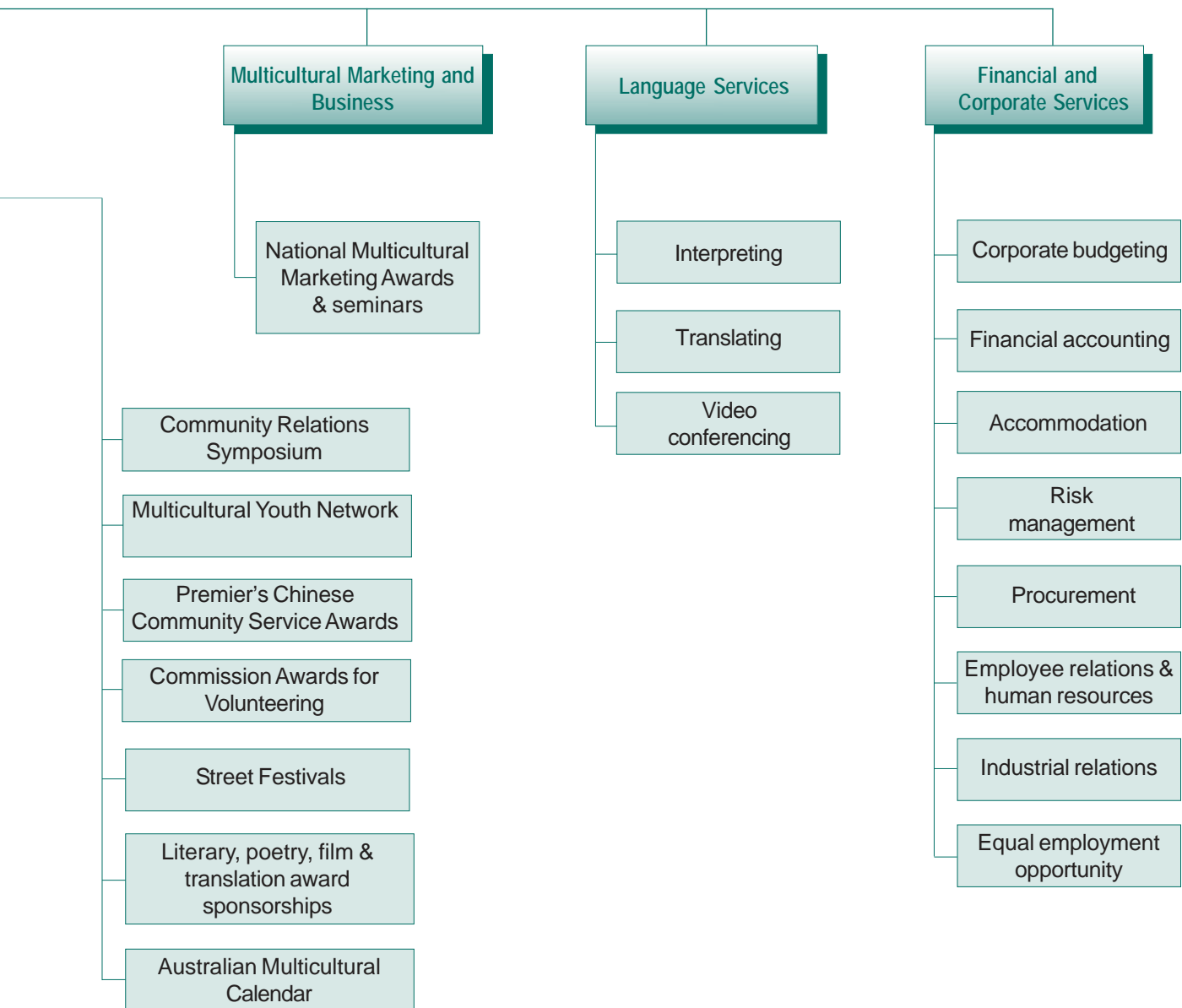
## Organisation structure - boards and committees

as at 30 June 2006



## Organisation Structure - functional as at 30 June 2006







## PRINCIPAL STAFF of THE COMMISSION

### CHAIRPERSON AND CHIEF EXECUTIVE OFFICER

**Stepan Kerkyasharian, AM**

### DIVISION HEADS

#### Community Relations Service

**Director**

Richard Acheson

#### Financial and Corporate Services

**Director**

Hakan Harman, FCPA, BCom

#### Government Relations Service

**Director**

Rosa Driescher

#### Information and Management Services

**Director**

Marte Tagle, MBT, GCertPSectMgt

#### Language Services

**Director**

Ann Groth, ALAA

#### Regional Relations Services

**Director**

Fadel Benhima, PSM