

projects and services

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PROJECTS and SERVICES

Critical success factor 1:

AN INNOVATIVE LEADER IN COMMUNITY RELATIONS

Cabramatta CityWatch Forum



Cabramatta CityWatch encourages dialogue between police and community members

The Commission organised another successful annual Cabramatta CityWatch Forum on 15 June 2006 to report on achievements in the past twelve months by government agencies in the area. It also consults with the local community on crime and safety issues and recommendations to the CityWatch Council on safety improvements for the next 12 months.

Residents and business owners from many walks of life participated, including Chinese, English speakers, German speakers, Khmers, Laotians, Macedonians, Serbians, Spanish speakers, Sudanese and Vietnamese.

The forum confirmed and reflected an improvement in street safety and the building of strong relationships and trust built between police and local residents.

The Commission, in partnership with NSW Police, Fairfield City Council and community organisations, also organised seven community safety seminars to inform residents about police roles, police services, crime statistics in the Cabramatta command, crime reporting procedures and personal crime prevention strategies at home and on the streets. These seminars targeted the Arabic, Chinese, Khmer, Lao, Spanish, Sudanese, Swahili and Vietnamese-speaking communities with 346 participants over the last twelve months.

The Commission continues to consult daily with the local Cabramatta and district community, to address crime issues and improve safety for residents living on the east side of Cabramatta. This is achieved by working in partnership with government, community agencies and residents to plan community activities in conjunction with local ethnic communities.

Canterbury-Bankstown Community Harmony Round Table

The Canterbury-Bankstown Community Harmony Round Table promotes community harmony in the districts across cultures and generations, enhances the capacity of local communities and government agencies to sustain community harmony in the Canterbury-Bankstown area and strengthens community relations.

The Round Table project is being implemented by the Commission in partnership with the Department of Community Services. Links have been established between existing projects and services in the Canterbury-Bankstown area to build sustainable outcomes.

Components of the Canterbury-Bankstown Community Harmony Round Table project are the intergenerational mentor program and training, the community leadership development training and the building positive media and training strategy and convening the Round Table.

Achievements of the Round Table project in 2005-06 include:

Greenacre Games 2005 in September brought together 350 students from years 5 and 6 of seven primary schools in Greenacre. This event encouraged community building and community harmony among young people of the Greenacre area, while providing an opportunity for students from different schools to meet and enjoy the activities and develop leadership skills.

Partners in the Greenacre Games were the Al Noori Primary School, Banksia Road Primary School, Chullora Primary School, Greenacre Primary School, Holy Saviour Primary School, Malek Fahd School, St John Vianney Primary School, the Community Relations Commission, the Department of Education and Training, the Department of Tourism, Sport and Recreation, NSW Police Service Bankstown Area Command, and Greenacre Neighbourhood Centre.

Community Harmony Get to Know Your Neighbour activities aim to encourage neighbours and the local community to form links and to strengthen the sense of belonging and community spirit.

The Canterbury-Bankstown Community Harmony Round Table, in conjunction with the Commission, provided grants of \$150 to host a Get to Know Your Neighbour activity. These grants recognise that local groups in the Canterbury and Bankstown areas may have the commitment and willingness to hold such an event, but may not have the financial resources to carry out such an activity. This strategy will be further developed in 2006-07.

Community Harmony Greeting Card Competition during July 2005 attracted over 370 entries with approximately 75 per cent of them from young people under 12 years of age. The theme was community harmony and community pride in the Canterbury and Bankstown areas.

The Hon. M. Orkopoulos, MP, announced the winners and launched the community harmony greeting cards in November 2005 at Bankstown. The fifteen winning artworks from young people have been printed as 600 packs of greeting cards by one of the project partners, the Sydney Institute of TAFE. They are available for schools and community groups to sell as a fundraiser.

Community Relations Report 2005

The *Community Relations Report 2005* was prepared by the Commission on the status of community relations in NSW, with a focus on cultural diversity.

The theme of the 2005 report was highlighting Government activities that strengthen community and religious harmony and highlighted a range of activities undertaken to promote and preserve our migrant heritage. The report:

- includes an overview of inter-religious activities that promote community harmony

- reports on a range of government activities that reflect on the experience of young people in cultural diversity issues
- highlights activities of local government in providing programs and services to their culturally and linguistically diverse populations
- includes awards presented by NSW government agencies in recognition of individuals and organisations for artistic works that reflect our cultural diversity and the provision of multicultural services
- contains an overview of the performance of Key Agencies against the Standards Framework of the EAPS program, as well as a summary of EAPS reporting compliance of Government agencies
- highlights 117 multicultural initiatives undertaken by public sector agencies across a range of government portfolios.

Community Relations Symposium 2005

In line with its responsibility to consult with its culturally, religiously, linguistically and racially diverse community, the Commission's symposium in June 2005 at Parramatta hosted over 200 delegates from community, religious, academic and private sector organisations.

This symposium, Promoting Cultural Harmony, had a strong youth focus, with many workshops led by outstanding young leaders. The keynote speaker was Chrisanthi Giotis, a young journalist whose topic was Identity Issues for the Younger Generations and Forming Cultural Partnerships.

Conference participants discussed issues raised in the Government White Paper *Cultural Harmony - The Next Decade 2002 -2012*. Themes and outcomes arising from the symposium were considered by the Commission and shared with other NSW government departments. Media releases, speeches and outcomes are on the Commission's website www.crc.nsw.gov.au.

Ethnic Affairs Priorities Statement program

The Ethnic Affairs Priorities Statement (EAPS) program is one of the main vehicles for assisting and assessing New South Wales agencies in the implementation of the principles of multiculturalism.

In 2005-06 the Commission provided feedback on EAPS Standards Framework assessments and EAPS forward plans to 17 EAPS key agencies and included a summary report on their activities in the *Community Relations Report 2005*. The Commission also assessed the compliance, against reporting requirements, of approximately 200 public sector agencies and tabulated the results of this assessment in the *Community Relations Report 2005*.

NSW Council for Pacific Communities



A lively performance at Pasifika

As a part of the NSW Partnership with Pacific Communities, the Commission worked with Pacific communities to facilitate establishment of the NSW Council for Pacific Communities. The rules of the Council were drawn up after extensive consultations with members of the Pacific communities across Sydney and in Griffith, the Illawarra, and Newcastle. Three rounds of consultations over 12 months resulted in consensus on the aims, objectives and management structure of the new organisation.

This structure requires Pacific communities regional advisory councils to elect three representatives to the State Council, one of whom must be under the age of 30. This is significant because at least one third of the Council will comprise young people, ensuring they are heard and can develop leadership and management skills.

Elections were held in late 2005 and the Council conducted its first meeting in December 2005. The NSW Government will consult with and seek advice from the Council on matters involving the needs of, and services to, Pacific communities in NSW.

Pacific Youth Network Committee. The establishment of a Pacific youth committee was identified as a major priority for Pacific communities and the rules acknowledge the Pacific Youth Network Committee (PYNC) and the role of the Council in supporting it. The Committee consists of 30 to 40 young people whose ages range from 12 years to over 30 years and who represent a broad range of communities and geographic locations. There are no rules, membership is open to all and participation is voluntary. PYNC members are highly motivated and operate through a series of issues-specific sub-committees that identify and address issues relevant to young people and raise these issues directly with the Council.

In November 2005, the committee organised Pasifika Youth Day 2005 at Tumbalong Park, Darling Harbour. Some 10,000 people attended the event that attracted participants from various high schools and community and religions organisations from the Sydney metropolitan and regional areas of Griffith, Newcastle and Wollongong. Committee members knew that the strengths of their communities were sport and performing and used these to create a community atmosphere of access, participation and assimilation and away from social isolation and denial. They created Pasifika to showcase role models within the community and to expose young people to a range of career opportunities and services.

The Committee is a model for developing the leadership capacity of Pacific young people. It planned, organised and implemented an event with a budget of around \$24,000. The knowledge and skilled gained by PYNC members will continue to benefit them and their communities.

NSW Government Immigration and Settlement Planning Committee

The Commission is the lead NSW Government agency on immigration and settlement issues. It is the chair and secretariat to the NSW Government Immigration and Settlement Planning Committee, established early in 2005 to coordinate the development of NSW policy and positions on settlement issues. The Committee's membership comprises senior representatives of NSW Government agencies and representatives from the Commonwealth Department of Immigration and Multicultural Affairs.

The Committee's terms of reference are to:

- fully address settlement planning issues in NSW
- monitor and assess the impact of humanitarian and non-humanitarian migration in NSW
- coordinate the development of NSW policy and positions on settlement issues, and increase the effectiveness of NSW representation at the Standing Committee on Immigration and Multicultural Affairs (SCIMA) and the Ministerial Council on Immigration and Multicultural Affairs (MCIMA).

Through the Commission, the NSW Government Immigration and Settlement Planning Committee has proven effective in coordinating the development of NSW policy and positions on immigration and settlement issues and presenting these policies in discussions and negotiations with the Commonwealth and in submissions to Commonwealth and State parliamentary inquiries into immigration matters. Significant outcomes at national and state levels have resulted from the Committee's representations.

The Committee coordinated NSW representation and policy positions for the:

- October 2005 meeting of the Standing Committee on Immigration and Multicultural Affairs
- December 2005 multi-jurisdictional meeting on refugee health
- March 2006 multi-jurisdictional meeting on the transition needs of young people entering the country on humanitarian grounds
- July meeting of the Ministerial Council on Immigration and Multicultural Affairs.

In 2005 the Government requested the Commission to provide a submission to the Senate Legal and Constitutional Committee Inquiry into the Administration and Operation of the Migration Act 1958. The Commission coordinated a response through the NSW Government Immigration and Settlement Planning Committee.

The Senate Committee noted in its report that the submission from NSW was particularly comprehensive and provided the basis for much of the discussion on cost-shifting in the humanitarian program. Recommendation 55 of the report the Senate Committee recommended that:

“...in the light of increasing numbers of refugees from Africa, the Department of Immigration and Multicultural Affairs should reassess its resettlement programs to ensure that services are relevant, and that sufficient budget appropriation is made to cover all the costs of implementing those programs”.

The NSW Government Immigration and Settlement Planning Committee will monitor the implementation of the Senate Committee recommendations.

Response to Unrest in Cronulla

Since 11 December 2005, when unacceptable behaviour at Cronulla erupted into violence, the Commission has worked with the local community and government and non-government agencies in an effort to break down barriers and increase communication between groups in the Cronulla community and surrounding areas. It seeks to restore and ensure community harmony and has undertaken the following initiatives:

- **Community Liaison Officers.** Following the unrest, the Premier met with Sutherland Shire Council, community leaders, NSW Police and the Commission to discuss strategies to restore community harmony.

The Community Liaison Officer program developed from these meetings and was coordinated by the Commission.

The program aimed to avert and manage potential conflicts and interact with people from diverse backgrounds gathering in public spaces at Cronulla. Teams of Community Liaison Officers operated between 24 December 2005 and 26 March 2006 and spoke to over 5,000 people from diverse backgrounds. These teams worked with the local community and government and non-government agencies to resolve issues following the unrest, dissuade anti-social behaviour and prevent misunderstandings between groups in Cronulla. The teams consisted of two people each, one of whom was of an Arabic-speaking background. They interacted with the public and welcomed people back to the area, especially those of Arabic-speaking background.

- **Women's Unity Walk and Living in Harmony Family Festival** on 26 March 2006.



Participants in the Women's Unity Walk at Cronulla

The Commission hosted this walk at Cronulla to promote peace and harmony to acknowledge the important role women have in promoting harmony and social cohesion in the family and community.

Also on this day, in conjunction with Sutherland Shire Council, the Commission organised a successful Living in Harmony family festival that included entertainment from the Chinese, Lebanese, Sierra Leone and other communities.

- ***Pride and Dignity project.*** The Commission worked with the Hon. Edward Obeid, MLC, and a group of young Muslim professionals to develop long-term strategies that positively engage Arabic-speaking communities, particularly Muslim youth.

As part of its ongoing strategies, the Commission is planning further activities to address community relations issues at Cronulla, including a dry surf carnival to bring beach culture to communities that may not be familiar with the practices and activities of surf life saving and the beach, along with strategies to address racist attitudes and to build community trust.

Review of the Community Relations Commission and Principles of Multiculturalism Act, 2000.

The Community Relations Commission and Principles of Multiculturalism Act provides that a review of the Act is to commence as soon as possible after a period of five years from its date of assent on 9 November 2000. The review is “to determine whether the policy objectives remain valid and whether the terms of the Act remain appropriate for securing those objectives”.

Dr Irene Moss, AO, is conducting the review and the Commission is providing executive support. Submissions to the review were invited from the public and from peak community organisations. A report on the outcome of the review is expected to be presented to the Premier in November 2006.

Rural and regional issues

The Commission visited Griffith in November, 2005, as part of its long term regional strategy with regional communities. The purpose of this visit was to familiarise the Commissioners with current and emerging issues in the local community. In recent years a significant number of people from Afghani, African, Indian, Middle Eastern and Turkish backgrounds have successfully settled in Griffith.

Commissioners met with the members of its Griffith Regional Advisory Council, the Riverina Regional Development Board, and the management committee of the Italian Museum. They also met with major employers to discuss how they manage challenges in their daily interaction with diverse employees.

Griffith City Council hosted a civic reception in honour of the Commission, attended by some 300 people representing business, religious, and community organisations as well as civic leaders and key people from local ethnic communities.

The Commission’s regional advisory councils identified issues in their regions including the following highlights.

The Griffith Regional Advisory Council identified the need for a multicultural youth project to address significant youth issues in the area.

Subsequently, the Commission facilitated consultations with young people and relevant stakeholders, resulting in the formation of a partnership between Griffith City Council, Skill Share and the Police Service in Griffith. A multicultural youth project has now been established and is attracting significant community support.

The need for the development of bilingual community development projects for the Afghani, Indian and Turkish communities was identified by Griffith Regional Advisory Council. These communities are new in Griffith and require significant support to settle successfully in the area. The Commission supported the development of these projects and the services are now operating successfully.

The Albury Regional Advisory Council continued to highlight the needs of aged people from non-English speaking background and brought them to the attention of relevant service providers such as the Department of Ageing, Disability and Home Care.

The Commission is working closely to address issues of concern that relate to State government services with service providers and members of African communities who have settled in the Hunter region and other areas of northern New South Wales. In the Hunter region, the Commission provides executive support to a forum on African settlement providing an opportunity for service providers from public and community sectors to exchange information and identify gaps in services and establish strategies to address them.

The Commission was approached by the Sikh community of Woolgoolga to facilitate consultations between that community and the Roads and Traffic Authority about the upgrade of the Pacific Highway through Woolgoolga. Concerns were expressed that the Authority had failed to take into account the social and cultural heritage and the potentially devastating economic impact the proposal would have on this community. Subsequently, the Commission has been chairing consultative meetings to achieve agreements.

The Central West Regional Advisory Council facilitated interaction between employment agencies and service providers in their region, particularly to address employment issues for recently arrived migrants. The Council requested the Commission to support the extension of SBS Radio to Lightning Ridge to minimise the cultural isolation of people of non-English speaking background living in the area. As a result of the Commission's representations, the services of SBS Radio were extended to Lightning Ridge in December, 2005.

In responding to a suggestion of the Northern Regional Advisory Council, the Commission hosted community consultations in the northern region attended by government representatives, service providers, regional advisory council members and other interested community members. The aim was to promote awareness of the availability of services for the linguistically and culturally diverse community and to exchange information about issues of concern.

Service providers were advised by the Illawarra Regional Advisory Council on how to consult effectively with the diverse population in the Illawarra. This Council also dealt with employment and other issues affecting middle aged people, particularly those of Macedonian-speaking background.



Stepan Kerkyasharian (right) with Barbara De Franceschi and Fadel Benhima at the launch of the Broken Hill Migrant Heritage Museum

The Commission has been involved with the establishment of the Broken Hill migrant heritage project since its inception in 2001. This project was highly successful and a migrant heritage museum has since been established. It was officially opened in May 2006 by the Chairperson of the Commission.

The Macarthur-Liverpool Regional Advisory Council identified various issues affecting young people from culturally and linguistically diverse communities in the region.

These issues include access to mainstream youth services, the possibility of establishing youth services relevant to their needs, and how mainstream services can incorporate needs of all youths into their core business. The Commission is examining possible strategies to address these issues.

Information sessions and workshops by the Commission for members of the New England and the Hornsby-Central Coast Regional Advisory Councils on the ethnic affairs priorities statement program have increased awareness and understanding of EAPS. This has enhanced the ability of local service providers to deliver equitable and effective services to people of non-English speaking background, including refugees and humanitarian entrants.

The Hornsby-Central Coast Regional Advisory Council supported the retention of the local PCR-FM community radio licence and the local volunteering awards for volunteers who have been working with people of non-English speaking background for many years.

Regional advisory council members have supported:

- community harmony initiatives and events in Armidale and Tamworth
- Moree Council's first multicultural festival that attracted significant community support
- Hornsby's One World Festival
- the German community's October Fest on the Central Coast.

Critical success factor 2: BEST PRACTICE IN INFORMATION AND KNOWLEDGE MANAGEMENT

Business continuity and disaster recovery plans

The Commission's business continuity and disaster recovery plans help ensure that critical business processes and information technology systems continue in the event of an unexpected disruption caused by serious unplanned events.

The Commission has put in place contingency measures to allow the continuation of critical business processes and IT processing in the event of a serious disruption to systems or to the workplace. The Commission has established a business continuity management structure and a formal business continuity planning process to direct and guide the implementation of the Commission's business continuity and disaster recovery plans.

CommuniLink

CommuniLink provides a single point of interaction and communication between the government and the diverse communities of NSW.

The CommuniLink website www.communilink.org.au offers community organisations an opportunity to create an internet presence through a free web-hosting service.

MediaLink

MediaLink is a new service that offers English language reports on articles published in community language print media. The reports are available on the MediaLink website www.crcmedialink.com within one working day of publication. MediaLink reports on eleven community languages and 40 publications - some 100 newspapers per week.

Government and community agencies that subscribe to MediaLink recognise the importance of keeping abreast with the views of the multicultural community and the ethnic media. Agencies have used it to assist, monitor and evaluate the effectiveness of programs, initiatives or campaigns. It is also a valuable tool for research and monitoring activities.

Privacy management plan

The Commission acknowledges its privacy responsibilities under the Privacy and Personal Information Protection Act, 1998, and the Health Records and Information Privacy Act, 2002.

The Commission has established systems for the protection and safeguard of personal information collected in its core business. It is committed to ensuring the protection of the right to privacy of its staff and clients.

The Commission's privacy management plan takes into account all privacy principles and identifies objectives and strategies to meet legislative obligations. Other achievements include:

- development of a privacy policy and procedures to guide staff in the use, management and authorised disclosure of personal information
- privacy awareness training for all staff on the principles of privacy legislation, the Commission's approved privacy policy plan and required practices. There is now increased accountability across the Commission as a result of this training, which was attended by all staff

- development and implementation of a security classification plan that associates authorised security levels to staff with an appropriate level of access to personal information. Restricting access assists in reducing the likelihood of unauthorised disclosure or compromise of personal information
- security of storage systems that hold personal information
- requirements for contractors and consultants to sign confidentiality agreements.

Critical success factor 3:

RESPONSIVE TO THE NEEDS OF OUR CULTURALLY DIVERSE SOCIETY

Advice and assistance

Under the Community Relations Commission and Principles of Multiculturalism Act 2000, the Commission is required to provide advice to the Government and assist public authorities in observing the principles of multiculturalism in the conduct of their affairs.

During 2005-2006, the Commission provided discrete items of advice, in the form of briefings, responses to Cabinet Office requests, advice on contentious issues, and letters to agencies. It prepared a portfolio report for the Premier, as Minister for Citizenship, and for the Minister Assisting the Premier on Citizenship. The Minister Assisting was provided with detailed House Notes. Submissions were drafted on issues such as:

- reviews of legislation relating to firearms, swimming pools and the Crimes Act
- the impact of the Commonwealth WorkChoice legislation
- the Cronulla community harmony issue
- civics and electoral education
- Youth Policy 2006-2007.

Community Development Grants Program

The Community Development Grants Program provides funding to non-profit sharing organisations. In 2005-06, the Commission considered projects and initiatives that support the objectives of the Commission, can be completed within twelve months and meet the following criteria:

- an activity based in NSW
- emerging communities or small ethnic communities
- communities that are geographically or socially isolated
- promotion of community harmony and mutual understanding between and within communities of different cultural backgrounds
- development of community networks and structures

- projects addressing critical issues relating to cultural diversity at a local level.

A list of organisations that received funding from the 2005-06 grants program appears as an appendix.

Community Language Allowance Scheme

The Community Language Allowance Scheme (CLAS) is a government strategy to recognise and value the linguistic skills of NSW public sector employees as an important resource for the benefit of the whole state, particularly in service delivery.

The scheme provides an allowance, additional to salary, for selected employees of NSW Government agencies who use a language other than English to communicate with clients in addition to their normal duties.

The Commission conducts examinations of language competency for employees nominated by their agencies. The 2005 round of examinations was held in August and September when 21 agencies nominated 140 candidates for examination in 33 languages. Of the candidates, 129 passed the examination.

Community Relations Commission investigation into African humanitarian settlement in NSW

The Commission, on behalf of the NSW Government, has raised the issue of an urgent need to review the adequacy and coordination of settlement services to Africans entering the State on humanitarian grounds. Settlement of these people was raised as a key issue at the Commission's 2005 symposium, where it became clear that a formal examination of the barriers to successful settlement was required.

Therefore, in September, 2005, the Commission resolved to undertake an investigation under section 13(c) of the Community Relations Commission and Principles of Multiculturalism Act 2000, with the following terms of reference:

- identify barriers to the settlement needs of African refugees in consultation with the Department of Immigration and Multicultural Affairs, NSW Government agencies, non-government organisations and African communities
- monitor and assess the impact of African humanitarian migration in NSW
- coordinate the development of NSW policy and positions on African settlement issues and to report to the Premier and Minister for Citizenship.

The Commission conducted state-wide consultations with African communities, service providers and stakeholders to identify settlement needs. The Commission received 25 written submissions that addressed the investigation's terms of reference from government and community stakeholders. The report will be released in September 2006.

CRC Sponsorships

The Commission offers a range of awards that recognise outstanding contributions to the arts by people from culturally diverse backgrounds and artistic works that promote cross-cultural understanding and community harmony.



Kate Grenville

This year's winner in the Commission's award in the **Premier's Literary Award** is Kate Grenville for her novel *The Secret River* that tells the story of William Thornhill, a struggling boatman on the River Thames who was transported to Australia for theft, arriving in 1806. The award includes a \$15,000 prize. In her novel, Kate Grenville reminds us that the struggles of immigrants to adapt to their new land started a very long time ago. It portrays the struggles of early immigrants and some of the tragic clashes between Europeans and the original owners of the land.

The Commission's prize of \$350 for the **Dorothea Mackellar Poetry Awards**, a national poetry competition for school students, was won by 13-year-old Samuel Allender of The Hutchins School at Sandy Bay, Tasmania, for his poem *Roll Call at Bondi Beach*. This poem sees harmony in diversity on the beach.



Michael Christodoulou presents the CRC award to producers, Susan Cornish and Sarah Royds and editor, Roenna Crowe for the film *Switch on the Night*

Alejandra Canales' film *Switch on the Night* won the Commission's award including a prize of \$4,000 in the Dendy Short Film competition at the **Sydney Film Festival**. The film tells of the impact of detention in immigration centres on young children.

A pilot television series produced by students of the **Australian Film Television and Radio School** won the annual Community Relations Commission \$2,000 award at the School's graduation night.

Each year the Commission awards the best student film exploring cultural and linguistic diversity and the migration experience. The concept for this pilot television series, *The Sum of Our Parts*, developed by graduate producer David Dutton, is a relevant approach to our culturally diverse society. The pilot episode selected for this year's award, *The Ramiahs*, examines the experience of a family of Indian background that migrates to Australia from South Africa. It is a moving and amusing study of their experiences at three levels of identity - as South Africans, Indians and Hindus. Most migrants have more than one identity and each of those can provide challenges as well as advantages in the settlement process.

The 2006 NSW Premier's Chinese Community Service Awards invited nominations from the diverse Chinese communities in NSW in the following categories.

- **Victor Chang Community Service Award** won by William Ho
- **Jack Wong Sue Award for Voluntary Community Service Beyond the Chinese Community**, won by Charles Ching Chi Lee
- **Quong Tart Lifetime Achievement Award in Community Service** won by Stanley Chan Hunt
- **Young Chinese Volunteer**, won by Katrina Banh.



Premier Emma (centre) with the winners of the Chinese volunteer awards (left to right) Charles Lee, William Ho, Stanley Hunt and Katrina Banh

The 2006 Awards for Volunteering are divided into four categories to honour those individuals who have enhanced the cultural and social wellbeing of their migrant communities:

Community Service Award, won by Bernadette Kelly

Volunteer of the Year Award, won by Robyn Graham

Young Volunteer, won by Mimi Chou

Lifetime Achievement in Community Service, won by Fritz Baumung

High commendations were awarded to Kurt Dusseldorp, Christina Johansson and Beryl Goodger.

Joint Commission and Department of Local Government pilot project to assist local councils implement the principles of multiculturalism locally

The Department of Local Government and the Commission are jointly developing a framework to encourage and assist NSW councils to implement the principles of multiculturalism. This project involves piloting the framework with Blacktown, Baulkham Hills, Griffith and Walgett councils.

A project steering group manages the project that includes representatives from local government organisations, the Department of Local Government and the Commission.

A draft framework was developed by the Commission, with Department of Local Government input, and the Commission assisted with the development of the Department's Local Government Multicultural Information Kit.

During 2005-2006, the pilot councils have been trialling and adapting the draft framework and providing feedback on progress to date.

Multicultural Youth Network



Members of the inaugural meeting of the multicultural youth network

The 2005 Commission symposium welcomed suggestions of young people and community leaders for a forum for young people to work together and raise concerns at a State level. Subsequently, in September the Multicultural Youth Network met to consider youth issues as they relate to the youth in the culturally and linguistically diverse society of NSW. The Network will encourage young people to develop and enhance their leadership skills to then work more closely with and for their own communities at a local level. Since the Network's formation, the young people have looked at developing a statement about the meaning of multiculturalism to young people. Members of the network assisted in the planning of the youth symposium to be held in August 2006.

National Action Plan to Build on Social Cohesion, Harmony and Security

The Council of Australian Governments requested that the Ministerial Council for Immigration and Multicultural Affairs develop a plan to implement the principles arising from the Prime Minister's summit with Muslim community leaders. The Australian Government had a commitment of \$5.9 million in 2005-06 to support the development of the National Action Plan to Build on Social Cohesion, Harmony and Security and to undertake related work. The Commission coordinated the New South Wales response and put forward a funding proposal to the Department of Immigration and Multicultural Affairs requesting funding in 2005-06 for an Islamic youth project that includes an education round table, development of standard education for schools about Islam, and a youth festival.

In May 2006 the Commission signed a memorandum of understanding with the Department of Immigration and Multicultural Affairs to implement an Islamic youth project, funded with \$50,000 on a dollar-for-dollar basis with the Commission, which will employ an Islamic youth worker to implement these project initiatives.

The Commission is coordinating a whole-of-government approach for the implementation of the plan in New South Wales.

National Multicultural Marketing Awards

The National Multicultural Marketing Awards hosted by the Community Relations Commission recognise and reward businesses that are successfully developing and promoting their services to meet the needs of a culturally diverse society. The awards have played a positive role in advancing the principles of multicultural marketing by highlighting outstanding and creative campaigns and encouraging potential marketers to market to a culturally diverse Australia.

The awards program:

- promotes the advantages of marketing products or services to potential clients or customers
- highlights the responsibility of public sector managers to address the issues of the whole community and to inform all people about their services and activities
- stimulates creativity in marketing to a culturally diverse society
- recognises high standards of marketing to inspire marketers who are not yet meeting the challenges of a culturally diverse society or enjoying the benefits of the market it creates, and
- promotes a more equitable representation of our cultural diversity as a nation through mass media marketing channels.

The Commission acknowledges the support of the sponsors of the 2005 National Multicultural Marketing Awards:

- The Australian newspaper (major sponsor)
- Austrade (export award supporters)
- Casella Wines
- Culture Resource Centre
- Integral Energy (community award sponsors)
- Kiewa Estate
- Office of Fair Trading (commercial small business award sponsors)
- Vietnam Airlines
- Westin Hotel

The winners of the 2005 National Multicultural Marketing Awards in the seven categories were:



Minister Orkopoulos presents the grand prize in the National Multicultural Marketing Awards to Karen McFazden of Cisco Systems Asia Pacific Technical Services

Advertising award: LOUD Multicultural
Commercial Big Business award:
Cisco Systems Asia Pacific Technical Services
Export award: Salutist
Government award:
NSW Department of Community Services
Information Technology award: CMC
Markets
Integral Energy Community award: FECCA
and the National Prescribing Service
**Office of Fair Trading's Commercial Small
Business award:** LOTE Marketing

The grand award was won by Cisco Systems Asia Pacific Technical Services for the use of the bilingual skills of their Australian employees in solving computer problems around the world, particularly in Asia.

Information seminar

Australia's culturally diversity is increasing and it is important that business organisations relate to their clients and establish an understanding of their needs as consumers. Many businesses are doing this and integrating their multicultural marketing efforts with their community, government and media. It is also important to note that while multicultural communication is becoming an essential component of public relations, a communication strategy that is both effective and relevant to the targeted community should not be overlooked.

To promote this, the Commission hosted a corporate seminar that provided the participants with information to develop effective multicultural communication strategies within their organisation. Guest speakers included past multicultural marketing award winners who provided an outline and discussed their successful campaigns. The seminar also encouraged participants to enter the National Multicultural Marketing Awards.

Recognition of Overseas Nursing Qualifications

At the request of the Premier, the Commission established and chaired a committee on the Recognition of Overseas Nursing Qualifications. Membership of the Committee includes the Community Relations Commission, the Department of Immigration and Multicultural Affairs, NSW Health, NSW Nurses and Midwives Board and the NSW Nurses Association.

The committee's terms of reference are to:

- examine and identify barriers to employment of Filipino, Indonesian and Indian trained nurses in the NSW health sector and
- propose a range of strategies to overcome the identified barriers while maintaining high standards of health and patient safety.

Six meetings of the committee were held since March 2005 to identify the barriers and propose strategies to overcome them, while ensuring high health standards and safety are maintained. The committee has examined the bridging courses available in other Australian states and territories for overseas-educated nurses and considered whether these are appropriate for NSW. Members examined overseas models for recruiting nurses, including the use of government-to-government agreements, such as the agreement signed by the United Kingdom with the Philippines, India and Spain. Some barriers identified by the committee include:

- education status and role
- integration in the NSW health care system
- registration process
- English language offshore programs
- cost of undertaking assessment programs and further education
- temporary visa holder education levy
- short-term accommodation.

The committee's report proposes three main strategies to remove the barriers that prevent registration in NSW, while ensuring high health standards. These include:

- graduate education program
- overseas educated nurses' English program
- funding concepts for assessment programs or further education.

Street festivals

Since before the 2000 Olympic Games, the Commission has offered funding to local communities to celebrate the Games through their cultural diversity and to showcase this diversity to Games' visitors. Eleven metropolitan councils participated and these street festivals were a huge success. The Commission has continued to build on this success and encourage local communities to continue to celebrate their cultural diversity by holding their street festivals.

Councils funded for street festivals in 2005-06 are Dubbo City Council in September 2005, Penrith City Council in October 2005, Hornsby, One World @ Hornsby Mall in November 2005, the Waverly Global Table Street Festival in April 2006 and the Clarence Valley Five Senses Street Festival in May 2006 at Grafton.

White Paper - *Cultural Harmony The Next Decade 2002-2012*

In response to a high demand for copies of the White Paper *Cultural Harmony, The Next Decade 2002-2012*, a further 2,000 copies were printed with an updated foreword from the Premier, the Hon. Morris Iemma.

The White Paper incorporates the Community Relations Plan of Action 2012, which establishes four Key Objectives, flowing from the principles of multiculturalism, that are to be addressed by public sector agencies in implementing the principles and in providing services to a culturally diverse community. The Key Objectives are leadership, community harmony, access and equity, and economic and cultural opportunities.

Critical success factor 6:

EFFICIENCY AND EXCELLENCE IN LANGUAGE SERVICES DELIVERY

Language services

The Commission continued to meet service obligations by providing a wide range of interpreting and translation services in over eighty languages, including Auslan.

The Commission is the principal provider of interpreting for state government agencies and legal interpreting services in NSW. Services are also available to private and commercial organisations, community groups and individuals on a user-pays basis with exemption granted on a needs basis.

Services are provided by full-time in-house interpreters and translators and a panel of accredited and recognised interpreters and translators in accordance with the accreditation standards determined by the National Accreditation Authority for Translators and Interpreters (NAATI).

The casual panel consists of more than 500 interpreters and/or translators. An interpreter may be booked 24 hours, seven days a week on 1300 651 500 at the cost of a local telephone call. The customer counter operates mainly for translation services between 8.00 am and 5.00 pm, on usual working days.

Online Language Services: LanguageLink

LanguageLink is a web-based system used for booking, tracking and managing all interpreting and translation assignments. It enables the Commission to electronically communicate with its panel of casual interpreters and translators. All interpreting and translation assignments are accessed by the panellists and processed through LanguageLink.