

# Focus

Newsletter of Northern Settlement Services Ltd

June 2019



## From the Chief Executive Officer Lulu Tantos

Hello and welcome to the June edition of 'focus'!

I'd like to dedicate this edition of our newsletter to the many unsung heroes of NSS – our wonderful volunteers who make a world of difference to our communities and have such a positive impact in the lives of so many of our vulnerable clients, the newly arrived, the aged, youth, mums with young children, to name a few, supporting them and our programs day in day out, year in year out!

National Volunteer Week this year was held during the 20-26 May 2019 and marked a milestone in celebrating 30 years of National Volunteer Week.

In Newcastle Northern Settlement Services celebrated the event with a special morning tea on Wednesday 22 May hosted by our local Federal Member, Ms Sharon Claydon MP, in which the indispensable support of our volunteers was recognised and acknowledged.

We salute and thank them for their time, their patience and dedication in simply being there when needed and for helping our CALD clients, young and old, build the necessary skills and knowledge they need to participate fully in Australian life and live happily in their new environment.

If you have time to spare and would like to volunteer with us please contact the office on 49693399 or visit our website at [www.nssservices.com.au](http://www.nssservices.com.au) for further information about our programs and services.

### *this issue*

*From the CEO — P.1*

*National Volunteer Week — P. 2*

*Data Exchange — P. 7*

*Woy Woy MSSS Group — P. 7*

*ESL Training Workshop — P.8*

*Palliative Care — P. 9*

*Sido Tailoring — P.10*

*Multicultural Parenting Group — P.11*

*Harmony Day - P.12*

*Disclaimer — P.12*



**NSS Volunteers Coordinator Michael Freund addressing volunteers from all the NSS support programs at the celebration of National Volunteer Week.**

NSS (Newcastle) celebrated 30 years of National Volunteer Week with a special morning tea at Merewether Surf house on Wednesday 22<sup>nd</sup> May. Around 50 volunteers, representing a diverse range of NSS support programs and client groups, enjoyed the glorious sunshine, spectacular beach views, and delicious canapés.

The guest of honour Ms Sharon Claydon (Federal MP for Newcastle) gave a heartfelt speech on her admiration for our dedicated volunteers and the fantastic work they do in the Newcastle community. All volunteers were presented with a personalised certificate from NSS and Volunteering Australia by Ms Claydon and NSS CEO Ms Lulu Tantos. The following volunteers received special Gold Certificates for their 5<sup>th</sup>, 10<sup>th</sup>, etc. anniversaries and/or outstanding service:

Geoffrey Nattrass, Janice Horne, Robert Horne, Margaret Trethowan, Kate Ryan, Jessica Bagnall, Amos Leung, Terry St George, Samson Man, Helen Gadd, David Woodman, Nhug Bui all received Gold Certificates.





VOLUNTEER





*NSS Volunteers proudly displaying their certificates at the National Volunteer Week Celebration.*



*NSS Volunteers, David Woodman, Samson Man and Joop de Wit enjoying a coffee at the National Volunteer Week Celebration.*



NVW  
NATIONAL VOLUNTEER WEEK

*Making a world of difference*  
20-26 May 2019 | #NVW2019

AON  
Empowers Results<sup>®</sup>

National Volunteer Week 2019  
Exclusive National Sponsor



*Celebrating  
years of National Volunteer Week*







Celebrating  
years of National Volunteer Week







**NSS Staff members at The Data Exchange/ NSW FACS - Targeted Earlier Intervention Training, Novotel Hotel, March 2019.**

The Data exchange is a program performance reporting tool. It is an easy to use IT system that accommodates the sector's varying business processes regardless of a provider's size, type or delivery focus. The Data Exchange information provides insights into service delivery, outcome achievements and answer policy and research questions across activities.



**On Thursday 23rd May, the Woy Woy Multicultural Social Support Group attended Australia's Biggest Morning Tea at Peninsula Community Centre Woy Woy. Here some of us with Mark Ferguson (channel 7 news)**





**An ESL Training/Workshop was held for our volunteers at the NSS office in Hamilton on Tuesday 7<sup>th</sup> May. A total of 25 volunteers and applicants attended this highly successful training day, over the morning & afternoon sessions.**

**NSS sincerely thanks Ms Jennifer Cook, English Teacher at the English Language Foundation Studies Centre (The University of Newcastle) for running such an engaging workshop, which has definitely provided our volunteers with many techniques and resources that they can now use when assisting NSS clients, adults and children.**

**A great team building day - well done everybody!**

**Michael Freund, NSS Settlement Volunteer Co-ordinator**







On Thursday 11 April 2019 NSS Aged Services team gathered for an Education Session at Head Office. Natasha Atkinson, Occupational Therapist, Mater Palliative Care team, NSW Health delivered a session on the supports provided by the Palliative Care team. Palliative Care is provided to people with complex problems compounding their life-limiting illnesses. The Palliative Care service provides the opportunity for people to be cared for in their own home, acute hospital or Palliative Care Unit in accordance with the patient's and family's wishes, where possible.

The team of Care Support Staff, Coordinators & Aged Services Manager found the training informative and relevant to our programs and service delivery. The team is going from strength to strength with the ongoing Training & Development of our greatest asset- our hard-working care support staff!



On 27th May, Multicultural Social Support volunteers from the Central Coast attended an appreciation lunch at Pelicans restaurant Woy Woy



## Syrian refugee Darwich Sido showcases Sido Tailoring at Jesmond Stockland Mall



**Darwich Sido, who is a refugee from Syria and NSS client started his own tailoring and ironing business in Jesmond Stockland Mall.**

**Darwich is pictured with Newcastle Lord Mayor Nuatali Nemes and Newcastle Federal Member Sharon Claydon MP.**





## Multicultural Parents and Carers Group



**Multicultural Parenting Group (NSS)** is a part of CALD Family Support Project (Miza) and Early Intervention and Placement Prevention Program (Elena). The group runs monthly on every third Monday at the Hunter Multicultural Communities, Waratah.

This month, during the school holidays, we learnt about Origami- the old traditional Japanese art of folding paper. We had 16 children and 15 parents and grandparents participating in activities which helps develop hand-eye coordination, fine motor skills and mental concentration. Thank you to Peggy our young mom of three children for organising such a fun activity for people of all ages.







**Left: Ibrahim Nduwamungu from DHS with NSS Staff John Biswas, Mi-za Torlakovic, Olga, NSS CEO Lulu Tantos, Rose Oku and NSS Board member Sania Young celebrating Harmony Day at Charlestown Square.**

**Below: Rose and Miza at the NSS Stall at Charlestown Square**



#### DISCLAIMER

Information contained in this newsletter is believed to be true and accurate at the time of publication. However, changes in circumstance and/or policy development may impact upon its accuracy. NSS is not liable to any person or organisation, whether in negligence or otherwise, for anything published or omitted from this publication.

**8 Chaucer Street,  
Hamilton NSW 2303**

**Telephone (02) 4969 3399 Fax (02) 4961 4997 Free Call 1800 813 205**

**E-mail: [nss@nsservices.com.au](mailto:nss@nsservices.com.au) / Website: [www.nsservices.com.au](http://www.nsservices.com.au)**

**Business Hours: Monday to Friday, 9:00am 5:00pm**

