



NORTHERN SETTLEMENT  
SERVICES LIMITED



# Annual Report 2018/2019

## OUR MISSION STATEMENT

To be a leading regional  
organisation working with  
Culturally and Linguistically Diverse (CALD)  
individuals, families and communities,  
providing services that strengthen  
and inspire people in an environment that is  
culturally sensitive and responsive to  
their needs and goals.

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## SERVICE COVERAGE AREAS





## BOARD OF DIRECTORS

<b>Mr Jon Chin</b>	<b>Vice Chair (to 21/11/18) Chair (appointed 21/11/18)</b>
<b>Trudy Mills-Evers AM</b>	<b>Chair, Public Officer (resigned 21/11/18)</b>
<b>Ewa Korczynski</b>	<b>Company Secretary (to 21/11/18) Vice Chair (appointed 21/11/18)</b>
<b>Christine Jordan</b>	<b>Treasurer (resigned 21/11/18)</b>
<b>Zachary Ekandi</b>	<b>Director (to 21/11/2018) Treasurer, Public Officer (appointed 21/11/18)</b>
<b>Sania Young</b>	<b>Director (to 21/11/18) Company Secretary (appointed 21/11/18)</b>
<b>Father Nicholas Zervas OAM</b>	<b>Director (resigned 21/11/18)</b>
<b>Anna Bailey</b>	<b>Director</b>
<b>Zoran Vasiljevic</b>	<b>Director</b>
<b>Christine Warrington</b>	<b>Director (appointed 21/11/18)</b>
<b>Andreena Kardamis</b>	<b>Director (appointed 21/11/18) Resigned 3/5/2019</b>
<b>Cr Barney Langford</b>	<b>Co-opted Member, Lake Macquarie City Council</b>
<b>Cr Carol Duncan</b>	<b>Co-opted Member, Newcastle City Council</b>
<b>Cr Emma White</b>	<b>Co-opted Member, Newcastle City Council</b>

## OUR SUPPORTERS

We wish to acknowledge and thank all of our funding bodies and stakeholders for their continued support of the many and diverse programs delivered throughout the past year.



# OUR TEAM

## ADMINISTRATION TEAM



**Lulu  
Tantos**  
CEO



**Katie  
Sewell**  
Operations  
Manager



**Kerry  
Blades**  
Finance Manager



**Kathy  
Rowarth**  
Finance



**Natasha  
Holliday**  
Finance



**Henriette  
de Jong**  
Migration  
Agent



**John  
Pattey**  
Senior  
Administration  
Officer



**Violeta  
Klements**  
Administration  
Officer



**Ameneh  
Sheibani**  
Administration  
Officer



**Sharlene  
Huber**  
Administration/  
Finance Officer  
Central Coast



**Julie Mills**  
Administration  
Officer Central  
Coast

## SETTLEMENT TEAM



**Alex  
Burns**  
Settlement Team  
Manager  
Newcastle /  
Hunter



**Debbie  
Carstens**  
Settlement Team  
Manager  
Regional



**Lydia  
Manusiu**  
Senior Settlement  
Worker Newcastle



**Rose  
Oku**  
Settlement  
Worker Hunter  
Outreach



**Lena  
Alameddine**  
Settlement  
Worker (Arabic)  
Volunteer  
Coordinator  
Welfare



**Tonkoh  
Kamara**  
Youth  
Worker



**Marie  
Zawadi**  
Settlement Worker  
Newcastle



**Michael  
Freund**  
Volunteers  
Coordinator  
Education



**Nellie  
Srisurapon**  
Settlement Worker  
Central Coast



**Lance  
McNamara**  
Settlement  
Worker  
Armidale



**Amalin  
Sundaravej**  
Settlement  
Worker  
Tamworth



**Abby  
Tinlin**  
Settlement  
Worker



**Natalia  
Meliendrez**

Multicultural  
Community  
Development  
Central Coast

**Pari  
Batha**

Multicultural  
Community  
Development  
Central Coast

**Claire  
Hicks**

Playing Around  
the World  
Facilitator  
Central Coast

## AGED SERVICES TEAM



**Rasa  
Bajalis**

Aged  
Services  
Manager



**John  
Biswas**

Sector Support  
and  
Development



**Stefanie  
Maier**

Home Care  
Packages  
Coordinator



**Lupe  
Fonua**

Home Care  
Packages  
Coordinator



**Tima  
Oto**

Multicultural  
Social Support  
Coordinator



**Irene  
Lupish**

Community  
Visitors Scheme  
Coordinator



**Dongmei  
Zhang**

Chinese  
Social  
Support  
Coordinator



**Katie  
Livingstone**

Multicultural In  
Home Respite  
Coordinator



**Marilín  
Pérez Cabrera**

Multicultural Social  
Support Central  
Coast



**Kellie  
Matterson**

Multicultural In  
Home Respite  
Coordinator  
Central Coast



**Natalia  
Meliendrez**

Multicultural  
Social Support  
Central Coast



**Kathy  
Karimodini**

Community  
Visitors Scheme  
Coordinator  
Central Coast



**Corinna  
Bucher**

Roster/  
Admin  
Clerk

## WELFARE TEAM



**Petrona  
Kelly**

Welfare  
Team  
Manager



**Miza  
Torlakovic**

CALD Family  
Worker



**Juanita  
Loli**

Multicultural  
Family Support &  
Welfare



**Elena  
Ferguson**

Multicultural  
Family Support &  
Welfare



**Zeni  
Edmunds**

Brighter Futures  
Coordinator

# ORGANISATION ACHIEVEMENTS

## SETTLEMENT

### SETTLEMENT SERVICES

**911 clients:**

**673** Newcastle  
**123** Central Coast  
**66** Armidale  
**49** Tamworth

Delivering over **2,570** sessions with **8,600** attendances

**4** Homework and Learning Centres in Newcastle with **77** child/young people accessing **113** sessions.

**236** driving lessons

**1,907** instances of volunteer support

### MULTICULTURAL COMMUNITY DEVELOPMENT PROGRAM

**856** instances of providing information and referrals in one month

### COMMUNITIES FOR CHILDREN

**Playing Around the World:**

<b>51</b>	Parents and children	Wyong
<b>42</b>	Sessions with <b>536</b> participation instances	Blue Haven
<b>42</b>	Sessions with <b>984</b> participation instances	The Entrance



# AGED CARE

**18** of **18** Home Care Common Standards achieved during Audit from Aged Care Quality Complaints and Safety Commission

**Hunter** has **22** volunteers supporting **45** clients making **799** visits and travelling **13,112kms**

**Central Coast** has **14** volunteers supporting **52** clients making **239** visits taking **365 hours**

**17 years of delivering Home Care Packages**

# WELFARE

**150** group sessions with **3,500** individuals and families attending

**1,954** instances of support to individuals and families

Heavily involved in supporting **Multicultural Playgroups** at various locations

**Participated in** Harmony Day, Riverlights Festival, White Ribbon Breakfast, "You're Kidding Me" Expo, Multicultural Expo and Unity in Diversity

# MIGRATION

Large number of Syrian refugees arrived

**Assistance** with applications for citizenship and visitor visas continue to increase

Decision made to cease providing assistance for skilled visas and refer onward to other Migration Agents

# CHAIR'S REPORT

Jon Chin

It is a great pleasure to present my first Chairperson's Report on behalf of the Northern Settlement Services Limited Board. 2019 has been a very challenging year personally for me. I was elected as Chair at the AGM held on 21 November 2018 and the following week I had emergency double bypass surgery which saw me on medical leave for four months. I thank the Directors and especially Vice Chair Ewa Korczynski, for taking care of the organisation until my return in March 2019.

This is a time of great change and competitiveness in nearly every sector of the Australian economy. For us especially in the settlement, immigration, aged care and welfare services, I feel it is imperative we learn, and learn quickly to embrace the challenge of this ever changing environment under which we operate. As John F Kennedy said, ***"Change is the law of life. Those who look only to the past or present are certain to miss the future."***

I am pleased to see the changes already taking place within our Board. Directors are now expected to play a more active role in monitoring the organisation's performance in relation to the government-funded services we provide. The recruitment of appropriately qualified Directors together with the introduction of term limits for Directors will greatly assist in bringing a fresh perspective to the Board.

The Board appreciates the work performed by our dedicated staff

during the year as detailed in the following pages of this Report. The Board will continue to provide continued support to ensure the achievement of our stated mission:

***"to be the leading organisation working with CALD individuals, families and communities (and) providing services that strengthen and inspire them in an environment that is culturally sensitive and responsive to their needs and goals".***

***"Change is the law of life. Those who look only to the past or present are certain to miss the future."***

Our special gratitude goes to all the funding bodies for their valued support which allows us to continue providing a range of services to our clients, including migrants and refugees.

I would also like to acknowledge the wonderful contribution that has been made by our many volunteers during the year in helping to make the lives of some of the most disadvantaged in our community change for the better.

Last, but not least, a personal thank you to my fellow Directors for their continued dedication and service. I look forward to their continued support in 2020. This will be the start of a new decade full of new opportunities to be embraced by Northern Settlement Services Limited.

# SETTLEMENT SERVICES

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# SETTLEMENT SERVICES TEAM REPORT

## Debbie Carstens

The Settlement Team encompasses three distinct programs – Settlement Services across all the NSS regions, Multicultural Community Development on the Central Coast and Communities for Children on the Central Coast. It has been a period of significant change for all of our programs with changes in staffing, funding and program frameworks.

## PROJECTS

### Settlement Services Program (SSP, 2018) and Settlement Engagement and Transition Support Program (SETS, 2019)

#### Funded By

Department of Social Services through the NSW Settlement Partnership led by Settlement Services International (SSI)

#### Team

Settlement Team

#### Staff

Alex Burns, Lydia Manusiu, Nellie Srisurapon, Tonkoh Kamara, Rose Oku, Michael Freund, Lena Alameddine, Amalin Sundaravej, Lance McNamara, Abby Tinlin, Marie Zawadi, Ruth Anagnostis and Juliet Kwizera

#### Project Target Groups

Newly arrived people from migrant, refugee and humanitarian backgrounds in the first five years of their settlement in Australia

#### Project Geographical Regions and Areas

Newcastle, Hunter, Central Coast and New England

#### Project Brief

Supporting the settlement of newly arrived people in Australia from

migrant and refugee backgrounds in their first five years from arrival

#### Highlights and Achievements

This has been a year of significant change for the Settlement Program. July to December 2018 saw the final 6 months of our Settlement Services Program (SSP) contract and also the retirement of long term serving NSS Settlement Team Manager Alex Burns after more than 30 years of service to settlement work in NSS and regional communities in northern and western NSW. His wisdom, experience and historical knowledge is sorely missed. Abby Tinlin also left NSS after great contributions to settlement youth work and volunteer programs.

In January 2019 we commenced our new 3 ½ year contract under the Settlement Engagement and Transition Support (SETS) Program through the NSW Settlement Partnership led by Settlement Services International (SSI). SETS brought a new, expanded framework for our work and reporting framework as well as a significant drop in funding which was also experienced across Australia in the settlement sector. This led to a re-structure of our Team and the loss of three further highly valued team members – Senior

Settlement Worker, Lydia Manusiu; Arabic Speaking Settlement Worker and Settlement Volunteer Co-ordinator, Lena Alameddine and Settlement Worker, Marie Zawadi. We no longer have a specific Youth Work or Hunter position in our Team with our two Volunteer Coordinator positions being rolled into one with resultant reduction in hours in Tamworth and the Central Coast.

These changes have been a challenge adjusting to new roles and new reporting frameworks. We congratulate all our staff for their huge effort in managing this transition while maintaining a high level of service to the newly arriving communities with whom we work.

We worked with over 900 clients during that period – 66 in Armidale, 123 on the Central Coast, 49 in Tamworth and 673 in Newcastle where we have the largest team. We delivered 2,570 sessions to individual or group services with a total of more than 8,600 attendances. This included 286 group sessions and 2,467 individual sessions. Tamworth has seen a small influx of newly arriving Karen community members moving from Sydney and Adelaide and one family arriving directly from overseas sponsored by our existing clients with help of the NSS Migration Agent.

Tamworth has a high success rate in finding employment for our client group. In addition to regular community activities like supporting CALD communities' participation in the Annual Fiesta le Peel in October and the Karen group participating in Clean Up Australia Day in March, NSS also organised a bus trip to Spring Ridge which was not only a great social outing but also turned into an exchange of weaving skills. The group visited the Crofters Weaving Mill as part of the excursion and two Karen

women who are Master Weavers in Karen traditional weaving were happy to join a discussion around exchanging skills.

Armidale's establishment as an official Refugee Settlement zone moved into full implementation this year with lots of implications for NSS in Armidale. Our Homework Centre has become very busy with a large number of Ezidi/Yazidi students and a need for an ever-growing number of volunteers coordinated by Fay Paris. Fay is organising a creative program to engage the new learners. Term 2 had a 'chicken' focus with students learning all they could about aspects of chicken life cycles and care. Many of the families have a coop with some chickens residing in their backyard.

Lance McNamara established a Language Café at the end of 2018 which was very popular for Term 4. Since February 2019, Ezidi families have commenced their exit from the intensive support of the SSI Humanitarian Support Program and referred to NSS for ongoing settlement support. By June 2019 we were working directly with nine families and more referrals are expected to follow shortly. We have commenced recruitment for a second Settlement Worker in Armidale in response to the growing support required.

NSS have been active with the Community Development Team working with the newly arrived community and participated in running a successful Diversity Expo in June focused on Safety.

NSS ran four Homework and Learning Centres in Newcastle this year. Many thanks again to the Wests Group for funding this important Program delivering great English learning support for our young students. A total of 77 children and young people

accessed the Centres with 113 sessions delivered during this 12 month period.

Ruth Anagnostis spent a year with us working part time developing an Employment Mentoring Program assisting people with resume writing, job search and other skills. Five volunteer Employment Mentors with a range of professional experience were engaged to work with our clients on these tasks. NSS were also contacted directly by some employers and Ruth facilitated interviews for our clients with these employers. The funding for this Project has ceased but we are exploring other funding options to build on this important work.

Volunteers continue to provide enormous support to our Settlement Program with 1,907 instances of support for our clients delivered by volunteers in Newcastle. Seventy-one volunteers were involved in the Newcastle Homework and Learning Centres during that period, with a further 26 settlement volunteers involved in one- on-one support around driving supervision, English learning, citizenship test preparation and employment mentoring, and four supporting group activities.

There were 236 driving lessons provided by our team of volunteer driving instructors, supporting 10 people to get their driver's licence and other clients are well on the way towards achieving that goal.

Our Afghan Women's Group continued to meet monthly throughout the year. The Arabic Speaking Women's Group ran until the end of 2018 before re-starting in June 2019. The Afghan Men's Group met monthly until March.

Partnerships have continued to be key in our youth work. In addition to the regular weekly Multicultural Youth Group; annual Youth Cultural Exchange; and the youth targeted biannual Welcome Ride, in 2018 we piloted a successful Mini Youth Group for 8 to 11 year olds in partnership with STARTTS and Tantrum Arts. Thirty-five students participated in after school sessions. They were very engaged and positive about the creative, structured program.

Using Settlement Innovation Funding, NSS established a short-term Congolese Kitchen Party Project with newly arrived Congolese families supporting them around housekeeping and parenting in an Australian context.

It has been a positive year of engagement with the NSW Settlement Partnership. The partners have worked through a range of issues in the transition to SETS and supported each other. It is certainly a case of what we are doing as a whole is much more than the sum of our parts. There is even greater potential in the partnership going forward.

## Multicultural Community Development Program

### Funded By

NSW Department of Family and Community Services – Central Coast

### Team

Settlement Team

### Staff

Pari Batha, Natalia Meliendrez

### Project Target Groups

CALD children, youth, families and their communities on the Central Coast

### Project Geographical Regions and Areas

Central Coast

### Project Brief

Facilitating the engagement of CALD children, youth, families and communities in the wider Central Coast community by building on their strengths and supporting them to address challenges

### Highlights and Achievements

The year began with a change of staff for the Program due to the retirement of long-term Multicultural Community Development worker, Pari Batha. Pari and her wealth of experience and connections have been sorely missed. She was recognised for her many years of service to the CALD community through the Central Coast Council Australia Day Award Ceremony earlier this year. Natalia Meliendrez was appointed to the Multicultural Community Development role which she had been sharing with Pari since October 2018.

Further Targeted Early Intervention (TEI) Implementation was progressed with negotiation of a new work plan under the TEI framework. This will be finalised in the next financial year together with new Service Level Agreements. Family and Community Services have responded positively to our request for casework to be recognised in our work plan due to the heavy demand from the CALD community. However, it will remain only a small element of our Program.

A new weekly Spanish speaking Playing Around the World Group was established at West Gosford in October 2018 as an outcome of the community consultation undertaken earlier in the year. More than 25 mothers and children from 11 Spanish speaking countries participated with two of the mothers taking on leadership roles. There were 24 sessions with 149 instances of attendance in the year.

The Russian Speaking Playing Around the World Group continued with fluctuating numbers as a result of children growing older. A significant Women's Day event brought Russian women together with and without children, to celebrate and talk about how they can support one another outside of the playgroup context.

Many thanks to the women from these two groups who have volunteered their time to help run the Group and participate in training and planning.

For the first time this year, NSS participated in the Family and Community Expo organised by Blue Haven Public School where we were able to engage with families and school age children to promote our services and to support the School to work together in future programs.



Another highlight was NSS' support to Erina Library to establish its pilot "Reading Around the World" Project with monthly reading stories to children in other languages. The Project was recognised with an award at the end of the 2018. Some other events were undertaken in partnership with the Communities for Children Program and are reported separately.

A snapshot of the month of May 2019 gave a sense of the volume of information giving and referrals made by the Program – there were 856 instances of providing information and referral to our target group in **one month alone** with the largest proportion (80%) being via email and others in person and by phone.



## Communities for Children

### Funded By

Department of Social Services through the Benevolent Society

### Team

Settlement Team

### Staff

Natalia Meliendrez, Gina Ratcliffe and Claire Hicks

### Project Target Group

Children 0-6 and their families with a focus on CALD community

### Project Geographical Region(s) and Area(s)

Central Coast

### Project Brief

Supporting and enhancing early childhood development and wellbeing for children on the Central Coast

### Highlights and Achievements

Staff changes were a significant feature of the year with long term project facilitator Natalia Meliendrez moving to a different role. Gina Ratcliffe took up the facilitator role from November to March bringing new ideas and skills from her many years working with children with disabilities. Unfortunately, Gina was unable to continue due to family commitments. We welcomed Claire Hicks to the Playing Around the World (PAW) Facilitator role in May. It is very important to acknowledge the excellent work performed by Sara Sherwood, long term childcare worker with the Playing Around the World Program who carried the Program during the periods when there was no facilitator. We farewelled Sara in June

as she gained full time employment in childcare. NSS also acknowledges the significant work Natalia has undertaken in training and supporting Sarah and the new Facilitators.

Fifty-one parents and children engaged with and participated in our Playing Around the World Group. Wyong had 26 children (0-6) and 25 adults. Blue Haven held 42 sessions with 536 instances of participation. The Entrance held 42 sessions with 984 instances of participation including the large Harmony Day event.

Two significant events in the PAW calendar were Harmony Day and Refugee Week. This year they were delivered in partnership with the NSS Multicultural Community Development Program.

The Harmony Day Event on 21 March had an attendance of 264 people at The Entrance Community Centre. The children and families from The Entrance PAW Group were joined by aged care clients from NSS Multicultural Social Support Services (MSSS); children from The Entrance Public School; families from all of the NSS Playing Around the World Groups including the Spanish Speaking and Russian Groups from Gosford; and local community members.

It was a fantastic Harmony Day with lots of interaction, craft activities and information flyers and materials for people to take home. The day started with a Welcome to Country and an indigenous dance group. Children enjoyed going around the tables and participating in activities with their "passports" including obtaining stamps, craft, playing games and rolling orange play dough. NSS ran the successful event with lots of support from a range of partners: Communities

for Children Partners (Women's Health Centre, Yarran, Uniting, The Glen), The Entrance Hub, Ability Links, Central Coast School as Community Centre, Central Coast Multicultural Children Resource Centre, Central Coast Council, the Central Coast Council Libraries, PCYC and TAFE students together with volunteers across all Programs.

More than 28 countries were represented by the participants including Portugal, Poland, Spain, Uruguay, Chile, Peru, Brazil, Colombia, Mexico, Argentina, Italy, Philippines, Malaysia, Germany, Netherlands, Austria, Greece, Samoa, France, Russia, Ukraine, England, Egypt, Denmark, China, Taiwan, Korea and Australia.

NSS worked in collaboration with The Entrance Hub Coordinator and the Benevolent Society to organise a Refugee Week Breakfast for Communities for Children workers. A young woman guest shared her journey as a refugee who came to Australia from Burundi, recounting her life from her family fleeing with her as a newborn; life in refugee camps; settling in Australia and engaging with school and community. Thirteen workers attended the breakfast and provided great feedback about their increased understanding from such a powerful and candid story.

We were very excited to receive the donation of a Sensory tent by Ability Links early in 2019. This is a fully portable "Sensory Kidzspace" kit for indoor or outdoor events that creates an inclusive and comfortable space for children experiencing sensory processing needs to retreat to and relax. The kit includes a tent, soft blankets, and noise cancelling headphones, fidget toys and books. This has been set up each week at

PAW sessions and has been well received by parents and children.

Thanks to our great volunteers who support the running of the playgroups each week and who are also active at our larger events.

# AGED SERVICES

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# AGED SERVICES TEAM REPORT

## Rasa Bajalis

### Funded By

Department of Health

### Project

Community Aged Care Services

### Team

Aged Care Team

### Team Manager

Rasa Bajalis

### Project Scope

NSS is a leading not-for-profit provider of culturally tailored in-home support services that empower and enable individuals to continue to live independent and fulfilling lives in their own homes.

The NSS Aged Care Team delivers a range of programs and supports to assist people over 65 years and their carers to participate in the local community, and make social connections that enhance their health and well-being.

The focus for the Aged Care Team is to inspire and support culturally diverse communities to reach their full potential. We understand cultural identity should be considered foremost and cultural needs directly integrated with care requirements.

### Project Target Group

People over 65 years and their carers inclusive of all cultures.

### Project Geographical Regions and Areas

Hunter and the Central Coast Aged Care Planning regions

### Project Brief

NSS is funded by the Department of Health to deliver services to three main program areas: Home Care Packages (HCP), Commonwealth Home Support Program (CHSP) and Community Visitors Scheme (CVS).

The Commonwealth Home Support program includes:

- Multicultural Social Support Program (Newcastle and Central Coast).
- Chinese Social Support Program.
- Multicultural Flexible Respite Program (Newcastle and the Central Coast).
- Hunter Multicultural Respite Service.
- Sector Support and Development - Multicultural Access Project.

2018 /2019 was another busy year for the Aged Care Team.

The most important event was the visit from the Aged Care Quality, Complaints and Safety Commission in March. NSS met 18 of the 18 Home Care Common Standards. This was an excellent outcome from the Aged Care Team.

The audit reviewed the Home Care Package Program and the Commonwealth Home Support Program. We extended our client record management system E-tools

into the Commonwealth Home Support Program. This has enabled greater transparency and ease of client record keeping and service delivery. The main advantage is that information can be uploaded to Data Exchange for the required reporting.

The first Wellness and Reablement Report was submitted to the Department of Health. This is an innovative measure by the Department to observe qualitative measures and outcomes of the Commonwealth Home Support Program.

Aged Care welcomed a Scheduler/Admin Clerk to the Team. This has been a wonderful support to the coordinators, care support staff and care recipients and has provided a pathway for more efficient service delivery leading to greater client satisfaction.

NSS continues to recruit care support staff with 80% being bi-cultural and valued additions to the Team. Feedback from our care recipients continues to be positive.

NSS continues to strive for innovative, sustainable and efficient services while keeping clients informed and educated on changes occurring due to government reforms. NSS works with clients to deliver the services they traditionally continue to embrace whilst enhancing client experiences with new and exciting opportunities.

A huge thanks to the Aged Care Team consisting of 28 staff and 70 volunteers for their care, compassion and hard work. Regardless of its many challenges, receiving meaningful feedback from care recipients and their families and seeing the meaningful differences the programs make to their wellbeing and lives provides a great deal of job satisfaction.

## Sector Support and Development Officer – Multicultural Access Project - John Biswas

Our MAP worker actively raised CALD issues of unmet needs of older Australians from CALD background at various consultations and forums in relation to Aged Care issues.

SSDO MAP worker presented a paper at the 5th International Conference on "Ageing in a Foreign Land" covering issues of elder abuse awareness at the Flinders University Adelaide in June 2019.

The Project participated and supported sector development through proactive contribution to Multicultural Access Project Network, Hunter Central Coast Regional Mainstream CHSP Sector Support and Development Officers' Network and NSW Sector Support and Development Network and the Hunter Central Coast Elder Abuse Collaborative. The Project was also successful in facilitating a CALD Community Reference Group on Elder Abuse.

Contributions were made to various aged care related submissions through NSW Multicultural Access Project Network. Another highlight of collaborative work was the CALDWays Conference held in March 2019 for Senior Citizens from multicultural communities in Newcastle and the Hunter organised by PICAC and NSS Multicultural Senior's Festival.

Ongoing aged care sector changes pose many challenges but immediate issues for the MAP project are:

- Outreach and education of communities about access pathways to aged care.
- Cultural responsiveness of the aged care sector with ongoing education work.

- Implementation of CALD Action Plan to support older Australians.

### **Community Visitors Scheme - Irene Lupish (Hunter) and Kathy Karimodini (Central Coast)**

**Hunter** - During the reporting period we have welcomed 7 new volunteers. To date CVS has 22 volunteers of which 18 are active and 4 are awaiting matching clients. These volunteers visited 45 clients, making 799 visits and travelling 13,112kms.

Clients come from 15 different backgrounds including Italian, Ukrainian, Chinese, German, Dutch, Latvian, Australian, Russian, Indonesian, Polish, Belorussian and English.

CVS volunteers are a very dedicated, reliable and wonderful Team. During the reporting period NSS had Volunteer Week celebrations with a trip to Port Stephens as our recognition and thank you to the volunteers. As in previous years, training sessions were organised in Cultural Differences, Laughing Yoga and Planning Ahead.

CVS Newcastle Newsletter is published and distributed to local CVS volunteers. It covers relevant information regarding training opportunities, welcoming new volunteers and articles of special interest.

**Central Coast** – CVS has 14 active volunteers who supported 52 clients (in home/Residential Aged Care Facilities) through 239 visits taking 365 hours.

The number of CVS clients referred to NSS by Home Care Package providers has increased in the last year showing greater interest in maintaining independence and reducing social isolation.

Volunteers who visit groups in Aged Care Facilities have made a marked contribution, particularly with other residents expressing their interest in joining in.

Volunteers have been encouraged to bring and share their creative ideas for mindfulness activities with other volunteers through any kind of volunteer gathering such as training and the Appreciation/Christmas lunch.

### **Multicultural Flexible in Home Respite - Katie Livingstone (Newcastle) and Kellie Matterson (Central Coast)**

This Program has just completed its second year of service delivery. Both Newcastle and the Central Coast have recorded an average of 375 to 425 hours of outputs per month. The Multicultural Flexible in Home Respite Service grew at a rapid pace over 2018/2019 providing services to CALD and non-CALD carers and care recipients. The feedback has been very positive. The flexibility of the MIHR Program suits many carers and care recipients as the service is tailored to suit their specific requirements on an "as needs" basis.

The flow of referrals from My Aged Care is greater than our capacity to commence services due to the back log in assignment of Home Care Packages. Both areas effectively manage a wait list.

The Respite Team Leader has facilitated the regular training of the 14 NSS Care Support workers in key competencies at quarterly meetings.

Both Newcastle and the Central Coast carers celebrated Carers' Week and were honoured with a special morning tea.

The Hunter Multicultural Respite Service continues to support community members to attend Centre Based Day

Care Centres and participate with the activities enabling social inclusion.

**Multicultural Social Support Service -  
Tima Oto (Newcastle), Marilyn Pérez  
Cabrera and Kathy Karimodini  
(Central Coast)**

The Individual Social Support Program is growing with regular referrals from My Aged Care. As this Program is supported by volunteers, careful assessment of referrals is required to keep within the scope of practise. Feedback is very positive with volunteers providing social support with shopping and GP appointments. NSS celebrated the contribution of volunteers during Volunteer Week with a combined celebration at the Merewether Surf House. The Newcastle Program continues to have social gatherings with Spanish, Filipino, Vietnamese, Tongan and Samoan seniors. Guest speakers from Centrelink, HNEH, Immigration, Elder Abuse and the Heart Foundation gave information sessions at these events. Independence Days were celebrated reminding us of individual cultural heritage.

Central Coast Social Support Community Groups continued to meet regularly. They participated in sessions on Positive Ageing, Gosford Court Open day and RU OK day. Many clients participated in the Wellness and Reablement Program which had very successful sessions on laughter yoga and exercise classes with visits from the Department of Health and The Body Shop.

Some community members attended the CaldWays Conference in Newcastle. In general, they are excited to get together and catch up. We have a wonderful group of committed volunteers in both regions who freely give their time and care.

**Chinese Social Support Program -  
Dongmei Zhang**

Monthly social support groups continue to meet in three different locations – Jesmond, Charlestown and East Maitland. Activities across these groups include English conversation class, Tai Chi exercises, information sessions and celebrations of special cultural festivals combined with outings. The topics of information during this reporting period included Centrelink updates, financial information services, Breast Screen information, Digital Health, Diabetes NSW, Lake Macquarie City Council services and Calvary Mater Hospital visit, etc. There were 53 clients and 10 volunteers registered with the Chinese Social Support Project.

We continued to celebrate the Chinese traditional festivals with our clients during the year. Chinese New Year, Dragon Boat Festival and Mid-Autumn Festivals are the most important dates for Chinese people. Traditional food was shared according to the Festivals.

The annual bus trip continued to be enjoyed by the community members. This year they visited Gosford Regional Art Gallery, Hunter Botanic Gardens and Walka Water Works.

A highlight of the year has been my involvement with the "Speak My Language" Project. Eight speakers including two Allied Health professionals and six community members from the Chinese community worked together to finalise six podcast topics related to Aged Care. The topics included My Aged Care, Elder Abuse, Carers, Early Dementia, Future Planning and Allied Health. Twenty-six cultural language communities participated in this Project nationally.

### Home Care Packages - Stefanie Maier, Linda Crockett and Lupe Fonua

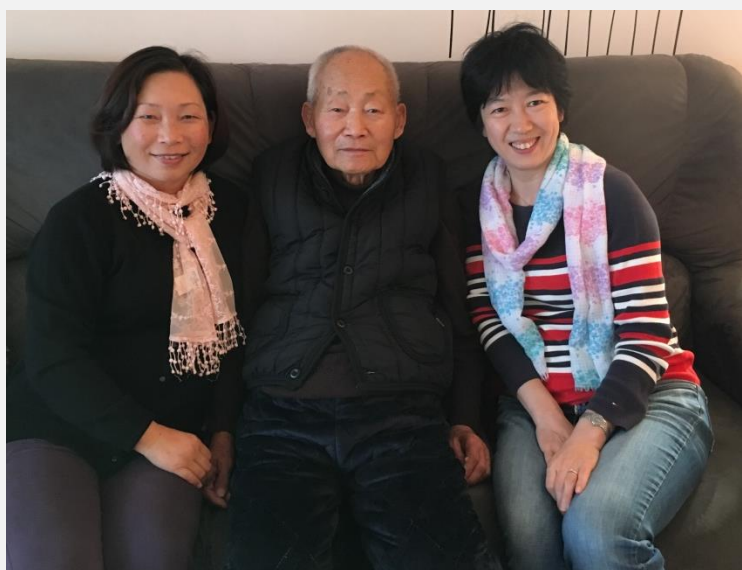
NSS is in its 17<sup>th</sup> year of delivery of this Program. Home Care Packages continue to be delivered following the Consumer Directed Care Model. The care recipient has an integral part to play in all aspects of the planning process. This enables the package to meet the synergy of needs and wants for the care recipient.

Since the February 2017 changes to Aged Care, we have been able to successfully adjust our services to respond to and meet the demands across different service areas and provide more complex home care services.

NSS is now able to provide continuum of care enabling us to case manage and coordinate higher care needs. The average break up during the reporting year has been:

HCP Level	Client(s)
Level 1	1
Level 2	25
Level 3	7
Level 4	13

This year the Department required all organisations to reflect a Pricing Schedule on My Aged Care. As previously discussed, the biggest challenge has been the lengthy waiting period for consumers to be assigned a Home Care Package even though they have been provided with an approval.



*Crystal and her father Pengxi talking about My Aged Care with Speak My Language Program*



# WELFARE

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# WELFARE TEAM REPORT

## Petrona Kelly

### Funded By

Department of Communities & Justice  
& Families NSW

### Project Scope

The Welfare Team delivers the Early Intervention and Placement Prevention (EIPP) Program and the Culturally and Linguistically Diverse (CALD) Family Support Project

### Project Geographical Region and Areas

The EIPP operates predominantly in Newcastle and Lake Macquarie with outreach services provided to locations across the Lower Hunter, as capacity allows, at Maitland, Cessnock and Port Stephens

### Target Groups

The Team targets low to medium risk children, young people and families from CALD backgrounds for short term support to identify issues and prevent escalation of problems. The support service model is structured to deliver the following streams of service provision:

- Child and Family Support targets families with children 0–12 years or expecting a child.
- Youth and Family Support targets young people 13 to under 18 years or families with young people in this age range.
- The CALD Family Support provides support to vulnerable, disadvantaged families comprising of first-time parents and families

with children aged 0–8 years. The target group includes teenage parents and parents with a developmental disability and/or parents with special needs who live in the Newcastle and Lake Macquarie LGAs.

### Key Service Specifications of these Projects Include

- Advice and referrals by providing comprehensive information and advice to young people and families.
- Assessment and case planning by assessing the strengths and needs, including any risks, plan and coordinate a mix of services to meet the needs of client/clients.
- Home visits delivered to individual family homes or another location.
- Parents Support Groups by facilitating self-help/peer support groups for parents.

### Clients' Countries of Origin

Philippines, Thailand, Russia, Tonga, Samoa, Fiji, Afghanistan, Iraq, Iran, Sudan, Somalia, India, China, Japan, Nepal, Vietnam, Burundi, Indonesia, Macedonia, Nepal, South Africa, New Zealand, Malaysia, Germany, France, South Korea, Sierra Leone, Pakistan, Syria, Bangladesh, Congo, Croatia, Bosnia, Ghana, Peru, Serbia, Burma (Rohingyan) Brazil, Tibet and Australia.

### Highlights and Achievements

#### Group Sessions

150 group sessions with 3,500 individuals and families attending.

## Case Management

This year the Welfare Team provided 1,954 instances of support to individuals and families:

- Presenting issues were inter-related and, on many occasions, a client/family presented a number of needs or problems including domestic violence, immigration, homelessness, financial, mental health, legal/court matters, health, unemployment, social/emotional, material needs, education and training, tenancy, housing and accommodation, drug and alcohol, child protection.
- Individuals and families were assisted according to needs. Support was provided face-to-face and through other means such as e-mails, text and phone calls.
- Clients were provided information, options and advice relevant to their needs and referred to culturally appropriate services either external or to NSS workers.
- Children with child protection issues reduced and young people's level of safety and well-being improved.
- Isolation and homesickness among the women have been reduced with a sense of belonging, camaraderie and self-esteem increasing through participation in group activities.

## Multicultural Playgroups/Parenting

In partnership with other organisations, the Welfare Team is heavily involved in supporting Multicultural Playgroups at various locations such as:

- MOMS (Mothers' Obstetrics Multicultural Support) in partnership with Hunter New England Multicultural Health Services being conducted at

Hunter Multicultural Communities in Waratah.

- NSS Multicultural Parenting Group, Waratah.
- NSS Multicultural Playtime Group in partnership with Multicultural Neighbourhood Centre (MNC) at Lambton.
- Russian Bicultural Children's Group being conducted in Wallsend.
- Multicultural Playgroup in collaboration with Lake Macquarie City and The Willows, Warners Bay.
- Afghan Women's Social Group, Jesmond Neighbourhood Centre.
- Multicultural KU Supported Playgroup in partnership with KU, MNC, Mission Australia and Community Services. After eight years this group has now ceased.

## Participation in Events

The Team participated in:

- Harmony Day celebrations at Lake Macquarie, Jesmond and Hamilton.
- Riverlights Festival, Maitland.
- White Ribbon Breakfast, Wests Lambton (in support of DV Committees).
- "You're Kidding Me" Expo, Glendale.
- Multicultural Expo, Newcastle.
- Unity in Diversity, Gregson Park, Hamilton.

## Staff Training

Training, workshops and seminars were available for staff to attend to allow the opportunity of networking with other services providers from government and non-government agencies for awareness and development. This included webinars on:

- Safety Planning, Domestic Violence.
- Domestic Violence Training.

- Settlement Stream Workshop for those Working with Migrants and Refugees, Lifeline (Mayfield).
- Data Exchange.
- NSW FACs Targeted EIPP.

### Webinars

- Intimate Partner Violence in Australian Refugee and Immigrant Communities.
- Care for Children, Introductory Strategies for Safe and Healthy Environment.
- Coping Strategies for Partners and Children from CALD Background.

Although it has been another very hectic year for the Team it has been a satisfying one. It is a pleasure leading the Welfare Team. Their hard work, commitment and cooperation create a wonderful working environment from which we all benefit. Warm thanks go to each and every Team member.

On behalf of the Welfare Team, I would like to extend our thanks to Lulu Tantos, Katie Sewell, NSS Board of Directors, Administration and Finance staff and colleagues for their continuing support and friendship.

# IMMIGRATION ADVICE AND ASSISTANCE

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# IMMIGRATION ADVICE AND ASSISTANCE TEAM REPORT

## Henriette de Jong

The last year has been extremely busy with the large number of Syrian refugees arriving in the Hunter region. Understandably, many of the Syrian people who have been resettled here have family members still living in Syria and other countries such as Lebanon and Turkey. These family members are often in dire circumstances and also in need a safe place. Unfortunately, most of the applications lodged by family members were refused by the Department of Home Affairs. This has been due, in part, to the limited number of available visas. This has been a cause of stress for many people.

While the majority of clients are from refugee backgrounds, we also work with migrant and Australian born people on a range of issues. Applications for citizenship and for visitor visas are common. However, the majority of the work in this area is for partner visas. Nowadays we are a globetrotting nation and inevitably meeting partners overseas. In these circumstances, applying for partner visas can be complex and it is vital that the process is performed correctly. As a result, people come to the service for assistance. The cost for a partner visa is also quite high and non-refundable if refused so it is important to get right.

Unfortunately, sometimes relationships end for a variety of reasons. It is very stressful to move to another country and culture within a new relationship without a support network. Some choose to leave the relationships and return home.

Others are forced into leaving due to family violence. There are provisions under immigration law which enable some visa holders to apply for permanency in Australia despite the relationship having ended. We also assist this group.

A decision was made during the year to cease providing a service to people seeking help with skilled visas. Most of this work had been consultations only but were time consuming to ensure up-to-date and correct information was provided. Given the amount of work involved, it was decided to refer these clients to other Migration Agents.

Currently there are long delays in decision making in both the Department of Home Affairs and at the Administrative Appeals Tribunal. We try to assist clients as quickly as possible, however, we cannot influence the speed of the process. This creates frustration for both clients and workers.

While NSS helps many clients without cost we do have to ask for payment in some cases. This enables us to continue providing this service.



*Henriette assisting an Immigration client*

# 2018/2019 HIGHLIGHTS







*NSS staff and volunteers attended a "RUOK Day" workshop*



*NSS Staff attended a "Domestic Violence Safety Planning" Workshop*



*NSS Staff and Board Members attended a White Ribbon Breakfast function at Wests New Lambton to help prevent violence against women*





At the 2018 AGM, NSS farewelled long serving Board Directors Chair, Trudy Mills-Evers AM and Father Nicholas Zervas OAM and Christine Jordan as well as long serving staff member Alex Burns



Rose and Miza at the NSS Stall at Charlestown Square





During the NSW Seniors Week on 13–24 February 2019, Northern Settlement Services organised a Multicultural Senior Celebration at Wickham Croatian Sports Club for our senior clients who are from Chinese, Samoan, Filipino, Spanish, Tongan and Vietnamese backgrounds





*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.*



*Celebrating Harmony Day 2019 on the Central Coast*



# NORTHERN SETTLEMENT SERVICES LIMITED



Providing support services  
for migrants & refugees  
Newcastle, the Hunter  
Central Coast & New England  
areas.

Head Office

8 Chaucer Street Hamilton 2315

Phone: (02) 4969 3399

Fax: (02) 4961 4997







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



*Chinese Social Support services clients enjoying themselves on a day out on a social gathering*





Above: NSS Homework Centre students and Volunteers at Waratah Technology Campus



Left: Students and Volunteers at NSS Learning Centre Jesmond Public School

Below: Volunteers and Students at NSS Learning Centre Heaton Public School







*Northern Settlement Services (NSS) has another great successful story for our Multicultural Program. Darwich Sido, who is a refugee from Syria and NSS client started his own tailoring and ironing business in Jesmond, Stockland Mall*

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*Multicultural Social Support Co-ordinator Central Coast, Marilin, presenting a prize at an Australia's Biggest Morning Tea function*



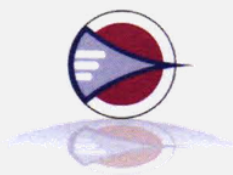
# FINANCIAL STATEMENT



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**INDEPENDENT AUDITOR'S DECLARATION  
TO THE MEMBERS OF NORTHERN SETTLEMENT SERVICES LIMITED**

We hereby declare that to the best of our knowledge and belief during the year ended 30 June 2019, there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

**Name of Firm**

Bishop Collins Audit Pty Ltd  
Chartered Accountants

**Name of Registered Company Auditor**

  
Martin Le Marchant

**Auditor's Registration No.**

431227

**Address**

Unit 1, 1 Pioneer Avenue, Tuggerah NSW 2259

**Dated**

14 November 2019



LIABILITY LIMITED BY A SCHEME APPROVED UNDER THE PROFESSIONAL STANDARDS LEGISLATION



Registered Company Auditors:

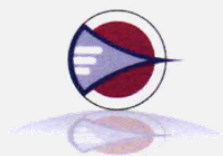
Glenn A Harris CA

Martin Le Marchant CA

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## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF NORTHERN SETTLEMENT SERVICES LIMITED

### Audit Opinion

We have audited the accompanying financial report of Northern Settlement Services Limited ('the Company') which comprises the statement of financial position as at 30 June 2019, statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information and the Responsible Entities' Declaration.

In our opinion the accompanying financial report of Northern Settlement Services Limited is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Company's financial position as at 30 June 2019 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards – Reduced Disclosure Requirements (including the Australian Accounting Interpretations) and the *Australian Charities and Not-for-profits Commission Regulation 2013*.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



CHARTERED ACCOUNTANTS  
AUSTRALIA & NEW ZEALAND

LIABILITY LIMITED BY A SCHEME APPROVED UNDER THE PROFESSIONAL STANDARDS LEGISLATION



Registered Company Auditors:

Glenn A Harris CA

Martin Le Marchant CA



### **Responsible Entities' Responsibilities for the Financial Report**

The Responsible Entities ('Directors') of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012*, and for such internal control as the Directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors.
- Conclude on the appropriateness of the Directors' use of the going concern basis of accounting in the preparation of the financial report. We also conclude, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the disclosures in the financial report about the material uncertainty or, if such disclosures are inadequate, to modify the opinion on the financial report. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.



We communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the Directors with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

**Name of Firm**

Bishop Collins Audit Pty Ltd  
Chartered Accountants

**Name of Registered Company Auditor**

Martin Le Marchant

**Auditor's Registration No.**

431227

**Address**

Unit 1, 1 Pioneer Avenue, Tuggerah NSW 2259

**Dated**

14 November 2019



**Northern Settlement Services Limited**  
**Statement of profit or loss and other comprehensive income**  
**For the year ended 30 June 2019**

	<b>Note</b>	<b>2019</b>	<b>2018</b>
		<b>\$</b>	<b>\$</b>
<b>Revenue</b>	<b>4</b>	<b>4,219,525</b>	<b>3,936,289</b>
Other income	5	31,998	33,598
<b>Expenses</b>			
Advertising expenses		(5,710)	(2,785)
Professional and consulting fees		(70,300)	(16,000)
Information technology and communication expenses		(38,157)	(46,652)
Depreciation and amortisation expense		(72,279)	(85,987)
Employee benefits expense		(2,583,316)	(2,460,208)
Facilities and cleaning expenses		(43,452)	(32,209)
Insurance expenses		(14,071)	(13,838)
Motor vehicle expenses		(5,215)	(5,203)
Printing, postage and stationery expenses		(28,717)	(23,313)
Program expenses		(127,487)	(145,585)
Office expenses		(26,702)	(14,329)
Service expenses		(607,292)	(458,263)
Subscriptions and membership expenses		(7,187)	(4,709)
Training and travelling expenses		(15,841)	(26,853)
Utilities expense		(14,511)	(16,089)
Volunteer expenses		(33,235)	(32,755)
Workers compensation expenses		(45,845)	(48,917)
<b>Surplus before income tax expense</b>		<b>512,206</b>	<b>536,192</b>
Income tax expense		-	-
<b>Surplus after income tax expense for the year</b>	<b>15</b>	<b>512,206</b>	<b>536,192</b>
Other comprehensive income for the year, net of tax		-	-
<b>Total comprehensive income for the year</b>		<b>512,206</b>	<b>536,192</b>

*The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes*

**Northern Settlement Services Limited**  
**Statement of financial position**  
**As at 30 June 2019**

	<b>Note</b>	<b>2019</b>	<b>2018</b>
		<b>\$</b>	<b>\$</b>
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	6	3,682,286	3,144,893
Trade and other receivables	7	78,079	74,318
Investments	8	872,159	858,067
Other current assets	9	44,416	376
<b>Total current assets</b>		<u>4,676,940</u>	<u>4,077,654</u>
<b>Non-current assets</b>			
Property, plant and equipment	10	913,246	968,121
<b>Total non-current assets</b>		<u>913,246</u>	<u>968,121</u>
<b>Total assets</b>		<u>5,590,186</u>	<u>5,045,775</u>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	11	323,897	198,426
Employee benefits	12	380,672	406,399
Other current liabilities	13	758,355	832,014
<b>Total current liabilities</b>		<u>1,462,924</u>	<u>1,436,839</u>
<b>Non-current liabilities</b>			
Employee benefits	14	39,182	33,062
<b>Total non-current liabilities</b>		<u>39,182</u>	<u>33,062</u>
<b>Total liabilities</b>		<u>1,502,106</u>	<u>1,469,901</u>
<b>Net assets</b>		<u>4,088,080</u>	<u>3,575,874</u>
<b>Equity</b>			
Retained surpluses	15	4,088,080	3,575,874
<b>Total equity</b>		<u>4,088,080</u>	<u>3,575,874</u>

*The above statement of financial position should be read in conjunction with the accompanying notes*

**Northern Settlement Services Limited**  
**Statement of cash flows**  
**For the year ended 30 June 2019**

	<b>Note</b>	<b>2019</b>	<b>2018</b>
		<b>\$</b>	<b>\$</b>
<b>Cash flows from operating activities</b>			
Receipts from customers (inclusive of GST)		4,437,361	4,342,510
Payments to suppliers (inclusive of GST)		(3,900,470)	(3,577,108)
		<u>536,891</u>	<u>765,402</u>
Interest received		31,998	33,598
		<u>568,889</u>	<u>799,000</u>
<b>Net cash from operating activities</b>			
		<u>568,889</u>	<u>799,000</u>
<b>Cash flows from investing activities</b>			
Payments for investments		(14,092)	(17,534)
Payments for property, plant and equipment		(17,404)	-
		<u>(31,496)</u>	<u>(17,534)</u>
<b>Net cash used in investing activities</b>			
		<u>(31,496)</u>	<u>(17,534)</u>
<b>Cash flows from financing activities</b>			
<b>Net cash from financing activities</b>			
		<u>-</u>	<u>-</u>
<b>Net increase in cash and cash equivalents</b>		537,393	781,466
Cash and cash equivalents at the beginning of the financial year		3,144,893	2,363,427
		<u>3,144,893</u>	<u>2,363,427</u>
<b>Cash and cash equivalents at the end of the financial year</b>	<b>6</b>	<u><u>3,682,286</u></u>	<u><u>3,144,893</u></u>

*The above statement of cash flows should be read in conjunction with the accompanying notes*

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**NOTE: This is an 'extract' from the full financial report.**

**Full financial report is available on request.**

## NOTES

## NOTES







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