

# Focus

Newsletter of Northern Settlement Services Ltd

June 2020



## From the Chief Executive Officer Sharon Daishe

**Special COVID—19 (Coronavirus)  
Edition**

Services and support for vulnerable migrant and refugee families and community members has been the focus for Northern Settlement Services (NSS) during the COVID-19 pandemic. We moved swiftly to introduce strict infection control so that our frontline staff could continue to safely support our aged care clients and those with complex needs face to face. Client contact increased in general as we conducted regular wellbeing checks by phone or other means, and shared coronavirus information in multiple languages.

**Online parenting:** Whilst our attempt at online playgroups proved less successful in engaging small children, the process led to development of online parenting resources including craft, reading, and a fun activity featuring pyjamas that we've posted on our closed Facebook pages.

**Online citizenship:** The Syrian and Iraqi community who arrived four years ago now have access to online Citizenship classes thanks to the wonderful teamwork of our volunteer coordinator, Arabic speaking community worker and a group of volunteers.



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**Advocacy and information:** NSS supported advocacy efforts that led to the government decision to fund support for temporary visa holders who are ineligible for mainstream support. NSS also lobbied on behalf of families who could not afford technology for online schooling, and we widely shared information about the pandemic in multiple languages.

**Hardship relief:** The pandemic has introduced new hardships that are especially affecting women and children experiencing domestic violence, and certain visa holders who are ineligible to receive government funded services. With thanks and congratulations to individuals, communities and government, NSS has been able to provide targeted support including:

- Basic needs for up to twenty families thanks to the Multicultural NSW COVID-19 Community Grants Program
- Shopping vouchers for four vulnerable families thanks to Hunter Business Lions
- Repurposed laptops for six (6) families, and one student scholarship, thanks to the efforts of our staff and to a program of the NSW Department of Communities and Justice.

Our teams have become expert at over-the-gate conversations as they deliver food, information packs, craft packs and other support.

**Refugee week:** In a year where the theme was 'welcome', refugee week took on a different flavour as face to face celebrations were cancelled. NSS Tamworth staff worked with the local Karen community and Tamworth Regional Council to produce traditional cooking demonstration videos. In Newcastle, NSS partnered with STARTTS (NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors) and the University of Newcastle to host a webinar featuring original music, interviews and a Vox Pop style video. Links can be found on our Facebook page.

**Our frontline staff:** To all staff who are providing face to face services, and those who have continued to attend the workplace, I commend you for embracing strict infection control protocols and safely serving those who are most vulnerable.



Staff members Andrew Tuck and Toni Gemmell practicing safe social distancing at NSS



## NSS STAFF WORKING FROM HOME AND ZOOM VIDEO CONFERENCING

During the COVID-19 pandemic lockdown many organisations have been forced to reevaluate the way that they work with clients, etc. NSS is no different where health and safety has always been paramount not only to clients, but also to staff and stakeholders.

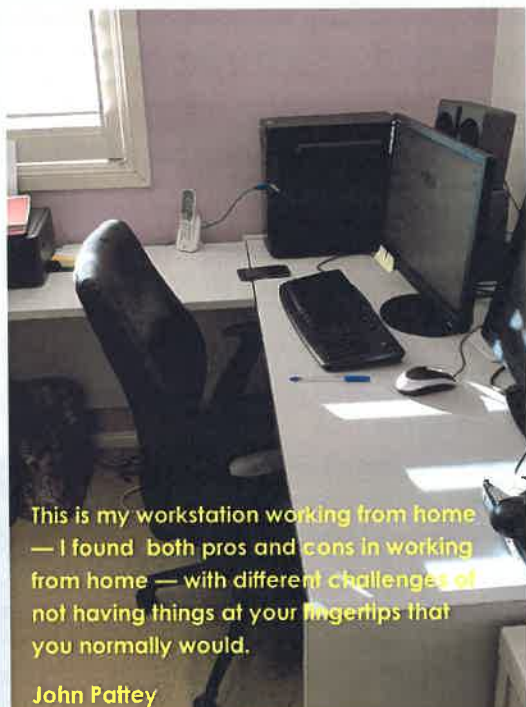
The world phenomena of ZOOM video conference meetings has taken the world by storm whereby people can work from home but still have meetings utilising technology.

As you can see from the picture below the NSS COVID—19 Response team meets regularly via Zoom to discuss strategies, policies and any issues associated with the Corona Virus.



**STAY  
HOME**





This is my workstation working from home — I found both pros and cons in working from home — with different challenges of not having things at your fingertips that you normally would.

John Pattey



*I find my chair very comfortable at my home office—it is very ergonomic - it is a lot more accommodating than my office chair at NSS. I have not found any difficulties in working from home with no distractions.*

Rose Oku



NSS are delighted to announce that **Andrew Tuck** has been appointed to the newly created position of Executive Officer. With over 35 years leading not-for-profits and charities, Andrew brings to NSS wide-ranging experience in grant writing, fundraising, policy and procedure writing, governance development, and much more. Andrew is eager to contribute his skills and experience so that NSS

can grow and develop new ways of service multicultural communities, and every worker and volunteer can enjoy coming to work at NSS each day.

NSS also welcomes **Toni Gemmell**, who has been appointed to the newly created position of Executive Manager Aged Care. A registered nurse, Toni has over 25 years' senior management experience in the aged care sector across both home and residential care. In her most recent role as Regional General Manager of a home care service in various locations across NSW, she more than doubled home care packages. Her professional objective is to empower staff to provide excellent care and services to their clients.

## National Volunteer Week 2020

NSS Settlement Program Staff and Volunteers held a 90 minute 'Online Morning Tea' on Thursday 21<sup>st</sup> May to celebrate National Volunteer Week 2020. 10 people attended (see Zoom screen shot).

**NATIONAL** 18-24 MAY 2020  
**VOLUNTEER**  
**CHANGING COMMUNITIES.**  
**CHANGING LIVES.** **WEEK**

Although COVID-19 has prevented the usual face-to-face Volunteer Week events this year, it was wonderful to be able to bring together staff & volunteers from our four NSS locations (Central Coast, Armidale, Tamworth, Newcastle) using this online technology. Staff members shared an overview and some photos of their programs, and volunteers talked about their experiences.

The theme for National Volunteer Week 2020 is "Changing Communities. Changing Lives". Volunteers were acknowledged for their valuable contribution to improving the lives of our Settlement Program clients (predominantly recently-arrived refugees), helping them to settle into our communities and to lead more independent lives. Without the dedicated work of volunteers in a broad range of activities, NSS could not provide all the services & programs and that we do. Special recognition was also made for those volunteers who had reached their 5 year milestone with NSS. 'Volunteering Australia' Certificates will be emailed or posted out.

*Michael Freund*

*Settlement Volunteer Coordinator, NSS Newcastle*



## CVS - NEWCASTLE VIRTUAL CELEBRATION OF NATIONAL VOLUNTEER WEEK 2020

Due to the Virus we were unable to celebrate as we always do. This year our CVS volunteers were sent flowers for ladies and plants for men as personal thank you notes and certificate of appreciation in recognition of work they do for NSS and our elderly clients. We have received many responses from our volunteers, which we would like share with our readers.

NATIONAL 18-24 MAY 2020  
**VOLUNTEER**  
CHANGING COMMUNITIES. WEEK  
CHANGING LIVES.



*Hello Irene. Thank you very much for the bouquet! It was most beautiful of your thoughts to send such lovely surprise at the end of the day. It is my pleasure to visit my client especially when she thought that she was forgotten by people/ I will resume my visits when we are allowed to visit... but I filled her days with cards and phone calls until then. Thank you again for your kindness. Regards, R.H*

*Irene, what a beautiful bunch of flowers! Has brightened up the day. Thank you! F.K.*

*Irene! It was a lovely surprise to get the flowers. I thought that had come to the wrong address. Thank you so much.*

*Heather.*



*Hi Irene, what a nice surprise I received today, nice way as an alternative for the usual Volunteer Week get together at NSS.*

*I am already looking for good spot in my garden & I want to thank you for this growing gift. I was enjoying my coffee when it was delivered..... once again than thanks for beautiful gift. Stay safe*

*John D.*

### Thoughtful plant

*Hello Irene, thank you so much for the plant, you are caring and kind, keep well, take care. Mark*



## WeChat From Home CHSP Chinese Clients

During the pandemic, CHSP clients from Chinese background formed a new way to connect with each other.

Since the middle of March, Dongmei (CSSP Coordinator) started to organize the video meeting with clients by using the very popular social media App WeChat among the Chinese community.

We have been talking about the updates from NSW Health and checking everyone's wellbeing fortnightly. We also provide to our clients some reliable resources channel to keep informed shown below:-

NSW Health <https://www.nsw.gov.au/Pages/default.aspx>

NSW Health 和 HNE Facebook

SBS 广播电台普通话节目 [https://](https://www.sbs.com.au/language/coronavirus)

[www.sbs.com.au/language/coronavirus](https://www.sbs.com.au/language/coronavirus)

COVID-19 APP 小插件

<https://www.nsw.gov.au/covid-19/find-facts-about-covid-19>

Heat Maps NSW COVID-19





## WeChat From Home CHSP Chinese Clients

After four months not having face to face meetings, the Maitland group had a group outing at Hong Kong Kitchen to have their favorite food Yum Cha. They did wash their hands and maintained the social distance protocols at the restaurant.

The NSS CSSP project will keep doing what we can to keep our clients Safe, Active and Connected. As we know we will all live in the COVID-19 environment for the foreseeable future.



## CENTRAL COAST

Through these trying times of the COVID period some of our NSS staff were still out and about supporting the CALD community.

This included accessing charitable services that provided clothing, baby items and essentials, food, ready-made meals, vouchers and Toilet paper!

Charitable Services throughout the Central Coast were fantastic in the support they provided to assist our local CALD community.

Here you can see one of the many car loads of items that were delivered over The Coast to some of our most vulnerable.



**NATIONAL** 18-24 MAY 2020  
**VOLUNTEER**  
CHANGING COMMUNITIES.  
CHANGING LIVES. **WEEK**

## CENTRAL COAST—Volunteering

Congratulations to NSS Multicultural Social Support Services volunteer team for being nominated as finalists for Volunteer Team of the Year 2020.

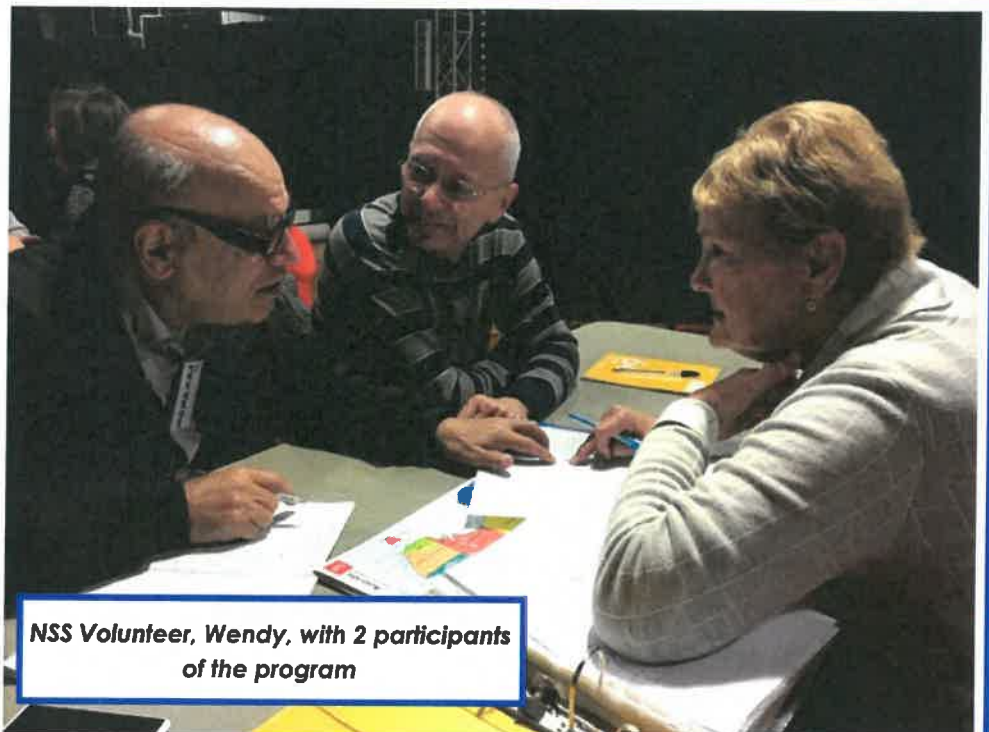
Also congratulations Jean Paterson for being a finalist in Volunteer of the Year 2020 and Gini Stigter for being Highly commended as living legend volunteer of the year 2020.

Well done to all — our volunteers are very much an integral and important part of NSS.

## TALKING AROUND THE WORLD—Central Coast

Our NSS team of Volunteers are finalists in the Volunteer Team of the Year category of Volunteering Central Coast's National Volunteer Week 2020 Awards.

Many of our NSS programs are dependent on our NSS volunteers. At Talking Around The World (TATW) program on the Central Coast, volunteers provide English language support as well as support to our childcare workers in the creche.



**NSS Volunteer, Wendy, with 2 participants of the program**

Their dedication, knowledge and understanding create an ideal environment for our local migrant and refugee community members to feel relaxed and confident when practicing the English language. Congrats to our NSS Volunteers on a job well done!



**Students and Volunteers at our end of year celebration**

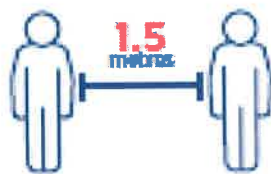
## Coronavirus (COVID-19)

**Do you have a cough, sore/scratchy throat, fever, runny nose, loss of smell or loss of taste?**

**If yes**



**Cover your mouth and nose when coughing/sneezing. You may be asked to wear a mask.**



**Keep 1.5 metres apart from others**



**Tell pharmacy staff**



**Get tested for COVID-19:**

- Visit a COVID-19 testing clinic, or
- Call your GP, or
- Call the National Coronavirus Helpline 1800 020 080 (24-hour help line)



More information  
[www.nsw.gov.au/covid-19](http://www.nsw.gov.au/covid-19)

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# Practise simple hygiene by washing hands regularly



**1** Wet hands

**2** Apply soap

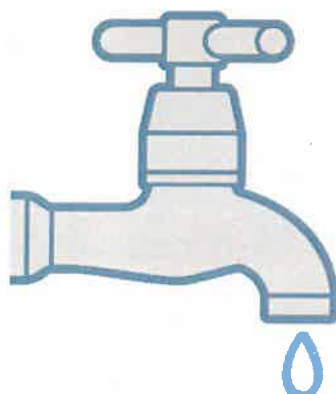
**3** Lather & scrub



**4** Rinse hands

**5** Turn off tap

**6** Dry hands



**Spend 20 seconds washing your hands.**

# COVID-19 (Coronavirus)

## Who to call



### Questions and support

- Call **1800 020 080** (24/7) for health questions or to check symptoms.
- Call **13 77 88** (24/7) for non-health related questions.
- Call **1800 512 348** (24/7) for mental wellbeing support
- Visit [www.healthdirect.gov.au](http://www.healthdirect.gov.au) to check symptoms.
- Visit [www.nsw.gov.au/covid-19](http://www.nsw.gov.au/covid-19) for all other COVID-19 related information

### Triple Zero

**Save Triple Zero (000)** for emergencies such as difficulty breathing or shortness of breath at rest.

### Interpreter service

For free help in your language call **13 14 50**.

### If you have symptoms



Fever



Cough



Sore throat



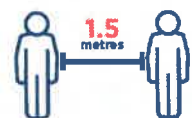
Shortness of breath

- **Self-Isolate first.** Call your GP or visit a public COVID-19 clinic: [www.nsw.gov.au/covid-19](http://www.nsw.gov.au/covid-19)
- Travel in your own car or a private car driven by a family member or an existing close contact. **Do not travel by public transport, taxi or ride-share service.**
- **Wear a surgical mask.** If unavailable, ask for one immediately when you arrive.

### Protect yourself and others.



Practise good hygiene



Practise social distancing



Stay home if you can



## An infographic titled "COVID-19 symptoms" in large, bold, black letters. Below the title, there are four blue line-art icons arranged in a 2x2 grid. Each icon is accompanied by a symptom name in red text. Top-left: A thermometer icon with the word "Fever" below it. Top-right: A person coughing into their elbow with the word "Cough" below it. Bottom-left: A profile of a person's head with wavy lines representing a sore throat, with the words "Sore throat" below it. Bottom-right: A profile of a person's head with a small cloud-like shape near the mouth representing shortness of breath, with the words "Shortness of breath" below it.

**If you need an interpreter call TIS National on 131 450 and ask for the National Coronavirus Health Information Line.**

إذا كانت لديك أعراض مثل السعال أو التهاب أو وخز في الحلق أو ضيق في التنفس أو ارتفاع بالحرارة لا تفسر له، فينبغي أن تجري فحص COVID-19. اتصل بطبيبك العام أو قم بزيارة إحدى عيادات COVID-19 الحكومية: <https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics>. إذا كنت تحتاج إلى مترجم اتصل بـ TIS National على الرقم 131 450 واطلب خط National Coronavirus Health Information Line.

په نېټه کې، سنجوې دېدو کې لږ ټکي، ځانګړي دودونه د ګډو ګډو په ډول کې د ځانګړي دود په نومېدو کې  
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اگر عوارضی مثل سرفه، درد/خارش گلو یا تنگی نفس یا تبی نا معلوم دارید، باید برای COVID-19 آزمایش شوید. به دکتر عمومی خودتان تلفن بزنید یا از یک کلینیک عمومی COVID-19 دیدن کنید: <https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics> اگر به مترجم نیاز دارید به TIS National شماره 131 450 تلفن بزنید و National Coronavirus Health Information Line را درخواست کنید.

اگر آپ کو کھانسی، گلے میں درد/خراش یا سانس لینے میں مشکل یا نامعلوم سبب سے بخار جیسی علامات پیش ہیں تو آپ کو COVID-19 کے لیے ٹیسٹ کروانا چاہیے۔ اپنے جی پی کو فون کریں یا کسی پبلک COVID-19 کلینک میں جائیں: <https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics>۔ اگر آپ کو انٹریپرٹ (زبانی مترجم) کی ضرورت ہے تو 131 450 پر TIS National کو فون کریں اور National Coronavirus Health Information Line سے بات کروانے کو کہیں۔



## National Coronavirus Health Information Line

**1800 020 080**

Help us



# stop the spread



## Clean your hands thoroughly

for at least 20 seconds with soap and water, or an alcohol-based hand rub.



## Cover your nose and mouth

when coughing and sneezing with a tissue or a flexed elbow. Put the tissues in the bin.



## Avoid close contact

with anyone with cold or flu-like symptoms.



## Stay home if you are sick.

[health.nsw.gov.au/coronavirus](https://health.nsw.gov.au/coronavirus)



# 3 STEP FRAMEWORK FOR A COVIDSAFE AUSTRALIA

MAINTAIN 1.5M DISTANCING AND GOOD HYGIENE • STAY HOME IF UNWELL • FREQUENTLY CLEAN AND DISINFECT COMMUNAL AREAS • COVIDSAFE PLAN FOR WORKPLACES AND PREMISES

ALL STEPS ARE SUBJECT TO EXPERT HEALTH ADVICE • States and territories can implement changes based on their COVID-19 conditions

GATHERINGS & WORK	EDUCATION & CHILDCARE	RETAIL & SALES	CAFES & RESTAURANTS	ENTERTAINMENT & AMUSEMENT VENUES	SPORT & RECREATION	ACCOMMODATION	WEDDINGS, FUNERALS & RELIGIOUS SERVICES	HAIR & BEAUTY SERVICES	DOMESTIC TRAVEL
<b>STEP 1</b> Non-work gatherings of up to 10 Up to 5 visitors at home in addition to normal residents Work from home if it works for you and your employer Workplaces develop a COVIDSafe plan Avoid public transport in peak hour	Child care centres, primary and secondary schools open as per state and territory plans Universities/technical colleges to increase face-to-face where possible and prioritise hands-on, skills based learning	Retail stores open Retail stores and shopping centres must develop COVIDSafe plans Auctions/open homes can have gatherings of up to 20, recording contact details	May open and seat up to 10 patrons at one time Need to maintain an average density of 4m <sup>2</sup> per person Food courts are to remain closed to seated patrons	To remain closed: Indoor movie theatres, concert venues, stadiums, galleries, museums, zoos, pubs, registered and licensed clubs, nightclubs, gaming venues, strip clubs and brothels Exception: Restaurants or cafes that seat up to 10 patrons at one time	No indoor physical activity including gyms Community centres, outdoor gyms, playgrounds and skate parks allow up to 10 people Outdoor sport (up to 10 people) consistent with the AIS Framework for Rebooting Sport Pools open with restrictions	Continue current arrangements for caravan parks and camping grounds (closed to tourists in some states and territories) Hostels and hotels are open for accommodation	Weddings may have up to 10 guests in addition to the couple and the celebrant Funerals may have up to 20 mourners indoors and up to 30 outdoors Religious gatherings may have up to 10 attendees Every gathering must record contact details	Hairdressers and barber shops open and record contact details Beauty therapy and massage therapy venues, saunas and tattoo parlours remain closed	Allow local and regional travel for recreation Refer to state and territory governments for border restrictions and biosecurity conditions

## STEP 2

STEP 2: Building on slightly larger gatherings and more businesses reopening. Higher risk activities may have tighter restrictions

Non-work gatherings of up to 20 States and territories may allow larger numbers in some circumstances Work from home if it works for you and your employer Workplaces develop a COVIDSafe plan Avoid public transport in peak hour	Child care centres, primary and secondary schools open as per state and territory plans Universities/technical colleges to increase face-to-face where possible and prioritise hands-on, skills based learning	Retail stores open Retail stores and shopping centre managers must develop COVIDSafe plans Auctions/open homes can have gatherings of up to 20, recording contact details	Cafes and restaurants can seat up to 20 patrons at one time Need to maintain an average density of 4m <sup>2</sup> per person Food courts are to remain closed to seated patrons	Indoor movie theatres, concert venues, stadiums, galleries, museums, zoos may have up to 20 patrons To remain closed: pubs, registered and licensed clubs, RSL clubs, nightclubs, gaming venues, strip clubs and brothels Exception: Restaurants or cafes that seat up to 20 patrons at one time	Up to 20 people allowed to participate in outdoor sports consistent with the AIS Framework for Rebooting Sport Up to 20 people allowed to participate in all sports, including gyms Need to maintain an average density of 4m <sup>2</sup> per person Pools open with restrictions	Caravan parks and camping grounds fully open All accommodation arrangements allow gatherings of up to 20 people	Weddings may have up to 20 guests in addition to the couple and the celebrant Funerals may have up to 50 mourners Religious gatherings may have up to 20 attendees Every gathering must record contact details	Hairdressers and barber shops open and record contact details Beauty therapy and massage therapy venues and tattoo parlours can open with up to 20 clients in the premises and record contact details Saunas and bathhouses remain closed	Allow local and regional travel for recreation Consider allowing interstate recreational travel depending on the situation in each state and territory Refer to state and territory governments for biosecurity conditions
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## STEP 3

STEP 3: A commitment to reopening of business and the community with minimal restrictions, but underpinned by COVIDSafe ways of living

Non-work gatherings of up to 100 people Larger gatherings to be considered Return to workplace Workplaces develop a COVIDSafe plan Avoid public transport in peak hour	Child care centres, primary and secondary schools open as per state and territory plans Universities/technical colleges to increase face-to-face where possible and prioritise hands-on, skills based learning Consider reopening vocational colleges and international student travel	Retail stores open Retail stores and shopping centre managers must develop COVIDSafe plans Auctions/open homes can have gatherings of up to 100, recording contact details	Cafes, restaurants and food courts can seat up to 100 people Need to maintain an average density of 4m <sup>2</sup> per person	Venues open in Step 2 may have up to 100 patrons Consideration will be given to opening bar areas and gaming rooms Exception: Restaurants or cafes in these venues may seat up to 100 patrons at one time To remain closed: strip clubs and brothels	All venues allowed to operate with gatherings of up to 100 people Need to maintain an average density of 4m <sup>2</sup> per person Community sport expansion to be considered in the AIS Framework for Rebooting Sport	All accommodation is open and allow gatherings of up to 100 people	Allow gatherings of up to 100 people Every gathering must record contact details	All establishments allowed to open with up to 100 people Record contact details	Allow interstate travel Refer to state and territory governments for biosecurity conditions
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**Hello (from the Inside) An Adele Parody**

<https://youtu.be/M5azNpTwVk8>



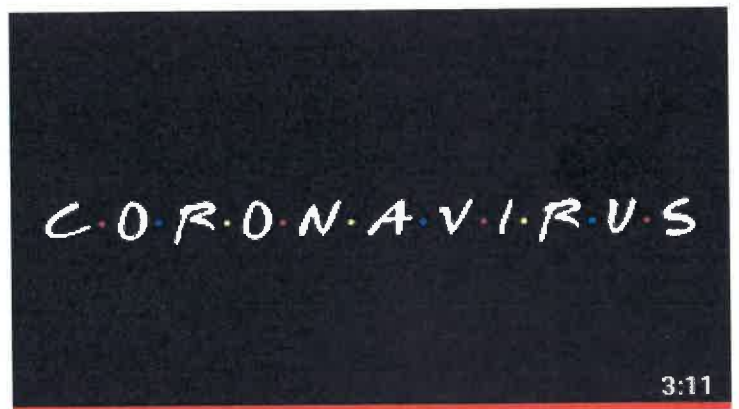
**We didn't start the virus (lyric video)**

<https://youtu.be/ut6CpuRXlnA>



**The Sound of Sirens (Sound of Silence Lockdown Parody)**

[https://youtu.be/wZsfy8AD\\_S0](https://youtu.be/wZsfy8AD_S0)



**Friends Theme but you're all in Quarantine...**

<https://youtu.be/NmQbfWhW8mE>

The COVID 19 Pandemic has certainly impacted on everyone in the world under the current environment. Luckily it is not all doom and gloom and laughter and humour is always needed in these dark times.

The world of Social Media has been inundated with creations from some very talented and creative people. YouTube has a huge amount of clips to make you laugh. I have included some of the best and funniest parodies from YouTube for you to view

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

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