

A photograph of three people standing behind a stall at an outdoor festival. On the left is a man in a dark jacket and patterned scarf. In the center is a woman wearing a white puffer jacket over a red and yellow patterned dress, a gold and red headpiece, and red gloves. On the right is a woman in a green velvet dress over a white lace blouse. The stall has a blue and white patterned tablecloth, a green bucket, a bottle of hand sanitizer, and some bags. Colorful bunting hangs from the stall's roof.

**Northern Settlement  
Services Ltd**

**ANNUAL REPORT**

**2020-2021**

**40th Anniversary edition**

**NORthern SETTLEMENT**



## Acknowledgement of Peoples

**NORTHERN SETTLEMENT SERVICES LTD** acknowledges that the people of New South Wales are of different linguistic, religious and ancestral backgrounds who are free to profess, practise and maintain their own linguistic, religious and ancestral heritage.

We are committed to working in ways that support and empower these multicultural communities and peoples to have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate.

We recognise the linguistic and cultural assets of multicultural communities as a valuable resource and promote this resource to maximise the development of NSS and our wider Australian community.

## Acknowledgement of Country

Northern Settlement Services Ltd acknowledges First Nations peoples, the traditional custodians and owners of the Lands on which we work and meet. We pay our respects to Elders past, present and emerging.

We acknowledge the spiritual, physical, emotional, mental and economic connections of Aboriginal and Torres Strait Islander people to the Land and Seas.



We acknowledge that the dispossession of Country and the disruption to family relationships have resulted in a breakdown of social networks. We acknowledge that sovereignty of the Land was never ceded. This was, is and always will be land of First Nations peoples.

**We are committed to working in ways that support and empower families and communities of all cultures. We acknowledge our responsibility to ensure that our services are culturally competent, culturally safe and sensitive.**



# Table of Contents

Acknowledgement of Peoples .....	2
Acknowledgement of Country .....	2
Report from the NSS Board Chair.....	5
Report from the NSS Chief Executive Officer .....	7
A brief history of Northern Settlement Services .....	9
A new vision and mission for NSS .....	13
NSS family Worker Awarded Regional Unity Medal by NSW Premier .....	14
NSS Board of Directors .....	15
Acknowledging our great volunteers.....	16
Settlement and Communities Report.....	17
Project Report: Playing Around the World .....	22
Project Report: Talking Around the World .....	23
Project Report: Homework and Learning Centres, Newcastle.....	24
Project Report: Homework and Learning Centres, Armidale .....	25
Multicultural Services Expo .....	26
Fiesta Fusion — Multicultural Food Festival Tamworth .....	27
Clean Up Australia Day Tamworth .....	28
NSS Providing supportive migration assistance .....	29
Project Report: Regional Employment Agriculture Project .....	30
NSS Employment Project Report.....	34
Multicultural Families Report .....	35
NSS Aged Care celebrations and success .....	38
Celebrating over 30 years of service: Irene Lupish.....	39
Aged Care Services Report.....	39
Flexible Respite Services .....	40
Social Support .....	41
Chinese Social Support .....	44
Multicultural Social Support in Newcastle.....	45
Community Visitors Scheme.....	47
Sector Support and Development.....	48
NSS Permanent Staff at 30 June 2021 .....	49
Recognising all NSS staff .....	52
Languages we speak, read or write.....	52

# Table of Contents... continued

Recognising NSS Volunteers ..... 53

Acknowledging our Funders and Supporters ..... 54

Northern Settlement Services Ltd Annual Report: audited financial statements ..... 55

    NSS Responsible Entities Report (ACNC) ..... 56

    Independent Auditors Declaration ..... 61

    NSS Financial Summary — Statement of Profit and Loss ..... 65

    NSS Financial Summary — Statement of Financial Position ..... 66

    NSS Financial Summary — Statement of Changes in Equity ..... 67

    NSS Financial Summary — Statement of Cashflows ..... 68

    Responsible Entities Declaration ..... 69

How you can help NSS today ..... 70



## Report from the NSS Board Chair

**I AM PLEASED TO REPORT that despite yet another challenging year, not only for our dedicated staff and volunteers but also for our clients, Northern Settlement Services (NSS) has been able to successfully adapt to all the Covid-19 restrictions and continue to safely deliver programs that support migrant and refugee settlement.**

In spite of the restriction imposed under the pandemic, we continued to serve multicultural communities across Newcastle, Lake Macquarie, Central Coast, the Hunter and New England regions, just as we have done for the past 40 years.

NSS was established as a migrant resource centre in Newcastle by the Federal Government on 21 May 1981. Over time, NSS core business of migrant settlement was expanded to include programs for multicultural families, youth, and aged care.

Subsequently this lent support for the establishment of our regional offices in the Central Coast (at Bateau Bay), Tamworth and Armidale.

I would like to acknowledge the excellent work that was done by Mrs Violetta Walsh OAM who, as the first CEO, laid the foundation and guided the organisation for 30 years until her retirement in 2011.

The Australian way of life in the 1980s would have been quite different to what it is like today. There was no internet (not until mid-1990) and a population of only 15 million, of which 3 million (or 20%) were born overseas. The vast majority of migrants were from the United Kingdom and other European countries.

Fast forward to today and we now have a population of some 25 million people, with nearly 30% being born overseas, and almost 90% active internet users! For the year ended 30 June 2021, our population increased by over 160,000 from the permanent Migration



Jon Chin  
Board chair

## Board Chair report ... continued

Program including 79,620 skilled migrants; the majority of them now coming from Asian countries.

Being blessed with the talent and commitment of hard-working staff and dedicated volunteers, we have much to be proud of over the past forty years.

However, with continuing changes to not only the Migration Program and the Humanitarian Program, but also to funding protocols, it is clear to the Board and Management that we need to undertake a full review of our business strategy and our modus operandi.

This is essential not only to overcome these challenges but also to explore new opportunities. I am confident that we have the management skills, innovation capacity and prudent Board oversight to build a stronger future for NSS.

I must acknowledge the hard work and astute leadership of our CEO Sharon Daishe, as well as her supporting management team headed by executive officer Andrew Tuck.

The Board also thank all our committed and caring staff, as well as our dedicated volunteers, for their effort.

On behalf of the Board, I would like to thank all the funding bodies for their continued trust and support to allow us to be able to continue our work in helping some of the most vulnerable in our community.

And lastly, I take this opportunity to thank every Board member for their dedication and valued contribution during a most challenging and disruptive year, and look forward to their continued support in 2022.

**JON CHIN JP**

Chair

# Report from the NSS Chief Executive Officer

**NORTHERN SETTLEMENT SERVICES (NSS) ACHIEVED THE MILESTONE this year of working with multicultural communities for four decades.** Community is the essence of NSS, and the reason we exist. We have recognised this in a revised vision and mission that we launched on our 40<sup>th</sup> birthday on 21 May 2021.

In March, NSS’ long-serving family worker, Miza Torlakovic, was awarded the NSW Premier’s Multicultural Community Medal for Regional Unity. In Miza’s words, helping others “is just what I do.”

Miza is representative of our more than 60 staff from diverse cultural backgrounds who read, speak or write over 30 languages and are passionate about achieving our vision for a thriving, connected multicultural community.

If community is the essence of NSS, funding is our lifeblood. NSS attracted over half a million dollars in new project funding this year to deliver emergency support for temporary visa holders, a pilot employment program, youth cultural exchange, and a digital literacy program.

However, like many other social sector organisations, NSS’ core funding is declining while operating costs are increasing. Instead of reducing services, the board has decided to spend some of NSS’ reserve funds to retain service levels while we seek alternative funding.

The board also invested reserve funds to strengthen organisational capacity and prepare NSS to compete successfully for new funding.

NSS has continued seed funding for REAP, a regional employment and agriculture pilot in partnership with the Rotary Club of Armidale. REAP offers opportunities for English language development, shared learning, social connection, and economic security all of which



Sharon Daishe  
Chief executive officer

## Our Vision

A connected  
community where  
diversity defines and  
nourishes us

## Our Mission

To support and inspire  
culturally diverse  
people and  
communities to  
overcome barriers and  
thrive

## Report from the NSS Chief Executive Officer... continued

### THANK YOU

To our staff,  
our volunteers,  
our board, and our  
funders - together you  
make it possible to  
support and inspire  
culturally diverse people  
and communities to  
thrive

### YOU MAKE IT POSSIBLE

support successful settlement for the 600-strong Ezidi community in Armidale who came to Australia as refugees fleeing ISIS.

Throughout 2020-21, NSS focussed on preparing for change, growth, and new opportunities. As I write, we are well into the new financial year and have responded rapidly to provide support during the COVID-19 Delta strain lockdown, and the Afghan refugee emergency.

In 2021-22, NSS will implement aged care reforms, commence a new domestic and family violence support program, and recommence many face to face programs as NSW emerges from COVID-19 lockdown. We will also introduce a new website and enhanced social media presence to make it easier for clients, donors and members to access information and interact with NSS.

Lockdown interfered with our plans for a major birthday celebration in 2021. This event will now be held in April 2022. We can't wait to celebrate with you. **I invite you to enjoy the inspiring stories and joyful pictures inside Northern Settlement Services' 2020-2021 Annual Report.**

#### SHARON DAISHE

Chief executive officer



#### AT LEFT: 40TH ANNIVERSARY CELEBRATIONS

held in May 2021. The NSS team celebrated 40 years of NSS serving multicultural communities in Newcastle, the Hunter and beyond. Here, two of our longest serving workers, Pet and Miza, cut the "birthday cake" with CEO Sharon Daishe.



## A brief history of Northern Settlement Services

**IN 1978 THE AUSTRALIAN GOVERNMENT began creating, establishing and funding Migrant Resource Centres in various parts of Australia to help meet the very real and diverse needs and difficulties of ethnic communities across Australia.**

Here in Newcastle and the Hunter, concerned citizens associated with the Ethnic Affairs Commission, the Ethnic Communities Council, the City of Newcastle, the Catholic parish of Toronto under Father Tony Stace, the Red Cross, and the Polish Association of Maitland, coordinated their efforts to launch a migrant resource centre in Newcastle.

The Migrant Resource Centre of Newcastle and Hunter Districts was officially opened at 414 Hunter Street Newcastle on 20 May 1981 by the Minister for Immigration and Ethnic Affairs, the Honourable Ian MacPhee MP.

The main objectives of the Migrant Resource Centre were to:

- ♦ Assist migrants, particularly newly arrived migrants and refugees, to gain access to existing community services and resources, especially migrant women



## A brief history of Northern Settlement Services... continued

- ◆ Provide facilities for the development of self-help programs in the interests of migrant welfare and settlement.

On 4 March 1985, the Migrant Resource Centre of Newcastle and Hunter Districts moved to its current premises at 8 Chaucer Street Hamilton.

Violetta Walsh was appointed the Centre Coordinator in 1984 and then the CEO. The work and reach of the Migrant Resource Centre grew considerably under Violetta's leadership.





## A brief history of Northern Settlement Services... continued

In January 2007 the Migrant Resource Centre of Newcastle and Hunter Districts changed its name to **Northern Settlement Services Limited**.

In 2012 Lulu Tantos became CEO and continued the growth begun under Violetta Walsh. In 2019 Sharon Daishe became CEO, ready to take NSS into a new chapter.

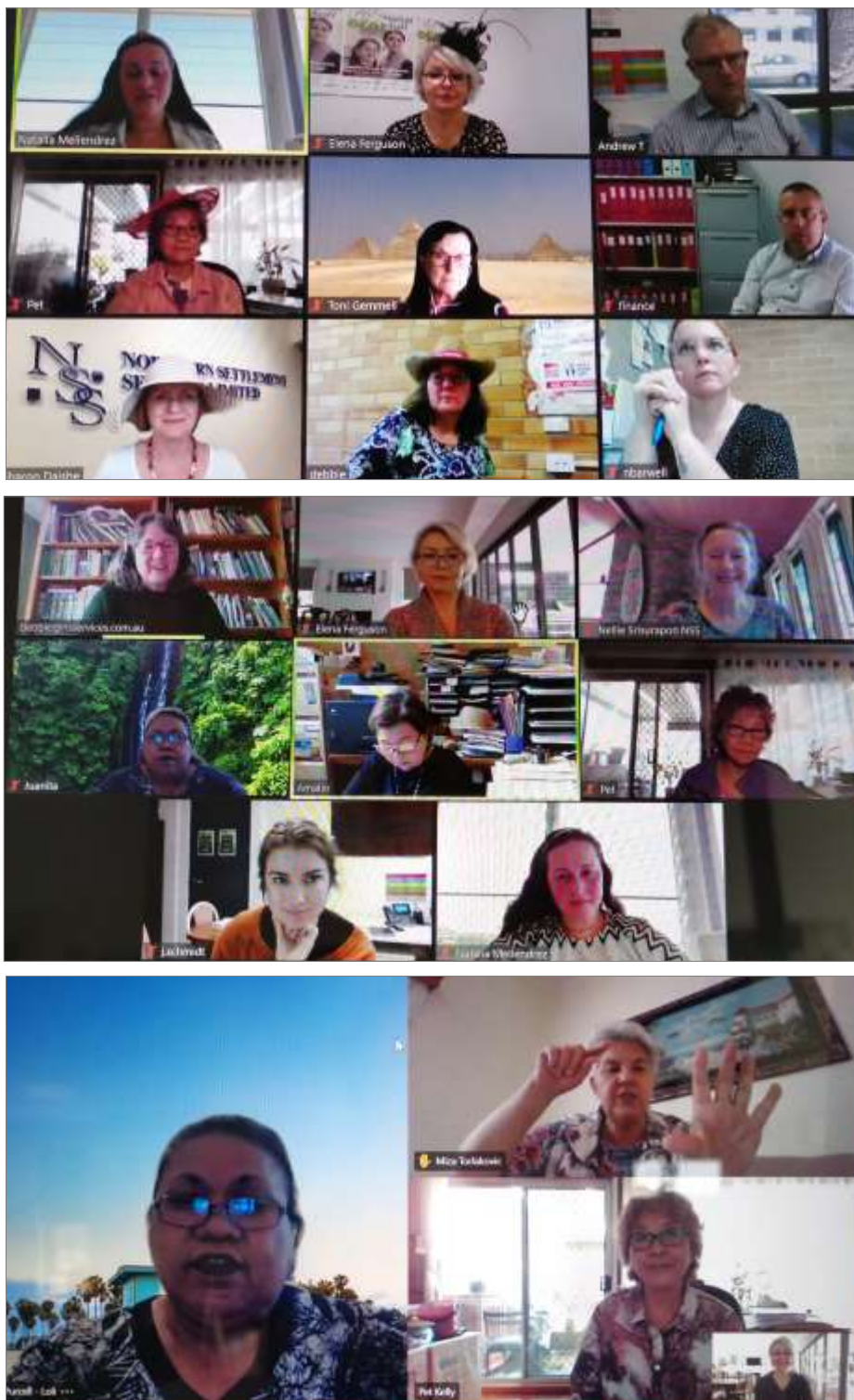
Today Northern Settlement Services provides services across Newcastle and the Hunter Region, Lake Macquarie, the Central Coast and up to Tamworth and Armidale in New England.



## NSS learning to live in a Zoom/Teams online world

**COVID-19 IMPACT:** Like many other organisations, NSS has been forced to adapt to video call technology like Zoom and MS Teams.

It has been a rapid learning curve as staff moved to working from home while still holding meetings with their colleagues, clients and other service agencies.





# Northern Settlement Services Ltd: a new Vision and Mission

THIS YEAR Northern Settlement Services celebrates 40 years of supporting and advocating for multicultural communities.

We are proud to announce a new vision and mission for the organisation, reflecting our passion for culturally diverse people and communities.

## Our Vision

A connected community where diversity defines and nourishes us

## Our Mission

To support and inspire culturally diverse people and communities  
to overcome barriers and thrive



## NSS family worker awarded Regional Unity Medal



**ABOVE:** NSS multicultural families worker Miza Torlakovic receives her Regional Unity Medal Award from Premier Gladys Berejiklian.

**BELOW:** All the Award winners stand with the Premier, sponsors and Multicultural NSW officials.

Photos of Premier's Harmony Awards © Salty Dingo 2021

**NORTHERN SETTLEMENT SERVICES (NSS) family worker Miza Torlakovic was awarded the CommBank Regional Unity Medal at the 2021 Premier's Harmony Dinner on 13 March 2021.**

This annual event is a celebration of the diverse cultures, languages and religions of all citizens in NSW. A highlight of the evening is the awarding of the Premier's Multicultural Community Medals that recognise outstanding achievements.

Mr Jon Chin, chair of the NSS board, congratulated Miza for a well-deserved award on behalf of the NSS board.

"I congratulate Miza and express our deepest appreciation for the high standards and integrity that Miza has shown throughout her career," Mr Chin said.

NSS CEO Sharon Daishe said, "Miza's humility and servanthood speaks so much to the way that she has worked with multicultural families and communities over these past 26 years.

"I know that everyone across our multicultural communities in Newcastle and Lake Macquarie will join me in acknowledging and celebrating the hard work, compassion, resilience, and tireless advocacy that Miza and the NSS Families Team show every day."



## NSS Board of Directors



**From left to right:** Carla Silva, Sandra Feltham (secretary), Ewa Korczynski (vice chair), Jon Chin (chair), Alexander Seccombe (treasurer), Rozyta Englert, Barney Langford, Sharon Daishe (CEO)

### Board Executive

Jon Chin (Chair), Ewa Korczynski (Vice Chair), Alexander Seccombe (Treasurer), Sandra Feltham (Secretary)

### Recognising past service

Over the past year, several directors concluded their deeply appreciated service with NSS. We would like to acknowledge their time with us and recognise all they contributed to the growth and success of NSS.

- James Garvey
- Violetta Walsh
- Alex Burns
- Christine Warrington
- Enza di Stefano



## Acknowledging our great volunteers

**COVID-19 MADE THIS a challenging year for volunteers. Safety has been our first concern. All NSS volunteers undertook COVID19 safe training available from the federal Department of Health.**

Our settlement and community volunteers have been flexible and eager to learn new ways of doing things – stopping and starting, moving to online supports, managing COVID-19 safety plans and risk assessments, moving playgroups and other groups activities to park venues, and so on.

Volunteers also had regular online meetings to exchange ideas and support each other.

A highlight was the Newcastle volunteer week event in May, bringing together volunteers from across aged care and the settlement and communities teams to acknowledge and celebrate the immeasurable contribution our volunteers make to our people and programs.

Thank you to each and every volunteer for going above and beyond through this difficult and challenging year.

**RIGHT:** NSS Volunteers receive their certificates of recognition for another amazing year in supporting NSS clients far and wide.





# Settlement and Communities Report

**THE 2020–2021 FINANCIAL YEAR was a year of growth and investment for the Settlement and Communities Team, despite the challenges of the COVID-19 pandemic.**

We have been successful in attracting new funding from a variety of sources and the NSS Board has invested some of our own resources to expand and develop our work in the New England.

Unfortunately the year ended with a significant funding cut to our core settlement funding, with significant future challenges to be faced in relation to our core settlement program.

## **Temporary Visa Holders and COVID 19**

We received two grants from Multicultural NSW for community support in response to the impacts of COVID-19 on our multicultural communities.

This small amount of funding helped provide casework and emergency relief for temporary visa holders (TVH) impacted by COVID-19. Many temporary visa holders cannot receive help under our other funding sources.

People reported a sense of independence and confidence as a result of the support from casework and emergency relief. Our workers were met with gratitude and immense relief from the adults and joy on the faces of the children.

This funding starkly reminded NSS that we can no longer respond to the needs of every person who approaches us for assistance. Over time our funding bodies have narrowed the guidelines, leaving gaps in our ability to respond.

The COVID-19 emergency funding allowed us to fill some of those gaps. NSS is determined to diversify our funding so that we can respond more readily to the multicultural communities in need.

## What our clients say

I don't know what  
would have happened  
if I didn't have this  
help

I've regain my power  
back

Thank you so much for  
helping me. All the  
stuff you gave to me is  
a big help for me and  
my baby at this time

I feel safe now and I  
can sleep a bit at night

## Settlement and Communities Report... continued

### Multicultural Youth Work

NSS received funding from Multicultural NSW through the exciting COMPACT grant program for our Northern Youth Exchange 2021 project.

Our project supports youth cultural exchange visits to the Manning Valley and New England for high school youth and young adults from refugee and migrant backgrounds.

While the pandemic has prevented exchange trips from occurring, our multicultural youth workers in Newcastle and Armidale have been building relationships with youth and young adults from refugee and migrant backgrounds in Newcastle and Armidale.

**BELOW:** NSS workers took a group from Myanmar to visit the wool mill at Nundle as part of Harmony Week.

Our workers have strengthened relationships with project partners including Manning Valley Neighbourhood Services, Armidale



## Settlement and Communities Report... continued

Regional Council and Multicultural Neighbourhood Centre in Newcastle.

### Domestic and Family Violence

NSS has receiving funding to deliver domestic and family violence support over the coming two years. We need to engage specialist staff to support this work, as well as upskill existing settlement staff.

NSS workers Nellie Srisurapon and Jess Schmidt were very involved in helping to develop the domestic and family violence service model for the whole NSW Settlement Partnership.

### Cuts to core Settlement funding

This positive development was offset by learning that the funding for the Settlement service program would be cut by 15% for 2021-22.

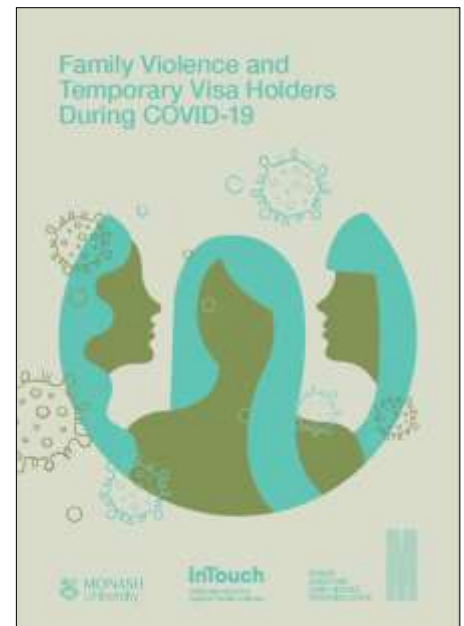
As this would put our settlement program across our 4 locations in jeopardy, the NSS Board has invested NSS reserves to maintain the full program for the coming financial year while we advocate and negotiate for a sustainable funding model in the years ahead.

This will be one of the significant challenges for NSS in our current financial year.

### Settlement Engagement and Transition Support (SETS)

In the 12 months to 30 June 2021 staff in the SETS program worked with

- 834 identified clients and another 150 clients who attended groups or sought information advice without providing their name and address
- 415 clients were supported by our Newcastle team
- 259 clients were supported by our Armidale team



**ABOVE:** NSS workers shared their experiences in working with domestic and family violence victims to help inform the development of key resources which are now available to other agencies working with multicultural communities.

## Settlement and Communities Report... continued

### Digital Connections Armidale

Armidale Sanctuary has supported the settlement of people from refugee backgrounds for many years, and has been highly engaged with the newly arrived Ezidi community.

They successfully fundraised for a Digital Connections Project to support Ezidi community members increase their digital literacy.

NSS now partners with Armidale Sanctuary to host and employ the Digital Connections project worker.

The project will run from June 2021 to November 2021.

This important project brings essential skills training to the Ezidi community.

Now they can access online government services, and have greater job readiness.

- Clients come from Iraq, Syria, Congo, Afghanistan, Myanmar, Thailand, Philippines, China (some Tibetan) and other countries.
- The majority are adults aged between 20 and 50.
- More than 300 school aged children and youth were engaged as individuals or within our homework centres and youth programs.

### Supporting citizenship

NSS has received a steady stream of new humanitarian clients who were exited from the more intensive support of the Humanitarian Support Program.

Supporting applications for citizenship has been the key activity in Newcastle for Syrian community members who arrived in 2016 and became eligible to apply.

Online and face to face support has been provided to individuals and in groups to learn how to complete citizenship application forms and prepare for the citizenship test.

Migration agent Matthew Girdler gave information sessions for the Syrian community and for staff assisting. Volunteer Dennis Archibald delivered several series of group sessions online and face to face preparing people for the Citizenship test. These sessions were very popular. Thanks Dennis!

Some Syrian community members worked with NSS on a briefing paper and presented it local MP Sharon Claydon. They were able to raise their concerns with the English language requirement of the Citizenship Test. The test uses very formal language which is hard to understand for some community members who had limited formal education in Syria and have since struggled to learn English.



## Settlement and Communities Report... continued

Gaining citizenship in Australia is very important to them, and many are devastated that this may be beyond their reach.

### Multicultural Community Development Project

Plans for new groups for CALD new mums and an Indian women's parenting group were put on made then put on hold with the changing guidelines and restrictions around COVID-19.

Community education, information sharing and support have been key features of the program this year. Families have needed extra support with a range of issues made worse by social isolation during COVID-19. Extra welfare checks and casework have been needed.

### Staff Changes

We welcomed a number of new staff this year:

- Jessika Schmidt as coordinator of our New England team
- Mohammad Sami Zakhil and Rebecca Passey as Multicultural Youth Workers in Newcastle and Armidale respectively
- Aghasan Saleem and Farhan Amito as settlement worker and Ezidi community worker in Armidale
- Akram Kudeedah as Digital Connections project officer in Armidale
- Helen Mieres as playgroup assistant on the Central Coast
- Ruth Anagnostis returned to NSS as Employment Project Officer.
- Alyaa Al Attabi took on additional work co-ordinating volunteers and relieving in settlement work when other team members took leave.

We farewellled Lance McNamara as settlement worker in Armidale.

Thank you to all our staff. You have been a great team working together in a challenging environment!

**DEBBIE CARSTENS**, manager, Settlement and Communities team

**BELOW:** Volunteers have made an incredible contribution to the success of welcoming playgroups on the Central Coast.



## Project Report: Playing Around the World



**THE ENTRANCE AND BLUE HAVEN** Playing Around the World Playgroups have enjoyed meeting up to explore some interesting countries over the past year including Peru, Papua New Guinea, France, and Japan.

Playing Around the World Playgroup celebrated Harmony Day indoors and under cover at The Entrance Community Centre due to the heavy rain. Families prepared and shared some delicious traditional foods including Indonesian spring rolls, spaghetti bolognese, Indian curry and sticky coconut rice desserts from the Philippines.



We also celebrated the Persian/Iranian New Year with the Playing Around the World Child Care worker Shirin running a Nowruz New Year craft activity and singing Iranian New Year children's songs.

One of our Indian families also brought in some Indian Holi festival colour powders to share with the families and the children had lots of fun playing with the orange Harmony Day playdough.



During Refugee Week families made collage pictures of multicultural families and some wonderful leaf paintings were made during the first online playgroup for Reconciliation Week.

Playgroup sessions were held online every week during COVID restrictions, and more families joined in each week making it a great way for everyone to catch up with each other and keep connected during the lockdown.



We enjoyed meeting at the park giving us an opportunity to explore nature, tasting new flavours with the cooking class, trying new movements with the dance tips, and having craft and story time together. We were able to stay connected during lockdown and supported each other through online platforms with a lot of information sessions, parenting tips, craft ideas and story time.

# Project Report: Talking Around the World

**TALKING AROUND THE WORLD** is a volunteer-run program on the Central Coast supporting local migrant and refugee community members to feel relaxed and confident when practicing English through conversation.

At the end of every year the conversation group celebrates people and cultures coming together.

The group has families and individuals from Bangladesh, Tibet, Iran, Dominican Republic, Hungary, China, Indonesia, Thailand and the Philippines.

Each community member talked about their own cultural background. Everyone joined in on a game of "Guess Who? and Guess What?" which brought heaps of laughs.

We also had our lovely NSS volunteers to support the group and join in the fun. All participants received an NSS bag, hat and sunscreen for the holidays.

As with other NSS programs, participants continued to meet using Zoom or other online platforms to stay connected during lockdown.



**ABOVE:** Talking Around the World participant Rung telling other participants about a Thai farmer's essential items.

**BELOW:** Talking Around the World participant Lovely reading her own poem titled "Women."

**BELOW LEFT:** NSS volunteer Wendy deep in conversation with two men in the Talking Around the World program.





## NSS Homework and Learning Centre, Newcastle

**NSS HAS CELEBRATED the 16<sup>th</sup> consecutive year of our Homework and Learning Centres that continue to have long-term impacts on the lives of multicultural families. The Homework & Learning Centres continued in partnership with Jesmond Primary School, Heaton Primary School, and Waratah Technology Campus.**

Our experienced coordinators Bridie Scott, Josie O'Hara, and Ben Ison manage these centres. New volunteer recruitment was successful with new people swelling the number of volunteer tutors to 26.

School students in this program come from Syrian, Kurdish, Iraqi, Afghan, and Congolese refugee backgrounds. Each centre is now fully allocated, with a total enrolment of about 50 students.

In the primary schools, volunteers assist student groups with fun learning activities: reading, literacy, writing, numeracy, speaking & listening, problem-solving, co-ordination.

In the secondary school, volunteers assist students in one-to-one with tutoring: English, numeracy, homework, assessment tasks, research skills, computer skills, time management skills.

### **MICHAEL FREUND,**

Settlement volunteer coordinator (education programs)

**RIGHT:** The Jesmond Homework and Learning Centre is just one of the four centres run by NSS. Each one brings together dedicated volunteers to sit with children and help them learn.





# NSS Homework and Learning Centre, Armidale

## NSS OBTAINED FUNDING in 2021 for the Armidale Homework and Learning Centre through Schools Plus.

During first term we have incorporated creative elements to help students move forward in their journey of overcoming trauma, including Drumming for Recovery workshops each week.

In term 2 we started to introduce a wider range of percussion instruments into the workshops, stretching the students and bringing new levels of engagement. Other students learned the ukulele, getting familiar with the features of the instrument, plucking and strumming.

It was amazing to see the level of concentration on the students faces as they read the music and played their tunes in the end of year performances.

Students have also been introduced to watercolour painting and participated in science activities. The van der Graaf generator brought great excitement as aluminium plates flew off the top of the sphere, the children's hair stood on end and they felt small pulses of electricity as they held their hands near.

We had a very popular visit from the Poultry Hub at UNE. The students donned lab coats and plastic glasses to make a healthy chicken feed, experiment with concepts of permeability of egg shells and more. They finished by eating a cupcake decorated like a chicken.

This brings me to the volunteers, without whose willingness to step up to the wide range of challenges the students and I put before them never ceases to amaze me.

They come from all walks of life but continue to show great versatility and resourcefulness as they work with their young charges.

**FAY PARIS.** Coordinator, Armidale Homework Centre



## Armidale Homework Centre wins award

### NSS Armidale Homework Centre

received the 2020 Cynthia Briggs Empowerment through Education Award from the Australian College of Educators NSW.

The award recognises significant educational and community achievements in the New England & North-West regions of NSW.

The award recognise the Homework Centre for 11 years of building the capacity of south Sudanese and now Ezidi children.

Congratulations to Fay Paris and the amazing volunteer team at the Armidale Homework Centre.

## Multicultural Services Expo, May 2021



**ABOVE:** NSS staff Elena, Sharon, John and Pet at the Expo

**BELOW:** Lord Mayor of Newcastle Nuatali Nemes (centre) with NSS CEO Sharon Daishe (far left) and NSS Staff and clients at the Multicultural Services Expo.

### THE MULTICULTURAL NEIGHBOURHOOD CENTRE SERVICES EXPO 2021 was held on 26th May 2021 at the Station Newcastle.

It was a friendly and fun day that included multicultural food, entertainment, free sausage sizzle, and much more.

Newcastle Lord Mayor Nuatali Nemes and State Member for Newcastle Tim Crakanthorp MP were also in attendance.



**ABOVE:** Lord Mayor of Newcastle Nuatali Nemes and State Member for Newcastle Tim Crakanthorp MP with NSS Staff and clients at the Multicultural Services Expo held in Newcastle in May 2021.





## Fiesta Fusion Multicultural Food Festival, Tamworth June 2021

**AFTER MANY RAINY DAYS, the sun finally began to shine on Saturday 26th June, just in time for an event that everyone had been looking forward to for a long time: the Tamworth Fiesta Fusion.**

With zero COVID-19 cases, no lockdowns and sunny weather the crowds came out in force. Held at the Tamworth Bicentennial Park, the event brought together many people from different multicultural backgrounds with the stalls selling a range of traditional home-made foods. With cuisines ranging from Asian, Arabic, South American to Pacific, there was something for everyone.

While the crowd enjoyed their morish meals, they were treated to cultural dance performances from the Philippine community, belly-jiggling Zumba classes, and a range of music from other countries.

People were enjoying their freedom for the first time since being able to gather and there was so much fun and enjoyment to be had by all.





## Clean Up Australia Day in Tamworth with Karen and Vietnamese communities

**FOR TWO MULTICULTURAL GROUPS new to Tamworth, Clean Up Australia Day was the chance to give back to the community they have come to love.**

The Karen and Vietnamese communities came together to take part in the clean up, and did such a great job they may have the chance by Tamworth Regional Council to adopt a park in town.

The Karens are former refugees from Myanmar, and have participated in the annual clean up for six years in a row.

Graeme Reeves, NSS volunteer, worked with the Karens and supervised the clean up along Forest Road area from the Mountain Bike carpark, a few kilometres past the tip entrance.

They collected eight bags of rubbish in just one and a half hours.

In another part of town near the Riverside Sports field, a group of 33 people from the Vietnamese community turned up early at the site, ready to "do battle" with the trash.

NSS settlement worker Amalin Sundaravej welcomed everyone as they arrived, setting up an iron board to act as a register with a sign-in and QR code as part of their COVID-19 safety plan.

Both groups had a great time and are keen to be back next year.

They enjoy showcasing their community spirit in their new home.



## NSS – Providing supportive migration assistance

**NSS HAS CONTINUED to fund migration support and assistance. Domestic and family violence related visa cases and split family humanitarian cases have been the focus of visa applications.**

Migration Agent Matthew Girdler is a great educator, and has delivered a number of valuable sessions and written useful briefing documents to assist in the preparation of materials for applications.

NSS has commenced Citizenship Test training for Arabic-speaking women each Tuesday morning at Zara's House in Jesmond. The training program runs for 8 to 10 weeks and is presented by NSS volunteer Dennis Archibald. Dennis continued the training using Zoom during lockdown restrictions.

NSS Settlement volunteer coordinator and Arabic-speaking community worker Alyaa Al-Attabi provided interpreting for the class.

This program would not have been possible without the amazing support of Dennis and other NSS volunteers Jenna, John, Harrison, Ruth and Jenny. These volunteers have supported clients one-on-one with further learning leading up to their citizenship tests.

Several happy clients have now passed their Citizenship Test!





## Project Report: Regional Employment Agriculture Project

**THERE ARE MORE THAN 600 Ezidi people who have been settled in Armidale as part of regional refugee settlement. Many of them were farmers or farm workers in Iraq.**

The Ezidi community are a minority group who have been targeted by ISIS. Many community members have experienced a great deal of trauma. Family members have disappeared or been kidnapped by ISIS. The Ezidi have an ancient culture and their own religion, Ezidism, and they speak a dialect of Kurdish Kurmanji. They are a resilient people, who have been welcomed into the Armidale community.

The Rotary Club of Armidale (Armidale Rotary) approached NSS with a community garden project idea that might help the Ezidi settle into Armidale. Armidale Rotary, the oldest and one of the largest Rotary





## Project Report: REAP... continued

Clubs in the region has over fifty active members and many are skilled agricultural managers, owners, and advisors.

After much planning and consulting, the Regional Employment Agricultural Project (REAP) was developed to provide access to land for people from migrant and refugee backgrounds so that they could to apply and adapt their existing rural skills in the Australian context

REAP is made possible by the generous donation of land by farmers in Armidale who are members of Armidale Rotary. Other key stakeholders include Rural Biz (training) and Job Active providers in Armidale.

### Seed funding

NSS has not yet been successful in applying for government or philanthropic funding for this project. So NSS self-funded a pilot



## Project Report: REAP... continued

project to prove that the REAP model works. NSS employed a part time project officer and a casual Ezidi community worker, with project management support from the NSS New England coordinator.

NSS purchased some equipment and consumables, and Armidale Rotary gave a wide range of practical assistance and resources through donations, club contributions and in-kind support.

### **Pilot training program**

The pilot program included training for units of the Certificate II in Agriculture. Rural Biz, an RTO specialising in agricultural and related skills, worked with Armidale Rotary and NSS to develop the training model. Anthony (Ant) Wright from Rural Biz delivered the training with a bilingual worker from NSS including:

- classroom instruction and onsite learning, and
- content developed and presented for people with limited English

NSW Government Smart and Skilled funding covered the cost of the training. Bilingual support for training delivery was funded by Job





## Project Report: REAP... continued

Active providers and NSS. Job active providers involved were Best Employment, Jobs Australia and Joblink Plus. Units delivered during the 8 week program included WHS and Fencing.

On 8th March, the Hon Adam Marshall, NSW Minister for Agriculture and Member for the Northern Tablelands, presented Certificates of Completion for 2 Units of the Certificate II in Agriculture to seven Ezidi. The Minister congratulated the training participants and was enthusiastic about the goals and vision for REAP.

### Community horticulture

Two agricultural plots were set up with equipment and the soil was prepared for planting. Participants received their site induction and the initial plots of land were allocated. And in May 2021, the first crop of garlic was planted.

Employment of Khalid Ali in late 2021 as NSS agricultural project worker, further investment by Armidale Rotary members in infrastructure and the onset of spring will see REAP continue to grow and demonstrate its impact on the Ezidi community and Armidale.





# NSS Employment Project Report



**ABOVE:** Employment mentoring in progress, with Ruth Anagnostis. **BELOW:** Success! Bahareh and Jaffer ready to serve delicious food, and Jawad is enjoying a new role at Harris Farm.



**THIS YEAR NSS has been successful in securing funding for two short term employment programs. *Productive Diversity in Action* has been funded by the Scanlon Foundation, and *Welcoming Workplaces* has been funded by the Department of Home Affairs in partnership with Illawarra Multicultural Services and Settlement Services International.**

By the end of June 2021 we had developed relationships with 8 employers and employer organisations, established a Multicultural Small Business Collaboration with 5 small business support organisations, delivered 3 workshops for the multicultural community around small business opportunities and support available, and worked with 35 clients on resumes and exploring pathways to their desired employment.

Four engineers with overseas qualifications were engaged with the Newcastle branch of Engineers Australia for coaching and advice on employment pathways, and support in getting Australian recognition of their overseas qualifications.

We have 7 new volunteer employment mentors who have been trained and are providing support with clients.

Five community members had been interviewed by Thrive Refugee Enterprises for possible engagement by Australia Post as courier driving contractors.

Building vocational English language skills is a significant aspect of Welcoming Workplaces, and we have been liaising with the Adult Migrant English Program (AMEP) provided by Max Solutions to increase the number of hours of English teaching for each participant.

The success of the projects has been great, with employment for a number of our clients expected in coming months. We hope to secure further funding to continue this important work.

# Multicultural Families Program Report

**THE NSS MULTICULTURAL FAMILIES PROGRAM built effective partnerships with many other service providers to improve the lives of families with young children, especially those in crisis situations.**

This year, the focus has been on delivering the structured parenting program Bringing Up Great Kids, presented by Juanita and supported by Elena, Miza and Ameneh.

Bringing Up Great Kids helps parents use mindfulness and reflection, and improve how they communicate with their children. Parents deepen their understanding of child development, learn persistence, imagination, and patience as they raise their children.

This leads to more respectful and positive interactions which support each child's development and positive identity.

We deliver Bringing Up Great Kids to multicultural parents in Warners Bay, The Willows in north Lake Macquarie, and to the Afghan Women's Group at Jesmond Neighbourhood Centre.

In the past year we have reached families from different backgrounds including Russian, Pacific Islanders, Spanish, Indian, Afghan, German, Vietnamese, Indian, Pakistani and Indonesian.

Guests have also been invited to share information to the groups. Guests have included representatives from Centrelink, Hunter New

## **BELOW and BELOW LEFT:**

Juanita and Ameneh present Bringing Up Great Kids to the Afghan Women's Group at Jesmond, and to the group at Warners Bay.



## Multicultural Families Program Report... continued

England Multicultural Health, Hunter Community Legal Centre and our own NSS migration agent.

### Highlights and achievements

Over the past 18 months, even with COVID-19 restrictions and lockdown periods, the NSS Multicultural Families team have supported 784 individuals across Newcastle and Lake Macquarie LGAs.

Over 40% of these services and supports have been provided to vulnerable children and adults in Newcastle's western corridor, especially Jesmond and Wallsend. And just under 20% of clients are aged under 18 years of age.

Many clients and their families come to NSS with sometimes very challenging needs. They may be facing domestic and family violence in the home, or trying to overcome financial hardship, or they may have tenancy or other housing concerns.

The NSS Multicultural Families team provide assistance and support to each person and family, sometimes face-to-face at NSS, or through other means such as e-mails, text, and phone.

Clients may also be referred to other culturally appropriate services either in NSS or to other service agencies.

The Families team frequently use interpreters to overcome language barriers and fully understand clients and their needs.

### Challenges

COVID-19 and lockdown restrictions have had a significant impact on our clients and community and to our service delivery.

Many families have struggled with job losses and loss of income, others have had difficulties accessing medical services. Some clients





## Multicultural Families Program Report... continued

raised concerns about their partner's gambling and constant playing of games on their mobile phones.

These clients are experiencing high levels of stress and anxiety, mixed with the additional burden of keeping their children at home under stay-at-home orders instead of sending them to school.

People on Temporary Visas have faced the greatest impacts. We are thankful that NSS was able to get extra funding from the NSW government to support these vulnerable people.

It has been another hectic year for the team, but a satisfying one. It is a pleasure leading the Multicultural Families Team and their continued hard work and cooperation creates a wonderful working environment.

Warm thanks go to each and every one of them.

On behalf of the team, I would like to thank the NSS Board of Management, Sharon, Andrew & colleagues for their continuing support & encouragement. Likewise, the Administration staff for their assistance.

**PET KELLY,**

manager Multicultural Families



## NSS Aged Care celebrations and success

### Highlights and good news stories from CVS

A new client at home was invited by her volunteer visitor for Christmas Dinner. Normally that client would have spent Christmas on her own and was overjoyed at the invitation.

Observing a Scottish visitor showing a Scottish resident on an iPad where they used to live in Scotland brought excitement and wonder to all.

A new resident who was interested in trains, coins and architecture was perfectly matched with a new visitor with those exact same interests.

Watching a new resident singing and skipping down a corridor arm in arm with a volunteer was simply an amazing sight.





# NSS Aged Care Services Report

**NSS SPECIALISES IN providing culturally tailored care, support and assistance to enable individuals to maintain their cultural identity and empower them to continue to live independent and fulfilling lives, and to maintain social connections that enhance their health and well-being.**

NSS has now been delivering a home care program for 19 years and continues to deliver care via a consumer directed care model.

We have continued to fine tune our e-Tools client management and billing systems for our Commonwealth Home Support Program (CHSP) and Home Care Packages (HCP) including the introduction of a new roster management system that integrates with other modules.

Once again, COVID has seen us working under lockdown and stay-at-home scenarios. Staff have been committed to maintaining services to our clients. While most clients were eager to continue to receive services, some clients cancelled or reduced services. The NSS COVID Safety Planning Team has continued to monitor and implement any COVID-related responses across the organisation

A new Home Care Coordinator has been appointed to replace a long-term vacancy. Kathryn Campise commenced in this position early



**ABOVE:** Irene Lupish (at right) celebrates National Volunteer Week 2019 with Miza Torlakovic (left) and Sharon Claydon MP (centre).

Celebrating over  
30 years of service



**In July 2020, after more than 30 years with NSS, we said a very fond farewell to Irene Lupish.**

Irene started her journey with NSS as a welfare worker in 1989. She held many roles such as welfare worker, migration agent, community development officer and Russian welfare officer, and finally from 2014 as community visitors scheme coordinator.

Irene served many other organisations including Hunter Water Board, Red Cross Emergency and Recovery Response team, Hunter Area Health and her own Russian community. Irene will be sorely missed.



## Aged Care Services Report ... continued

January. She comes to NSS with extensive experience as a coordinator in both the disability sector and the aged care sector.

We also welcomed a new Home Care Services Manager, Stuart McCarthy. Stuart comes to NSS with extensive experience in the aged care industry, including providing services in home care, CHSP, disability services under NDIS, and to people with dementia.

PricewaterhouseCoopers (PwC) was commissioned by the Department of Health to provide accounting and business advisory services to aged care providers, and NSS was able to take advantage of this service. PwC delivered a desktop review of NSS's financial and operational documentation. Specific areas of focus included budgeting and forecasting, pricing of services, governance and human resources and workforce planning processes.

NSS provides services to our clients through the dedication and commitment of the whole team, including our coordinators, support staff and home care hands-on staff working day-to-day with our clients. Thank you all for your contributions.

### Flexible Respite Services

The Newcastle flexible respite service has seen the appointment of Nina Germyn as the new respite coordinator, and the Central Coast welcomed Naomi Barwell as the new respite coordinator. Both Nina

**RIGHT:** Before COVID sent everyone into lockdown, volunteers and home care support workers learned more about Falls Prevention from Central Coast Health.



## Aged Care Services Report ... continued

and Naomi have backgrounds in aged care, and Nina was a current staff member before being promoted to the position of coordinator.

Both coordinators are embracing the concept of providing services to clients as they journey from Commonwealth Home Support Services (CHSP) through to requiring higher levels of services such as Home Care Packages. Several respite clients have continued services with NSS after receiving their Home Care Packages.

This is a wonderful compliment to our team, as the client continues to receive services from the same staff members and is managed by their committed and dedicated coordinator. Both in Newcastle and on the Central Coast we have recruited additional staff to accommodate our growing clientele.

Although COVID meant that some clients who were approved services were hesitant to commence services, it has been a productive 12 months of providing support to our clients. NSS has provided care and assistance through flexible respite, social support, personal care, transport to medical appointments or for shopping, and domestic assistance.

### Social Support

Over 80 clients on the Central Coast received individual social support through the NSS multicultural social support program.



**ABOVE:** Just a week before lockdown, the senior Kanwal group had their last gathering in The Ary at Club Toukley. From left, Johanna (Dutch), Jean (Australian) and Bronislawa (Polish), three 90 year old members of the group from different backgrounds, shared their memories and life stories with the group.

**LEFT:** Before COVID sent everyone into lockdown, social support clients on the Central Coast came together at Woy Woy to learn more about elder abuse.

### What our clients say

You guys are doing a  
splendid job

Love ya work

I do appreciate all you  
do for me and  
sincerely thank you

So happy and  
cheerful, it is a delight  
to have you in my  
home

While the Central Coast office was closed for periods throughout the year due to COVID (as part of the Greater Sydney area lockdown), our coordinators continued to communicate with NSS peers and other organisations through group meetings conducted via Zoom or by other virtual meetings.

Despite limitations, groups of clients receiving social support have met at various times throughout the year. These groupings of clients cover convenient geographical locations:

- ◆ Woy Woy for clients who live in the southern end of the Gosford LGA
- ◆ Kanwal for Wyong residents
- ◆ a Spanish speakers social group for Spanish speakers across the whole Central Coast, and
- ◆ a combined social activity group for all clients on the Central Coast.

As part of the wellness and reablement program, social activities and gatherings were arranged for clients at different venues.

Clients can come together for peer support and social connection on picnic outings, morning tea or lunches at clubs or restaurants, and even boat cruises on Brisbane Water.

**RIGHT:** The combined group of social support clients held their Christmas picnic at Woy Woy Lions Park.





## Aged Care Services Report ... continued

A combined group celebrated Christmas with a picnic in Woy Woy Lions Park. Everyone enjoyed a BBQ and brought a present which was loaded into in a big Santa bag. One of the clients dressed up as Santa and distributed the presents. A client also gave out lucky door prizes.

In September 2020, we were able to celebrate R U Ok Day with a limited number of clients at the Ary Club Toukley. From March to May clients participated in craft activities, in addition there was a presentation about different countries, bingo, and karaoke.

During lockdown periods, the coordinators and volunteers have kept in contact with clients via video and phone calls. Many clients also received help from their families to reduce exposure to COVID, and NSS continued to provide services to clients as needed, especially when family members were unable to help.

Twenty-six volunteers provided services to our clients throughout the year. Volunteers' week was celebrated with an appreciation lunch held at The Entrance Leagues Club, Bateau Bay. Two of our volunteers received Volunteering Central Coast awards, and another volunteer received a volunteers team award.

Thank you for everything you have done through the year.



**LEFT:** NSS aged care volunteers have enjoyed having fun during training in first aid, falls prevention, and COVID-19 infection control.

### Chinese Social Support

A culturally-specific social support group brings together more than 50 Chinese speaking clients from Newcastle, Lake Macquarie, Maitland, and Port Stephens. They have regular meetings at Jesmond Neighbourhood Centre, The Place (Charlestown Community Centre), the Bruce Community Centre at East Maitland, and on WeChat during lockdown.

This lively group of elderly Chinese speakers enjoy Tai Chi exercises facilitated by volunteers at Charlestown, information sessions about financial services, getting the most out of Centrelink, and accessing resources at Newcastle City Library.

During Seniors Week in Apr 2021, 27 NSS Chinese seniors joined the other multicultural social support groups to celebrate the festival together. Everyone enjoyed the delicious dumplings and performances including traditional Chinese dancing, line dancing, Filipino singing and dancing, and even Spanish Macarena.

**RIGHT:** NSS social support coordinator Dongmei Zhang brings elderly Chinese citizens together for laughter and social connection.



## Aged Care Services Report ... continued

Even with the limitations because of the COVID-19 restriction, we still were able to organise a cheerful celebration for our senior clients, and even included some home care clients in the celebrations.

Through the year, we have celebrated traditional Chinese Festivals such as Chinese New Year and Mid-Autumn Festivals. Traditional food for each festival was shared with group members.

We were lucky enough to have two bus trips organised just before Sydney went into the recent lockdown. We went to Oakdale Farm Park in two groups. We helped the clients use their Discover NSW voucher and practice check-in and out with their NSW service app.

NSS has six volunteers supporting the Chinese group. The volunteers help with group activities, assist during Tai Chi lessons, provide telephone-based monitoring and support individual senior clients. Three volunteers achieved their First Aid certificate during the year.

### **Multicultural Social Support in Newcastle**

NSS also provides social support for individual clients more broadly. Before the Covid 19 restrictions restricted movements, about 8 senior



**LEFT:** Chinese-speaking social support clients enjoying yum cha.



## Aged Care Services Report ... continued



members travelled to Sydney to watch the Premiers Concert at the Sydney Entertainment Centre where they had front row seats!

The service also managed to organise a Seniors Week activity with a celebration and concert at the Croatian Club before the COVID lockdown in March.

After a year of limited activities, it was lovely to see the communities come together face to face. The venue looked great, and there were lots of smiling happy faces. Entertainment was provided by the Line Dancing Group from Mayfield, the Chinese Social Group, and performances by Filipino and Spanish community members.

Throughout the year various speakers provided information sessions on topics such as Legal Aid, and understanding and identifying elder abuse.

There are 17 registered volunteers assisting Newcastle social support clients.

**ABOVE and BELOW RIGHT:** We celebrated the 90<sup>th</sup> birthday for an awesome CVS volunteer!

Jean Paterson celebrated her 90th birthday in October 2020.

Jean started volunteering with NSS in 2013 and still is an active volunteer with the community visitor scheme.

Jean still has her full drivers licence, and regularly visits isolated people to give them loving care and support.

It has been a busy and rewarding year, despite the restrictions and lockdowns of COVID. The positive feedback from clients and their families and being able to see the meaningful difference the program



## Aged Care Services Report ... continued

makes to people's wellbeing and to their lives provides a great deal of job satisfaction despite its many challenges.

### Community Visitors Scheme (CVS)

Ian Johnson joined NSS as the new coordinator after the retirement of Irene Lupish. Kathy Karimodini leads the CVS team on the Central Coast.

COVID shut many aged care facilities. Some facilities allowed CVS visitors to come in but others didn't. So Ian and Kathy and the CVS team replaced face-to-face visits with phone calls, sending of cards, letters, presents, craft items and games like finding words, virtual chats and emails wherever possible.

Matching appropriate visitors to residents can sometimes be challenging. Twelve referrals were successfully matched with a volunteer visitor. Clients currently come from various countries including Holland, Spain, China, Italy, Russia, Poland, Germany, Indonesia, Macedonia, Scotland and Australia.

In Newcastle, 33 residents were regularly visited by one of our 21 registered volunteers at 12 aged care facilities and 12 private homes. Volunteers made 597 visits and travelled 10,360 kilometres.



**LEFT:** NSS sector support and development officer John Biswas provided training in Cultural Responsiveness to 11 CVS and aged care volunteers. It was very well received as was the delicious lunch afterwards.

## Aged Care Services Report ... continued



**ABOVE:** Helena (aged 96) singing in Polish and Karl (aged 94) helping.

On the Central Coast, 15 active volunteers supported 35 clients, either in their home or in an Aged Care Facility. Volunteers visited 9 aged care facilities and provided home visits to clients receiving services from 7 home care package providers.

### Sector Support and Development

John Biswas is our Multicultural Sector Support and Development Officer. John supports NSS and other aged care agencies across Newcastle and the Hunter to understand how to work more effectively with multicultural clients and meet their needs.

John has been part of a working group looking at the website design for a multicultural sector information exchange to support best practice for multicultural community aged care providers. He is supporting a wellness and a reablement community consultation project leading to a government-recognised report.

John provides information to community members and other community services organisations about My Aged Care and the aged care support system. John also supports aged care providers to respond to the challenges in the aged care sector through his involvement in many networks and interagencies, including:

- ◆ NSW MAP Network
- ◆ NSW Community Aged Care Forums
- ◆ Hunter Central coast Combined CHSP providers Forum
- ◆ Regional CHSP Sector Support and Development Officers forums
- ◆ Regular member of the Hunter Central Coast Elder Abuse Collaborative
- ◆ Member of the Multicultural Reference Group on Elder Abuse.

### TONI GEMMELL,










executive manager aged care
















## Our permanent staff at 30 June 2021

CORPORATE SERVICES TEAM				
				
<b>Sharon Daishe</b> Chief Executive Officer	<b>Andrew Tuck</b> Executive Officer	<b>Richard Hanson</b> Manager Finance	<b>Natasha Reed</b> Finance & Administration Officer	<b>John Pattey</b> Senior Administration Officer
				
<b>Violeta Klements</b> Administration Officer	<b>Ameneh Sheibani</b> Administration Officer	<b>Sharlene Huber</b> Finance Officer	<b>Julie Mills</b> Finance / Administration Officer	
SETTLEMENT and COMMUNITIES TEAM				
				Photo not available
<b>Debbie Carstens</b> Manager, Settlement and Communities	<b>Rose Oku</b> Settlement Worker, Newcastle	<b>Tonkoh Kamara</b> Settlement Worker, Newcastle	<b>Michael Freund</b> Coordinator Settlement Volunteers, Newcastle	<b>Alyaa Al Attabi</b> Settlement Worker, (Special Projects) Newcastle
			Photo not available	Photo not available
<b>Mohammad Sami Zakhial</b> Multicultural Youth Worker - Newcastle	<b>Ben Ison</b> Homework Centre Coordinator, Waratah	<b>Ruth Anagnostis</b> Multicultural Employment Project Officer	<b>Bridie Scott</b> Learning Centre Coordinator, Newcastle	<b>Josephine O'Hara</b> Learning Centre Coordinator, Newcastle

## Our permanent staff at 30 June 2021... continued

SETTLEMENT and COMMUNITIES TEAM				
				
<b>Nellie Srisurapon</b> Settlement Worker, Central Coast	<b>Natalia Meliendrez</b> Multicultural Community Development Worker	<b>Claire Hicks</b> Playing Around the World Facilitator	<b>Helen Mieres</b> Playgroup Assistant, Playing Around the World	<b>Shirin Shamie</b> Child Care Worker, Talking Around the World
Photo not available	Photo not available		Photo not available	Photo not available
<b>Jessika Schmidt</b> Co-ordinator Settlement and Communities, New England	<b>Rebecca Passey</b> Multicultural Youth Worker, Armidale	<b>Aghasan Saleem</b> Settlement Worker, Armidale	<b>Farhan Almito</b> Ezidi Community Worker, REAP Armidale	<b>Akram Kudeedah</b> Digital Connections Project Officer, Armidale
	Photo not available			
<b>Fay Paris</b> Homework Centre Coordinator, Armidale	<b>Jennifer Platts</b> Homework Centre Coordinator, Armidale	<b>Amalin Sundaravej</b> Settlement Worker, Tamworth		<b>Matthew Girdler</b> Migration Agent, Newcastle

## Our permanent staff at 30 June 2021... continued

MULTICULTURAL FAMILIES TEAM				
				
<b>Petrona (Pet) Kelly</b> Manager Multicultural Families	<b>Miza Torlakovic</b> Family Worker	<b>Juanita Loli</b> Family Worker	<b>Elena Ferguson</b> Family Worker	
AGED CARE SERVICES TEAM				
	Photo not available	Photo not available		Photo not available
<b>Toni Gemmell</b> Executive Manager Aged Care	<b>Janine Slimmon</b> Aged Care Transition Support	<b>Stuart McCarthy</b> Manager Home Care Services	<b>Angela Cavicchia</b> Coordinator Home Care Packages	<b>Kathryn Campise</b> Coordinator Home Care Packages
			Photo not available	Photo not available
<b>Dongmei Zhang</b> Coordinator Social Support	<b>Marilín Pérez Cabrera</b> Coordinator Social Support	<b>Katie Livingstone</b> Team Leader—Aged Care Support and Development	<b>Naomi Barwell</b> Coordinator In Home Respite Care	<b>Nina Germyn</b> Coordinator In Home Respite Care
				
<b>Corinna Bucher</b> Rostering & Administration	<b>Tima Oto</b> Coordinator Social Support	<b>Kathy Karimondini</b> Coordinator Community Visitors	<b>Ian Johnson</b> Coordinator Community Visitors	<b>John Biswas</b> Sector Support and Development



## Recognising NSS Staff

**At 30 June 2021 NSS employed the following workers**

Adda Tomatis	Ian Johnson	Paige Ireland
Aghasan Saleem	Jennifer Platts	Pauline Sullivan
Akram Kudeedah	Jessika Schmidt	Pet Kelly
Alyaa Al-Attabi	John Biswas	Rebecca Passey
Amalia Bertaglia	John Pattey	Richard Hanson
Amalin Sundaravej	Josephine O'Hara	Rose Oku
Ameneh Sheibani	Juanita Purcell-Loli	Ruth Anagnostis
Andrew Tuck	Julie Mills	Sharlene Huber
Angela Cavicchia	Kathy Karimodini	Sharon Daishe
Annick Kamariza	Kathryn Campise	Sharon White
Ashley Bailey	Kathryn Livingstone	Shirin Shamie
Benjamin Ison	Kiah Tatt	Stuart McCarthy
Bridie Scott	Larisa Kiseleva	Toni Gemmell
Chantelle Pinney	Lu Wei Sheng	Tonkoh Kamara
Claire Hicks	Malia Oto	Violeta Klements
Corinna Bucher	Maria Perez Cabrera	Wenjia Tan
Cui Hua Fang	Matthew Girdler	Zofia Rubia
Debbie Carstens	Michael Freund	
Dongmei Zhang	Miza Torlakovic	
Donna Kirkpatrick	Mohammad Sami Zakhil	
Elena Ferguson\	Naomi Barwell	
Fay Paris	Natalia Meliendrez	
Gaylia Bigg	Natasha Reed	
Guiping Tian	Nellie Srisurapon	
Helen Mieres	Nina Germyn	

## Languages we speak, read or write

**Apart from English, NSS staff can speak, read or write 33 languages**

Acholi	Farsi	Italian	Serbo-Croatian
Arabic	Filipino (Tagalog)	Lao	Spanish
Bengali	Finnish	Luo	Thai
Bosnian	Fookien	Macedonian	Tongan
Cebuano	French	Persian	Waray
Chinese (Mandarin)	German	Russian	Yoggad
Chinese (Cantonese)	Greek	Samoan	
Croatian	Hindi	Scottish	
Dari	Ilokano	Serbian	

## Recognising NSS Volunteers

**Over the year many volunteers have contributed the gift of time and labour to help NSS reach and support many more people. We acknowledge these wonderful people and express our deepest appreciation for their participation. Our 164 active volunteers recorded 4,986 hours of volunteer labour valued at \$207,766 in this financial year.**

Agnes Vas	Eric D'Gluyas	Josephine O'Hara	Mitchell Jordan
Ahmed Makid	Etoline Atkinson	Joshua Bywater	Monica Yousef
Alma Mallavarapu	Eveline Hughes	Joy Kim	Naomi Hogan
Amanda Chatwood	Fadhilah Fadhilah	Judith (Judi) Makim	Natasha Morgan Jones
Angela Domingues	Fay Al-Janabi	Judy Mounter	Nav Kaurnavkiran
Angela Monteleone	Fiore Liberatore	Julie Crockford	Neroli Wilson
Anne Wilson	Gabrielle Mcintosh	Julie Whitlam	Noelene Raymond
April Dimmock	Gail Barrett	Kate Blanch	Owen Harvey
April Mills Thom	Gaylia Bigg	Katherine Birrell	Patricia (Pat) Lucassen
Aran Ravishanker	Gini Stigter	Kathleen Magee	Patricia King
Bamathy Somasegaram	Grace Paris	Kathryn McLaughlin	Patsy Asch
Barbara Deakin	Harrison Gresham	Katy Pustahya	Peter Rose
Bari Midya	Helen Mclean	Kay Lee	Phillip Bookallil
Benjamin Ison	Helen Stenbeck	Kay Noble	Rachel Gleeson
Benjamin Pogson	Helen Toppin	Kristina Hammond-Parker	Ramon Alvarez
Bess Wassman	Hlaing Hlaing	Kristine Stillman	Rebeca Tamas
Brenda Huang	Huong Luu	Kristy O'Neill	Rebecca Craven
Brianna (Brie) Davidson	Irene Mitheau	Kyung Park Sun	Richard Willis
Bridie Scott	Ivan Hagop	Laura Neville	Richard Cloake
Bruce Jeffrey	Izzy Williams	Lee Hughes	Rosemary Mort
Callie Heaton	James Chou	Leonie Quick	Roslyn Moran
Carielyn Tunion	James Muldoon	Les Sweatman	Ruby Wilson
Carolyn Bridge	Jan Wyles	Libby Helinski	Ruth Herman
Cherry Stewart	Janice Elsworthy	Liliana Mera San Martin	Sabrina Zeng
Chris Stephen	Janice Webb	Lily Tilston	Sally Williams
Christopher Cash	Jasmine Turvey	Lisa Paddison	Sandra Green
Claudia Carrasco Camara	Jayce Fagan	Liz Anderson	Sarika Rana
Dalila Baker	Jazmin Jones	Logan Rigby	Seamus Fagan
Daniel Molloy	Jean Daphne Paterson	Lorraine Stansfield	Sonya Pascoe
Daniel Walker	Jenna Johnson	Luciana Martinez	Stephen Marks
Daniele Vasconcelos Amorim	Jennifer Ann Spink	Lynette Rajaratnam	Steven Burge
Danna Slats	Jennifer Sullivan	Mara Savic	Sue Rudaz
Dara Tafazoli	Jenny Platts	Marcel Wassman	Tasleem Khan
Dennis Archibald	Jenny Powers	Maria Craven	Terry Manning
Dianne Baker	Jessica McDonald	Marilyn Bowden	Thomas Urban
Donald Anderson	Jessica Petrovska	Marilyn Miller	Tomomi Eden
Duhita Lewis	Joanna Tolhurst	Mark Willoughby	Tylah Russo
Elena Liberatore	Joanne Guest	Marwa Alkasim	Val Sherwell
Elisa Clara	John Beach	Melissa Crease	Victoria Jack
Elizabeth Creighton	John Levack	Michael Buth	Vivian Nguyen
Elizabeth Ricketts	John/Joop de Wit	Midya Bari	Yvonne Arnold

## Acknowledging our funders and supporters

**Northern Settlement Services Ltd gratefully acknowledges funding received from these government agencies:**

**The Settlement Engagement and Transition Support Program** is funded by the Australian Government Department of Home Affairs. Northern Settlement Services Ltd delivers the Settlement Engagement and Transition Support Program in collaboration with Settlement Services International (SSI). Visit [Settling In Australia](#) for more information.

**Home Care Packages, the Commonwealth Home Support Program, and the Community Visitors Scheme** are funded by the Australian Government Department of Health. To learn more go to [Home Care Packages](#) and [CHSP Support at Home](#) and [Community Visitors Scheme](#)

Services and activities delivered by the NSS Multicultural Families Team and the Central Coast multicultural development program are funded by the NSW Department of Communities and Justice (DCJ). To learn more go to [Targeted Earlier Intervention Programs](#).

The **Northern Youth Exchange** project has been funded by the COMPACT program from Multicultural NSW (DCJ). To learn more go to: [The COMPACT Story | COMPACT | Multicultural NSW](#)

**COVID-19 Relief payments for temporary visa holders** and others have been proudly funded by the NSW Government.

Northern Settlement Services gratefully acknowledges funding and other support from:

- **West's Group** supporting homeworking and learning centres in Newcastle
- **Schools Plus** (through Drummond Memorial Public School) supporting the homeworking and learning centre in Armidale
- **Scanlon Foundation** supporting Productive Diversity in Action (employment project)
- **The Benevolent Society** through the Communities for Children program, supporting Playing Around the World
- **Armidale Sanctuary Humanitarian Settlement Inc** supporting the Digital Literacy and Connection project in Armidale



# **Northern Settlement Services Limited**

**ABN 72 002 898 759**

## **Annual Report - 30 June 2021**

(audited financial statements)

# Northern Settlement Services Limited

## Responsible entities' report

### 30 June 2021

The responsible entities present their report, together with the financial statements, on the company for the year ended 30 June 2021.

#### Responsible entities

The following persons were responsible entities of the company during the financial year ended 30 June 2021, unless otherwise stated:

Jon Chin  
Ewa Korczynski  
Barney Landford  
Alexander Seccombe  
Sandra Feltham (Appointed 16 December 2020)  
Carla Silva (Appointed 24 February 2021)  
Rozyta Englert (Appointed 24 February 2021)  
James Garvey (Resigned 28 April 2021)  
Alex Burns (Resigned 31 March 2021)  
Violetta Walsh (Resigned 16 December 2020)  
Christine Warrington (Resigned 28 October 2020)  
Enza Di Stefano (Resigned 23 September 2020)

#### Principal activities

During the financial year the principal continuing activities of the company consisted of:

- providing welfare and information services.

#### Short and long term objectives

Northern Settlement Services has developed a strategic plan with objectives, strategies and indicators to guide and monitor the work of the organisation. The short and long term objectives are achieved through leadership, support and advocacy of clients, and reviewed at each Board meeting using financial and non financial key performance indicators. In this way, the organisation can continue to develop programs and activities across settlement areas that are responsive to client needs.

#### Significant Events

From 28 June 2021, The Company was forced to review and adjust the delivery of programs and services in response to the COVID-19 pandemic.

#### Environmental Issues

The directors believe the company has complied with all significant environmental regulations under the law of the Commonwealth of a state or territory.

#### Operating result

The deficit of the company for the financial year amounted to \$210,800 (2020: surplus of \$21,039).

#### Information on responsible entities

Name:	Jon Chin
Experience and expertise:	Local Businessman - Extensive experience working with Boards in the Club industry - Former registered club executive - Former ClubsNSW State Councillor for Newcastle and Hunter - Life Member of ClubsNSW - Hunter White Ribbon Committee Member - Life member - Mentor Support Network
Special responsibilities:	Director, Chairperson
Name:	Ewa Korczynski
Experience and expertise:	- Service Director, Hunter New England Area Health Service for over 20 years managing: Community Options Unit that included: Community Options Case Management service, Commonwealth Respite and Carelink Centre (CRCC), Multicultural Day Care Centre and flexible respite program all working on the brokerage model. Former member of HACC SAC (Home and Community Care

**Northern Settlement Services Limited**  
**Responsible entities' report**  
**30 June 2021**

	<p>Program State Advisory Committee)</p> <ul style="list-style-type: none"> <li>- Actively involved in Commonwealth consultation regarding CHSP and CRCC</li> <li>- Former Accredited Interpreter and volunteer interpreter during 2000 Olympic Games in Australia</li> <li>- Former member of Polish Mental Health Consultative Committee</li> <li>- Honours Bachelor's degree in Applied Science, Completed Graduate Diploma in Welfare Law University of Newcastle</li> <li>- Mental Health Course of prescribe studies for Health Care Interpreters and Ethnic Health Workers</li> </ul>
Special responsibilities:	Director, Vice Chair, Audit Committee
Name:	Barney Langford
Experience and expertise:	<ul style="list-style-type: none"> <li>- B.A. (Hons) Dip. Teach. PHD</li> <li>- Teacher NSW Dept. Education</li> <li>- Founding Artistic Director 2 Til 5 Youth Theatre (now Tantrum Youth Arts)</li> <li>- Coordinator, Community Safety Newcastle City Council</li> <li>- Manager, The Loft Youth Arts &amp; Cultural Centre, Newcastle City Council</li> <li>- North Ward, Lake Macquarie City Council 2012 - Present</li> <li>- Tantrum Youth Arts Board of Directors</li> <li>- Headspace Newcastle Advisory Group</li> <li>- Lake Macquarie City Council representative</li> </ul>
Special responsibilities:	Director
Name:	Alexander Seccombe
Experience and expertise:	<ul style="list-style-type: none"> <li>- Master of Public Policy and Management, 2014 (Monash University and Lee Kuan Yew School of Public Policy and Management)</li> <li>- Bachelor of Arts/Bachelor of Asian Studies (Vietnamese), 2004 (Australian National University)</li> </ul>
Special responsibilities:	Director, Treasurer
Name:	Sandra Feltham (Appointed 16 December 2020)
Experience and expertise:	<p>Current - Grad Cert (Public Health); Cert 4 in Training and Assessment</p> <p>Extensive experience as a community planner in local government</p> <p>Facilitated and coordinated strategic planning over past 20 years in Newcastle</p> <p>Represented City of Newcastle on the Multicultural NSW Hunter Regional Advisory Committee until September 2020</p> <p>Project managed the development &amp; delivery of the Multicultural Small Business program in partnership with NSS, Navitas &amp; The Business Centre</p> <p>Significant experience on executive committees of community organisations including</p> <ul style="list-style-type: none"> <li>- Merewether Surf Club (Juniors &amp; Seniors) - Registrar (2000-2003)</li> <li>- Wanderers Junior Rugby - Secretary (2004-10); Team manager, (2003-10)</li> <li>- Newcastle All Breeds Dog Training Club - committee member</li> </ul>
Special responsibilities:	Director, secretary
Name:	Carla Silva (Appointed 24 February 2021)
Experience and expertise:	<p>Bachelor of Social Work</p> <p>Grad. Dip. Mental Health Practice</p> <p>Previous NSS board member 2010-2013</p> <p>Social worker in NSW Health</p> <p>Extensive direct experience engaging with Commonwealth aged care system</p> <p>27 years of experience working within non-government community services and NSW Government health services</p> <p>Experienced strategic planner leading service improvement strategies in NSW Health</p>
Special responsibilities:	Director



**Northern Settlement Services Limited**  
**Responsible entities' report**  
**30 June 2021**

Name: Rozyta Englert (Appointed 24 February 2021)  
 Experience and expertise: Bachelor of Economics (major in Industrial Relations)  
 Business Management Certificate  
 Certificate in Workplace Training – Strategic Skills Program  
 Prince 2 Project Management Methodology Foundation & Practitioner  
 Accredited Mediator - Australian National Mediator Accreditation System  
 Board Member NOVA for Women and Children – appointed in December 2018  
 Member of CEO Sub-Committee – NOVA for Women and Children  
 Member, Australian Institute of Company Directors  
 Member, Change Management Institute  
 Broad community and health care experience with Hunter New England Health, Catholic Care, and NOVA Women and Children  
 Special responsibilities: Director

Name: James Garvey (Resigned 28 April 2021)  
 Experience and expertise: - Local Businessman  
 - Company Director  
 - Property Developer  
 - Biodiversity Offset Properties  
 - Entrepreneur  
 - Philanthropist  
 - Bachelor of Science, Business and Administration, Real Estate Construction Management - University of Denver  
 Special responsibilities: Director

Name: Alex Burns (Resigned 31 March 2021)  
 Experience and expertise: - Retired Geographer  
 - Bachelor of Arts Hons (UNSW).  
 - Member of Institute of Australian Geographers until retirement  
 - 40 years of work in Migrant and Refugee settlement, planning, policy development, program funding and service delivery with NSW Ethnic Affairs Commission, NSW Youth and Community Services and the MRC/NSS.  
 - Provided regional expertise and special experience to the Commonwealth and State on many multicultural planning, policy development and service delivery committees for the Commonwealth offices of Immigration, Social Security (Centrelink) and Health and Ageing including the Regional Settlement Planning Committee for Immigration  
 - Special experience in disaster recovery and seconded to the State Disaster Recovery Organisation  
 - Member of the Newcastle City Council's Disaster Planning Committee and the Social Impact Committees  
 - Member of the Vision 2000 Committee for the Council of Lake Macquarie  
 - Nominated for the Lake Macquarie 2000 Citizen of the Year  
 - Responsible for the work of the MRC at the Singleton Safe Haven for Kosovars  
 - Served of the Course Committee for the University of Newcastle's Primary Health and also several years on the Student selection program for Medical Students  
 - Member of the Board of Management of the Multicultural Neighborhood Centre  
 - Former member of the Hunter Scots Association  
 - Member of Toronto Garden Club and a Member of the MNC Community Garden  
 Special responsibilities: Director

**Northern Settlement Services Limited**  
**Responsible entities' report**  
**30 June 2021**

Name:	Violetta Walsh (Resigned 16 December 2020)
Experience and expertise:	<ul style="list-style-type: none"> <li>- OAM BA Dip.Ed</li> <li>- Retired community worker</li> <li>- Extensive experience on various boards and committees relating to the health, education and welfare of migrants and refugees</li> <li>- Former Commissioner of the Ethnic Affairs Commission, (now Multicultural NSW)</li> <li>- Former Chairperson of Ethnic Communities Council of Newcastle and Hunter Region (now Hunter Multicultural Communities)</li> <li>- Former director of NIB Foundation</li> <li>- 2004 Newcastle Citizen of the Year</li> <li>- Past and present volunteer with various local community organisations</li> </ul>
Special responsibilities:	Director
Name:	Christine Warrington (Resigned 28 October 2020)
Experience and expertise:	<ul style="list-style-type: none"> <li>- Former director of Hunter TAFE foundation inc</li> <li>- Former board of management, TAFE NSW Hunter institute</li> </ul>
Special responsibilities:	Company Secretary, Director
Name:	Enza Di Stefano (Resigned 23 September 2020)
Experience and expertise:	<ul style="list-style-type: none"> <li>- Retired</li> <li>- Operations Manager NSS 2014 - 2017</li> <li>- Community Visitors Scheme Coordinator NSS 2007 - 2014</li> <li>- Finance Assistant for CACP NSS 2006 - 2007</li> <li>- Executive Officer, Hunter Multicultural Communities (formerly ECC) Newcastle &amp; Hunter 1995 - 2003</li> <li>- Over 30 years in Voluntary Roles latest being:</li> <li>- Board Member of NSS Audit Committee - 2018</li> <li>- Board Member of NSS (formerly MRC) 1991 - 1996</li> <li>- Board Member of Tinonee Gardens Multicultural Village 2004 - 2018</li> <li>- Board Member of Hunter Aged Care Foundation Ltd 2018 to date</li> </ul>
Special responsibilities:	Vice Chair, Secretary, Treasurer and Director

**Company secretary**

The following person held the position of company secretary at the end of the financial year:  
Sandra Feltham.

**Meetings of responsible entities**

The number of meetings of the company's Board of Responsible entities ('the Board') held during the year ended 30 June 2021, and the number of meetings attended by each responsible entity were

	Full Board	
	Attended	Held
Jon Chin	11	11
Ewa Korczynski	10	11
Barney Landford	8	11
Alexander Seccombe	11	11
Sandra Feltham (Appointed 16 December 2020)	5	6
Carla Silva (Appointed 24 February 2021)	4	5
Rozyta Englert (Appointed 24 February 2021)	5	5
James Garvey (Resigned 28 April 2021)	8	8
Alex Burns (Resigned 31 March 2021)	6	7
Violetta Walsh (Resigned 16 December 2020)	4	5
Christine Warrington (Resigned 28 October 2020)	-	4
Enza Di Stefano (Resigned 23 September 2020)	-	2

Held: represents the number of meetings held during the time the responsible entity held office.

**Northern Settlement Services Limited**  
**Responsible entities' report**  
**30 June 2021**

**Indemnifying officer or auditor**

During the year, the company effected a directors and officers liability policy. The insurance policy provides cover for the directors named in this report, the company secretary, officers and former directors and officers of the company. This policy prohibits the disclosure of the nature of the indemnification, the insurance cover and the amount of the premium.

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an auditor of the company.

**Events after the reporting period**

The continued response of the State and Federal Government to the global health pandemic may materially affect the operations of the Company in future financial periods. The Board of directors is of the opinion the Company is eligible for available stimulus measures, as they arise on the basis it has satisfied the eligibility requirements. At the time of this report, the expected economic impact cannot be reliably measured.

No other matter of circumstance has arisen since 30 June 2021 that has significantly affected, or may significantly affect the company's operations, the results of those operations, of the company's state of affairs in future financial years.


**Contributions on winding up**

In the event of the company being wound up, ordinary members are required to contribute a maximum of \$10 each.

The total amount that members of the company are liable to contribute if the company is wound up is \$450, based on 45 current ordinary members (2020: 45).

**Auditor's independence declaration**

A copy of the auditor's independence declaration is set out immediately after this directors' report. This report is made in accordance with a resolution of the directors. On behalf of the responsible entities

  
\_\_\_\_\_  
Jon Chin  
Chairperson

27 October 2021

27 October 2021



Unit 1, 1 Pioneer Avenue  
PO Box 3399  
Tuggerah NSW 2259

T: (02) 4353 2333  
F: (02) 4351 2477

e: mail@bishopcollins.com.au



## BISHOP COLLINS AUDIT PTY LTD

ABN 98 159 109 305

w: www.bishopcollins.com.au

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

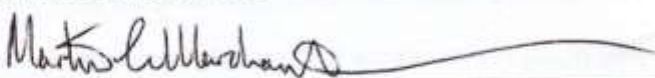
We hereby declare that to the best of our knowledge and belief during the year ended 30 June 2021, there have been:

- (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**

27 October 2021

Unit 1, 1 Pioneer Avenue  
PO Box 3399  
Tuggerah NSW 2259

T: (02) 4353 2333  
F: (02) 4351 2477

e: [mail@bishopcollins.com.au](mailto:mail@bishopcollins.com.au)



## BISHOP COLLINS AUDIT PTY LTD

ABN: 98 159 109 305

w: [www.bishopcollins.com.au](http://www.bishopcollins.com.au)

### 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 2021, 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 2021 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.

#### Emphasis of Matter

We draw attention to note 20 in the financial report, which indicates that the financial impact of the global pandemic, COVID-19, cannot be reliably measured at the time of the issue of the financial report. Our opinion is not modified in respect of this matter.



CHARTERED ACCOUNTANTS  
AUSTRALIA - NEW ZEALAND

LIABILITY LIMITED BY A SCHEME APPROVED UNDER THE PROFESSIONAL STANDARDS LEGISLATION







## **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**

27 October 2021

**Northern Settlement Services Limited**  
**Statement of profit or loss and other comprehensive income**  
**For the year ended 30 June 2021**

	<b>Note</b>	<b>2021 \$</b>	<b>2020 \$</b>
<b>Revenue</b>	<b>4</b>	<b>4,256,129</b>	<b>4,052,089</b>
Other income	5	75,562	98,163
<b>Expenses</b>			
Advertising expenses		(5,327)	(3,378)
Professional and consulting fees		(169,845)	(123,548)
Information technology and communication expenses		(86,542)	(66,117)
Depreciation and amortisation expense		(104,175)	(65,190)
Employee benefits expense		(3,088,873)	(2,734,360)
Facilities and cleaning expenses		(52,233)	(43,628)
Insurance expenses		(22,368)	(13,599)
Motor vehicle expenses		(4,920)	(5,508)
Printing, postage and stationery expenses		(13,439)	(23,665)
Program expenses		(161,398)	(117,519)
Office expenses		(15,784)	(22,363)
Service expenses		(676,841)	(793,279)
Subscriptions and membership expenses		(2,338)	(2,010)
Training and travelling expenses		(22,806)	(15,649)
Utilities expense		(14,119)	(12,577)
Volunteer expenses		(30,972)	(34,829)
Workers compensation expenses		(70,511)	(51,994)
<b>Surplus/(deficit) before income tax expense</b>		<b>(210,800)</b>	<b>21,039</b>
Income tax expense		-	-
<b>Surplus/(deficit) after income tax expense for the year</b>	<b>17</b>	<b>(210,800)</b>	<b>21,039</b>
Other comprehensive income for the year, net of tax		-	-
<b>Total comprehensive income for the year</b>		<b>(210,800)</b>	<b>21,039</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 2021**

	<b>Note</b>	<b>2021 \$</b>	<b>2020 \$</b>
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	6	2,317,869	3,616,775
Trade and other receivables	7	122,404	52,403
Inventories	8	7,786	12,400
Financial assets	9	2,561,532	888,556
Other current assets	10	57,651	62,461
<b>Total current assets</b>		<b>5,067,242</b>	<b>4,632,595</b>
<b>Non-current assets</b>			
Property, plant and equipment	11	934,825	1,031,386
Intangibles	12	11,267	14,586
<b>Total non-current assets</b>		<b>946,092</b>	<b>1,045,972</b>
<b>Total assets</b>		<b>6,013,334</b>	<b>5,678,567</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	13	448,053	430,338
Employee benefits	14	429,186	399,935
Other current liabilities	15	1,194,722	693,145
<b>Total current liabilities</b>		<b>2,071,961</b>	<b>1,523,418</b>
<b>Non-current liabilities</b>			
Employee benefits	16	43,054	46,030
<b>Total non-current liabilities</b>		<b>43,054</b>	<b>46,030</b>
<b>Total liabilities</b>		<b>2,115,015</b>	<b>1,569,448</b>
<b>Net assets</b>		<b>3,898,319</b>	<b>4,109,119</b>
<b>Equity</b>			
Retained surpluses	17	3,898,319	4,109,119
<b>Total equity</b>		<b>3,898,319</b>	<b>4,109,119</b>

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



**Northern Settlement Services Limited**  
**Statement of changes in equity**  
**For the year ended 30 June 2021**

	<b>Retained surpluses \$</b>	<b>Total equity \$</b>
Balance at 1 July 2019	4,088,080	4,088,080
Surplus after income tax expense for the year	21,039	21,039
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	21,039	21,039
Balance at 30 June 2020	<u>4,109,119</u>	<u>4,109,119</u>
	<b>Retained surpluses \$</b>	<b>Total equity \$</b>
Balance at 1 July 2020	4,109,119	4,109,119
Deficit after income tax expense for the year	(210,800)	(210,800)
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	(210,800)	(210,800)
Balance at 30 June 2021	<u>3,898,319</u>	<u>3,898,319</u>

*The above statement of changes in equity should be read in conjunction with the accompanying notes*

12

**Northern Settlement Services Limited**  
**Statement of cash flows**  
**For the year ended 30 June 2021**

	<b>Note</b>	<b>2021</b> <b>\$</b>	<b>2020</b> <b>\$</b>
<b>Cash flows from operating activities</b>			
Receipts from customers (inclusive of GST)		5,053,920	4,373,741
Payments to suppliers (inclusive of GST)		(4,701,247)	(4,246,133)
		352,673	127,608
Interest received		25,692	20,970
Net cash from operating activities		378,365	148,578
<b>Cash flows from investing activities</b>			
Payments for investments		(2,967,203)	(16,397)
Payments for property, plant and equipment		(4,295)	(182,912)
Payments for intangibles		-	(16,598)
Proceeds from investments		1,294,227	-
Proceeds from disposal of property, plant and equipment		-	1,818
Net cash used in investing activities		(1,677,271)	(214,089)
Net cash from financing activities		-	-
Net decrease in cash and cash equivalents		(1,298,906)	(65,511)
Cash and cash equivalents at the beginning of the financial year		3,616,775	3,682,286
Cash and cash equivalents at the end of the financial year	6	<u>2,317,869</u>	<u>3,616,775</u>

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


**Northern Settlement Services Limited**  
**Responsible entities' declaration**  
**30 June 2021**

In the responsible entities' opinion:

- the attached financial statements and notes comply with the Australian Charities and Not-for-profits Commission Act 2012, the Australian Accounting Standards - Reduced Disclosure Requirements, the Australian Charities and Not-for-profits Commission Regulations 2013 and other mandatory professional reporting requirements;
- the attached financial statements and notes give a true and fair view of the company's financial position as at 30 June 2021 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors.

On behalf of the responsible entities

  
\_\_\_\_\_  
Jon Chin  
Chairperson

27 October 2021



## How you can help NSS today

**THERE ARE MANY WAYS you can help Northern Settlement Services to support and inspire culturally diverse people and communities to overcome barriers and thrive. You can:**

**Become a volunteer** — join more than 160 active volunteers at NSS in supporting learning and homework centres, mentoring people to pass the citizenship test, visiting aged clients in their home or in residential care to offer friendship, supporting social groups and activities, engaging with children in playgroups and activities, and so much more. Your time is your greatest gift!

**Make a donation** — you can give to any of the projects described in this annual report. Government funding is deeply appreciate, yet it can only go so far within strict funding guidelines. With the support of generous individuals, we can do so much more.

**Become a member of NSS** — and support good governance and leadership in serving multicultural communities.

**See our website [www.nssservices.com.au](http://www.nssservices.com.au) for more information!**

(And keep watching—a new website and Facebook pages are coming soon!)







# NORTHERN SETTLEMENT SERVICES LTD

A.C.N. 002 898 759

A.B.N. 72 002 898 759

**NSS Head Office**  
**HAMILTON**  
8 Chaucer Street  
Hamilton NSW 2303

**Ph: (02) 4969 3399**  
**Email:**  
[nss@nsservices.com.au](mailto:nss@nsservices.com.au)

**CENTRAL COAST**  
Tuggerah Lakes  
Community Centre  
1 Bay Village Road  
Bateau Bay NSW 2261

**Ph: (02) 4334 3877**  
**Email:**  
[cc@nsservices.com.au](mailto:cc@nsservices.com.au)

**ARMIDALE**  
86 Beardy Street  
Armidale NSW 2350

**Ph: (02) 5733 5300**  
**Email:**  
[nssarm@nsservices.com.au](mailto:nssarm@nsservices.com.au)

**TAMWORTH**  
Suite 10  
56-58 Dowe Street  
Tamworth NSW 2340

**Ph: (02) 6766 5070**  
**Email:**  
[nsstam@nsservices.com.au](mailto:nsstam@nsservices.com.au)

**Web: [www.nsservices.com.au](http://www.nsservices.com.au)**