

**NORTHERN SETTLEMENT
SERVICES LIMITED**



Annual Report 2019/2020

NORTHERN SETTLEMENT SERVICES OVERVIEW

Our History

Working with culturally and linguistically diverse (CALD) communities for almost forty years, Northern Settlement Services Limited (NSS) is an independent not-for-profit charity delivering settlement services, family support, and aged care services.

The people we work with include all CALD individuals and their communities from newly arrived migrants and people from refugee or humanitarian resettlement backgrounds, longer settled people of CALD background, older migrants (especially those over 65), single parent families, youth, vulnerable families with young children, right through to those living in socially and geographically isolated situations.

NSS provides services across Newcastle and the Hunter Region, Lake Macquarie, Central Coast and out to Tamworth and Armidale in the Northern Tablelands of NSW. Across this area a diverse group of migrants and refugees have settled; some widely dispersed in regional towns and properties and others in the larger cities and centres across these regions.

Our Mission

To be a leading regional organisation working with culturally and linguistically diverse individuals, families, and communities, providing services that strengthen and inspire people in an environment that is culturally sensitive and responsive to their needs and goals.

Our Strategic Directions

Innovation: We will proactively develop new approaches and opportunities in order to stay relevant and viable in a changing environment

Relationships: We will strengthen our relationships through consistent communication, consultation, and responsiveness to need.

Capacity building: We will continually increase the capacity of our staff, board, and communities to achieve greater social impact.

Performance: We will deliver high-quality outcome-focussed services and continually improve our practices.

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FRONT COVER PHOTO: Karen refugee-background community members supported by NSS meet with their local member, the Hon. Kevin Anderson MP, in Tamworth.

BOARD OF DIRECTORS AS AT 30 JUNE



Directors as shown left to right: Alex Burns, Christine Warrington, Ewa Korczynski, Jon Chin, Alexander Seccombe, Violetta Walsh, Barney Langford. Sharon Daishe (CEO).
Photos of directors not available at time of printing: James Garvey, Enza di Stefano

Board Executive

Jon Chin (Chair), Ewa Korczynski (Vice Chair), Alexander Seccombe (Treasurer, acting 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.

Sania Young

Zachary Ekandi

Anna Bailey

Zoran Vasiljevic

CHAIR'S REPORT

It is my pleasure to present the Chairman's report on behalf of the Northern Settlement Services (NSS) Board of Directors for a most challenging pandemic-affected 2020 year.

It is fair to say that NSS has undergone a year of significant, if not unprecedented, change while still being able to embrace the challenges that I alluded to in my report 12 months ago, of the ever-changing environment that we operate under. Most significantly is, in my view, the appointment of Sharon Daishe as our Chief Executive Officer.

Sharon, who commenced in mid-December 2019, brings with her a wealth of experience gained nationally and internationally. And appropriate to the role, Sharon has a Master of International and Community Development (MICD) degree, including an executive internship with the Alola Foundation in East Timor. She has volunteered in Tanzania (in East Africa) with a start-up non-governmental organisation for a year, establishing their inaugural corporate business and governance frameworks.

Her background also includes over 15 years of organisational leadership in various parts of regional Australia. Having served as CEO in local government in two States, Sharon has a strong financial background and a track record of implementing robust governance frameworks.

Not surprisingly, Sharon has brought about important operational and cultural changes within our organisation in a relatively short time despite the extra challenges posed by the COVID-19 restrictions. She has built a strong



leadership group and has empowered her staff to perform to their full potential.

I am quietly confident that the quality management team we now have driving us forward, together with the prudent oversight by the Board, will deliver new-found success for Northern Settlement Services in the years ahead.

The Board is pleased to acknowledge the talent and the dedication of our staff, especially for many having to carry out their duties in the difficult COVID-19 environment.

Our heartfelt gratitude to all the funding bodies for their valued support and, in doing so, allowing us to continue to be the vehicle to provide essential services to our clients, including migrants and refugees.

I would also like to thank our volunteers for their contribution in helping to make the lives of some of the most disadvantaged in our community change for the better.

And last, but by no means least, a big "thank you" to all the Directors for their dedication and hard work during a most difficult pandemic year and I look forward to their continued support in 2021.

JON CHIN JP
Chair

CEO'S REPORT

The year in review

Northern Settlement Services Ltd (NSS) is an organisation with a big heart. This has perhaps been most evident in 2019-20 as NSS experienced a year that may be the most turbulent of its four decades of operations.

NSS entered 19-20 on the back of cut of a significant cut to Settlement funding that had forced a redundancy program in late 2018. 2019-20 was the first full financial year of operation with reduced funding and a reduced



workforce attempting to deliver the same levels of service. Government reforms to aged care, particularly regarding governance, also commenced in July 2019.

We couldn't do it without you

To our workers – all the staff, contractors and volunteers who comprise our workforce – you are the soul and strength that equips NSS to adapt to changing times. Thank you for your passion, compassion and dedication, your resilience in a difficult year, and for the way that you have pulled together to respond to COVID-19.

To our board of directors – as incoming CEO tasked with leadership during unprecedented challenges, your support has been a source of encouragement and inspiration. Your wealth of experience is keeping NSS on course in the service of our multicultural communities.

To our funders – you provide NSS with the means to deliver programs to empower migrants, humanitarian entrants, vulnerable families and the aged in our multicultural communities. Thank you for holding us to account so that we focus our efforts on durable outcomes.

During 2019, NSS began to understand that its systems of governance required attention to meet increasing expectations from government and clients alike. The Board acted swiftly to commission various audits and reviews, which generated a suite of recommendations. NSS funders have since shown increased confidence as they see evidence of commitment backed by action.

Along with less staff, less funding, and the increased workload generated by holistic governance reform, NSS faced the disruption of sweeping changes in leadership. Whilst this opens opportunities, it also deeply strains remaining staff who mourn the departure of their colleagues and yearn for 'the way it used to be.'

Nevertheless, when the COVID-19 pandemic changed the world in 2020, NSS proved to be both capable and agile. Staff quickly innovated to move programs online, and our client engagement increased through regular welfare checks. We joined our voice to sector advocacy that secured translated resources and technol-

ogy for those without the means to purchase, and new funding to support vulnerable temporary visa holders and others.

As incoming CEO, I thank and acknowledge Jon Chin, Chair of NSS, and his board executive for their leadership, guidance, understanding, and unwavering support during this arduous period. For the staff of NSS, who have adapted to change and offered a supportive environment despite their pain, I have only praise.

Looking to the future

In the coming year, NSS will continue to look inward to continuously improve our governance, whilst looking outward to consolidate our strategic direction and diversify funding sources.

The Board has committed to strengthening NSS' regional settlement services and has seed-funded an agriculture and employment program in Armidale. Known as REAP, this pilot has multiple partners and opens broad economic and social cohesion opportunities for the Ezidi cohort of refugees.

We need to consider how we will meet the challenges heralded by the Federal Government's 20-21 budget announcement that the annual refugee intake cap will reduce by 5,000 places to save the government \$958m in settlement services over four years.

On the other hand, there are opportunities for our sector in the new budget, including commitments to youth, social cohesion, and employment programs.

I have written about our challenges. The stories within this annual report showcase the heart of NSS, and the skills developed over four decades of operation.

In an already stormy year compounded by a global pandemic, NSS applied the cultural competence we are proud of to serve our communities and vulnerable clients with joy and compassion.

Into the future we will continue to focus on empowering our multicultural communities to live lives that they value in Australia.

SHARON DAISHE

Chief Executive Officer



NSS Chinese social support group practicing Tai Chi in a COVIDSafe way.

IMPACT OF COVID-19 PANDEMIC

After a promising start to the year, Northern Settlement Services faced like many businesses the challenges of adverse weather as bushfires and then flooding events swept away the Christmas-New Year period. And then the COVID-19 pandemic hit.

NSS workers formed a COVID Response Team and planned out how to respond, how to keep workers and clients safe, and how to best support clients who might be at risk. Almost all workers including volunteers completed the online COVID infection control training provided by the government.

All clients were contacted by coordinators and other staff to identify their needs and find out what support each person had from family and friends. Clients considered to be at risk were identified. Special COVIDSafe assistance with shopping, transport, and medical appointments was provided when family support was not available.

Discovering new ways of working

New ways of supporting clients were trialled and put in place, including regular phone calls, video chats, sending letters and cards, and providing activities such as colouring books and word-finding activities and games.

Most NSS groups ceased meeting during the lockdown period and only some have restarted with variations on how they can continue. Zoom meetings have been successful for a small number of groups due to limited digital literacy or capacity. The use of text

messaging, email and social media platforms like WeChat have also helped maintain contact with clients. NSS has also increased its use of interpreting services due to high level of phone contact. As COVID restrictions eased, clients have been able to attend session by appointment only.

Key challenges

Misinformation

- Community members sharing Facebook and WhatsApp information that is not always correct or reflects Australian government and health advice.
- Myths about how you catch COVID-19 and how you can prevent it.
- Rumours that suggested some ethnic groups were not susceptible to COVID-19.

Loss of employment

- Some clients lost their jobs or had hours reduced
- A few small business owners needed to close their business

Lack of access to IT devices

- Many clients did not have computers or other devices to continue online schooling or English classes
- Some had very little knowledge or experience using digital devices

Isolation at home

- Increased stress for large families isolated at home with a lack of social contact, and all together in one place trying to do schoolwork and other things.

SETTLEMENT TEAM REPORT

Debbie Carstens, Settlement Team Manager

Settlement Engagement and Transition Support Program

What we aim to do

Support the settlement of newly arrived people from migrant and refugee backgrounds in their first 5 years from arrival in Australia.

What we did

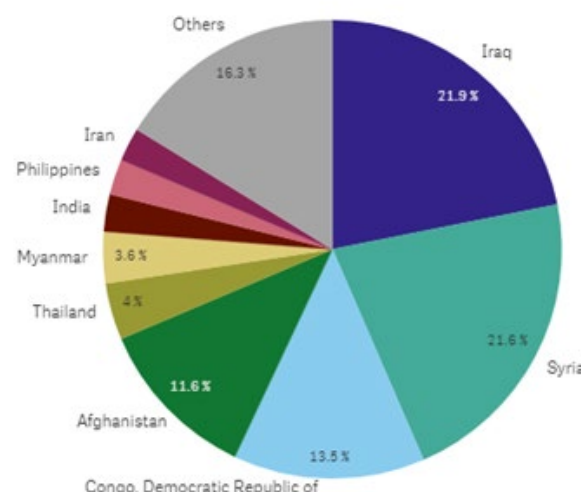
- 416 intake sessions
- 2387 case work and one on one sessions
- 174 group sessions addressing settlement outcomes and social support
- 125 young people engaged in youth targeted programs
- 120 homework and learning centre sessions
- 114 wellbeing check phone calls to vulnerable clients in first language during COVID19, undertaken by casual multilingual staff
- 26 home visits for housekeeping, home routines and parenting support
- 20 Congolese playgroup sessions
- 20 sessions with community leaders
- 28 multicultural interagency meetings hosted across our regions

Who we helped

- 800 people - 431 females and 319 males
- 348 aged under 20
- 438 aged 20 to 50 years

What we achieved

- 50 school students are more independent and empowered with their education



ABOVE: Countries of origin for the people we worked with in this SETS program.

- 60 adults successfully enrolled into education and training opportunities
- 14 clients gained employment - full time or part time
- 2 clients successfully established small business
- 25 families were able to access and/or retain housing
- 45 clients developed positive parenting styles incorporating their culture of origin and the Australian context
- 7 clients gained their driving licence, increasing independence and capacity for engagement in wider community, and access to English classes, other courses and employment
- 9 clients passed citizenship test
- 63 clients have strong sense of belonging and independently participate in events and mainstream community programs
- 31 emerging community leaders from Karen, Ezidi, Syrian and Congolese refugee backgrounds engaged in community capacity building activities

Multicultural Community Development Program

What we aim to do

Facilitate the engagement of multicultural children, youth, families and communities in the wider Central Coast community, building on their strengths and supporting them to address challenges.

Provide casework with a small number of families as early intervention to support parenting and relationships.

What we did (Nov. 19- June 30)

In November 2019 we began using a new client management system for recording our activity.

The information shown here only reflects our work from November 2019 to June 2020. The activity recorded is roughly two-thirds of what was undertaken in the full year:

- 815 sessions recorded
- 421 sessions of Information Advice and Referral
- 175 sessions of Social Participation
- 35 sessions of Community Engagement
- 101 sessions of Family Capacity Building case work
- 64 sessions of Education and Skills Training

Who we helped

- 55 females and 17 males
- 22 children under 5
- 46 people aged between 30 and 45
- Plus, more than 100 other participants in large groups or gatherings (pre-COVID) whose demographic data was not captured

- Main languages spoken among participants: Spanish, Russian, Korean, Rohingya, Tagalog, Arabic

What we achieved

- Consultation with the Indian Community on the Central Coast involving over 80 people, and highlighting goals they have as individuals and as a community
- Women from refugee backgrounds improving their English and increasing in confidence with engaging their children in activities outside the home
- Group activities on Facebook and WhatsApp during COVID19
- Signing off on a new contract under the Targeted Earlier Intervention Reforms and aligning our work program to this new framework



ABOVE: Volunteers assist children in one of our homework clubs.

Playing Around the World Project

What we aim to do

Provide CALD-focused playgroups that support and enhance early childhood development and wellbeing for CALD children on the Central Coast and supporting parents with parenting in an Australian context.

This program is delivered through a partnership with The Benevolent Society under the Communities for Children Program.

What we did

- 181 sessions in total
- 42 face to face Playing Around the World Playgroup sessions held
- 63 one on one conversations with families during the COVID19 period
- 76 instances of posting materials on Facebook that were created by NSS, or identified links from other sources, which families interacted with through Facebook groups

Who we helped

- 63 participants including 37 children and 26 adults
- Participants have countries of origin including the Philippines, Indonesia, Japan, Greece, Mauritius, Papua New Guinea, Fiji, Peru, China, and Cambodia

Migration Agent Services

What we aim to do

Provide free or low-cost migration agent services to community members seeking advice and support regarding visa pathways and citizenship for themselves or their family members.

This activity does not receive any government funding. It is supported directly by NSS.

Program changes

- Due to a reduction in available funding, NSS had to reduce the hours of Migration Agent services that we could offer the community from 24 hours a week to 8 hours a week.
- With the change of hours, we farewelled Henriette de Jong as Migration Agent and welcomed Matthew Girdler.
- This reduced capacity has shifted the scope of the program to providing free advice and support to a limited range of vulnerable community members who do not have the capacity to engage private migration agents.

What we achieved

- Finalising a significant handover of cases in the transition of Migration Agents and the reduced program capacity.
- Successfully obtained visas for several women escaping domestic violence.
- Developed a series of kits to support clients and service providers in preparing materials for visa applications.

FAMILIES TEAM REPORT

Pet Kelly - Families Team Manager

Earlier Intervention Program

What we aim to do

Deliver flexible support to children, young people, families and communities experiencing or at risk of vulnerability through activities that build cohesion, inclusion and wellbeing across all communities, and support families and individuals with opportunities for personal development and growth in parenting ability.

Provide information, advice and referral, parenting programs, intake and assessment, and family capacity building to help clients achieve outcomes.

NSS workers offer clients information and advice relevant to their needs. Interpreters are often used so that we can fully understand our clients and their needs, and we refer them to external culturally appropriate services for further support.

Complexity of need increased over the year as COVID impacted on communities.

Client issues are interrelated and on many occasions a family presented with a number of linked needs or problems. These may include family and domestic violence, immigration delays, legal challenges, housing insecurity, mental health and illness, loss of income support, and general health and social, psychological and emotional health challenges.

Who we helped

- 1700 instances of services were provided to clients, either face to face, or via email, text, or phone.

Client highlights and outcomes

- Clients reported improvement in wellbeing
- Children and young people reported improvements in their level of safety and well-being
- Social isolation and homesickness among women were reduced
- Provided 3 laptops and data sims for families through additional DCJ COVID-19 funding



AT LEFT: The NSS Families Team meet on their first Zoom meeting. We have learned so much about how to use technology to support each other and our clients!

The NSS Families Team contributes almost 100 years of experience working with multicultural families

AGED CARE TEAM REPORT

Toni Gemmell – Executive Manager Aged Care

Home Care Packages Program

Target Group

Older persons who have been assessed by the Aged Care Assessment Team (ACAT) as requiring assistance to live independently.

Project Brief

This program provides packages of care and services to meet higher level care needs to assist clients to live independently in their own home.

NSS specialises in providing culturally tailored in-home support services 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.

Highlights and achievements

- Successfully completed the 18th year of delivery of home care for NSS
- 40 clients received home care packages using the consumer directed care model
- Continued recruitment of care support staff with a focus on recruiting bi-lingual staff
- Developed new prices and provided pricing information to clients as required by the Aged Care Quality and Safety Commission
- Established new service agreements with clients using the approved format from the Aged Care Quality and Safety Commission

- Fine-tuned client management and billing systems through eTools client management system
- All staff completed COVIDSafe infection control training

NSS provides excellent services to our clients through the dedication and commitment of all our team, including our coordinators, support staff and home care "hands-on" staff working day-to-day with our clients.

Commonwealth Home Support Program (CHSP)

What we aim to do

CHSP services enable older persons requiring low level assistance to live independently, maintain connections and involvement with community and friends, and allow carers to take a break from providing direct care.

NSS provides the following CHSP services:

- individual and group social support, especially to CALD clients
- flexible in-home respite care
- community visitors (CVS) to home care and residential aged care clients
- sector support and development.

Social support is provided to clients one-on-one or in organised cultural groups specific to the client's cultural identity.

Individual social support activities include social outings to assist with shopping and other social activities, transport to group activities, attending medical and other appointments.

There is often a sense of urgency with Flexible Respite as carers and clients often do not access services until a crisis occurs or there is a significant decline in the client's health.

The community visitors scheme engages volunteers to visit residents in an aged care facility or clients who are receiving a home care package and to provide friendship and companionship.

Sector support and development builds the capacity and capability of services providers and communities, provides strategic advice information and referral links to providers and stakeholders on the aged care system.

What we did - Social Support

- Over 120 clients received individual social support on the Central Coast
- Social support groups conducted on the Central Coast in Woy Woy and Kanwal, and a Spanish-speakers Group met across the Central Coast.
- NSS participated in R-U-OK Day and the Central Coast Multicultural Expo
- 32 volunteers assisted in the program, providing services such as transport, home visits, and assisting the coordinators with the running of multicultural social groups.
- 99 referrals received from My Aged Care for individual social support on the Central Coast
- 738 occasions of service delivered for cultural social support groups or individual social support. Culturally specific social support groups include Filipino, Samoan, Spanish, Tongan, and Vietnamese.

What we did – Flexible Respite

- Grew services rapidly with many service providers, clinicians, hospitals, and aged care assessors becoming aware of NSS
- Provided 12,115 hours of respite care

What we did - CVS

- 34 community visitor scheme volunteers visited with 88 clients
- 795 face to face CVS visits
- 322 virtual CVS visits
- Supported clients from many backgrounds
 - Australian, Belorussian, Chinese, Dutch, English, German, Italian, Indonesian, Latvian, Macedonian, Mexican, Polish, Russian, and Ukrainian.
- Training sessions provided for volunteers on road safety, planning ahead, and understanding dementia.
- All CVS volunteers completed online COVID infection control training

What we did – Sector Support

- Represented NSS at the following networks and agencies:
 - Hunter Rural Multicultural Network,
 - Newcastle Multicultural Interagency,
 - Newcastle and Lake Macquarie Interagency, and
 - Hunter-Central Coast Elder Abuse Collaborative.
- Supported development of the Hunter Multicultural Communities Reference Group on CALD Elder Abuse Prevention and continued to be an ongoing link between the Central Coast and Hunter Elder Abuse Collaborative.

CHSP highlights and achievements

- NSS provided a carers morning tea at Ken Duncan Art Gallery. This was a lovely opportunity to show appreciation for our carers, and for them to meet with other carers and share their stories
- Our Chinese seniors social support groups joined other multicultural social support groups to celebrate Seniors Week together in February 2020. Everyone enjoyed delicious multicultural food and performances including traditional Chinese dancing, line dancing, Filipino singing and dancing, and Spanish Macarena
- Pre-COVID, NSS supported visits to Hunter Regional Botanic Garden, Blackbutt Reserve, and a mushroom farm at Woy Woy, and celebrates Chinese traditional festivals with clients, including Chinese New Year and Mid-Autumn festivals
- Pre-COVID, NSS celebrated a Volunteers Christmas lunch, Client Christmas party, and a Filipino Christmas Party.
- Using innovative approaches for social support through video meetings, WeChat and other means of support and interaction.



ABOVE: One of our best CVS volunteer matches ever! This is our oldest volunteer, 90-year-old Jean who still drives and enjoys weekly visits with our oldest CVS client, 94-year-old Milbra, who lives at home on her own.

These two lovely ladies are now the best of friends. They both say that they enjoy their time together like the little girls they once were more than 85 years ago.

THANK YOU TO OUR VOLUNTEERS

Acknowledging our Great Volunteers

An enormous thank you to the more than 100 volunteers supporting the work of NSS through a range of activities including homework and learning centres, driver training, employment mentoring, citizenship test preparation, English conversational practice, playgroup and child care support. The value this adds to our programs is immeasurable.

All volunteers have played vital roles in our aged care services including group English conversation classes, computer class tutoring, Tai Chi group, telephone-based monitoring services, one-to-one English tutoring and transport support to our senior clients.



ABOVE: Volunteers in our good communication training course on when English is a second language (pre-COVID restrictions).

BELOW: Volunteers help NSS provide mentoring for employment and other skills.



PROJECT FOCUS: THANK YOU TAMWORTH

Northern Settlement Services organised the Clean Up Australia Day in Tamworth for the 5th year running on Sunday 3 March 2020.

Armed with brooms, rakes and picker grabbers, 25 new residents from Karen refugee backgrounds set about cleaning up the area around the Tamworth Regional Entertainment Centre and along the Australian Equine and Livestock Events Centre on Goonoo Goonoo Road.

This is the Karen people's way of saying "Thank you Tamworth, for giving us a wonderful home."

The group promised to do this as a continuing tribute to their new community.



Amalin and friends



Leek and Ler on the march



Bee Nor, happy picking up rubbish



THANK YOU, TAMWORTH!

FAREWELL TO OUR COLLEAGUES

Rasa Bajalis

January 2020 saw the resignation of long-term Aged Care Manager, Rasa Bajalis.

Rasa commenced working with NSS in 2014 as the Multicultural Access Project (MAP) officer under the HACC programme. In 2016 Rasa moved into the position of Aged Care services Manager.

We thank Rasa for her many years of dedicated service and expertise and wish her success with her future endeavours



Zeni Edmunds

After 15 years of dedicated service, Zeni resigned to embark on her retirement.

Zeni was an integral part of the welfare team and worked on many projects including the Migrant & Refugee Women's Support Network, Brighter Futures Program, Multicultural Playtime Group, and on the Congolese Project as mentor to Juliet.

We all wish Zeni a happy and healthy retirement, with endless hours of relaxation in her garden.



ABOVE: NSS parenting groups not only build the skills of new parents, the groups help establish long-lasting friendships and peer support.

VALE LUPE FONUA

Lupe Afuhia Fonua

Born 4-10-1962 Died 31-10-2019

Lupe joined the NSS team in February 2005 as the Tongan Welfare Worker supporting local members of the Tongan community to access supports during their transnational experience.

Lupe studied and became an Enrolled Nurse which soon found her working with the Aged Care Team. Her flexible nature allowed for smooth transition between the programs and she was always willing to fill in and help whenever needed. She worked as a coordinator for Home Care Packages, Flexible Respite Program and Dementia Carers Group.

Lupe was very popular and loved by both her clients and colleagues. She was always caring, respectful, responsible and patient. The wellbeing of her clients was foremost, and Lupe's caring nature pervaded her personal and professional life.

Lupe was the prime carer for her elderly parent's in-law that lived with them and she made sure the whole family were involved in their care. Lupe used her annual leave each year to go to New Zealand to assist with the care of her own elderly mother.



Somehow, she managed to fit in a second job working casually in a Residential Aged Care facility. Lupe seemed to have a fountain of never-ending energy and positivity and her infectious laughter filled the room with joy. She would be running up the stairs laughing, dropping her keys on the way and wondering where she left her mobile phone. Who can forget when Lupe discovered line dancing! Her enthusiasm was boundless, and she took every opportunity to encourage everyone (colleagues, clients, friends, strangers) to join the class.

Lupe's battle with cancer was a rapid journey - barely one year. Her deep faith was her constant companion, and she was always positive and trusting with the obstacles she faced.

Her funeral was a tribute to the level of respect and esteem in which she was held. Family, friends and colleagues came from the four corners of the world and the church overflowed with over 400 people.

Lupe and her contribution to NSS will never be forgotten. Her caring and professional nature is a reminder of the value of not so much the work but how we do the work.

OUR PERMANENT STAFF AT 30 JUNE 2020

CORPORATE TEAM



Sharon Daishe
Chief Executive Officer



Andrew Tuck
Executive Officer



Kerry Blades
Finance Manager



Natasha Holliday
Finance &
Administration Officer



John Pattey
Senior Administration
Officer



Violeta Klements
Administration Officer



Ameneh Sheibani
Administration Officer



Sharlene Huber
Finance Officer



Julie Mills
Administration Officer

SETTLEMENT TEAM



Debbie Carstens
Settlement Team
Manager



Rose Oku
Settlement Worker



Tonkoh Kamara
Settlement Worker



Nellie Srisurapon
Settlement Worker



Amalin Sundaravej
Settlement Worker



Lance McNamara
Settlement Worker



Michael Freund
Volunteers
Coordinator



Natalia Meliendrez
Community
Development



Claire Hicks
Playing Around the
World Facilitator



Matthew Girdler
Migration Agent

FAMILIES TEAM



Petrona (Pet) Kelly
Families Manager



Miza Torlakovic
Family Worker



Juanita Loli
Family Worker



Elena Ferguson
Family Worker

AGED CARE SERVICES TEAM



Toni Gemmell
Executive Manager
Aged Care

Photo not available



Janine Slimmon
Aged Care Transition
Support



Stefanie Maier
Home Care Packages
Coordinator



Angela Cavicchia
Home Care Packages
Coordinator

Tima Oto
Social Support
Coordinator



Dongmei Zhang
Social Support
Coordinator



**Marilín Pérez
Cabrera**
Social Support
Coordinator

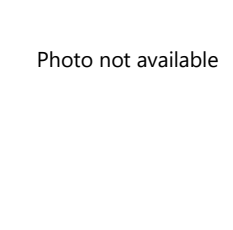


Katie Livingstone
In Home Respite Care
Coordinator



Kellie Matterson
In Home Respite Care
Coordinator

Photo not available



Christina Sullivan
In Home Respite Care
Coordinator



Corinna Bucher
Roster and
Administration



Yvonne Cossins
Roster and
Administration



Kathy Karimondini
Community Visitor
Scheme Coordinator



Irene Lupish
Community Visitor
Scheme Coordinator



John Biswas
Sector Support and
Development

ACKNOWLEDGING ALL OUR WORKERS IN 19/20

Alyaa Al-Attabi	Irene Lupish	Miza Torlakovic
Amalin Sundaravej	Jade Shepherd	Namok Oh
Amber Micallef	Janine Slimmon	Natalia Meliendrez
Ameneh Sheibani	John Biswas	Nellie Srisurapon
Andrew Tuck	John Pattey	Natasha Reed
Angela Cavicchia	Josephine O'Hara	Nina Germyn
Anna Kalamotusis	Juanita Purcell-Loli	Nitah Eshiloni
Annette Waters	Julie Mills	Oluwadamilare Kareem
Asterie Nsengiyumva	Julliet Kwizera	Ondina Codeca
Aynwaga Tiku	Katayoon (Kathy) Karimodini	Pauline Sullivan
Benjamin Ison	Kathryn (Katie) Livingstone	Petrona Kelly
Bridie Scott	Kathy Rowarth	Phaedra Markopoulos
Christina Sullivan	Katie Sewell	Rasa Bajalis
Claire Hicks	Kellie Matterson	Rose Oku
Corinna Bucher	Kerry Blades	Ruth Anagnostis
Debbie Carstens	Lance McNamara	Sharlene Huber
Dongmei Zhang	Linda Crockett	Sharon Daishe
Donna Kirkpatrick	Lu Wei Sheng	Shirin Shamie
Elena Ferguson	Lulu Tantos	Stefanie Maier
Elfinsh Atsbuha	Lupe Fonua	Toni Gemmell
Fay Paris	Malia Oto	Tonkoh Kamara
Gaylia Bigg	Maria Perez Cabrera	Violeta Klements
Guiping Tian	Mathilde Kangieser	Yawen (Tina) Cao
Guiqing Hou	Matthew Girdler	Yvonne Cossins
Henriette de Jong	Mee Yong	Zeni Edmunds
Hien Pham	Michael Freund	Zofia Ruba

Staff who concluded their service

Several staff concluded their deeply appreciated service with NSS throughout the 2019-20 year. We would like to acknowledge their time with us and recognise their contribution to NSS.

Lulu Tantos	Rasa Bajalis	Zeni Edmunds	Henriette de Jong
Katie Sewell	Hien Pham	Jade Shepherd	Elfinsh Atsubha
Mathilde Kangieser	Namok Oh	Nitah Eshiloni	Phaedra Markopoulos
Oluwadamilare	Linda Crockett	Mee Yong	Amber Micallef
Kareem	Ruth Anagnostis		

We also pay tribute to Lupe Fonua who passed away during the year. We acknowledge all that Lupe contributed to NSS on page 23.

ACKNOWLEDGING OUR FUNDERS & SUPPORTERS

Northern Settlement Services Ltd gratefully acknowledges core 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 <https://immi.homeaffairs.gov.au/settling-in-australia/sets-program> 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. For more information visit:
<https://www.health.gov.au/initiatives-and-programs/home-care-packages-program>
<https://www.health.gov.au/initiatives-and-programs/commonwealth-home-support-programme-chsp>
<https://www.health.gov.au/initiatives-and-programs/community-visitors-scheme-cvs>
- Services and activities delivered by the NSS Families Team and the Central Coast multicultural development program are funded by the NSW Department of Communities and Justice. Learn more at:
<https://www.facs.nsw.gov.au/providers/funded/programs/community-building/builders>

Northern Settlement Services gratefully acknowledges funding and other support from:

- Wests Group
- Rotary Club of Armidale
- The Benevolent Society through the Communities for Children program
- Playgroups NSW
- University of New England, International Desk

FINANCIAL SUMMARY

Northern Settlement Services Limited

ABN 72 002 898 759

Extract from the Audited Financial Statements (available on request)

Responsible Entities Report

Northern Settlement Services Limited Responsible entities' report 30 June 2020

The responsible entities present their report, together with the financial statements, on the company for the year ended 30 June 2020.

Responsible entities

The following persons were responsible entities of the company during the financial year ended 30 June 2020, unless otherwise stated:

Jon Chin
Ewa Korczynski
Christine Warrington (Leave of absence from 19 February 2020)
Alexander Seccombe (Appointed 12 September 2019)
James Garvey (Appointed 12 September 2019)
Alex Burns (Appointed 27 November 2019)
Violetta Walsh (Appointed 27 November 2019)
Barney Landford (Appointed 27 November 2019)
Enza Di Stefano (Appointed 27 November 2019)
Anna Bailey (Resigned 4 September 2019)
Zachary Ekandi (Resigned 27 November 2019)
Zoran Vasiljevic (Resigned 27 November 2019)
Sania Young (Resigned 27 November 2019)

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

The CEO resigned with effect from 13 August 2019. On December 4 2019, Ms. Sharon Daishe was appointed CEO.

From 23 March 2020, 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 surplus of the company for the financial year amounted to \$21,039 (2019: \$512,206).

Northern Settlement Services Limited
Responsible entities' report
30 June 2020

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 - Chair - Mentor Support Network - Hunter Manning Community Advisory Committee member
Special responsibilities:	Director, Chairperson
Name:	Ewa Korczynski
Experience and expertise:	- Community Options Unit Service Director - Hunter New England Health for over 20 years - Bachelor of Applied Science - Hon.,; Grad. Diploma of Welfare Law - Volunteer crew member of James Craig the tall ship (Sydney Maritime Museum) and volunteer with Dog Rescue Newcastle
Special responsibilities:	Director, Vice Chair, Audit Committee
Name:	Christine Warrington (Leave of absence from 19 February 2020)
Experience and expertise:	- Former director of Hunter TAFE foundation inc - Former board of management, TAFE NSW Hunter institute
Special responsibilities:	Director
Name:	Alexander Seccombe (Appointed 12 September 2019)
Experience and expertise:	- Master of Public Policy and Management, 2014 (Monash University and Lee Kuan Yew School of Public Policy and Management) - Bachelor of Arts/Bachelor of Asian Studies (Vietnamese), 2004 (Australian National University)
Special responsibilities:	Director
Name:	James Garvey (Appointed 12 September 2019)
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

Northern Settlement Services Limited
Responsible entities' report
30 June 2020

Name: Experience and expertise:	<p>Alex Burns (Appointed 27 November 2019)</p> <ul style="list-style-type: none"> - 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. This included the establishment and the development of the Ethnic Communities Council of Newcastle, several current Hunter ethnic community organisations and also the Newcastle Migrant Resource Centre (NSS today) - 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 and the establishment of the Ethnic Wings of St Joseph's Nursing Home (Max Kolbe) and Garden Suburb (then Lindsay Street Nursing Home) and NSW State offices of Family and Community Services, Health, TAFE and Education including numerous Multicultural Committees - Special experience in disaster recovery and seconded to the State Disaster Recovery Organisation following the Newcastle Earthquake implementing and monitoring several disaster recovery projects with special responsibility for Broadmeadow, Hamilton and Islington. - 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 <p>Director</p>
Special responsibilities:	
Name: Experience and expertise:	<p>Violetta Walsh (Appointed 27 November 2019)</p> <ul style="list-style-type: none"> - OAM BA Dip.Ed - Retired community worker - Extensive experience on various boards and committees relating to the health, education and welfare of migrants and refugees - Former Commissioner of the Ethnic Affairs Commission, (now Multicultural NSW) - Former Chairperson of Ethnic Communities Council of Newcastle and Hunter Region (now Hunter Multicultural Communities) - Former director of NIB Foundation - 2004 Newcastle Citizen of the Year - Past and present volunteer with various local community organisations <p>Director</p>
Special responsibilities:	
Name: Title: Experience and expertise:	<p>Barney Langford (Appointed 27 November 2019)</p> <ul style="list-style-type: none"> - B.A. (Hons) Dip. Teach. PHD - Teacher NSW Dept. Education - Founding Artistic Director 2 Til 5 Youth Theatre (now Tantrum Youth Arts) - Coordinator, Community Safety Newcastle City Council - Manager, The Loft Youth Arts & Cultural Centre, Newcastle City Council - North Ward, Lake Macquarie City Council 2012 - Present - Tantrum Youth Arts Board of Directors - Headspace Newcastle Advisory Group - Lake Macquarie City Council representative <p>Director</p>
Special responsibilities:	

Northern Settlement Services Limited
Responsible entities' report
30 June 2020

Name:	Enza Di Stefano (Appointed 27 November 2019)
Experience and expertise:	<ul style="list-style-type: none"> - Retired - Operations Manager NSS 2014 - 2017 - Community Visitors Scheme Coordinator NSS 2007 - 2014 - Finance Assistant for CACP NSS 2006 - 2007 - Executive Officer, Hunter Multicultural Communities (formerly ECC) Newcastle & Hunter 1995 - 2003 - Over 30 years in Voluntary Roles latest being: - Board Member of NSS Audit Committee - 2018 - Board Member of NSS (formerly MRC) 1991 - 1996 - Board Member of Tinonee Gardens Multicultural Village 2004 - 2018 - Board Member of Hunter Aged Care Foundation Ltd 2018 to date
Special responsibilities:	Vice Chair, Secretary, Treasurer and Director
Name:	Anna Bailey (Resigned 4 September 2019)
Experience and expertise:	<ul style="list-style-type: none"> - Senior Law Associate - Bachelor of Laws and Bachelor of Arts, postgraduate at the College of Law - Graduate of the Australian Institute of Company Directors - Committee member of Newcastle Business Club - Member of Law society NSW, Gen Collective and Hunter Women's Business Network.
Special responsibilities:	Director
Name:	Zachary Ekandi (Resigned 27 November 2019)
Experience and expertise:	TAFE Services Coordinator <ul style="list-style-type: none"> - Advisory Council Member - Regional Advisory Council Multicultural NSW - Advisory Committee Member - Multicultural Advisory Committee NSW Police Force - Advisory Committee Member - Multicultural Advisory Committee Wyong Shire Council - Accredited Interpreter NAATI - SEO - IMEC at Hunter TAFE NSW Online/Remote Information Technology Officer - IT Support Officer Students Union - University of Newcastle
Special responsibilities:	Director, Treasurer
Name:	Zoran Vasiljevic (Resigned 27 November 2019)
Experience and expertise:	Practicing Solicitor <ul style="list-style-type: none"> - Over 15 year solicitor in Australia - 14 years lawyer/solicitor in Yugoslavia - Bosnian Community Representative
Special responsibilities:	Director
Name:	Sania Young (Resigned 27 November 2019)
Experience and expertise:	Extensive aged care experience - enrolled nurse <ul style="list-style-type: none"> - Diploma in Community Development - Diploma in Social Science - Diploma of Librarian - Tartar Community Representative
Special responsibilities:	Director

Company secretary

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

Christine Warrington
 Alexander Seccombe (Acting).

Northern Settlement Services Limited
Responsible entities' report
30 June 2020

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 2020, and the number of meetings attended by each responsible entity were:

	Full Board Attended	Held
Jon Chin	11	12
Ewa Korczynski	11	12
Christine Warrington (Leave of absence 19 February 2020)	7	7
Alexander Seccombe (Appointed 12 September 2019)	6	7
James Garvery (Appointed 12 September 2019)	5	7
Alex Burns (Appointed 27 November 2019)	6	6
Violetta Walsh (Appointed 27 November 2019)	5	6
Barne Landford (Appointed 27 November 2019)	4	6
Enza Di Estefano (Appointed 27 November 2019)	5	6
Anna Bailey (Resigned 4 September 2019)	-	4
Zachay Ekandi (Resigned 27 November 2019)	6	6
Zoran Vasiljevic (Resigned 27 November 2019)	4	6
Sania Young (Resigned 27 November 2019)	5	6

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

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 announcement by the World Health Organization regarding to the global pandemic outbreak of COVID-19 and the response of the Australian Government may materially affect the operations of the Company in future financial periods. The Company was obliged to reduce operations on 23 March 2020. Management registered the Company for stimulus measures available while trading was affected. The Board of directors is of the opinion the Company is eligible for the measures on the basis it has satisfied the eligibility requirements. At the time of this report, the expected economic impact cannot be reliably measured.

The company reviewed and amended its investment policy in June 2020, with effect from August 2020. During August, investment of \$2.25 million in term deposits with various authorised deposit taking institutions commenced.

No other matter of circumstance has arisen since 30 June 2020 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 (2019: 38).

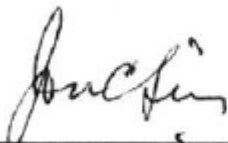
Auditor's independence declaration

A copy of the auditor's independence declaration is set out immediately after this directors' report.

Northern Settlement Services Limited
Responsible entities' report
30 June 2020

This report is made in accordance with a resolution of the directors.

On behalf of the responsible entities

A handwritten signature in black ink, appearing to read 'Jon Chin', is written over a horizontal line.

Jon Chin
Chairperson

18 November 2020

Independent Auditor's Declaration

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

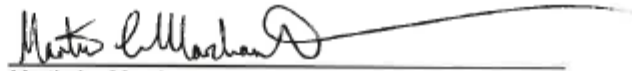
We hereby declare that to the best of our knowledge and belief during the year ended 30 June 2020, there have been:

- (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

18 November 2020



LIABILITY LIMITED BY A SCHEME APPROVED UNDER THE PROFESSIONAL STANDARDS LEGISLATION



Registered Company Auditors:

Glenn A Harris CA

Martin Le Marchant CA

Independent Auditor's Report

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

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

e: mail@bishopcollins.com.au



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ABN: 98 159 109 305

w: 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 2020, 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 2020 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.



LIABILITY LIMITED BY A SCHEME APPROVED UNDER THE PROFESSIONAL STANDARDS LEGISLATION





Emphasis of Matter

We draw attention to note 19 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.

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.



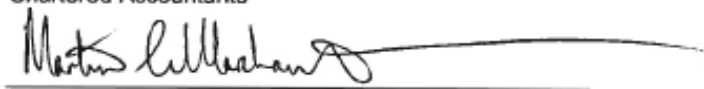
We communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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

18 November 2020

Statement of profit or Loss and other comprehensive income

Northern Settlement Services Limited
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2020

	Note	2020 \$	2019 \$
Revenue	4	4,052,089	4,219,525
Other income	5	98,163	31,998
Expenses			
Advertising expenses		(3,378)	(5,710)
Professional and consulting fees		(123,548)	(70,300)
Information technology and communication expenses		(66,117)	(38,157)
Depreciation and amortisation expense		(65,191)	(72,279)
Employee benefits expense		(2,734,360)	(2,583,316)
Facilities and cleaning expenses		(43,628)	(43,452)
Insurance expenses		(13,599)	(14,071)
Motor vehicle expenses		(5,508)	(5,215)
Printing, postage and stationery expenses		(23,665)	(28,717)
Program expenses		(117,519)	(127,490)
Office expenses		(22,363)	(26,702)
Service expenses		(793,279)	(607,289)
Subscriptions and membership expenses		(2,010)	(7,187)
Training and travelling expenses		(15,649)	(15,841)
Utilities expense		(12,577)	(14,511)
Volunteer expenses		(34,828)	(33,235)
Workers compensation expenses		(51,994)	(45,845)
Surplus before income tax expense		21,039	512,206
Income tax expense		-	-
Surplus after income tax expense for the year	16	21,039	512,206
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		<u>21,039</u>	<u>512,206</u>

Statement of financial position

Northern Settlement Services Limited
Statement of financial position
As at 30 June 2020

	Note	2020 \$	2019 \$
Assets			
Current assets			
Cash and cash equivalents	6	3,628,309	3,682,286
Trade and other receivables	7	51,586	78,079
Financial assets	8	888,556	872,159
Other current assets	9	62,460	44,416
Total current assets		4,630,911	4,676,940
Non-current assets			
Property, plant and equipment	10	1,031,386	913,246
Intangibles	11	14,586	-
Total non-current assets		1,045,972	913,246
Total assets		5,676,883	5,590,186
Liabilities			
Current liabilities			
Trade and other payables	12	428,654	323,897
Employee benefits	13	399,935	380,672
Other current liabilities	14	693,145	758,355
Total current liabilities		1,521,734	1,462,924
Non-current liabilities			
Employee benefits	15	46,030	39,182
Total non-current liabilities		46,030	39,182
Total liabilities		1,567,764	1,502,106
Net assets		4,109,119	4,088,080
Equity			
Retained surpluses	16	4,109,119	4,088,080
Total equity		4,109,119	4,088,080

Statement of changes in equity

Northern Settlement Services Limited
Statement of changes in equity
For the year ended 30 June 2020

	Retained surpluses \$	Total equity \$
Balance at 1 July 2018	3,575,874	3,575,874
Surplus after income tax expense for the year	512,206	512,206
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	<u>512,206</u>	<u>512,206</u>
Balance at 30 June 2019	<u>4,088,080</u>	<u>4,088,080</u>
	Retained surpluses \$	Total equity \$
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	<u>21,039</u>	<u>21,039</u>
Balance at 30 June 2020	<u>4,109,119</u>	<u>4,109,119</u>

Statement of cashflows

Northern Settlement Services Limited
Statement of cash flows
For the year ended 30 June 2020

	Note	2020	2019
		\$	\$
Cash flows from operating activities			
Receipts from customers (inclusive of GST)		4,383,741	4,437,361
Payments to suppliers (inclusive of GST)		(4,244,599)	(3,900,470)
		<u>139,142</u>	<u>536,891</u>
Interest received		20,970	31,998
		<u>160,112</u>	<u>568,889</u>
Net cash from operating activities			
Cash flows from investing activities			
Payments for investments		(16,397)	(14,092)
Payments for property, plant and equipment		(182,912)	(17,404)
Payments for intangibles		(16,598)	-
Proceeds from disposal of property, plant and equipment		1,818	-
		<u>(214,089)</u>	<u>(31,496)</u>
Net cash used in investing activities			
		<u>-</u>	<u>-</u>
Net cash from financing activities			
		<u>-</u>	<u>-</u>
Net increase/(decrease) in cash and cash equivalents		(53,977)	537,393
Cash and cash equivalents at the beginning of the financial year		3,682,286	3,144,893
		<u>3,682,286</u>	<u>3,682,286</u>
Cash and cash equivalents at the end of the financial year	6	3,628,309	3,682,286

Responsible Entities Declaration

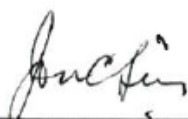
Northern Settlement Services Limited
Responsible entities' declaration
30 June 2020

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 2020 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.

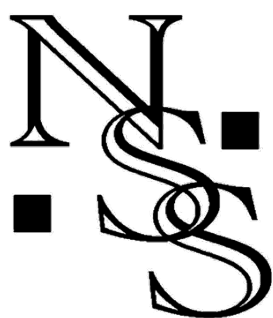
Signed in accordance with a resolution of directors.

On behalf of the responsible entities



Jon Chin
Chairperson

18 November 2020



NORTHERN SETTLEMENT SERVICES LIMITED

NSS HEAD OFFICE

8 Chaucer Street
Hamilton NSW 2303

Ph: (02) 4969 3399
nss@nsservices.com.au

CENTRAL COAST

Tuggerah Lakes
Community Centre
1 Bay Village Road
Bateau Bay NSW 2261

Ph: (02) 4334 3877
cc@nsservices.com.au

ARMIDALE

86 Beardy Street
Armidale NSW 2350

Ph: (02) 5733 5300
nssarm@nsservices.com.au

TAMWORTH

Suite 10
56-58 Dowe Street
Tamworth NSW 2340

Ph: (02) 6766 5070
nsstam@nsservices.com.au

www.nsservices.com.au