

## From the CEO

Sharon Daishe

Friday 21 May 2021 | Happy 40<sup>th</sup> Birthday NSS!

NSS began its journey in Newcastle in 1981 as a federally funded Migrant Resource Centre (MRC). MRCs were created to connect people of migrant and refugee backgrounds to community services and resources. The work and reach of the MRC grew considerably under the leadership of long-serving CEO, Violetta Walsh OAM, who retired in 2011.

In 2007, the MRC changed its name to Northern Settlement Services, reflecting both a change in government emphasis to humanitarian settlement services, and that the organisation covered most of NSW to the QLD border.

Today, NSS delivers a range of multicultural settlement, youth, community, family and aged care programs. Compliance requirements for funding and operations have changed dramatically since 1981. This year, the board of NSS is working on a strategy for a financially viable future delivering relevant, impactful services.

*Our Vision: A connected community in  
which diversity defines and nourishes us*

*Our Mission: To support and inspire  
culturally diverse people and communities  
to overcome barriers and thrive*

**NSS reset its vision and mission to celebrate our 40<sup>th</sup> year of operation.**

We had a small staff celebration for our birthday on 21 May 2021. We are planning a larger event later this year to acknowledge our past, celebrate our present, and herald the future of connected communities, defined and nourished by diversity.

Thank you to our staff, volunteers, board members, community members, funders and other stakeholders – past, present and future - who partner to support and inspire multicultural people and communities to overcome barriers and thrive.



## Service with a big heart

Article appears courtesy of Newcastle Herald 22nd May 2021



***LENDING A HAND: Northern Settlement Services helps new arrivals build the skills and knowledge they need to become self-reliant and active members of the community.***

Northern Settlement Services Ltd (NSS) has been working with culturally and linguistically diverse (CALD) individuals, families and communities for 40 years.

A key partner in the Australian humanitarian settlement program, NSS has a particular emphasis on reaching and supporting people who have been in Australia less than five years, or people who come from a non-English speaking background.

"NSS provides settlement services to people from migrant and refugee backgrounds to assist them to settle into Australian life across the Hunter, Central Coast and New England regions of NSW," executive officer Andrew Tuck said. "NSS does this by helping new arrivals build the skills and knowledge they need to become self-reliant and active members of the community."

Contributing greatly to Newcastle, Lake Macquarie and surrounding areas, NSS equips and empowers humanitarian entrants, other eligible permanent migrants and their communities to address their settlement needs, economic and social well



-being, independence, and connectedness.

The organisation is a specialist provider of culturally sensitive aged care services to people from CALD backgrounds through Commonwealth-funded aged care programs.

It is also a specialist provider of culturally sensitive support, interventions and parenting programs to vulnerable and at-risk children and families across Newcastle and Lake Macquarie.

With offices in Hamilton (Newcastle), Bateau Bay (Central Coast), Tamworth and Armidale, NSS runs a range of group programs and community engagement activities for children, young people, individuals, families and the elderly and convenes multicultural interagencies and action groups across our regions.

"The programs and services offered by NSS have helped many recent arrivals gain employment or start a new business," Andrew said.

"Local businesses and services benefit as newly arrived people learn how to access and use their services such as childcare or to buy goods from them."

In her first year as chief executive officer, Sharon Daishe has led the organisation through a period of significant change and challenges including the impact of the coronavirus pandemic.

"We are an organisation with a big heart," she said.

"Through substantial challenges, NSS has applied the cultural competence we are proud of to serve our communities with joy and compassion. Into the future we will continue to focus on working with and supporting our multicultural communities to overcome barriers and thrive."

As NSS celebrates 40 years of operation, Sharon remains ever thankful to the wonderful NSS staff, volunteers, board of directors and funders.

"We couldn't do it without you," she said.







## Northern Settlement Services worker awarded top honour by Premier

*Article appears courtesy of Newcastle Herald 22nd May 2021*

**ACKNOWLEDGEMENT:** Northern Settlement Services family worker Miza Torlakovic, was awarded a Regional Unity Medal as part of the Premier's Multicultural Community Medals in March.



The NSW Government has recognised the exceptional service of a Northern Settlement Service (NSS) family worker in the Hunter region for her service to local migrants and refugees.

Miza Torlakovic received the Regional Unity Medal as part of the Premier's Multicultural Community Medals in March this year.

Minister for Multiculturalism Geoff Lee congratulated Ms Torlakovic for her outstanding achievements and NSS for its 40th anniversary.

"Miza is a tireless and passionate supporter of migrants and refugees and just one example of the incredible dedication, humanitarianism and selflessness of the NSS team," Mr Lee said.

"Her achievements are not only a credit to her but the entire NSS team and community.

"My agency Multicultural NSW has a strong relationship with NSS.

"Working in partnership with non-government organisations like NSS is critical for Multicultural NSW to represent the interests of culturally and linguistically diverse communities in the regions.

"On behalf of the NSW Government, I want to sincerely congratulate NSS on its inspiring achievements over the past 40 years."

Parliamentary Secretary for the Hunter Taylor Martin MLC said Ms Torlakovic has made outstanding contributions to the local Hunter community.

"It's people like Miza who time and time again step up to support the most vulnerable, so all members of our community have the opportunity to participate and thrive," Mr Taylor said.

"I commend Miza on her achievements and on the outstanding contribution of Northern Settlement Services to our local community."

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.

"Miza has always gone above and beyond, and shown exceptional perseverance, compassion and commitment in meeting the needs of the multicultural communities here in the Hunter and Lake Macquarie."

NSS Chief Executive Officer Sharon Daishe said Ms Torlakovic has given so much to the community over many decades of service.

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

"I know everyone in the Newcastle and Lake Macquarie regions 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."





## Northern Settlement Services resets vision for future

**"For our 40th birthday we have launched our new vision: 'A connected community in which diversity defines and nourishes us'."**

*Article appears courtesy of Newcastle Herald 22nd May 2021*



Northern Settlement Services Ltd (NSS) turned 40 on Friday, May 21 and is looking to the future with a new vision.

For the past four decades, NSS has been supporting migrants and humanitarian entrants to settle into their lives throughout the Hunter, Central Coast and New England areas of NSW.

NSS' services have evolved over the years to provide programs as diverse as the multicultural communities with whom it works. Culturally informed services and activities currently include settlement and communities, youth and family programs through to aged care.

In preparation for turning 40, the board and staff of NSS have reflected on the core purpose of the organisation and reset the vision for the future.

"For our 40th birthday we have launched our new vision: 'A connected community in which diversity defines and nourishes us'," Jon Chin, Chair, Northern Settlement Services said.





"In setting this vision, we want to be clear that diversity is at the core of being Australian. NSS recognises that all people, no matter their circumstances and challenges, have unique talents and capabilities to contribute to the social, cultural and economic wellbeing of communities."

Throughout the year NSS will be building a strategy for the future to achieve these goals. In doing so, NSS board and staff will continue to work with and seek the views of their funding partners, volunteers and the communities it serves.

"It is the funding we receive from government and non-government sources that enables NSS to resource our activities," Jon said. "It is our selfless volunteers, who give so generously of their time and skills, that enables NSS to expand our services to reach more people. It is the passion and heart of our staff, and their client and community relationships, that enables NSS to continuously improve the way we work. We thank and acknowledge our staff, our board of directors, our wonderful volunteers, and our funders large and small, government and non-government, who together provide the resources for NSS to serve our diverse communities.

"NSS is planning a major celebratory event for our 40th later in the year. We hope to see you there."

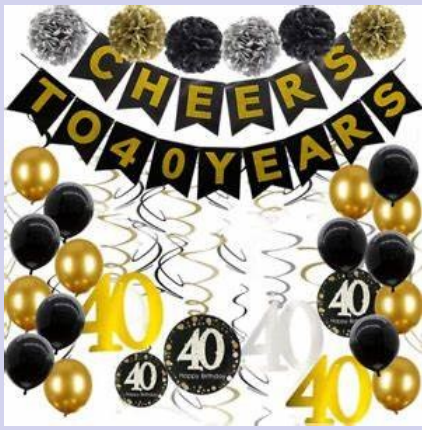
# 40<sup>th</sup> years

## ANNIVERSARY

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LET'S CELEBRATE!

