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Northern Settlement Services Limited

ABN 72 002 898 759

Detailed Income Statement

For the Year Ended 30 June 2013

	2013 \$	2012 \$
Income		
Donations received	24,873	31,136
Grants received	2,600,587	2,643,231
Interest received	68,510	82,772
Client fees	69,938	95,285
Profit / (loss) on sale	2,272	1,664
Complex Case revenue	10,000	10,187
Sundry	4,668	11,169
Total Income	2,780,847	2,875,444
Expenses		
Administration fees	14,553	7,088
Advertising	6,561	8,905
Audit and accounting fees	24,275	25,620
Bank charges	1,903	1,097
Bad debts	-	200
Catering, function	19,520	15,994
Cleaning	14,362	10,777
Computer expenses	18,033	17,999
Consultant Fees	14,768	16,760
Depreciation and amortisation	83,550	91,563
Donations	701	3,014
Electricity	10,094	14,122
Insurance	38,352	32,632
Interest paid on mortgage	28,084	35,863
Interpreting fees	18,863	1,820
Legal fees	-	1,100
Motor Vehicle	38,463	41,221
Office furniture	-	1,429
Office supplies	9,306	11,390
Postage	8,400	9,747
Printing and Stationery	20,399	20,729
Programme Costs	602,723	508,262
Refugee Week	60	2,875
Rent	24,522	22,394
Repairs and Maintenance	915	3,696
Security	1,013	1,259
Seminar and training	11,053	3,849
Staff amenities	12,016	14,383
Subscriptions and membership	5,671	5,066
Sundry expenses	5,852	7,112
Telephone and internet	35,030	39,378
Travel	24,568	23,439
Volunteer expenses	25,787	36,168
Wages	1,563,863	1,541,025
Workers Compensation	80,484	78,428
Total Expenses	2,763,744	2,656,403
Operating surplus/(deficit)	17,102	219,041

Northern Settlement Services Limited

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Compilation Report

Scope

We have compiled the accompanying special purpose financial statements of Northern Settlement Services Limited, which comprise of the detailed income statement for the period ended 30 June 2013. The specific purpose for which the special purpose financial statements have been prepared is to provide information relating to the performance of the entity that satisfies the information needs of the Board of Directors.

The Responsibility of the Directors

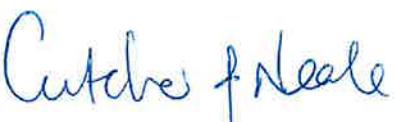
The directors are solely responsible for the information contained in the special purpose financial statements and have determined that the basis of accounting used is appropriate to meet their needs and for the purpose that the financial statements were prepared.

Our Responsibility

On the basis of the information provided by the directors we have compiled the accompanying special purpose financial statements in accordance with the basis of accounting and APES 315: *Compilation of Financial Information*.

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the directors provided, in compiling the financial statements. Our procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

The special purpose financial statements were compiled exclusively for the benefit of the directors. We do not accept responsibility to any other person for the contents of the special purpose financial statements.



Cutcher & Neale
Chartered Accountants



M. J. O'Connor
Partner

Newcastle

16 October 2013

Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2013

18 Related Parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

Transaction with related parties:

A company controlled by the CEO's son, supplied computer equipment and IT services to Northern Settlement Services Limited on normal commercial terms and conditions no more favourable than those available to other persons unless stated.

19 Additional Disclosures Required By the Charitable Fundraising Act 1991 and Charitable Fundraising Regulation 1998

The company has received donations from registered clubs under the Community Development and Support Scheme (CDSE). This does not constitute a fundraising appeal for the purposes of the Charitable Fundraising Act and as such no additional disclosure is made.

20 Company Details

Registered office

The registered office and principal place of business of the company is:

Northern Settlement Services Limited
8 Chaucer Street
Hamilton NSW 2303

Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2013

(c) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices.

Interest rate risk

Exposure to interest rate risk arises on financial assets and financial liabilities recognised at the end of the reporting period, whereby a future change in interest rates will affect future cash flows or the fair value of fixed rate financial instruments.

Sensitivity analysis

The following sensitivity analysis is based on the interest rate risk exposures in existence at the end of the reporting period.

An increase of 100 basis points or a decrease of 50 basis points would have affected equity and net surplus / (deficit) by the amounts shown below. This analysis assumes that other variables are held constant.

	Surplus / (deficit)	
	100 basis points increase	50 basis points decrease
2013	14,254	(7,127)
2012	13,636	(6,818)

The movements in the surplus are due to higher interest rates from variable rate debt and cash balances.

The net exposure at the end of the reporting period is representative of what Northern Settlement Services Limited was and is expecting to be exposed to at the end of the next twelve months.

The sensitivity analysis is performed on the same basis as in 2012.

(d) Net Fair Values

There is no material difference between the carrying value of the assets and liabilities and the fair values of the assets and liabilities.

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Notes to the Financial Statements

For the Year Ended 30 June 2013

Financial risk management policies continued

Mitigation strategies for specific risks faced are described below:

(a) Credit risk

Exposure to credit risk relating to financial assets arises from the potential non-performance by counterparties of contract obligations that could lead to a financial loss to Northern Settlement Services Limited and arises principally from Northern Settlement Services Limited's receivables.

Northern Settlement Services Limited deals predominately with state and federal government bodies. Due to the public nature of these entities Northern Settlement Services Limited does not perform a formal credit assessment process however the company does take into account past experience and other factors.

(b) Liquidity risk

Liquidity risk arises from the possibility that Northern Settlement Services Limited might encounter difficulty in settling its debts or otherwise meeting its obligations related to financial liabilities. The company manages this risk through the following mechanisms:

- preparing forward-looking cash flow analysis in relation to its operational, investing and financial activities which are monitored on a monthly basis;
- monitoring undrawn credit facilities;
- obtaining funding from a variety of sources;
- maintaining a reputable credit profile;
- managing credit risk related to financial assets;
- only investing surplus cash with major financial institutions; and
- comparing the maturity profile of financial liabilities with the realisation profile of financial assets.

Typically, Northern Settlement Services Limited ensures that it has sufficient cash on demand to meet expected operational expenses for a period of 60 days.

The available funds to the company are discussed in note 15.

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Notes to the Financial Statements

For the Year Ended 30 June 2013

17 Financial instruments

The main risks Northern Settlement Services Limited is exposed to through its financial instruments are credit risk, liquidity risk and market risk consisting of interest rate risk.

The company's financial instruments consist mainly of deposits with banks, local money market instruments, short-term investments, accounts receivable and payable and bank loans.

The totals for each category of financial instruments, are as follows:

	2013	2012
	\$	\$
Financial Assets		
- Cash and cash equivalents	1,771,514	1,757,876
- Trade and other receivables	138,762	169,324
Total financial assets	1,910,276	1,927,200
Financial Liabilities		
Financial liabilities at amortised cost		
- Trade and other payables	121,415	114,856
- Borrowings	345,787	394,302
- Unexpended Government grant funds	252,636	246,318
Total financial liabilities	719,838	755,476

Financial risk management policies

The Board of Directors has overall responsibility for the establishment of Northern Settlement Services Limited's financial risk management framework. This includes the development of policies covering specific areas such as credit risk, liquidity risk and market (interest rate) risk.

Risk management policies and systems are reviewed regularly to reflect changes in market conditions and Northern Settlement Services Limited's activities.

The day-to-day risk management is carried out by Northern Settlement Services Limited's finance function under policies and objectives which have been approved by the Board of Directors. The Senior Finance Officer has been delegated the authority for designing and implementing processes which follow the objectives and policies. This includes monitoring the levels of exposure to interest rates and assessment of market movements.

The Board of Directors receives monthly reports which provide details of the effectiveness of the processes and policies in place.

Northern Settlement Services Limited does not actively engage in the trading of financial assets for speculative purposes.

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Notes to the Financial Statements

For the Year Ended 30 June 2013

15 Cash Flow Information

(a) Reconciliation of Cash Flow from Operations with Surplus after Income Tax

	2013	2012
	\$	\$
Accumulated Surplus	17,102	219,041
Non-cash flows in surplus		
Depreciation & Amortisation	83,550	91,563
Net (profit) / loss on disposal of property, plant and equipment	(2,272)	(1,664)
Changes in assets and liabilities		
(Increase)/decrease in trade and term receivables	30,562	(52,481)
(Increase)/decrease in prepayments	2,111	591
(Increase)/decrease in grant funds	6,318	43,808
Increase/(decrease) in trade payables and accruals	6,559	29,758
Increase/(decrease) in provisions	29,942	(16,384)
	<hr/> 173,872	<hr/> 314,232

16 Capital and Leasing Commitments

(a) Operating Lease Commitments

Non-cancellable operating leases contracted for but not capitalised in the financial statements

Payable - minimum lease payments

- not later than 12 months	14,854	14,854
- between 12 months and 5 years	8,280	23,134
	<hr/> 23,134	<hr/> 37,988

The office lease(s) are non cancellable lease(s) with one and three year terms, with rent payable monthly in advance. Contingent rental provisions within the lease agreement require the minimum lease payments shall be increased by CPI.

(b) Capital expenditure commitments

Capital expenditure commitments contracted for:

Air Conditioning Units - 8 Chaucer St	-	45,000
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Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2013

11 Borrowings

	2013	2012
	\$	\$
CURRENT		
Secured liabilities:		
Bank loan	<u>60,455</u>	<u>56,557</u>
NON-CURRENT		
Secured liabilities:		
Bank loan	<u>285,332</u>	<u>337,745</u>
A registered mortgage exists over 8 Chaucer Street, Hamilton.		
(a) Total current and non-current secured liabilities	<u>345,787</u>	<u>394,302</u>

12 Employee Benefits

CURRENT		
Employee benefits	<u>216,309</u>	<u>190,547</u>
NON-CURRENT		
Employee benefits	<u>60,915</u>	<u>56,735</u>

13 Other Liabilities

CURRENT		
Unexpended grant funds	<u>252,636</u>	<u>246,318</u>

14 Segment Reporting

The company operates in the services industry wholly within New South Wales.

Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2013

9 Plant and Equipment continued

(a) Movements in Carrying Amounts

Movement in the carrying amount for each class of property, plant and equipment between the beginning and the end of the current financial year

	Land and Buildings	Plant and Equipment	Motor Vehicles	Leasehold Improvements	Total
	\$	\$	\$	\$	\$
Current Year					
Balance at the beginning of year	869,501	25,239	66,154	1,809	962,703
Additions	24,927	72,161	16,903	-	113,991
Disposals - written down value	-	-	-	-	-
Depreciation expense	(21,835)	(22,673)	(38,319)	(723)	(83,550)
Carrying amount at the end of year	<u>872,593</u>	<u>74,727</u>	<u>44,738</u>	<u>1,086</u>	<u>993,144</u>
 Prior Year					
Balance at the beginning of year	903,708	35,285	58,700	2,536	1,000,229
Additions	2,081	9,914	42,196	-	54,191
Disposals - written down value	-	(154)	-	-	(154)
Depreciation expense	(36,288)	(19,806)	(34,742)	(727)	(91,563)
Carrying amount at the end of year	<u>869,501</u>	<u>25,239</u>	<u>66,154</u>	<u>1,809</u>	<u>962,703</u>

10 Trade and Other Payables

	2013	2012
	\$	\$
CURRENT		
Trade payables	25,604	20,686
Sundry payables and accrued expenses	<u>95,811</u>	<u>94,170</u>
	121,415	114,856

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Notes to the Financial Statements

For the Year Ended 30 June 2013

7 Trade and Other Receivables

	2013	2012
	\$	\$
CURRENT		
Trade receivables	114,443	128,214
Grants receivables	1,864	12,448
Sundry debtors	<u>22,455</u>	<u>28,662</u>
	<u>138,762</u>	<u>169,324</u>

8 Other Assets

CURRENT		
Prepayments	<u>9,681</u>	<u>11,792</u>

9 Plant and Equipment

LAND AND BUILDINGS		
At cost	934,196	909,269
Less accumulated depreciation	(61,603)	(39,768)
Total land and buildings	<u>872,593</u>	<u>869,501</u>
PLANT AND EQUIPMENT		
Plant and equipment		
At cost	239,735	162,233
Less accumulated depreciation	(165,008)	(136,994)
Total plant and equipment	<u>74,727</u>	<u>25,239</u>
Motor vehicles		
At cost	239,244	242,377
Less accumulated depreciation	(194,506)	(176,223)
Total motor vehicles	<u>44,738</u>	<u>66,154</u>
Leasehold improvements		
At cost	45,090	45,090
Less accumulated depreciation	(44,004)	(43,281)
Total leasehold improvements	<u>1,086</u>	<u>1,809</u>
Total plant and equipment	<u>120,551</u>	<u>93,202</u>
Total property, plant and equipment	<u>993,144</u>	<u>962,703</u>

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Notes to the Financial Statements

For the Year Ended 30 June 2013

4 Key Management Personnel Compensation

The totals of remuneration paid to the key management personnel of Northern Settlement Services Limited during the year are as follows:

	2013	2012
	\$	\$
Short-term employee benefits	235,932	218,337
Post-employment benefits	27,566	24,970
	263,498	243,307

5 Auditors' Remuneration

Remuneration of the auditor of the company for:

- Auditing or reviewing the financial report	10,900	10,400
- Audit of grant funding acquittals	8,000	9,500
- Other assurance services	2,975	2,750
	21,875	22,650

6 Cash and Cash Equivalents

Cash on hand	301	240
Cash at bank	1,184,109	1,153,269
Short-term bank deposits	587,104	604,367
	1,771,514	1,757,876

Reconciliation of Cash

Cash at the end of the financial year as shown in the cash flow statement is reconciled to items in the balance sheet as follows:

Cash and cash equivalents	1,771,514	1,757,876
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Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2013

2 Revenue

	2013	2012
	\$	\$
Operating activities		
- Operating grants	2,600,587	2,643,231
- Services revenue	79,937	105,472
- Donations	24,873	31,136
- Other revenues	4,669	11,169
	2,710,066	2,791,008
Non operating activities		
- Interest received	68,510	82,772
- Net profit / (loss) on disposal of non-current assets	2,272	1,664
	70,782	84,436
Total Revenue	2,780,848	2,875,444

3 Surplus from Ordinary Activities includes

(a) Expenses

Depreciation and amortisation of non current assets:		
Plant and equipment	60,992	54,548
Leasehold improvements	723	727
Buildings	21,835	36,288
	83,550	91,563
Finance costs	28,084	35,863
Bad debts	-	200
Rental lease payments on operating lease	24,522	22,394

Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2013

1 Summary of Significant Accounting Policies continued

(n) Critical accounting estimates and judgments

The directors evaluate estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

Key estimates - impairment of plant and equipment

The company assesses impairment at the end of the reporting year by evaluating conditions specific to the company that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

(o) Impairment of non-financial assets

At the end of each reporting year, the company reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Value in use is either the discounted cash flows relating to the asset or depreciated replacement cost if the criteria in AASB 136 'Impairment of Assets' are met. Any excess of the asset's carrying value over its recoverable amount is expensed to the statement of profit or loss and other comprehensive income.

Where the future economic benefits of the asset are not primarily dependent upon the asset's ability to generate net cash inflows and when the company would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

(p) Adoption of new and revised accounting standards

During the current year, the company adopted all of the new and revised Australian Accounting Standards and Interpretations applicable to its operations which became mandatory.

(q) New accounting standards for application in future periods

Certain new accounting standards and interpretations have been published that are not mandatory for 30 June 2013 reporting periods. On assessment of these new standards and interpretations there is no identified impact for Northern Settlement Services Limited.

(r) Authorisation of financial statements

The financial statements were approved and authorised for issue by the Board of Directors on 17 October 2013. The Directors have the power to amend the financial report at any time.

Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2013

1 Summary of Significant Accounting Policies continued

(h) Revenue continued

Provision of services

Revenue recognition relating to the provision of services is recognised on delivery of service to the client.

All revenue is stated net of the amount of goods and services tax (GST).

(i) Borrowing costs

Borrowing costs directly attributable to the acquisition, construction or production of assets that necessarily take a substantial period of time to prepare for their intended use or sale, are added to the cost of those assets, until such time as the assets are substantially ready for their intended use or sale.

All other borrowing costs are recognised in profit or loss in the period in which they are incurred.

(j) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(k) Unexpended Grant Funds

The liability for unexpended grant funds is the unutilised amounts of grants received on the condition that specified services are delivered or conditions are fulfilled in a future period.

(l) Leases

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the lease term.

(m) Income taxes

No provision for income tax has been raised as the company is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2013

1 Summary of Significant Accounting Policies continued

(f) Employee Benefits continued

The company's accounting policy is to recognise long service leave benefits accruing to employees from the commencement of their employment.

Given the nature of the company's operations, the Directors have decided to recognise this liability immediately to ensure adequate funds are accumulated for the eventual payment of these entitlements. This accounting policy ensures that the costs of these entitlements are recognised directly against the grant for which the employee works.

Contributions are made by the company to an employee superannuation fund and are charged as expenses when incurred.

(g) Trade and other payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the company during the reporting period which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(h) Revenue

The company recognises revenue when the amount of revenue can be reliably measured, it is probable that future economic benefits will flow to the entity and specific criteria have been met for each of activities as discussed below.

Grant revenue

Grant revenue is recognised in the statement of profit or loss and other comprehensive income when the entity obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Donations

Donations and bequests are recognised as revenue when received.

No amounts are included in the financial statements for services donated by volunteers.

Interest revenue

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2013

1 Summary of Significant Accounting Policies continued

(d) Financial Instruments continued

(ii) *Financial liabilities*

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost. Fees payable on the establishment of loan facilities are recognised as transaction costs of the loan.

Borrowings are classified as current liabilities unless the company has an unconditional right to defer settlement of the liability for at least 12 months after the reporting date.

Impairment

Objective evidence that a financial asset is impaired includes default by a debtor, evidence that the debtor is likely to enter bankruptcy or adverse economic conditions. At the end of each reporting period, the company assesses whether there is objective evidence that a financial asset has been impaired through the occurrence of a loss event.

Impairment losses are recognised through an allowance account for loans and receivables in the statement of profit or loss and other comprehensive income.

Where a subsequent event causes the amount of the impairment loss to decrease (e.g. payment received), the reduction in the allowance account (provision for impairment of receivables) is taken through profit and loss.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expired. The difference between the carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

(e) **Cash and Cash Equivalents**

Cash and cash equivalents include cash on hand, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less.

(f) **Employee Benefits**

Provision is made for the company's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year together with benefits arising from wages and salaries and annual leave which will be settled after one year, have been measured at their nominal amount. Other employee benefits payable later than one year have been measured at their nominal amount.

Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2013

1 Summary of Significant Accounting Policies continued

(c) Property, Plant and Equipment continued

Depreciation

The depreciable amount of all fixed assets including land and buildings but excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the company commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the statement of surplus or deficit and other comprehensive income.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset

Plant and Equipment	10% - 40% PC / DV
Motor Vehicles	22.5% PC
Leasehold improvements	14.3 - 20% PC
Buildings	4% PC

The assets' residual values, depreciation methods and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

(d) Financial Instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions of the instrument. For financial assets, this is the equivalent to the date that the company commits itself to either the purchase or sale of the asset (i.e. trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transaction costs, except where the instrument is classified 'at fair value through profit or loss' in which case transaction costs are expensed to profit or loss immediately.

(i) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost.

Loans and receivables are included in current assets, except for those which are not expected to mature within 12 months after the end of the reporting year.

Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2013

1 Summary of Significant Accounting Policies

The financial statements are for Northern Settlement Services Limited as an individual entity, incorporated and domiciled in Australia. Northern Settlement Services Limited is a not-for-profit company limited by guarantee.

(a) Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards (including Australian Accounting Interpretations), authoritative pronouncements of the Australian Accounting Standards Board and the *Corporations Act 2001*.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions to which they apply. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

(b) Comparatives

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

(c) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and impairment losses.

Property

Land is measured at cost.

Buildings are measured at cost less accumulated depreciation and impairment losses.

Plant and equipment

Plant and equipment are measured on the cost basis less accumulated depreciation and impairment losses. Cost includes expenditure that is directly attributable to the asset.

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Statement of Cash Flows

For the Year Ended 30 June 2013

	2013	2012
Note	\$	\$
Cash from operating activities:		
Receipts from government grants	2,617,489	2,555,898
Receipts from clients	378,305	511,303
Payments to suppliers and employees	(2,862,348)	(2,799,877)
Interest received	68,510	82,772
Interest paid	(28,084)	(35,864)
Net cash provided by / (used in) operating activities	15	173,872
		314,232
Cash flows from investing activities:		
Proceeds from sale of plant and equipment	2,272	1,818
Purchase of property, plant and equipment	9(a) (113,991)	(54,191)
Net cash used by investing activities	(111,719)	(52,373)
Cash flows from financing activities:		
Repayment of borrowings	(48,515)	(48,322)
Net cash used by financing activities	(48,515)	(48,322)
Net cash increase / (decreases) in cash and cash equivalents	13,638	213,537
Cash and cash equivalents at beginning of year	1,757,876	1,544,339
Cash and cash equivalents at end of year	6	1,771,514
		1,757,876

The accompanying notes form part of these financial statements.

Northern Settlement Services Limited

ABN 72 002 898 759

Statement of Changes in Funds

For the Year Ended 30 June 2013

2013

Balance at 1 July 2012
Total comprehensive income
Balance at 30 June 2013

	Accumulated Surplus	Total
	\$	\$
Balance at 1 July 2012	1,898,937	1,898,937
Total comprehensive income	17,102	17,102
Balance at 30 June 2013	1,916,039	1,916,039

2012

Balance at 1 July 2011
Total comprehensive income
Balance at 30 June 2012

	Accumulated Surplus	Total
	\$	\$
Balance at 1 July 2011	1,679,896	1,679,896
Total comprehensive income	219,041	219,041
Balance at 30 June 2012	1,898,937	1,898,937

Northern Settlement Services Limited

ABN 72 002 898 759

Statement of Financial Position

As At 30 June 2013

		2013	2012
	Note	\$	\$
ASSETS			
Current assets			
Cash and cash equivalents	6	1,771,514	1,757,876
Trade and other receivables	7	138,762	169,324
Other assets	8	9,681	11,792
Total current assets		1,919,957	1,938,992
Non-current assets			
Property, plant and equipment	9	993,144	962,703
Total non-current assets		993,144	962,703
TOTAL ASSETS		2,913,101	2,901,695
LIABILITIES			
Current liabilities			
Trade and other payables	10	121,415	114,856
Short-term borrowings	11	60,455	56,557
Employee benefits	12	216,309	190,547
Other liabilities	13	252,636	246,318
Total current liabilities		650,815	608,278
Non-current liabilities			
Long-term borrowings	11	285,332	337,745
Employee benefits	12	60,915	56,735
Total non-current liabilities		346,247	394,480
TOTAL LIABILITIES		997,062	1,002,758
NET ASSETS		1,916,039	1,898,937
FUNDS			
Accumulated surplus		1,916,039	1,898,937
TOTAL FUNDS		1,916,039	1,898,937

The accompanying notes form part of these financial statements.

Northern Settlement Services Limited

ABN 72 002 898 759

Statement of Surplus or Deficit and Other Comprehensive Income

For the Year Ended 30 June 2013

		2013	2012
Note	\$	\$	\$
Income			
2	2,780,848	2,875,444	
Finance costs			
3	(28,084)	(35,863)	
Employee benefits expense			
	(1,672,353)	(1,652,104)	
Depreciation and amortisation expense			
3	(83,550)	(91,563)	
Occupancy expense			
	(85,936)	(92,372)	
Administration expense			
	(278,836)	(260,945)	
Program expenses			
	(614,987)	(523,556)	
Surplus / (deficit) before income taxes		17,102	219,041
Income tax expense		1(m)	-
Surplus / (deficit) after income taxes		17,102	219,041
Other comprehensive income			
Total comprehensive income		17,102	219,041

Northern Settlement Services Limited

ABN 72 002 898 759

Declared Opinion Pursuant to the Charitable Fundraising Act 1991

I, Geertrude Maria Wilhemina Mills-Evers as a Director of Northern Settlement Services Limited declare, in my opinion:

- (a) the financial statements give a true and fair view of all income and expenditure of Northern Settlement Services Limited with respect to fundraising appeals;
- (b) the statement of financial position gives a true and fair view of the state of affairs with respect to fundraising appeals;
- (c) the provision of the *Charitable Fundraising Act 1991* and the regulations under the Act and the conditions attached to the authority have been complied with for the year ended 30 June 2013; and
- (d) the internal controls exercised by Northern Settlement Services Limited are appropriate and effective in accounting for all income received.

Director - Geertrude Maria Wilhemina Mills-Evers AM

Dated 17 October 2013

Northern Settlement Services Limited

ABN 72 002 898 759

Directors' Declaration

The directors of the company declare that:

1. The financial statements and notes, as set out on pages 10 to 29, are in accordance with the *Corporations Act 2001* and:
 - (a) comply with Australian Accounting Standards; and
 - (b) give a true and fair view of the financial position as at 30 June 2013 and of the performance for the year ended on that date of the company.
2. In the directors opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.

Director

Director

Dated 17 October 2013

Northern Settlement Services Limited

ABN 72 002 898 759

Independent Audit Report to the members of Northern Settlement Services Limited

Our audit opinion pursuant to the *Charitable Fundraising Act 1991* has been formed on the above basis.

Independence

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*. We confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the directors of Northern Settlement Services Limited, would be in the same terms if provided to the directors as at the time of this auditor's report.

Auditor's Opinion

In our opinion the financial report of Northern Settlement Services Limited is in accordance with the *Corporations Act 2001*, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2013 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards and the *Corporations Regulations 2001*.

Audit Opinion Pursuant to the Charitable Fundraising Act 1991

In our opinion the financial report of Northern Settlement Services Limited is in accordance with the *Charitable Fundraising Act 1991*, including:

- (a) the financial report and associated records have been properly kept during the period in accordance with the *Charitable Fundraising Act 1991* and the regulations;
- (b) monies received as a result of fundraising appeals conducted during the period have been properly accounted for and applied in accordance with the *Charitable Fundraising Act 1991* and its regulations; and
- (c) there are reasonable grounds to believe Northern Settlement Services Limited will be able to pay its debts as and when they fall due.

Cutcher & Neale
Chartered Accountants

M. J. O'Connor
Partner

Newcastle

18 October 2013

Northern Settlement Services Limited

ABN 72 002 898 759

Independent Audit Report to the members of Northern Settlement Services Limited

Report on the Financial Report

We have audited the accompanying financial report of Northern Settlement Services Limited, which comprises the statement of financial position as at 30 June 2013, and the statement of surplus or deficit and other comprehensive income, statement of changes in funds and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

Directors' Responsibility for the Financial Report

The 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 and the *Corporations Act 2001* 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.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial statements based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the company's preparation of the financial report. In making those risk assessments, the auditor considers internal control relevant to the company's preparation of the financial report that gives a true and fair view 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. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

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

Additional Scope Pursuant to the Charitable Fundraising Act 1991

In addition, our audit report has also been prepared for the Members of the company in accordance with Section 24(2) of the *Charitable Fundraising Act 1991*. Accordingly we have performed additional work beyond that which is performed in our capacity as auditors pursuant to the *Corporations Act 2001*. These additional procedures included obtaining an understanding of the internal control structure for fundraising appeal activities and examination, on a test basis, of evidence supporting compliance with the accounting and associated record keeping requirements for fundraising activities pursuant to the *Charitable Fundraising Act 1991* and Regulations.

It should be noted that the accounting records and data relied upon for reporting on fundraising appeal activities are not continuously audited and do not necessarily reflect after the event accounting adjustments and the normal year end financial adjustments for such matters as accruals, prepayments, provisioning and valuations necessary for year end financial statements preparation.

The performance of our statutory audit included a review of internal controls for the purpose of determining the appropriate audit procedures to enable an opinion to be expressed on the financial statements. This review is not a comprehensive review of all those systems or of the system taken as a whole and is not designed to uncover all weaknesses in those systems.

Northern Settlement Services Limited

ABN 72 002 898 759

Auditor's Independence Declaration under Section 307C of the Corporations Act 2001

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2013 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Cutcher & Neale
Chartered Accountants

M. J. O'Connor
Partner

16 October 2013

Newcastle

Northern Settlement Services Limited

ABN 72 002 898 759

Directors' Report

30 June 2013

4. Director Information continued

Meetings of Directors

During the financial year, 14 meetings of directors (including committees of directors) were held. Attendances by each director during the year were as follows:

	Directors' Meetings		Audit Committee Meetings	
	Eligible to attend	Number attended	Eligible to attend	Number attended
Geertrude Maria Wilhemina Mills-Evers AM	12	10	2	2
William Simanowsky	12	10	-	-
Zoran Vasiljevic	12	7	-	-
Sania Young	12	8	2	-
Fr Nicholas Zervas OAM	12	8	-	-
Biko Syongoh	12	6	2	-
Christine Jordan	12	11	2	-
Anna Marendy	12	9	-	-
James Garvey	12	4	2	2
Carla Silva	12	5	-	-
Irina Lupish	12	5	-	-
Jon Chin (appointed 24/12/2012)	6	5	-	-
Henry Chan (resigned 27/11/2012)	6	1	-	-

5. Indemnifying Officers or Auditors

Insurance premiums paid for directors

The company has paid premiums to insure each of the directors against liabilities for costs and expenses incurred by them in defending any legal proceedings arising out of their conduct while acting in the capacity of director of the company, other than conduct involving a wilful breach of duty in relation to the company. The amount of the premium is not disclosed due to the terms of the insurance contracts and to protect commercially sensitive information of the company.

Signed in accordance with a resolution of the Board of Directors:

Director:

Director:

Dated 17 October 2013

Northern Settlement Services Limited

ABN 72 002 898 759

Directors' Report

30 June 2013

4. Director Information continued

Information on directors continued

Zoran Vasiljevic	Board member since 1996 Bosnian Community Representative
Special Responsibilities	Director
Sania Young	Board member since 1998 Tartar Community Representative
Special Responsibilities	Director, Company Secretary, Audit Committee
Fr Nicholas Zervas OAM	Board member since 1999 Greek Community Representative
Special Responsibilities	Director
Biko Syongoh	Board member since 2007 African Community Representative
Special Responsibilities	Director, Audit Committee
Christine Jordan	Board member since 2008 Polish Community Representative
Special Responsibilities	Director, Treasurer, Audit Committee
Anna Marendy	Board member since 2008 Greek Community Representative
Special Responsibilities	Director
James Garvey	Board member since 2010 Local Businessman & Philanthropist
Special Responsibilities	Director, Assistant Treasurer, Audit Committee
Carla Silva	Board member since 2009 Social Worker, New England Health Service
Special Responsibilities	Director
Irina Lupish	Board member since 2010 Russian Community Representative
Special Responsibilities	Director, Vice Chairperson
Jon Chin	Appointed 24/12/2012 Local businessman
Special Responsibilities	Director, Assistant Secretary

Northern Settlement Services Limited

ABN 72 002 898 759

Directors' Report

30 June 2013

2. Business review

Operating Results

The surplus from ordinary activities after providing for income tax amounted to \$ 17,102 (2012: \$ 219,041).

3. Other items

Significant Changes in State of Affairs

No significant changes in the company's state of affairs occurred during the financial year.

After balance day events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations or the state of affairs of the company in future financial years.

Auditors Independence Declaration

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out at page 5.

Short & 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 for the Migrant Resources Network 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 immigration areas that are responsive to member needs.

4. Director Information

Information on directors

Henry Chan OAM Board member since 1990, resigned 27 November 2012

Member of Newcastle & Hunter Valley Chinese Assoc.

Special Responsibilities

Geertrude Maria Wilhemina Board member since 1990

Mills-Evers AM

Dutch Community Representative

Special Responsibilities Director, Chairperson, Public Officer & Audit Committee

William Simanowsky Board member since 1992

I Ukrainian Community Representative

Special Responsibilities

Northern Settlement Services Limited

ABN 72 002 898 759

Directors' Report

30 June 2013

Your directors present their report on the company for the financial year ended 30 June 2013.

1. General information

Directors

The names of each person who has been a director during the year and to the date of this report are:

Names

Geertrude Maria Wilhemina Mills-Evers AM
William Simanowsky
Zoran Vasiljevic
Sania Young
Fr Nicholas Zervas OAM
Biko Syongoh
Christine Jordan
Anna Marendy
James Garvey
Carla Silva
Irina Lupish
Jon Chin (appointed 24/12/2012)
Henry Chan OAM (resigned 27/11/2012)

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Company Secretary

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

Sania Young is the representative of the Tartar Community and was appointed Company Secretary on 21 April 2010.

Principal Activities

The principal activity of Northern Settlement Services Limited during the financial year was the provision of welfare and information services.

No significant change in the nature of these activities occurred during the year.

Members guarantee

Northern Settlement Services Limited is a company limited by guarantee. In the event of, and for the purpose of winding up of the company, the amount capable of being called up from each member and any person or association who ceased to be a member in the year prior to the winding up, is limited to \$10 for each member, subject to the provisions of the company constitution.

At 30 June 2013 the collective liability of members was \$850 (2012: \$790).

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NORTHERN SETTLEMENT SERVICES LIMITED
ABN 72 002 898 759

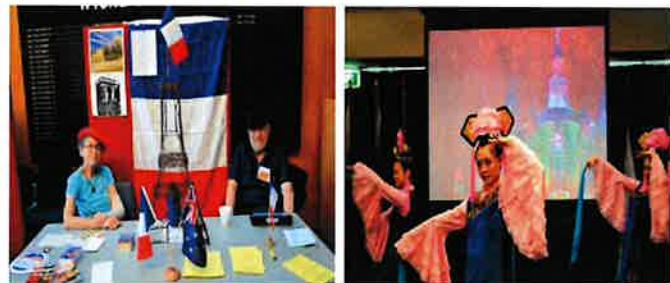
Financial Statements
For the Year Ended
30 June 2013

לְרַבָּה בְּבִזְבֻּחַתְּךָ

EVENTS:



*Play Around the World
Play group - Central Coast*



Multicultural Expo - Central Coast



*Mid North Coast
Cultural Awareness - Taree*



*AFL Multicultural Program
Participation*



Lake Macquarie Harmony Day

FINANCE & ADMINISTRATION TEAM Newcastle & Central Coast (CC)



Wendy Kirkham
Financial Controller



Samira Davoodi
Assistant Financial Controller



Helen Buchanan
WH&S Consultant



Losa Uata
Administration
Officer



Natasha Holliday
Trainee
Admin Officer



Sharlene Huber
Office Manager –
Central Coast



Marilyn Perez-Cabrera
Administration Assistant –
Central Coast

Marianne Mohr - Financial Controller resigned October 2012

Jacinta Boidin - Administration Officer resigned March 2013

Lee Shields - Operations Manager resigned June 2013





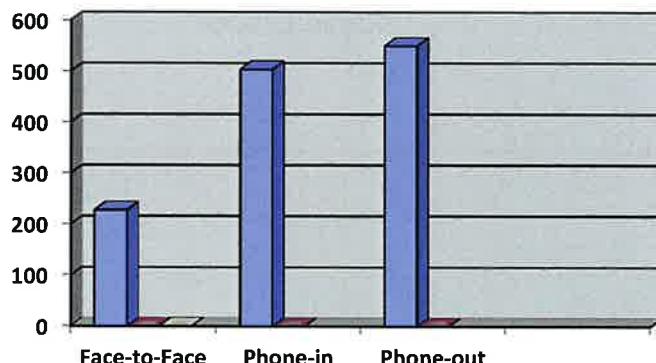
Immigration Advice & Assistance Scheme
Lulu Tantos, & Olivia Fuente
(Reg.#0318123) (Reg.#0801294)

Funded by Department of Immigration & Citizenship

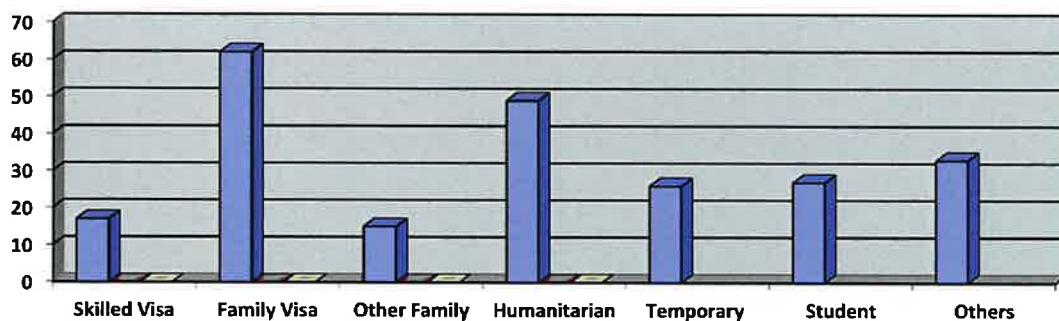
MIGRATION CLIENTS

- Migration assistance was provided to 367 clients from July 2012 – June 2013 comprising 228 face-to-face consultation, 504 phone-in and 550 calls made to clients. 35% of the Family visa consultations were for Partner's visa. Visitor/Sponsored Family visa consultation was the highest amongst the Temporary Visa while the Citizenship was the highest in others.
- Nationalities of clients within that period include Afghani (15%), Australian (12%), Filipino (10%), Ethiopian (9%), Peruvian (4%), Thai (3%), Vietnamese (2%), Sudanese, Indian, Pakistani, British, Macedonia and Lebanese (1.5%) and rest are from New Zealand, Tibet, Brazil, Greece, Papua New Guinea, Burundi, Eritrea, Fiji, Italian, Bangladesh, Polish, south Africa, Mongolia, Spain, Serbia, Tanzania, Iran, Iraq, Mauritius, USA, Belgium, Chile, Zimbabwe, China, Czechoslovakia, Germany, Indonesia, Singapore, Kenya, Nepal and Canada.

Immigration Advice Service



Visa type





**CALD Quit Smoking Program – New England, Inverell,
Armidale and Tamworth
Alex Burns**

During the year the Quit smoking project moved along well with some good work undertaken in the three designated New England towns of Tamworth, Armidale and Inverell. Although the work had a focus on working with CALD workers, especially in the meat works it also addressed CALD groups as well.

In Tamworth there were some initial difficulties. But with Sue Budden undertaking the Tamworth work and being very familiar with the Target group and several of the CALD Communities and the larger CALD employers, Sue was able to visit Peel Valley Meats as well as to hold a number of public forums to dispense the Quit Smoking message.

In Inverell, Daisy Brown undertook the NSS Quit Smoking program. At the Sapphire Markets, the major Inverell Markets she provided information on quitting smoking along with the NSS Quit Smoking balloons. Some of the CALD community that visited Daisy's table, taking a balloon for their children, stated that they already started quitting while others were intending to give the pamphlets to their husband/partner.

Joy Harrison and Judith Roberts conducted the Quit smoking program in Armidale. Here they met with ESL teachers and students across the New England Institute's Armidale campus to promote the Quit Smoking Program and Quitline. They also participated in the Work Health Life Balance forum at the UNE along with other service providers promoting a healthy work life balance. Later in the year Daisy, Joy and Judith promoted Quit Smoking in Workplaces in Inverell and Armidale the local Chinese, Thai and other ethnic restaurants to promote the Quit Smoking Program-the visits were well received with Quit Smoking resources distributed to each restaurant.

The project was expected to end in March but is continuing to December 2013 being extended to the western area of the New England and down into the Hunter. This extension will still focus on those activities first proposed, that is on CALD background employees in the various industries found across these areas.

I hope that we will have enough in place so that the effect of this project and the betterment of health among the CALD population of our regional foot print can be carried on into the future.



Complex Case Support (CCS)

Petrona Kelly

Funded by Department of Immigration & Citizenship

Complex Case Support (CCS) provides specialised and intensive case management services to humanitarian entrants with complex and high needs. The program provides flexible, tailored and localised responses to the needs of all individuals in each case.

Northern Settlement Services has a contract with the Department of Immigration and Border Protection to provide these services in Newcastle and the Hunter Region.

CCS is specifically targeted at supporting clients whose needs extend beyond the scope of other settlement services such as the Humanitarian Settlement Services (HSS) and the Settlement Grants Program (SGP). CCS is designed to work in partnership with other settlement and mainstream services to address the significant barriers these clients face in settling in Australia. Complex Needs may include:

- Mental health (including torture and trauma)
- Physical health
- Family violence intervention
- Personal, grief or family relationship counselling
- Special services for children and youth
- Support to manage accommodation, financial or legal issues

Referral to Complex Case Support can be done by any organization or person such as:

- Service providers funded by the department
- Commonwealth, state or territory government agencies
- Community & health organizations
- Local church & community groups
- Volunteer groups
- Self-referrals

What Happens to a Referral?

The Department of Immigration & Citizenship (DIAC) assesses each referral and decides whether to accept it on a case-by-case basis. Each case that is accepted is allocated to a member of the Humanitarian Services Panel or another contracted service provider. The client is informed whether or not the referral has been accepted.

An Initial Needs Assessment (INA) is completed by the service provider. This is usually done by meeting the client face-to-face and discussing what they regard as their needs and the information in the referral. An INA may also be requested by the department to assist in deciding whether to accept a referral. A Case Management Plan (CMP) is developed by the service provider for the accepted case. The CMP sets out the activities that will be undertaken to address the key issues identified through the referral and needs assessment of the client/s. Once the department agrees to the CMP, the service provider starts delivering the services through a case manager.

Eligibility: The main client group of CCS are:

- Refugee entrants
 - Special Humanitarian Program entrants
 - Protection visa holders and persons who hold or have held a Temporary Protection Visa
- CCS services may be delivered as short as crisis intervention of up to 14 days or as case management services up to six months.

Clients are eligible for services for up to 5 years after their arrival in Australia, however flexibility may be shown to this timeframe in exceptional circumstances.

This year, NSS received one referral which is now completed.



Challenges

This year has embodied many and various industry briefings and workshops re departmental and industry changes. The ongoing reforms in Aged and Disability Care continue to challenge us. Val handed over the MAP Hunter role to me in early June 2013. I would like to thank Lulu, the members of the Board and all of my colleagues at NSS for their continued kindness and support during my transition. I look forward to a busy and challenging year and am continually heartened by the positive difference that the various programs make to people's lives.



Service Support, Training and Development

Over the past 12 months the Multicultural Access Project Officer (MAP) maintained attendance/participation at the networks and interagency meetings across the Hunter, Central Coast and Sydney. Service updates, information on professional development opportunities and current and emerging issues were distributed to these networks and interagency meetings across the Hunter.

The MAP Hunter represented NSS at the following networks and Interagencies: Hunter CALD Aged & Disability Network, HACC Issues Forum, MAP Network, Aged Persons, People with a Disability & Carers Forum in Maitland, Disability Network Hunter, HACC Workforce Development Working Party, Hunter Dementia Interagency, Hunter Rural Multicultural Network, Hunter Valley Community Care Forum, Singleton Community Care Forum, Port Stephens East Community Services Network, Upper Hunter HACC Forum and the Hunter Central Coast Food Services Forum.; as well as convening the CALD Dementia Working Party

In partnership with the MAP Central Coast delivered Cross Cultural Awareness (Organisational Perspectives) Training courses on 26th July 2012 (19 participants) at East Maitland Leisure & Golf Club and 10th October 2012(14 participants) at Kariong at the Central Coast.

The EduCare Carers Expo on 11th October 2012 provided an opportunity to promote NSS Aged Services to the community and network with other service providers. There were 77 exhibitors and 250 people throughout the day.

NSS Aged Care Services and MAP Hunter was also represented and promoted at the Multicultural Services Expo in May 2012 hosted by the Newcastle Multicultural Neighbourhood Centre and Lake Macquarie 2013 Harmony Day celebration.

The Broadband for Seniors (BFS) Kiosk and Volunteer tutors continue to assist seniors with their computer skills. Classes are held Mondays and Tuesdays. 2012 to 2013 saw 14 students "graduate".

MAP Hunter, as a member of NSS Aged Care Team, participated in the DOHA Quality Review visit on 7th November 2012. Positive feedback received on the quality of NSS services from both the assessors.

In partnership with the Community Care Access Point an information session on the CCAP was delivered to two local CALD groups. A fact sheet on the Community Care Access Point was developed by the ADHC Hunter CALD Planning group. Based on the top 10 languages spoken at home other than English (ABS Census 2011) this information is currently being translated into the following languages: Italian, Tagalog, German, Greek, Arabic, and Spanish.

MAP Hunter also provided input into the "Dementia Care for the Hunter Community Framework and Implementation Plan 2012 - 2015" - a project of the Hunter Dementia Interagency. Also assisted Carers NSW and ADHC Hunter in promoting the Supported Living Fund for People with a Disability and Carers from a CALD background to local CALD communities and networks.





Multicultural Access Project - Hunter

Valerie Woodman and Rasa Bajalis (Commenced early June 2013)

Funded by the Commonwealth Home and Community Care Program (HACC) administered by the Department of Health and Ageing (DOHA) and NSW Department of Family and Community Services, Ageing, Disability and Home Care (ADHC)

The role of the regional MAP is to facilitate access of culturally and linguistically diverse (CALD) communities to HACC and related services and programs; provide input into service development and planning and support services to develop culturally competent practices. The Multicultural Access Worker aims to assist with building capacity within Commonwealth Home and Community Care (HACC) Program Services and NSW Family and Community Services Ageing, Disability and Home Care Supported Program (CSSP) services to respond effectively to the needs of culturally and linguistically diverse (CALD) communities.

Val Woodman has been in this role for the past 3 years. She retired in June 2013 and the achievements noted are due to her commitment to "closing the gap". She has developed strong relationships within the community sector, service providers, peak bodies and CALD community members. Her contribution to the sector has provided opportunities for many positive outcomes and achievements. She will be sorely missed at NSS and within the sector.

Key actions undertaken and outcomes achieved in 2012/2013 include:

Consultation and Research

Following the release of the "**CALD Service Capacity Review Project Action Plan (Hunter Region) 2009-2011**", research into the needs of the local Chinese Community was undertaken to identify and develop strategies to increase access to Commonwealth HACC Programs A demographic profile of older people from a Chinese background living in the Hunter was completed. A Project Officer- Dongmei Zhang (Mandarin speaker) and Project Assistant- Janette Wai (Cantonese speaker) were contracted to deliver the Chinese Community Engagement project. The completed report is to be presented at the Annual General Meeting. As a consequence of this project a Chinese Broadband for Seniors class was commenced in August with at least 5 participants and an application for funding a Chinese Social Support Group was submitted to the recent HACC Funding Round.

In partnership with MAP Central Coast a resource was developed to support bilingual/bicultural workers and volunteers to increase capacity of the CALD workforce in the Community Care Sector in the Hunter region and beyond. The Bilingual Workers Resource "**Finding a Rewarding Career in Community Care Services**". is a very useful resource for motivating and supporting people from a culturally and linguistically diverse background to enter and remain working in the community care sector. This was officially launched by the Central Coast Disability Network on 3 June 2013. Paper copies are available as well as a downloadable version.

Northern Settlement Services (NSS) **Migrant Services Directory** was updated and is currently being proofed prior to "going live" on NSS website. The updated version will improve the currency of data and access to information on multicultural/ethnic specific support services in the Hunter, Central Coast and New England areas.

Networking:

Three Hunter Networking Meetings were conducted - 20th September, 12th December, 11th July- opportunity to support each other in promoting the CVS. CVS State Forum was attended on 10th October where most of the discussion revolved around the expansion of the CVS Program which is due to commence in July 2013. Two CVS Regional Network Meetings took place with most of the discussion being on the expansion of the CVS Program and the new Department KPIs. Also presented was the 'Statement of Principles for the Recognition of Volunteer Rights' as released by the Minister for Citizenship & Communities. Liaised with Southern Cross Aged Care Facility who requested assistance for contacts of singers, musicians, community members who could assist as the facility is organising multicultural activities throughout the year. A list of contacts has been compiled and forwarded on. One visitor has already presented in September.

A presentation on CVS was given at the Macedonian Community with distribution of translated material – this was well received, with another presentation to be given at the Macedonian Day care Centre in the coming months. The Multicultural Health Liaison Aged Care Worker contacted the coordinator for assistance in facilitating an interview with Chinese residents about "Death, Dying and Bereavement Practices of Migrant Communities in the Hunter". Contact was made with Tinonee Gardens where CVS has 6 Chinese residents and an agreement was sought and obtained. The interview proved most successful and the MHL Worker was extremely thankful for the facilitation, as in the past 18 months no amount of effort was successful in engaging with the Chinese community.

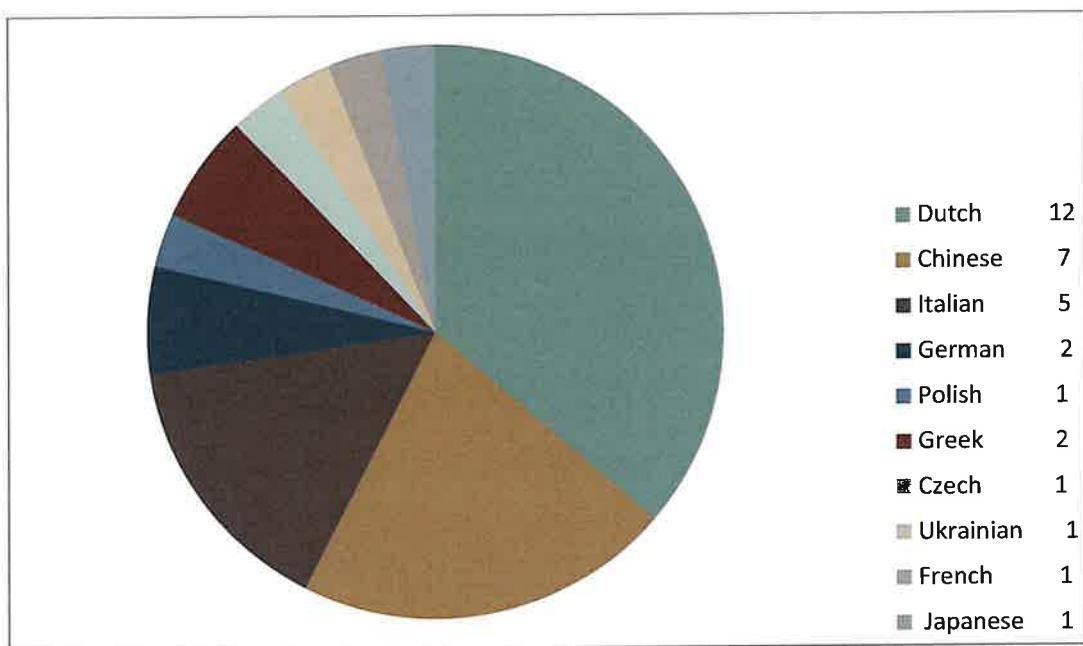
Benefits of the Scheme:

The principle benefit of the Scheme is that Visitors play an integral role in easing the social and cultural isolation experienced by many residents who may not have family living close by and whose extended support networks were left behind when they migrated. Having a visitor from a similar cultural background provides an opportunity for residents to maintain a link to the community. Matching resident with visitor who has similar cultural and language backgrounds is especially important to our target group as people often revert back to their mother tongue with advancing years and the onset of dementia. The benefits to the visitors are many - their feeling of being valued; their new friendship formed or strengthened over the years; the sense of community (particularly to newly arrived visitors to the area); the health benefits - many comment that they feel better mentally and physically after they visit their resident(s).

Identified Difficulties:

The main difficulty remains the recruitment of suitable visitors from the diminishing population group who are an ageing population. The major difficulty has been volunteers who have been unwell - some with life threatening illnesses. Due to the serious illnesses of the volunteers support and counselling have been a very necessary role of the co-ordinator. Younger volunteers have proved problematic in that many are not committed to regular ongoing visits, or they find employment. There has been much liaising with Aged Care Facilities in this reporting period in order to match prospective CVS residents/volunteers - this can be time consuming.



The 33 Residents' Cultural Background***Orientation / Support Activities:***

Individual orientation took place for 5 new visitors including Police Checks. Renewal of Police Checks is undertaken as necessary. All visitors are regularly contacted - at least once a month - either by phone, email or mail to maintain communication and support. Support to unwell volunteers has been extensive over the past 12 months - as many of the longstanding volunteers are ageing and have serious health issues. Pamphlets particularly on Dementia have been distributed to new volunteers.

Special Events, Highlights, Good News Stories

End of year Christmas Lunch was held on 6th December - all enjoyed a delicious lunch, small gifts of appreciation were distributed to those who attended. A formal thank you was given to a long standing volunteer who decided to retire due to health issues. Three volunteers who could not attend the lunch were visited by the co-ordinator and given their small gift and Christmas wishes. Seven volunteers who visit Tinonee Gardens were invited to attend a special concert put on by the Tinonee Twilight Choir (made up of 35 residents) followed by a morning tea gratis of Tinonee Gardens. This was a most inspiring and enjoyable morning with every volunteer moved by the choir's beautiful singing. A longstanding Dutch volunteer gave a presentation on Holland at the facility he visits, he was ably assisted by the president of the Dutch Society who brought along Dutch Dolls and distributed Dutch chocolates to residents. The facility asked that he present again in the near future. This same visitor undertook a Dutch presentation at another facility on 9th September. National Volunteer Week was celebrated with a bus trip and cruise on the Hawkesbury River on 16th May. As many of the volunteers are of a senior age, they were most appreciative of having the opportunity to attend, as they would not have been able to go on their own volition. A most enjoyable day was had with beautiful scenery, lovely lunch and the great company of fellow volunteers - a small way to say thank you for a year's dedicated volunteering.



Community Visitors Scheme

Enza Di Stefano – Co-ordinator

Funded by Commonwealth Department of Health & Ageing

Introduction:

The NSS CVS continues to provide a highly effective program to residents of CALD background in the Lower Hunter Aged Care Facilities. Over the past 12 months 16 facilities have been visited with a total of 540 visits to 33 residents and 11,211 kilometres travelled. There has been much liaising with Aged care Facilities in this reporting period in order to match prospective CVS visitors to residents - this can be time consuming. The prospect of using Skype to talk to some residents who are geographically isolated has stalled as the Aged Care Facility in question does not have funds to purchase a lap top.

Community Visitor Recruitment and Turnover:

Recruitment is an on-going process and during the year 17 visitors were active. Due to the language / cultural background 2 visitors visit more than one facility and 6 visitors visit more than one resident at the same facility. Six referrals from Aged Care Facilities have been received and been filled with current volunteers; six referrals of volunteers have been received from Hunter Volunteer Centre - one has been orientated and resident match found; another orientated, but is currently away overseas, one has gained employment, one referred to ECC Neighbour - Aid Program as volunteer needed to undertake 15 hrs a week, one referred to NSS refugee program as volunteer only spoke English and had specific skills and one decided against volunteering. A volunteer referral received from another CALD Service Provider was orientated and an appropriate resident found at an Aged Care Facility. At this same facility another NSS CVS volunteer has been visiting a resident for over 5 years, however this facility was unaware of the visitor. All the appropriate paperwork was re-forwarded for this visitor; unfortunately with the high turnover of staff at facilities information on CVS is often overlooked or discarded. Five prospective visitors were gained through the NSS Web Page Portal - two have undertaken orientation and successfully matched, whilst 2 gained employment, one referred to Hunter Volunteer Centre CVS as only spoke English and one is on waiting list for a language / cultural match.

While, there appears to be a growing number of people applying for voluntary work, in order to satisfy their Centrelink obligations; unfortunately, once employment is found the volunteer resigns.



CVS Volunteers



Major changes in the past year

As part of the preparation for the introduction of the National Disability Insurance Scheme (NDIS or Disability Care Australia) the funding for the project previously received from the Department of Ageing, Disability and Home Care (DADHC) was split between Commonwealth HACC- 95% (for people over 65 years of age- aged) and DADHC- 5% (for those under 65- disability). This has meant that the project has to fulfil two different financial and service output accountability and quality management requirements.

Training/ meetings attended throughout the past year

Group Leaders Forum - presented by Alzheimer's Australia (highlight "Compassion Fatigue"), Training in Gosford: Goals and Enablement to assist clients to develop GOALS for Care Plans within an Enablement Approach, and First Aid Training, NSS Staff Training day: DADHC Meeting, CDC info, Expo at East Maitland, Aged Care Team Meetings.

I would like to thank the Board and my colleagues at NSS for their assistance and support, which has enabled the service to consolidate and build successfully throughout 2013.

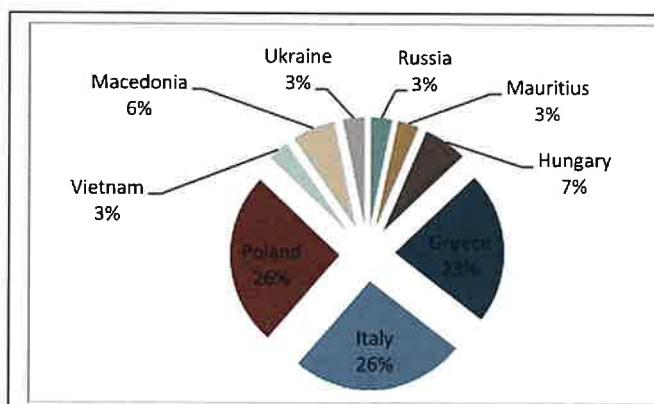


The project also provided 4 hours a month support to about 12 participants of each of the two support groups.

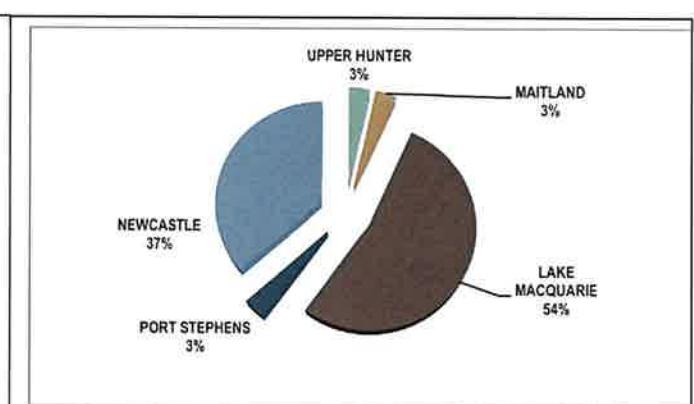
The majority of the clients live in the Lake Macquarie LGAS and Newcastle. A few clients are from Port Stephens, Upper Hunter and Maitland LGAS. 79 % are female and 21 % are male. The age ranges from 55 – 94 years of age and the total average age of clients is 83 years of age

Table 2: Client Characteristics of Day Care Centre clients

Gender		Age					Client condition	
Male	Female	55-65	65-74	75-84	85-90	91+	Dementia	Frail Aged
7	27	1	3	12	14	4	8	16



CLIENT PROFILE 2013



CLIENT GEOGRAPHIC PROFILE

Multicultural Dementia and Disability Carer Support Group

The service coordinates the monthly meeting of the support group with attendances of Hunter Area Health Worker, Dominique Nyalis who organises guest speakers and information sessions to assist and support carers: e.g. Arthritis and Osteoporosis, Depression and Anxiety, Healthy Eating, Dementia, Centrelink, (Bonds at Nursing Homes), and Tai Chi.

Vietnamese Friendship Group

The Vietnamese Friendship Group is enjoying their get together every month which allows them to socialize in a friendly atmosphere as well as to improve access to a range of support services in the Hunter, by having the opportunity to increase skills and knowledge through interesting guest speakers, activities and social outings such as bus trips and lunches. The group is run with the assistance of a Vietnamese interpreter. Guest speakers from Hunter Health have also provided information on Heart Disease, Breast Awareness/Cervical Screening/Pap Smear, Continence Management, Anxiety, Stress, Depression management and a Tai Chi class to help with fall prevention and muscle strengthening. The highlight of the year was when both groups including the CVS group went on a Bus trip and a Cruise to Hawkesbury River to mark Volunteer Week. It was a perfect day for everyone and a chance to get to know one another on the trip.





Hunter Multicultural Respite Service
Tima 'Oto – Co-ordinator

Jointly funded by Commonwealth HACC (Home and Community Care) and the Department of Family and Community Services, Ageing, Disability and Home care

Hunter Multicultural Respite Service (HMRS) provides respite care for frail older people or people with dementia from non-English speaking backgrounds experiencing difficulty in attending Day Care Centres. The service aims to provide a culturally appropriate worker to assist with care of clients at the Day Care Centres to sustain their placement at Day Care and provide their carers with respite.

The project also coordinates two support groups - the Multicultural Dementia & Disability Carers Support Group and the Vietnamese Friendship Group. Each group meets once a month at the Centre.

Model of Service Provision

HMRS is staffed by a part-time coordinator and direct care services are provided on a brokerage model, i.e. care workers are contracted from a number of local providers. The brokerage model has proven to be an efficient and effective model, as it enables the project to access a wider pool of workers and enables the service to better meet the cultural linguistic needs of particular clients.

Services provided

Throughout 2013 a total of 34 clients received weekly services of between 2 - 8 hours per week, including transport for 2 clients. Eleven clients attend 2 days per week. Five new clients commenced services since the last report and 9 clients exited the service due to placement into permanent residential aged care facilities, others no longer needing respite and a few passed away. All clients have been formally assessed and reviewed 6 monthly. Every client referred to the service has been offered service after a short time or placed on the waiting list.

Table 1: Day Care Centres & Clients as at 30/6/2013

Day Care Centre	No of clients per Day Care Centres
Allawah Day Centre, Wallsend	1
Cardiff Multicultural Friendship Group	5
Greek Day Care	2 x 2 days
Greek Holy Apostles Day Care	3 x 2 days
Italian Day Care	8x2 days
Maitland Multicultural Friendship Group	1
Psychiatric Rehabilitation Association-Day Program	1
Polish Day Care	8 x 2 days
Southlakes Day Care, Morisset	1
Wattlegrove Day Care Centre	4
TOTAL	34 clients



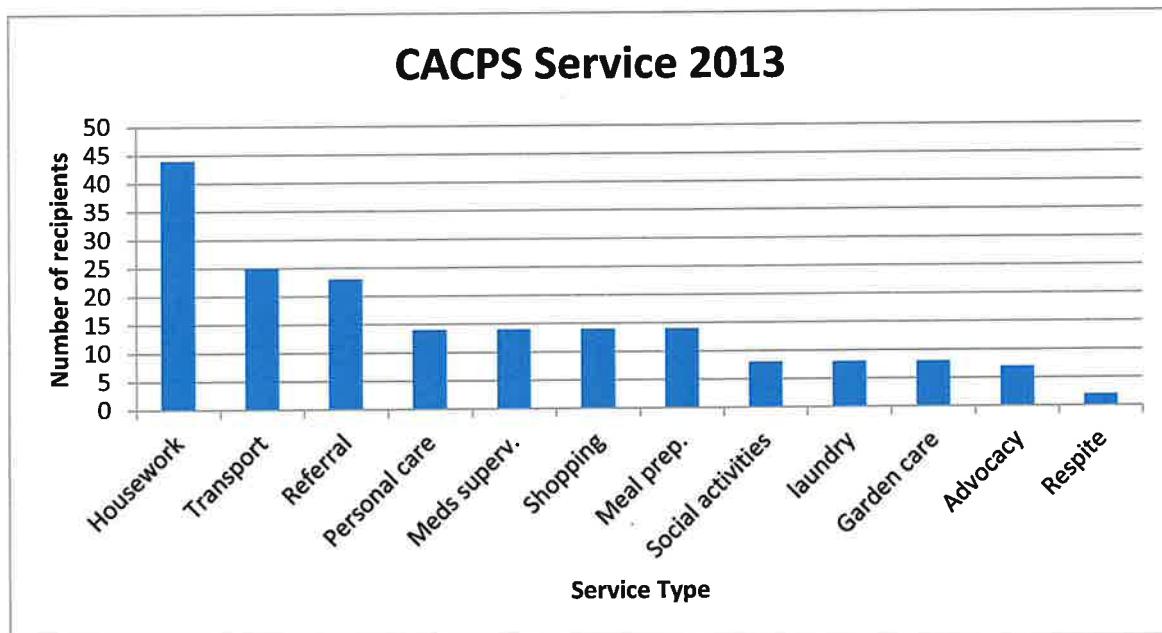
CHALLENGES

- Managing the increasingly complex care needs of care recipients within the limits of a CACP
- Moving to an online Quality Management system "Performance Pathways" which will assist with the systems/documentation required for the next 3 yearly Quality review by the Department
- While we were not successful in gaining additional packages (offered on a Consumer Directed Care (CDC) basis for the first time in last year's funding round- we have commenced upskilling Coordinators and exploring CDC financial management systems, in preparation for the next funding round as well as needing to convert all existing packages to CDC's by June 2015

A busy and rewarding year for the CACP Project – many thanks to the Board, Lulu and everyone at NSS and the management and care workers from our brokerage agencies, for your continuing support. Receiving positive feedback from care recipients and their families and seeing the meaningful difference the program makes to people's wellbeing and their lives provides a great deal of job satisfaction despite its many challenges.

Sue (Slavica) Hristov - CACP Coordinator -Aged Care Manager





LEVEL OF SERVICE PROVISION we currently provide 149 hours of direct assistance per week (down from 194 hours in 2012) an average of 3.4 hours/week/care recipient (a decrease from 4.4 hours in 2012) – some need only 1 - 2 hours/week and others with complex care needs required significantly more.

However, the second half of the year has seen a significant decrease (from 29% 2012 to 11% in 2013) in the number of people who required a higher level of care than a CACP is generally designed to provide (about 5.5.hours/week) this was mainly due to two of our highest needs care recipients moving to an EACH (Extended Aged Care at Home) packages with other providers and two moving into residential care. This decrease has ensured the continued financial viability of CACP.

While five people or 6.8 % of our care recipients are still currently receiving between 7 hours to 12 hours of assistance – this is manageable for the time being, due to a more balanced mixture of higher and lower needs of current care recipients and the fact that we are not supporting any unfunded places for the time being.

MODEL OF SERVICE PROVISION – we continue to use the Brokerage Model for direct services as it has proven to be the most effective/efficient way of meeting the linguistic and cultural needs of our client group. The overall responsibility for Program management/ Service Coordination rests with 3 Coordinators (on call 24 hours a day seven days a week) while direct service provision (care workers who go to people's homes) is contracted from 5 reputable agencies.



Community Aged Care Packages

Sue Hristov, Lupe Fonua & Tima 'Oto

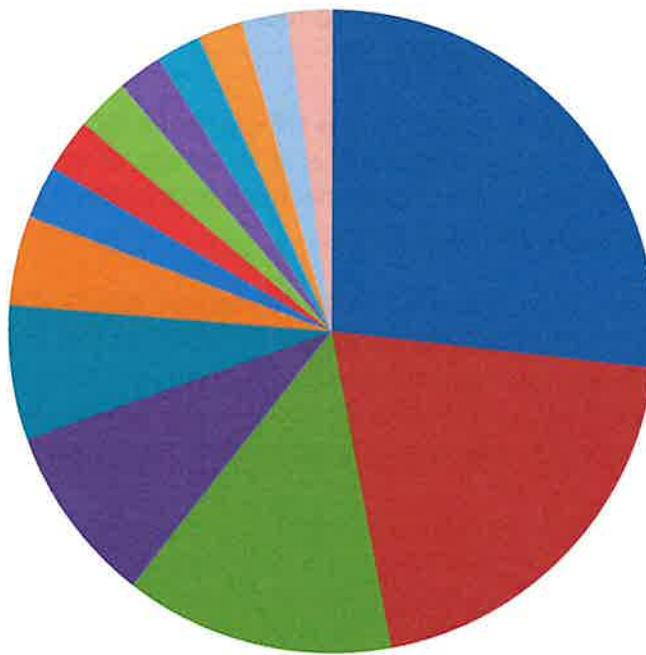
Funded by Commonwealth Department
of Health & Ageing

The Community Aged Care Packages (CACP) program is in its 13th year of successful operation and continues to provide home based care and assistance to vulnerable, frail aged people who have complex care needs.

Our target group is older people from Culturally and Linguistically Diverse Backgrounds (CALD) in the Hunter region, who need assistance with the tasks of daily living to improve their quality of life and enable them to stay living at home as long as possible. We are currently funded to provide assistance to 42 people.

Prudent financial management and the fact that a good number of our care recipients had lower care needs, enabled us (for a number of years) to also provide additional packages on an unfunded basis (till a funded vacancy becomes available). In the past year, increasing costs and a significant increase in care needs of quite a few of our long term care recipients, has meant that we have had to reduce the number of unfunded packages we are able to carry. At end of June this year we were still carrying two unfunded packages, however since then we have slotted those 2 care recipients into funded packages as they became available.

Cultural Backgrounds of CACPS Clients



- Italian 27
- Polish 20.45
- Greek 13.63
- Chinese 9.09
- German 6.8
- Dutch 4.55
- Ukrainian 2.7
- Macedonian 2.7
- Vietnamese 2.7
- Japanese 2.27
- Slovene 2.27
- Latvian 2.27
- Finnish 2.27
- Chilean 2.27

Total of 44 care recipients: 35 Female 9 Male - age range **from 78 to 98 years old**
22 living at home alone - 20 have a carer living with them and 9 have a diagnosis of dementia.



Safety, Baby Development, Mental wellbeing/ Post Natal Exercise, Introducing baby food, and Child Speech, Language Development. 285 attended these sessions including mothers, babies/children and close family members and interpreters in Farsi, Thai, Vietnamese, Korean, Swahili and Mandarin languages were used.

Multicultural Parenting Group – In conjunction with NSS Brighter Futures Program session were held at the ECC on a monthly basis. 11 group activities were organised for CALD parents / carers with children living in Newcastle and Lake Macquarie area. This group provides information and social support with topics based on parent's requests. These include: Early Child Intervention, relaxation and rest time for mothers and children, Community Language school, Child and Mental Health, Domestic Violence information- healthy relationship, Calm Kid's massage therapy, tree of Life, Tai Chi and aerobics for children. In Total 300 parents/ carers and children attended over the year. Korean, Arabic, Kirundi and Thai Interpreters were used to support parents with the language difficulty. A special thanks to Gianni Michelini from Newcastle Music Academy - Children's live performance playing children's music and Regina for face painting.

Multicultural Kindergarten Union (KU) Supported play group – A partnership with KU, Multicultural Neighbourhood Centre, Mission Australia and Community Services. Run throughout the year with 35 playgroup sessions have been held and 610 parents and children attending. The families attending also enjoyed sharing children's Birthday's, BBQ Picnic and a Fire Brigade visit. Another **Multicultural Playtime group** has been established to cater for the long waiting list on Tuesday Playgroup. This group is held on Friday and 35 sessions have been held with 413 parents/grandparents and children attending. Because of my heavy case load I have pulled out from this Friday group and we now have a new volunteer from MNC to assist Zeni and Desie with this group.

Community Capacity building

The project was also involved in coordinating number of Domestic Violence Information sessions with different groups such as the Multicultural Parenting Group and the Congolese community in partnership with the Hunter Women's Domestic Violence Court Advocacy Service and also co-ordinated Tree of life- in partnership with CAMHS. This project was developed to explore the common concern expressed by parents from refugee and CALD community groups to explore the ways in which children and parents can identify and share their skills, abilities, hopes and dreams, hazards they are facing, and ways of responding to these difficulties regarding child and youth mental health. Participating communities included the Filipino, Russian, Afghani and the Multicultural parenting group which consisted of Sudanese, Burundi, Mauritanian, Indian, Thai, Japanese, Chinese, Peruvian and Bosnian participants. Each participant received seedlings and these were really appreciated by those present. A comprehensive report was launched during Multicultural Health week on the 5th September at the Mater Hospital.

Other major community events in which this Family project participated in were the Lake Macquarie Harmony Day Celebration which was another joint event with members of the Newcastle Multicultural Interagency and was a great success. Thanks to Lake Macquarie Council workers' support. The Multicultural Services Expo at the Multicultural Neighbourhood Centre (MNC) was another great event.




Multicultural Family Support Project (Families First)
Miza Torlakovic

Funded by Families NSW

Project Description: The culturally and linguistically diverse (CALD) specific Family Project under Families NSW provides support to vulnerable disadvantaged families comprising of first time parents and families with children aged 0-8 from CALD backgrounds. The target group includes teenage parents and parents with a developmental disability and/or parents with other special needs who live in the Newcastle and Lake Macquarie LGAs.

During the year 82 CALD families were assisted with various settlement issues and concerns.

Table 1: Family type based on Families NSW Online Data Report, July 2012 and June 2013

Total Number of supported families	Number of new families for this year	Number of families finished the service	Number of children 0-8 years supported	Number of referrals to other services
82	47	35	132	552

TABLE 2: Main parents/carers who attends the service

Number of mothers	Number of mothers and fathers	Number of grand parents	Number of other carers
79	3	3	2

Table3: Families identified in specific population groups

Number of Individuals speaking other languages at home	Young parents 25 years or less	Sole parents	Socio - Economically disadvantaged	Rural/ Remote families	Disability /special needs families
82	10	14	76	4	1

Tables 1, 2 and 3 show the variations in family types supported by this project. During the year the project provided much face to face casework to the client group who came from diverse ethnic backgrounds. They originated from Sudan, Zimbabwe, China, Iran, Bangladesh, India, Congo, Croatia, Senegal, Bosnia, Italy, Slovenia, Philippines, Uruguay, Chile, Peru, Serbia, Iraq, Saudi Arabia, Israel, Japan, Indonesia, Thailand, Pakistan, Jordan, Sierra Leone, Macedonia, Burundi, Afghanistan, Polish, German, Vietnam, Albania, Nigeria, Korea, Nepal, Taiwan, Russia, and Afghanistan.

Referrals came mainly from Hunter Area Health, Women's refuges, Child Care Services, Child and Family Health, Mental Health Services, Housing services, Social workers, community workers, TAFE and Schools. Referrals also come through Community Services, other early intervention services as well as through NSS and self-referrals.

Group work was varied and in a number of instances was in partnership with other services.

MOMS (Mothers Obstetrics and Multicultural Support) Friendship group was a Partnership with the MOMP Program and the Multicultural Health Services. The group's aim was to make the motherhood journey easier and more enjoyable for CALD Mothers through the provision of relevant education and social networking. 12 Sessions were held on settling babies, Kid



Issues Addressed:

Transport	25
Child Development	31
Child Care Placement	12
Play Group Access	15
Diet/Nutrition/School Lunches	21
Health/Hygiene	18
Housing/Accommodation	10
Financial Counselling	9
Family Relationships	11
English Language Support	7
Social/Community Participation	22
School Fees	7
Homework Support	8
After School/Vacation Activities	10
Behavioural Problems	21
Establishing Children's Daily Routine	11
Organised interpreter	5
Support Visa inquiry	1
Volunteer	15
Education	7
Support Legal inquiries	10
Inquiries – Driving supervision	5

Other activities, we participated this year are the monthly BF Partner's meetings, NSS Caseworkers monthly meetings, NSS Staff meetings and Staff Development. Trainings attended; "Practical Based Approach of the Psycho-biology of Recovery and Growth", "Working with Clients with Potential Violence", Child Protection-Dynamics", First-Aid Training, "Brain Development and Brain Plasticity", DVCAS Information Session. Important events participated; Family Insight – Competency Practice Project, TAFE and BF CALD Child Protection Forum, Australia Day Celebration, Harmony Day Celebration, Lake Macquarie, Multicultural Services Expo, MNC. Conference "Is There Room for Cultural Diversity within The Family Law System."

Another rewarding year of the Brighter Futures Program, the continued success of the services we provide is partly due to the support of our Team Manager, Admin staff and especially to Lulu and the Board.



Brighter Futures Program

Zenaida Edmunds & Desie Erhart

Funded by Department of Human Services, Community Services Agency
- Early Intervention Program

Brighter Futures (BF) Program is an intensive and preventative program to support vulnerable families with young children up to 8 years of age, where the children are considered at risk of significant harm.

BF Program is delivered by non-government agencies and the lead agency is the Samaritans Foundation, which is responsible for the Newcastle and Lake Macquarie areas.

Northern Settlement Services BF Program provides the home visiting component of the program for migrant and refugee families with young children. Families eligible to be in the program are; families in domestic violence situation, families that are having drugs and alcohol problems and families where one or both parents or carers have mental illness. BF program supports families to access child care, parenting classes, social, health, education and other services that are needed to build the family's capacity and skills to be able to care for their children.

The role of the home visitor is to provide home visits on a weekly basis and more if needed; to assist the family achieve their goals. These goals are developed by the family with the BF Case Manager and are written in the Family Case Plan, which is reviewed every 3 months to monitor achievements and identify new goals. The family could be in the program for a maximum of 2 years.

The support includes role model positive parenting to the parents, positive social interactions within the family, guiding children's behaviour in a positive and effective way, provide strategies for parents to use in guiding children's behaviour, and establishing routines with the children, preparing healthy meals and lunches for children. Also includes referrals to relevant services such as parenting classes, playgroups, homework supports, financial counselling, general health, hygiene and other specialist services.

This is a full time position being shared; I Zeni 3 days/week and Desie 2 days/week. Last year, we home visited 6 families, the families are from Liberia, Mauritania, Sudan, Bangladesh and Burundi.

Total No. of Home Visits: 145

Total No. of Visiting Hours: 232

Total no. of Adults (Parents/Carers) Supported: 13

Total No. of Children Supported: 21

Staff Training: During the year training, workshops, seminars and conferences were available for staff to attend for networking with other services providers from government and non-government agencies for awareness and development:

- Conference on "Is There Room for Cultural Diversity Within The Family Law System?"
- Case Management training
- Keep Them Safe (KTS) trainings
- Case Management: An Introduction
- WH & S NSS Staff training
- Workshop: "Australia Law for New Arrivals"
- Workshop: "Collaborative Practice & Integrated Case Management"
- Workshop: "Engaging Clients and Their Families"

Networking – Welfare Team Staff regularly attend the following: Department of Human Services (Centrelink) Multicultural Forum, Exchange Information, Newcastle Multicultural Interagency meetings, Domestic Violence Committee meetings, Hunter Refugee Network meetings, Multicultural Advisory Committee CALD (Community Services), etc.

Highlights:

Elena, Juanita and Pet Kelly completed the Triple P (Positive Parenting Program) areas of parenting and family such as the 1-2-3 Magic and Emotional Coaching and Engaging Adolescents were very challenging, but after being accredited, found the programs useful and very helpful in assisting our clients.

It has been a hectic year for the team, but a satisfying one. It is a pleasure leading the Welfare Team for their continued hard work and cooperation and who create such a wonderful working environment. Warm thanks go to each and every one of them.

On behalf of the Welfare Team I would like to thank Lulu, NSS Board of Management and colleagues for their continuing support and encouragement. Likewise, the Admin Staff for their assistance.

Pet M. C. Kelly



- **Samoan Women's Group** – meets every Thursday at NSS doing crafts and sewing. They also spend time for organised information session with topics relevant to the group. Juanita coordinates this group.
 - Juanita publishes the Samoan Newsletter monthly as well as doing the weekly announcements at the Community Radio Programs on 2NURFM103.7 base at the University of Newcastle for the Samoan community here in Newcastle and the Hunter Region.
 - **Russian Parent's Group** – Attended by Russian –speaking women and sometimes with their husbands in Wallsend. They do craft, cooking classes, invite speakers to talk about parenting and topics such as healthy eating, household management, isolation and bilingual child rearing issues.
 - **Bicultural Russian Children's Group** – meets in Wallsend where they do rehearsals for performances during family gatherings, picnics and Russian Cultural celebrations. NSS Multicultural Welfare Officer, Elena oversees these groups.
 - This year, Elena had issued the Russian-language Newsletter "Berezka" four times to 102 Russian- speaking families in the Hunter with information on welfare services, community announcements, meetings and gatherings, etc.
 - **Filipino Women's Group** meets every Friday at NSS premises. This group has been around since the early 1980s. They spend time rehearsing for the Filipino Choir of Newcastle, doing dancing lessons, aerobics & exercises and have lunch together and discuss issues relevant to the group. Through continuing attendance the women benefits from such activities by the reduction of isolation and homesickness, maintains cultural identity, increased camaraderie and has therapeutic values, especially for newly-arrived women.
 - In partnership with Carmen Vechi of New England & Hunter Multicultural Health, information sessions were organised with guest speakers who came to talk on the topics: Mental Health, Back Care, Exercise and Menopause. Pet Kelly coordinates and supervises this group.
 - During the year, Pet Kelly also chaired some of Newcastle Multicultural Interagency meetings hosted by NSS which were attended by workers from various agencies in Newcastle and Lake Macquarie.
 - **NSS Caseworkers Meetings:** The Welfare Team and Settlement Team (SGP) regularly meet every second Wednesday of the month for peer supervision and providing guidance and suggestions to each other on difficult client cases. Guest speakers from different agencies relevant to our work are invited to talk about their services and how we can collaborate with each other.
- Participation in Events:** Some Welfare Team workers helped organised/participated/attended:
- Lake Macquarie Carols by Candlelight, Australia Day and Harmony Day celebrations
 - Harmony Day in partnership with Hamilton Primary School, Gregson Park
 - Cessnock Harmony Day celebration & Singleton Multicultural Services Expo
 - Hunter Multicultural Services Expo at Multicultural Neighbourhood Centre (MNC)
 - White Ribbon Day Breakfast (West Leagues Club)
 - Child Protection Breakfast (West Leagues Club)
 - International Youth Day (Speers Point)
 - Lake Macquarie Interagency meeting
 - Hunter Domestic Violence Court Advocacy Service Information Sessions for African communities at NSS.

ISSUES/PROBLEMS PRESENTED BY CLIENTS:

Issues/Problems	No of Instances	Issues/Problems	No of Instances
Domestic Violence	268	Housing/ Accommodation	130
Settlement Information/General Information	375	Immigration/Citizenship/ Sponsorships/passport applications, renewals	190
Health/ Mental Health	85	Legal Matters	210
Material Assistance (EAPA)	284	Youth issues	107
Education/Training	130	Childcare	50
Employment	58	Aged Care	40
Police	25	Family Problem	260
Income Support/ Financial Difficulties	100	Child Support	20
Tax Help (ATO)	92	TOTAL	2,424

Other Issues/Problems/Needs:

Social/emotional, death/bereavement, isolation, separation & divorce, gambling, discrimination, harassment, neighbourhood disputes, document translations, supporting letters, transport difficulties, dual citizenship, lost passports, travel infringements, form filling, court support, JP signatures, referee, problem with real estates, dispute with landlord, access to belongings, cultural information, non-recognition of overseas qualifications, problem with in-laws, assistance in running community events etc.

Referrals came from: John Hunter Hospital, Mater Hospital, Women's & Children's Refuges, New England & Hunter Area Multicultural Health, Youth Accommodation, Community Services, Housing NSW, Community Mental Health Services, schools, legal services, New England & Hunter Community Mental Health, community groups, self-referrals and from NSS workers.

Clients Countries of Origin: Philippines, Thailand, Tonga, Samoa, Russia, Fiji, Afghanistan, Iraq, Sudan, Somalia, India, China, Japan, Spain, Burundi, Sierra Leone, China, Vietnam, Indonesia, Macedonia, Nepal, South Africa, Australia and Hong Kong.

Group Work: Several of the Welfare Team's workers are responsible in running women's group and youth groups either at NSS premises & other locations. Some of the activities were in partnership with workers from other service providers.

- **The Cultural Dance Group** at the Waratah Campus of Callaghan College aims to enhance cultural awareness and brings young people together through the art of dance. Members are of African, Tongan, Samoan and Papua New Guinea backgrounds. Established in March 2011, the group meets every second Wednesday of the month. Juanita L. and Finau M. (on Maternity Leave) are in charge of the group.





EIPP Multicultural Welfare Officers

Petrona Kelly (Team Manager), Juanita Purcell-Loli, Elena Ferguson, Lydia Manusiu,

Funded by NSW Department of Human Services (Community Services) - under Early Intervention & Placement Program (EIPP)

The Early Intervention & Placement Program (EIPP) aims to provide comprehensive information and advice and referrals to families experiencing non-chronic and non-entrenched problems such as child's behaviour, financial difficulties, unemployment and lack of day-to-day living skills, etc. to Culturally And Linguistically Diverse (CALD) families with children aged 0 – 12 years or expecting a child and young people aged 13 to under 18 years and/ or their families. Likewise, the Welfare Team provides assistance to people who have come to Australia more than five years ago as refugees.

This report covers the period 1st July 2012 to 30 June 2013.

During the year, the Welfare Team service activities included the following:

- Advice and referral by providing comprehensive information and advice to young people and families
- Assessment and case planning by providing assessment and case planning to assess the strengths and needs, including any risks; plan and co-ordinate a mix of services to meet the needs of clients
- Casework by undertaking activities to implement the case plans of individual clients, including: information & advice, support, advocacy, referrals to relevant agencies or specialist services, etc.
- Home visiting delivered to individual family home or another location
- Counselling by providing counselling to young people and/or families who have been assessed as needing counselling
- Practical/Skills Development Groups by providing practical skills in a group situation
- Parenting skills Groups by providing structured parenting programs
- Parent Support Groups by facilitating self-help/peer support groups for parents

Other Services Provided to Clients:

- On-going provision of emergency relief on Electricity (EAPA), Gas & Water Assistance vouchers not only to CALD clients, but to Anglo Saxons as well who are on low income and are Centrelink recipients.
- Tax Help Volunteer Program (ATO) providing income tax returns during the months of July to October.

This year, Welfare Team provided approximately 2,424 instances of services to clients. Their issues are inter-related in many cases and on many occasions a client/family presented a number of needs/problems.

The Kanwal group is smaller but has a similar diversity of activities. It runs on a Friday and some of the activities are:

- Cooking demonstrations.
- Outings to Budgewoi Park, The Entrance and Window shopping at Westfield Tuggerah Shopping Centre.
- Get-togethers and casual chats
- Exchanges of different traditions and culture

Group work also occurs at the Tuggerah Community Centre on a Wednesday where we have:

- **Cooking Group- meets on** the first Wednesday of the month where a person from a CALD community, a Service User, Volunteer or Coordinator cooks a meal from his/her country of origin and everybody shares.
- **The Spanish Speaking group**
As the Spanish Speaking Service Users became a large group, MSSS decided to have a separate group for this community. This group meets on the third Wednesday of the month.

**Figure 1: Minimum Data Set (MDS) – Jul 2012 – Jun 2013
Hours of service provided to clients/carers**

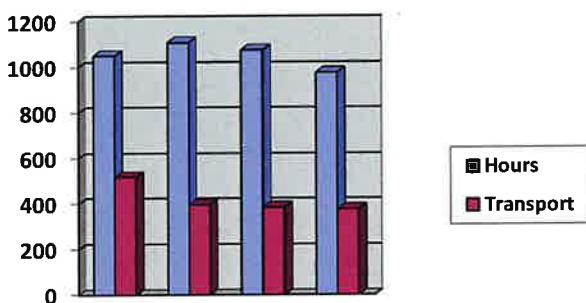


Figure 1 is a general summary of the number of hours of service provided to individual service users covering an individual's use of the MSSS whether on an individual basis with a volunteer or in one of the social support groups.

Volunteers

The service has 37 registered Volunteers, 28 of whom are actively involved with clients. 15 speak languages other than English. Four Training days and Supervision and Support Meetings were held in the year. Training has included: Self-Care Training, Enabling Approach; Cultural Awareness, and MSSS Volunteer In-house Training. MSSS also supports its Volunteers with a bimonthly newsletter. The Newsletter usually contains general information on happenings on the Central Coast as well as highlighting one or two Volunteers and their reasons for being an MSSS Volunteer.

Volunteers were given special lunches in 2012 at Bateau Bay Hotel during National Volunteer Week where their contribution to the work of MSSS was recognised.

MSSS PROMOTION 2012 - 2013

MSSS was promoted at a range of events, presentations, forums like these listed - CC Multicultural Expo, Gosford Harmony Day, CC Mental Health Forum, Volunteer Expo at Erina CC Multicultural Interagency, Refugee Week and at the various TAFEs to the Welfare and the Adult Migrant English language classes.





Multicultural Social Support Service

Olivia Fuente, Anita Trainor & Kellie Matterson

Funded by Department of Ageing, Disability & Home Care
– Home & Community Care (HACC) Program

The Multicultural Social Support Service (MSSS) supports CALD people in Wyong and Gosford LGAs who are: frail aged, younger people with a disability, and carers.

SERVICE USERS:

Over 100 service users are currently listed with MSSS. Some of our very old service users have passed away and others have gone into nursing homes while some have suffered from dementia. However, a large influx of Spanish Speaking service users have also started using the service. This new group of Spanish Speaking people has different needs than our previous and older service users as they are more mobile, have not required volunteer support at the same level as other services users, except when they are in need of transport due to some type of illness. Cultural backgrounds represented within MSSS service users include Chilean, Egyptian, Uruguayan, Macedonian, Filipino, Polish, German, Indian, Italian, Swiss, Dutch, Argentinian, Austrian, Maltese, Greek, Chinese, Hungarian, Venezuelan, Spanish, Fijian, Australian, Serbian, Croatian, Finnish, Peruvian, Indian, Portuguese and Latvian.

This year we started to receive service users via the Community Care Access Point (CCAP), which is now the main entry to this service. The CCAP does a low level need assessment and if appropriate will then refer the client to MSSS.

To provide direct services to our clients, MSSS recruit, train and manage volunteers who are matched to clients, or service users and their carers. The volunteers undertake home visits, friendly telephone calls, transport, shopping, banking, medical appointments etc. They also support clients to attend outings and events including organised client social and activity days.

Once a month we provide monthly client group activities generally at the centre where Northern Settlement Services has its Central Coast base. This year these have included Christmas in July, Smorgasbord Lunch at Gosford Leagues Club, and Latino Dancing with client's participation, Italian (Pizza Day), Annual Christmas Lunch, Harmony Day and Seniors Week, Fish and Chips Day, Lunch at Pelican Restaurant at Woy Woy and Multicultural Food Safari.

Service User Social Groups

MSSS run various weekly and monthly social groups for the clients, especially at Woy Woy and Kanwal. The Woy Woy social support group has up to 10 participants and runs on a Thursday and these enjoy friendship and regular social contact, discussion groups, a range of activities and special interest days. Activities for the Woy Woy group included:

- "Armchair traveler" presentations on various cultures and countries
- Arts and Crafts
- Knitting squares for African orphans
- Guest speakers from other community organisations
- Cultural days and outings to various places of interest.



"The main goal of the Project is to bring families together to share ideas, experience friendship and give children the opportunity to learn through play".

NSS produced culturally appropriate material for the children to cover in areas such as free play, craft, play dough, dance and music, story time, traditional food and games. The work was undertaken in collaboration with workers from different organizations and promoted the services and programs in the area, such as "Born to read" program with the Wyong Shire Library, taking care of a garden bed in the community centre, visits from the Lake Haven librarian sharing a story to the children and doing a craft activity, "Dental Health" information day and excursion to the local beach to learn about water safety. Playing Around the World travelled from Australia to Mexico, Spain, Kenya, Fiji, New Zealand, Papua New Guinea, Chile and India during this year.

To conclude we were also happy to have received funding from the Benevolent Society, to run an additional Playing Around the World group every second Tuesday at Blue Haven Community Centre.

The Ethnic Community groups: The Multicultural Community Team met with local Ethnic Community Leaders to give feedback and information about community activities and future projects and also to prepare them for some of the events run. Over the year we have worked closely with the Italian, Iranian, Latinos, French, African, Muslin, Indian, Greek, Turkish, Thai, Hungarian, Dutch, Russian, Pilipino, Papua New Guinean and Chinese Communities.

Events that NSS has participated in this year

- | | |
|--------------------------------|----------------------------------|
| *Harmony Day | *Multicultural Health Expo |
| *Women's Day Celebrations | *Wyong Resident Expo |
| *Community Congress Award | *Centrelink- Reconciliation week |
| *Refugee Week | *Multicultural Expo |
| *Kids Day Out | *Goats (Youth Week) |
| *5 Lands Walk | *Dad's Day out |
| *Central Coast Connect Day | *16 Days White Ribbon Day |
| *Warnervale Fair (Harmony Day) | *Centrelink Day at Wyoming |
| *Chinese Festival | *Multicultural Day at schools |

Other development support provided

- Update of the Central Coast Migrant Services Directory
- Supporting Muslim women's group
- Wyong Shire Learning Community Strategy
- Multicultural Talk at Women's Health Centre
- Central Coast Multicultural Interagency
- Central Coast Domestic Violence Committee
- Community Builders Data Reporting System Workshop
- Family and Community Services MAC
- Interpreters Workshop (CCMI)
- Self care training (DV Sub committee)
- Harmony Day at schools
- CALD Domestic Violence
- AFL Multicultural Program
- Central Coast Disability Network
- Creative cultural group





Multicultural Family Support Project

Pari Batha/ Natalia Meliendrez

Funded by Human Services, Community Services

The project supports the Central Coast CALD Community participate in general community activities and in return for members of the CALD community to exchange their cultural experiences with the wider community.

Central Coast Multicultural Community Development Activities

Multicultural Cooking Classes: The program helps connect the CALD Communities with the Mainstream Community through the preparation of a traditional dish from a different CALD community. Green Point Community Centre, Kariong Neighbourhood Centre and Warnervale Family and the Tuggerah Community Centre hosted a variety of cooking experiences from Argentina, Fiji, Philippines, Turkey, Papua New Guinea, Tonga, Brazil, Greece, Afghan, Thailand and Persia. The sessions are not solely focussed on cooking; they also are a source of cultural awareness training as participants regularly discuss the way of life in the countries that are the focus of the cooking.

Film Global:

The Project is a partnership between NSS and Gosford Council Youth Services. The project presents a multicultural film at Erina Hub; these viewings promote inclusiveness, participation and integration of multicultural communities on the Central Coast. The film nights have been held monthly with the assistance of different Central Coast ethnic groups and reflect the diversity of the area. Included this year were films on Anzac Day from a New Zealand Community perspective. Also Latino, French, Turkish, Italian, Chinese, and Thai background films have been screened. Each community provide food from their country of origin and share a cultural performance. The Film Global also aims to promote unity, harmony, diversity and a general strengthening of the community.

Refugee Day Celebration:

NSS took part in a number of Refugee Celebrations - an afternoon tea at San Remo, lunch at Green Point and a breakfast at Gosford and Narara. At each centre, communities participated by giving cultural performances from the French, Chinese, Iranian, Latino and African communities. Refugees from Afghanistan and Sudan were supported at each event with a Counsellor and speakers from Amnesty International who shared stories and statistics. A student and volunteers also had time to present a study about Refugees. A documentary film about Women in Afghanistan and their experiences and the movie "Between the Devil and the deep blue Sea" showed a boat journey to Australia were screened.

Playing around the world: The purpose of the project is to link the culture to the life experiences of different members of local CALD communities via a range of children's activities which provides positive parenting and family life skills.





Helen Buchanan & Rose Oku – Community Builders Program

Funded by NSW Family and Community Services

During this financial year the program continues to transform individuals from refugee backgrounds, their lives and increases self-esteem. This program continued to impact on the long term pathways not only of parents but also with their children, developing a strong understanding of how systems and business works in Australia and the general community. This program has operated with great support from volunteers. We work with both theory and practical skills. This program partners with TAFE – who provide an outreach service on food hygiene. Newcastle City Council, Lake Macquarie Council and the NSW food authority provides support and invitations to various community events. This program extended to the Filipino community in training. It also involved the Thai and Russian communities participating in community cultural events.

The program focuses on safety and food hygiene within Australia applied to cultural preparation and foods. This program gives a diverse awareness of the strict rules and regulations on food preparation and sales in Australia. It offers ongoing challenges with some of the client education and literacy levels.

Task Name	How many times the task occurred	Total Number of participants
Event	14	86 in events Over 5000 exposures in the greater community
Programs run	18 weeks x4 programs	144 over the four programs
Resources developed	Package of 18 weeks Flyers	415
Community workshops	9	109

There have been many longstanding benefits established from the Market Training Groups that include improving the clients literacy and language skills, building on and engaging community capacity between client groups, volunteers, community organisations, local businesses and councils to work together at community events in the future.

Although funding for the Market Training Program has finished as at 30th June 2013, it has allowed many groups to establish networks and continue to participate and work independently within their community at community events, expo's and celebrations throughout the year.

Refugee Holiday Youth Program - This program continues to run during school holidays of a Thursday. It is open to all families and numbers up to 20 or more are at each session. We continue to provide self-parenting and sibling parenting skills. Our focus is communication and fun activities. The children participate in cooking and sharing the meal together. We continue to provide links and create space for connections with other youth related agencies such as Child and Adolescent Mental Health, Relationships Australia, Family Planning Australia, Headspace and Interrelate.

Total No. of Sessions: 4 Total No. of Participants: Adults - 44 Children – 71

Mothers & Obstetrics Multicultural Group – meets once a month with a total of 285 participants and is in partnership with Migrant Health Service.

Activities:

- Establish routine with the children during the group sessions and role model positive interaction in guiding children's behaviour, such as; sharing, taking turns, using appropriate words and respecting others.
- Providing activities to the children to enhance their development and providing parents with relevant information, the benefits of play, painting, water play, sand play and play dough.
- Providing stories, songs and games to develop children's language.
- Providing music and movement to create children's body awareness and music for rest and relaxation.
- Providing art and craft activities to enhance children's creativity and to express their feelings through art.
- Cooking activities with the children during the School Holiday Program.
- Outdoor activities to enhance children's gross motor development.

Issues Presented:

Issues:	No. of Incidence	Issues:	No. of Incidence
Transport	41	Baby's sleeping pattern	32
Language Support	26	Child's Nutrition	27
Speech Therapy	9	Breastfeeding/Bottle-feeding	36
Social Group	24	Screening for baby's development	11
Child Development	35	Health/Hygiene	25

The Parenting Support Service Team would like to thank our colleagues, our Team Manager Pet Kelly, the Admin Team for ongoing support and especially Lulu for her ongoing belief and trust. We also thank the members of the NSS Board for their commitment and ongoing support to the work that we do.





**Life Skills & Parenting Support Service
Zenaida Edmunds/Desie Erhart / Helen Buchanan**

Funded by Department of Families & Housing,
Services & Indigenous Affairs

This service provides parenting support for parents from refugee, humanitarian entrants and from culturally and linguistically diverse (CALD) background families, who are disadvantaged, isolated, and vulnerable and in some cases children are at risk of significant harm. Some of these families are experiencing hardships from the effects of torture and trauma, domestic violence, alcohol abuse, physical and psychological crisis in their settlement in Australia.

Group Work:

Refugee Parenting/Playgroup – The emerging refugee groups evolve and change over the program. Many of the group over this last year have been attending a specially designed parenting program that focuses on child and parent pathways to healthy families. Arts for health provided great input teaching the much loved Handa's surprise song with ukulele accompaniment. Invitations from schools, community venues and John Hunter Hospital were received for performances by the mothers as well as exhibiting art work. Again, excellent volunteer support for this program has seen tremendous changes with behaviour and learning in the Children. Over 41 sessions 371 Adults, 72 Children and 59 Volunteers participated.

Multicultural Parenting Group – meets once a month. The number of families attending the group on a regular basis total 12 from Chile, Korea, China, Bosnia, Thailand, Indonesia, Philippines, and China.

Total No. of Sessions: 11 Total No. of Participants: Adults – 161 Children - 139

Multicultural Supported Playgroup – meets once a week every Tuesday morning at the Multicultural Neighbourhood Centre, during school term.

Total No. of Sessions: 35 Total No. of Participants: Adults - 310 Children –300

The number of families attending the group on a regular basis total 10 from Korea, China, Thailand, Bangladesh, Pakistan, Chile and Sri Lanka.

Multicultural Supported Playtime Group – 35 sessions meeting once a week at the Multicultural Neighbourhood Centre, engaged with 210 adults and 203 children.

This group was established to cater for the large number of families on the waiting list, to attend the Tuesday playgroup. This is in partnership with the Multicultural Neighbourhood Centre; they provide the venue and a part time worker, to assist with the running of the group.

The average number of families attending the group on a regular basis total 15 from China, Japan, Thailand, Korea and Bosnia. We have majority of Chinese families and there are four grandparents, who regularly attend. We are also planning to provide a conversation English class for the grandparents and parents, to address an identified need. It will be conducted in the same premises, where we provide activities for the children.

been experienced by some of these women as well as depression and anxiety verging on mental illness. Unfortunately, a lot of these incidents are unreported because of 'shame' and 'stigma' attached to these issues in their communities. These women continue to suffer in a 'culture of silence'.

Networking

The SGP contacts and networks have helped in referrals and or job placements. Informal contacts with former migrants who are now gainfully employed continue to be a source of information for job openings. As well, migrants who are operating businesses (e.g., restaurants, petrol station) ring NSS SGP for unemployed new migrants wanting casual or part-time work. Migrants helping new migrants are thriving and a big help and support which could be counted as part of this network.

Expanding contacts with local business sector is also continuing as well as informal channels of employment opportunities are also made (i.e., casual work in farms and in small trades in Tamworth).

NSS Tamworth being the only NGO to provide support services for new migrants and refugees in Tamworth is uniquely positioned and has been actively promoting issues and awareness on multicultural issues. The media exposure of NSS on television and on news media through its Harmony Day and Refugee Week activities created numerous responses from the community with more clients needing help including calls from mainstream services such as the police, the community radio and the community services at the Tamworth Base Hospital.

Continued active networking with members of the New England Multicultural Interagency continues. As well, the newly formed Multicultural Tamworth Incorporated, a community based organisation, is poised to assist and collaborate with NSS in its work with the multicultural groups in Tamworth.

Major Highlight of Events

- Harmony Day 2013 - NSS worked in collaboration with the Tamworth Regional Council, the Tamworth Regional Gallery and TAFE for the opening launch of the Harmony Day exhibition of TAFE students which went on display at the Council lobby from March to May 2013. NSS organised the entertainment part of the program which showcased a mini multicultural fashion parade with costumes from China, Pakistan, India, Philippines, Russia and Somalia. The Filipino band provided great music where we all had a go at the dance floor.
- Refugee Week 2013 – NSS organised the events as below:
 - On 20th June, NBN TV interviewed 2 former refugees – one from Sudan and another from Laos -- who are living in Tamworth for this television interview which took place at the NSS office. The interview was aired that same night.
 - On 8th July The Tamworth West Rotary Club hosted a Refugee Night on 8th July with myself presenting the "Refugees in Tamworth over the Years through News Clips" in Powerpoint. NSS also arranged for four people from refugee background as guest speakers. A write-up of this event was in the Tamworth West Club's weekly Bulletin and also featured by the Northern Daily Leader on 10th July issue of the newspaper.
 - 20th July - An interview with a former woman refugee from Laos who was one of the first batch of refugees who was settled in Tamworth. She's now a successful restaurant owner. Her story was featured in The Northern Daily Leader . This story generated a lot of interest with our work within the community.



Referrals to NSS Tamworth : 'SOS calls' from different organisations such as the Hunter New England Health (Community Services) with report of their migrant clients needing either help or support from their ethnic communities. Also from the Tamworth Regional Council wanting to know if NSS "knows of an Arabic literate" person for an Arabic to English translation of dates because the local GP could not understand a young patient's medical history who was born in Dubai. Another instance where the Tamworth Police rang up NSS asking how to identify people from particular "ethnic background" so the police can return their "lost properties".

Table 2: New Clients by Country of Origin

Background of Client	Number
Sudan	1
Vietnam	2
Philippines	8
Thailand	3
India	4
Papua New Guinea	2
China	2
Pakistan	1
UK	1
Egypt	1
Myanmar	8
Germany	1
Nepal	3
Laos	1
TOTAL	38

Employment opportunities

In Tamworth, employment opportunities for our new migrants and refugees target group, both skilled and semi-skilled, continue to find employment in the abattoirs (i.e., lamb and beef) and chicken agro processing plants which are the two major sources of employment. A few find work in the beef abattoir in Inverell. Various reasons hinder their employment such as overseas skills not being recognized in Australia not to mention the fact that the skills assessment process in itself is quite expensive and lengthy. Other factors include the absence of local work experience, fluency in English language communication, understanding Australian work culture and therefore, the need for mentors in this regard. The meatworks continues to attract the African (male) community to Tamworth. Lately, however, this has been drastically reduced due to the arrival of mostly Asian (i.e., Korean and Taiwanese) holders of 'school work holiday visas' who now seem to have replaced them. There have been some complaints from the Africans (especially the Sudanese) who seem to feel disadvantaged in their search for employment in this area where they would otherwise have easy access.

Other migrant communities and especially Filipino women continue to be employed in chicken hatchery plants, egg picking and packing, while some have already gone on to obtain TAFE certificates in areas such as pre-nursing and in age care. From my client group, Vietnamese women are either employed in the bakery shops or in nail salons.

The women new migrants continue to suffer self imposed isolation as they still need to learn how to drive a car. Sometimes, this leads to their not being able to attend AMEP classes in Tamworth (AMEP is not offered in smaller towns). Incidences of domestic violence have





New England Settlement Grants Program (Tamworth)

Amalin Sundaravej

Funded by Department of Immigration & Citizenship
- Settlement Grants Program (SGP)

The Tamworth base of the New England and the Hunter Settlement Rural Service Delivery Program (SGP) provide support services to highly disadvantaged new arrival refugees, family and other permanent resident visa holders who have low English language proficiency. Clients experience hardship through isolation, domestic violence, homelessness, mental health and other issues.

The Tamworth work is addressing the lack of supportive networks by linking newly arrived migrants to their ethnic groups as well as to the existing Tamworth International Support Network (TISN) which comprise a multicultural base of new migrants to whom NSS has provided and continues to provide services. In addition, NSS is assisting the refugee and migrant community's development and promoting a sense of self identity, belonging and participation with the broader Tamworth community. It also raises awareness among the mainstream service providers to assist them to become more responsive to needs of the target group in the Tamworth area.

During the reporting period, NSS Tamworth has also done an outreach to Gunnedah to identify and help new clients. In the near future, outreach is also planned to Werris Creek and Quirindi under the Liverpool Plains Shire.

Overview of 2012-2013

Table 1: Client Contact & Project Work: 2012-2013

New Clients	Client Contacts	Telephone Calls and Emails	Group Work/Info Session
38	155	2653	8

Client services included providing assistance with Australian citizenship application (e.g., document help, practice test, referral for English tutorial), housing (e.g., referral to real estate agents, referral to charity organisation when client is behind rent), employment (e.g., help with job forms, technical help with search for online jobs, liaising with client's caseworker with mainstream employment), health (e.g, help with Medicare forms, help with GP referral), education (i.e., linking with TAFE mentors) family relationship issues, parenting issues, domestic violence, legal issues, legal aid assistance, overseas skills recognition, migration related issues (e.g., information on different types of visa subclass including document help; referrals to NSS migration advisers); referrals to other mainstream service providers (e.g., volunteer program at the Tamworth Community Centre.)

Referrals were made to: DIAC (website, 131-881), NSS Migration Advisers, Jobs Australia, Skilled Employment, Baiada Agro Processing (factory), Country Fresh (lamb abattoir), Red Lea Chickens (egg picking/packing), Tamworth Community Centre (Volunteer Program), Medicare, Law Access (free call legal advice), Legal Aid, Netstaff Employment, Tamworth Regional Council, MP Tony Windsor's Office (migration related info), TAFE, UNE, Tamworth Public Library, McLean and Daly Solicitors, among many others.



There have been many, many excellent outcomes for a number of students who are at the University of New England and the TAFE across a range of disciplines.

A NSS volunteer has been mentoring students with some excellent outcomes. A significant trend in the Armidale community has been a relatively high birth rate among new arrivals. Working with these families has created an opportunity for NSS to continue its collaboration with HNEH to support clients' health needs. Child care and access to specialised and general health has been an ongoing need. Some clients have had significant health issues; however, their needs are met well by mainstream health services. Clients who have moved onto the Citizenship stage of settlement are extremely proud of their new country Australia. NSS Armidale has been able to support the work of STARTTS. The commitment made to the mental wellbeing of the Refugee community by STARTTS with the cooperation of the SGP is making a real difference to the quality of settler's lives and is providing a caring settlement to new and longer term arrivals. NSS has also been in collaboration with the Armidale Women's Shelter and Hunter New England Health to facilitate a CALD Women's Support Group. Outreach made to Inverell and Moree.

Refugee and ESL Homework Support

The Refugee Homework Support is again primarily funded by the Department of Education and Communities (DEC) and has been supported by Armidale Sanctuary. NSS continues its involvement with this program mainly through the enrolment of volunteer tutors and assistance for special events. DEC also runs an ESL Home Work Support afternoon which NSS has also supported. In early 2013 the groups have expanded to high School students and the Refugee HW Group has had a name change and is now called the Wednesday ESL Home Work Group. This enhances settlement outcomes for families as they come into contact with a wider range of the community. These programs rely on volunteers from the community with some having maintained their support of the program over many years.

Meetings and Committee representation

The SGP is involved in a broad range of networks some of these include the NE Multicultural Interagency Meeting, NE Multicultural Health Access Committee, Refugee Health, DEC Equity-discontinued in 2013 by DEC, Refugee Student Support, ESL Home Work Support, Armidale Interagency, Domestic Violence Steering Committee and Sanctuary Armidale. NSS Armidale also works closely with the region's Multicultural Health Nurse and in all ways ensures that the health needs of our target group are supported.

Quit Smoking Program: NSS worked with Hunter New England Health to run a Quit Smoking Program funded by NSW Health's Cancer Institute aimed at reducing the higher rates of smoking in the CALD community. The program was offered in Inverell, Tamworth and Armidale.

Events that NSS facilitated or supported by attendance this year including Information sessions: Mayor's Refugee Week morning Tea, African Ladies Morning Tea with guest Juliana Nkrumah AO, Nelson Mandela International Peace Day, UNE Orientation Week, Cross Cultural Training Armidale, Armidale Harmony Day Event, Volunteer Week Morning Tea, Meeting with Pru Goward Armidale Women, Armidale Dumaresq Council Community Relations Committee Presentation of funding to HW Centre, Early Childhood Conference hosted by Armidale Family Support, Forced and Servile Marriage Forum UTS.

In Conclusion: New settlers may have many challenges, but also much to celebrate!



New England Settlement Grants Program (Armidale)

Judith Roberts

Funded by Department of Immigration & Citizenship
- Settlement Grants Program (SGP)

The SGP provides settlement information, referrals to community agencies, community capacity building, service planning and development to new arrivals, including migrants and humanitarian entrants, and the dependents of skilled migrants. Humanitarian entrants face multiple barriers to settlement and high levels of socio-economic disadvantage. The client groups most represented are humanitarian entrants who are single parents with large families, single men and an emerging group are the wives of young men who have returned to their home countries to marry. The new arrivals are for the most part under Family Stream visas. A number of issues relate to access to education, migration advice, legal access, Victim's Compensation, AMEP, access to health services, housing, employment, money management, and child care. Emerging groups in Armidale are families with growing families some with children who have special needs and increasing numbers of youth.

Table 1 Client Statistics

Type	Number
OSCAR 1 – Registration	20
OSCAR 2 – Casework	883
OSCAR 3 – Non casework	5354
OSCAR 4 – Group session	94

Client Services

Overall client issues identified: accommodation, family relationships/ breakdowns, access to mental health support, Centrelink, employment, transport, debt issues, health access, homework support, access to childcare and to suitable English classes. The main client group of this service are Humanitarian 202 visa holders with the next group being migrants on spouse visas. Many of the women face the added challenges as sole parents due to their husband's return to the country of origin, death, or family breakdown. Inter-generational challenges have also been noted where differing rates of acculturation can lead to family conflict this has been an ongoing difficulty for some families. This year the SGP had liaised with Rosemount Good Shepherd Youth and Family Services Sydney to support clients. Despite these challenges the SGP, often in collaboration with organisations such as Sanctuary Armidale, continues to meet the needs of families. Many young men are also quite a disadvantaged group whose main issues include employment, housing, and access to education and training. Employment opportunities are improving for many new settlers with many continuing to work in industries such as the Guyra Tomato Farm, Aged Care, security work and contract cleaning. NSS works with Job Networks and Centrelink to support clients. NSS supports the attendance of our target group at AMEP and LLNP classes at TAFE. Some young mothers have withdrawn from AMEP due to family pressures. Many of our target group have been supported into stable accommodation through private rentals, or through public and community housing. Homes North Community Housing has been very responsive to the housing needs of new arrivals.



the Wyong Shire and also delivered Cultural Awareness training to 19 service providers, which included appropriate response delivery and the effective use of interpreters. I also delivered an information session to visiting community service students on NSS and SGP services. The program, in conjunction with other service providers, conducted a workshop for service providers on how to access and use an interpreter effectively.

I have also promoted Interpreter use and effective delivery to colleagues at the NSS CC office. In conjunction with Women's Health the program offered 2 x 2 hour workshop on Sexual Health. 6 women attended one and 5 women the other. This also resulted in 4 referrals to Health services.

Promotion through events, activities and workshops include Sexual Assault Action Day, Connect Day, Mental Health Awareness Week, 16 days of Action, International Women's Day, Refugee Week, Working with Migrant and Refugee Youth training , the DIAC SGP conference among others.

NSS and the program also played an important role in the organization and delivery of the 2012 Multicultural Expo at Erina, which saw nearly 500 CALD community members attend and 44 service providers participate.

I also supported the Thai community hold a religious event which saw 86 community members attend.

The program also organized a young speaker of refugee background to give presentations at three local schools for Refugee Week.

The project officer was also fortunate enough to have a paper, titled Effective Service Delivery to CALD women experiencing DV, accepted by the Aust. Migrant and Refugee Women's Alliance (AMARWA) and gave a delivery summary at a National Conference in



As always a busy year and racing to the next. Thank you to fellow team members for support and especially our team leader and NSS in general, great place! Happy N.Y





Settlement Grants Program- Settlement Services

Funded by The Department of Immigration and Citizenship
Nellie Srisurapon – Central Coast Office

This SGP project provides service to all migrant, refugee/ humanitarian entrants throughout the Central Coast region who have resided in Australia for 5 years or less. The project covers not only short term casework , but also group work, cultural awareness training , advocacy, referral and some community development work. The service operates out of our Central Coast office and also at outreach points at Gosford, Wyong and Woy Woy. Due to the large area of the coast the project officer also attends safe, convenient locations where clients may have issues with transport and/or isolation.

During the reporting period there were:

- ❖ **206** face to face contacts.
- ❖ **1,369** formal and non- formal client related referrals
- ❖ Recorded **6,844 instances** of general referred information to target group and Service Providers

In the last year we have seen a significant increase in agency referrals. Most of the referrals have been through Health service providers, education and legal services. Most target service users self- refer or refer through friends and have come from China, Thailand, South America, Indonesia, Pakistan, Iran and The Philippines. Three clients and their families have come from refugee backgrounds. The main issues presenting would be around family violence: legal issues, mental health, child protection, as well as issues around housing, education, employment and training, transport and financial and material support.

The program has continued to build strong relationships with local service providers. This has not only been due to increased agency visits but also through the Central Coast Multicultural Interagency, which this program convenes, meeting every second month with, on average, 15-20 representatives from local and regional departments and agencies. Guest speakers and community leaders are invited as guest speakers each meeting. SGP agency visits to, and from, staff at services such as ADVICE, Headspace, Interrelate, Bi Cultural Support Pool, Brighter Futures, DVCAS and local ESL staff have provided valuable avenues to maintain a well- supported service user.

SGP outreach program at Woy Woy and other locations has continued to provide access to isolated target group members. During the period 34 people were assisted at various locations.

Of late, there has been a noticeable need for more support for CALD parents and their children through secondary education. Though service delivery and awareness is improving there has still been instances of services not accessing appropriate effective communication methods, particularly around legal issues and family violence.

There has also been an increased interest from service providers to deliver culturally appropriate services to our target group. I have been invited to speak at 2 CALD forums in

Networks, Interagencies, Conferences, Events

Michael, Emilie & Merek attended quarterly meetings of the Hunter Volunteer Network, the main volunteering management forum in our region. We also attended several Hunter Refugee Network and Newcastle Multicultural Interagency meetings, Harmony Day events, as well as the two-day DIAC SGP Rural Conference. We provided support to staff where required for our programs, and provided volunteer referrals to other community services in the area including Jesmond Neighbourhood Centre and the Multicultural Neighbourhood Centre in Lambton. We also assisted with running the Mid North Coast Trip 2013.

Community Volunteer Awards

NSS Volunteer, Ruth Hamilton received her certificate at the 2012 Newcastle Community Volunteer Awards, organised by the office of Sharon Grierson MP. Ruth has volunteered over the last 5 years in several primary schools and in client family homes, providing countless hours of educational support for many refugee children. The awards ceremony was held at Souths Leagues Club, on Friday 31 August, 2012.

Acknowledgements

A massive thank-you goes to all of our wonderful volunteers, who are the life-blood of our support programs. Their valuable contributions were celebrated this year by: a morning tea during National Volunteer Week, end of year HWC dinners, and a barbecue in Gregson Park. Thank you also to all Settlement Support & Community Team workers and NSS Administration staff for their assistance. We look forward to working with such committed people next year in supporting our refugee & migrant clients.



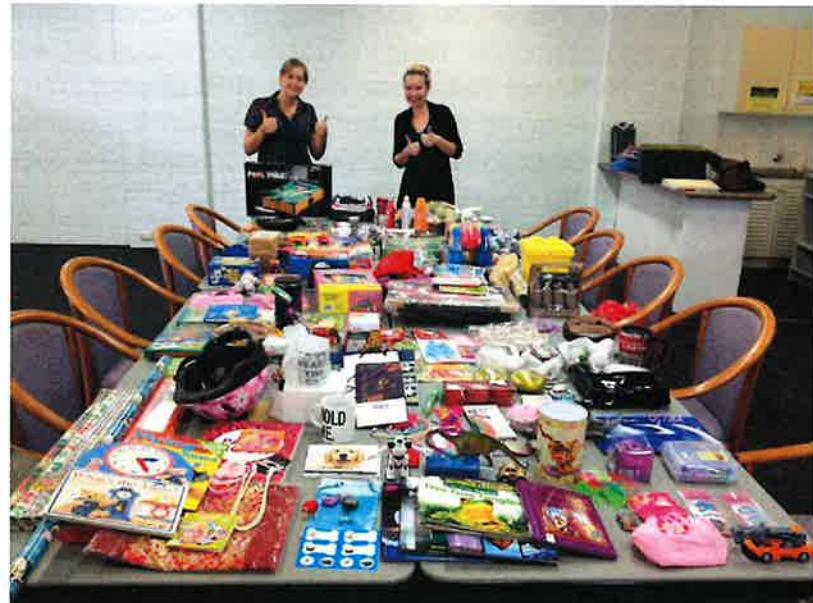


Miscellaneous: ~50 volunteers participated

Our volunteers participated in various activities we held over the year. Some examples are: a volunteer delivered two Energy Saving Tips information sessions for us; many volunteers supported the Multicultural Riverlights Festival, and a group of volunteers helped us with a cleaning bee at a local African business to help him achieve the necessary standards in order to be approved for a micro-finance loan.

Donation Drive

Over the year, our volunteers and the extended Newcastle community donated items to be delivered to clients. This included a Christmas present drive which was given to former refugee youth at a local high school so they could give their family and teachers gifts for Christmas; blankets and winter clothing to keep warm during the winter months, and baby and children's items.



AFL Multicultural Community Ambassador Program

The Volunteers Co-ordinator (Welfare Programs) became an AFL Multicultural Community Ambassador for 2013. We attended an induction held in Sydney, and organised activities to raise the profile of AFL in our area. The benefits for community members were social connection, sporting awareness, attending a live game in Sydney and participating in local competitions and a gala day with merchandise/equipment provided. We enjoyed our participation in this program.

Special Placements/General Home Help: 16 volunteers participated

These placements included: Computer skills, house cleaning, moving assistance, small business help, child-minding support, teaching clients how to clean properly, small building projects, hospitality skills at the Australia Day African Markets and Ethiopian Dinners, child-minding which occurred at the Tenancy Rights Information Sessions and assisting at events such as Harmony Day and the Multicultural Services Expo.

Thursday Parenting/English Group and African Markets Program: 12 volunteers participated

Our volunteers assisted at the Thursday group held at the Seventh Day Adventist Church in Hamilton, run by Helen Buchanan. They provided various support here from assisting with child-minding, to social interaction with the families and setting up the room. They also provided on the day assistance at the African markets and role-modelled training for our clients.

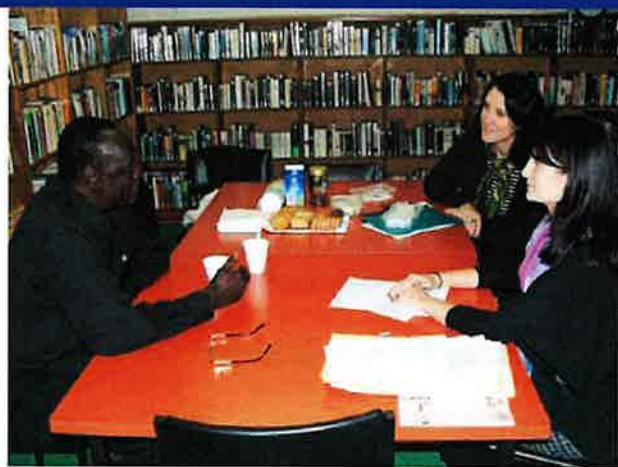
**Driving Supervision: 7 volunteers participated**

Our volunteers provide support for clients to study for their learners licence, and/or have enough practice to obtain their provisional drivers licence. It takes a special volunteer to be willing to provide this service. It helps clients to become self-sufficient in a variety of ways, and benefits the rest of the family in turn.

Penola House: 6 volunteers participated

Six new volunteers were registered with NSS, and connected to Penola House to assist with running the centre and the programs provided.

Parental participation in HWC was facilitated and encouraged by: a registration day in Term 1, transport of own children, invitations to end-of-term functions, and rostered half-yearly parent interviews. During interviews, HWC staff and volunteers had the opportunity to meet with parents and provide encouraging feedback about the child's progress and to explain any concerns and how these might be addressed. The participation rate was extremely good for such a difficult activity to organise, with a total of 19 parents attending interviews across the four HWCs, representing 33 enrolled students. For some refugee parents, this was the very first time they had visited their child's school and had the opportunity to speak with teachers - which is a very important achievement of our project.



We also sincerely thank Wests Club for their generous donation to the HWC project this year. Lulu & Michael attended the ClubGRANTS cheque presentations at Wests on 8 August, 2012. The additional money enabled NSS to effectively operate a fourth HWC.

In-Home & In-School Tutoring: 15 volunteers participated

Volunteers provided support with homework, assignments, and reading practice for students one-on-one or in small groups, in the client home or public library. Some volunteers also supported students with their learning in the school classroom. Students ranged from infants to primary to secondary school, with a small number at tertiary level.

Adult Literacy/Citizenship Assistance: 44 volunteers participated

The volunteers in the Adult Literacy Program have successfully delivered English tutoring to a variety of appreciative clients. This tutoring has increased our client's independence and confidence, and has allowed them to be more successful in their educational endeavours. This service continues to provide invaluable assistance to our clients.

Homework Centres (HWC): Over 100 volunteers participated

The HWC project has been funded by DIAC since 2009, with annual donations by Newcastle Registered Clubs (ClubsNSW). The project operated extremely successfully again this year at our four partner schools: Hamilton Public School, St. Pius X High School, San Clemente High School, Waratah Technology Campus. HWC was managed by Michael Freund, and supported by the dedicated and hardworking staff who brought considerable experience to each centre: Stephanie Couch (Hamilton Co-ordinator); Sophie Black (2012) & Bridie Scott (2013) (Hamilton Assistants); Josephine O'Hara (St. Pius Co-ordinator); Aidan Linehan (2012) & Cassitie Galliott (2013) (San Clemente Co-ordinators); and Emilie Wiggers (Waratah Co-ordinator).

HWC received around 65 student referrals from ESL teachers in each school year: 2012 (Terms 3 & 4) and 2013 (Terms 1 & 2). The total weekly average attendances were 50 students, supported by 43 volunteers. The majority of students were refugees from: Sudan, D.R.Congo, Mauritania, Ethiopia, and a small number from Afghanistan. There were also several migrant students from: Tanzania, India, Nepal, Tonga, and PNG. They received one-to-one or small group volunteer support for homework, assignments, and reading practice, each week of term. These students would not have been able to receive this kind of regular assistance at home due to the limited English skills of parents/carers.



Throughout the year, ESL teachers & school principals expressed gratitude to NSS staff for providing this service in their schools. HWC is considered an important contribution to the education of their refugee & migrant students, and teachers reported many benefits for their students in understanding the importance of regular homework to reinforce learning. The benefits transferred to greater participation and improved results for these students in the classroom, and also greater participation in the school and broader community. End-of-term was celebrated at each HWC school with student awards, educational games, social activities, and party food for the students & volunteers.

**Volunteer Co-ordination Program****Michael Freund (Educational Programs)**

Funded by Department of Immigration & Citizenship

- Settlement Grants Program (SGP)

Welfare Programs : Emilie Wiggers (2012) / Mereki Hilton (2013)

Funded by ClubsNSW

Volunteer Co-ordination Overview

The purpose of these positions is to co-ordinate assistance for NSS refugee & migrant SGP clients, from people in the wider Newcastle community, through a range of Educational and Welfare volunteering programs. Our work is generated by individual requests for volunteer assistance received from clients or staff, and the volunteer requirements of our managed programs. This focus drives the process of promotion, recruitment, and registration of suitable volunteers to fill those requests and program needs. Volunteer-client placement meetings and program inductions are organised to provide further information about the specific activities of volunteer roles. Ongoing guidance, support and training is offered to all NSS volunteers, eg. client caseworker support, ESL resources and feedback from teachers, Work Health & Safety training.

Volunteer Promotion & Recruitment

Strategic recruitment of new volunteers this year was again critical to the success of all volunteering programs. This was facilitated by promoting our specific volunteering needs on the NSS Volunteers website and email list, and with the following services: University of Newcastle (iLEAD, Teach Outreach, Careers Service, Volunteering Expo); Hunter Volunteer Centre; and other support networks, such as Welcome To Australia. Around 20 mail-outs were sent this year to our volunteers email list, advertising current vacancies, and also congratulating and thanking volunteers, and promoting events of interest.

Volunteer Induction & Registration

Each new volunteer was given an induction to NSS, including information about our organisation, services, locations, volunteering programs & policies, as well as background & cultural information on our refugee & migrant clients. New volunteers registered by completing several forms: 1) Volunteer Policy & Agreement; 2) Volunteer Data; 3) Motor Vehicle Agreement; 4) National Criminal History Record Check (which we process online); 5) Prohibited Persons Employment Declaration. A photo was also taken of each new volunteer for their volunteer ID badge, produced by NSS Administration.

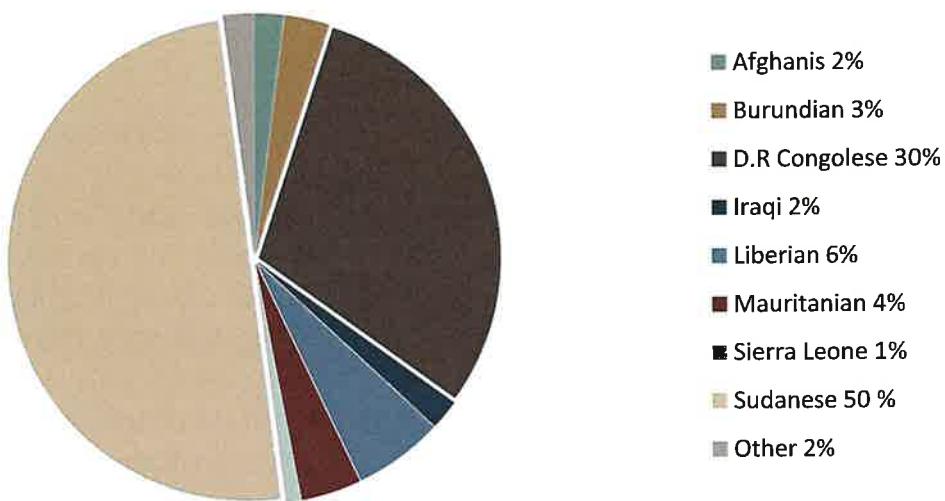
Table 1: Volunteer Statistics for 2012-13

Volunteer Status	Educational Volunteers	Welfare Volunteers
Enquiries Received	167	106
Registered	73	34
Re-started or Extended	24	56
Placed in Program	97	85
Inactive or Withdrawn	120	62

Table 1 shows the volunteer statistics for the reporting year. As at 30 June 2013, approximately 130 registered volunteers were actively working in client programs, or awaiting placement. The main volunteering programs are described below:



Chart 1: Migrant Youth Project. Clients in the Newcastle, Lake Macquarie and Maitland area, during the 2012-2013 reporting period;



The above pie chart indicates the numbers of young people that the project has worked with from all humanitarian and migrant communities in the Newcastle and Hunter Regions. Sudanese young people were the largest group with 50% of all clients being Sudanese. There has been a slight decrease in the number of young people from Sudan accessing the service due mainly because of the success of NSS youth programs as they integrate to main stream and are now confident to do things for themselves. Also because the youth worker has adopted a more outreach based program and project delivery method, there has been an increase in the number of Congolese youth in the youth programs due to good networking relationship with schools and community service providers providing relatively easy access to the client group.

In conclusion the project has supported young people from migrant/humanitarian backgrounds in a range of activities, and has been able to develop strategies to support youth by building their resilience, self esteem and increasing their engagement in their local community.

The youth project has also increased its presence in schools and involvement in other community programs. Examples: regular support, meetings with school authorities and parents, organised sessions on cultural awareness such as the TAREE youth cultural awareness on the 6th and 7th of June 2013, which has been going on for the past three years with the aim to assist in the integration of newly arrived young people into the mainstream community.

The youth project has outreached in the following schools with large numbers of young people from humanitarian and migrant background students; St. Pius High School (Adamstown), St. Francis Xavier in Hamilton, Lambton High, San Clemente High (Mayfield), Waratah Technology Campus and Newcastle High School. The youth worker has also been undertaking one-on-one mentoring in these schools and advocating for young people to build confidence and self-esteem in students in order to enhance the reduction of communication barriers between these students, their parents and school staff.

The project worker has developed and supported a range of sporting, recreational and community activities for young migrants and humanitarian entrants during 2012 - 2013, which have been and still are a great method of encouraging youth participation to integrate into Australian life, improving self-confidence and developing life skills. These include: the multicultural youth soccer team (Hunter Simba FC- 13/B), declared Minor premiers and grand final winners for two consecutive years. The team played 16 games this year, won 14, lost 1 drew 1, Scored 96 goals and 21 against. There is youth music and arts training on Fridays at the Salvation Army building at 6pm – 7pm every week.

Skills and professional development

This year, the youth worker has attended the DIAC SGP workers rural and regional conference/training in Sydney and attended the Youth Workers training organised by DIAC. He also undertook a First Aid Training Course organised by Northern Settlement Services, gained a certificate IV in Training and Assessment (TAE 40110) and completed a postgraduate coursework (Master of Social Change & Development - Major in Organizational Leadership & Capacity Building).

Developing communities

The youth worker coordinated the Newcastle Hunter dragon boating club and the NSS Community event on the 21st of October 2012 at Carrington. The event witnessed the participation of about 250 people from diverse backgrounds and boating clubs in NSW with a quarter of the participants being young people. The youth worker also assisted in putting together a community charity organisation name "Together as One Women" (TAOW) headed by Mrs Erica Green. The youth worker facilitated the Hunter African Communities Council (HACC) meetings at the NSS meeting room every two weeks. The AGM was held on the 28/09/2013 with new leadership has emerging.



**Multicultural Youth Project****Tonkoh Kamara**

Funded by Department of Immigration & Citizenship

The youth project's objective is to identify and address issues faced by youth aged 12 - 24 years from migrant and humanitarian background within the Newcastle LGA, with outreach to Maitland and Lake Macquarie LGA's. The project aims to increase young peoples' engagement and participation in programs which will lead to increase in accessing services, and to develop their responses in filling in gaps in youth services provision, especially to new, small and emerging communities.

The youth worker's main role in this project is the provision of support through information, referral, casework, advocacy, mentoring, service planning and development and capacity building through participation in socially inclusive educational and community programs to help youth from humanitarian and migrant background in their settlement needs. The project also participated in local and regional youth forums, conferences and community networks.

With regards to casework information and referrals, the youth project dealt with 55 cases mainly dealing with Education pathways such as the REAL D, TAFE attendance, community colleges, and acquiring employment skills through registered training organizations, with schools dealing with attendance and academic performance issues, employment induction support, dealing with the Department of Human Services (Centrelink) regarding youth allowance and education benefits and dealing with sporting clubs and other social participations. The youth worker conducted fourteen (14) informal and formal group sessions tackling issues such as; mental health, the use of public spaces by youth, team work and discipline in various location within Newcastle LGA's.

The project made 146 referrals mainly regarding issues such as; employment to job service providers, accommodation to real estates and the Department of Housing where the youth worker provided support letters, sporting and social clubs and organisations in Newcastle, Department of Human Services (Centrelink) regarding youth allowance and other payments, to schools, colleges, TAFE and employment training groups including charitable organisations, for assistance with materials.

The youth project undertook more than fifteen (15) promotional activities mainly during youth inter agency meetings, youth symposiums, conferences, forums and workshops, during public and community consultations, guest speaking in schools, colleges and Universities.

The youth project in trying to increase the chances of youth employability, works in partnership with other community organisations, training organizations and job networks. An example of such a partnership was the establishment of the REAL D program which became a project fully funded by the University of Newcastle through the dynamism of the equity and diversity section. Migrant youth also participated in a three day camp and training program "Welcome Stranger."

Presentations and Event Participation

Refugee SGP staff were also involved in promoting their role and the work of NSS. For example Lydia was asked to present on the role of the SGP service to bilingual support workers that are employed in childcare and playgroups. This was also a great opportunity to identify some of the needs that children from new and emerging communities were facing. In contrast Marie, along with Rose, spoke to students at Newcastle Grammar School about their childhood experiences in their birth countries and their journey of how they came to live in Newcastle. Both women shared their stories of fleeing from famine and civil war. They described the terrible impact upon their families and how it created a generation of "lost" young people.

The staff employed in the Refugee support area also worked closely with the Volunteers Coordinator (Welfare Programs), Mereki Hilton, to support identified clients with a volunteer placement and to provide volunteer/client case support. Alongside Mereki and Tonkoh, the team participated in events such as the Mid North Coast Cultural Awareness Trip 2013 (photo below) with 26 students in attendance. As Australian Football League Multicultural Community Ambassadors, A Gala Day for youth, an AFL Afternoon Kick Around were organised where we met 2 Sydney Swans Players, and we took about 25 community members to the AFL Multicultural Round live game in Sydney.



Mid North Coast Trip 2013

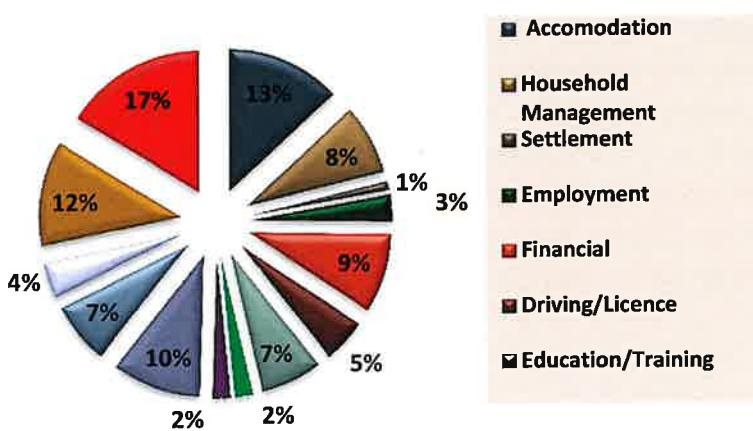
Other Events and Group Highlights for the Refugee SGP service were:

Market Training in association with TAFE NSW at which we supported the Congolese women's group to gain safe food handling certificates, the Refugee and Humanitarian Consultations with the Refugee Council of Australia, Halala Cultural Performance, Riverlights Festival at Maitland, Afghani Community Consultation, Harmony Day Picnic - Gregson Park, Multicultural Expo, Family Law Pathways Network Conference, the Ukulele Festival at Wickham Bowling Club . Staff also assisted the Congolese community to participate in Refugee week in June at the ECC, Waratah.

Figure 1: A breakdown of issues experienced by the Humanitarian Client Group

Other Issues

There are a variety of other issues as well for the client group with some that are interrelated such as the relationship between learning to drive and accessing employment. Obtaining a driver's licence aids in a client's independence and assists in their settlement process. Issues included employment, legal matters as in dealing with fines, child protection, advocacy and support at court, education and training, overseas qualifications recognition and helping clients with TAFE, large utility bills, Centrelink access, disability support, budgeting, changing family dynamics and material necessities such as clothing and furniture.



Referrals

Within the 12 months of July 2012 – June 2013 referrals to other services to support our refugee clients totalled **1527**. For example, our new arrival families have had shifts in their family dynamics due to their settlement. This led to referrals to STARTTS and to New Horizons for support. In addition a few large Afghani families were referred to our NSS Volunteers Co-ordinators for home tutors which works well to empower clients. Other referrals were made to Public Housing, TAFE, schools, Centrelink and where some clients had disabilities we engaged with the Multicultural Disability and Advocacy Service and Vision Australia and they are now receiving holistic and highly beneficial support. Financial difficulties and budgeting also troubled our clients and especially their understanding of Centrelink requirements and in attending appointments. In addition, the St Vincent De Paul (SVDP) has assisted with budget counselling for numbers of our clients. SVDP also provided invaluable assistance to clients for food vouchers, furniture and clothing as well as winter items.

Information Sessions

As housing has been such an issue for our clients we organised a series of Tenancy Information Sessions to increase our client's knowledge of their rights. These were delivered by Hunter Tenants Advice and Advocacy Service. In another instance we saw a trend during casework where clients started to express they were experiencing excessive charges for their utility usage. As a result two information sessions were arranged for clients to better manage their household usage of energy. These information sessions were held at Northern Settlement Services and involved participants from both the SGP and Humanitarian Settlement Service (HSS) with one of NSS' Volunteers, experienced in the field of energy use managing this session for NSS.

In another instance, the African Community and especially the Congolese were supported to attend training on budgeting and how to save through an information session with The Smith Family SAVER PLUS.





Refugee Settlement Grants Project Service

Kwabo Batende, Emilie Wiggers, Lydia Manusiu and Marie Zawadi

Funded by Department of Immigration and Citizenship

The Refugee Communities Settlement Grants Project (SGP) aims to increase independence, knowledge and ability for humanitarian entrants and new arrivals to navigate and access mainstream services and promote self-reliance in the Newcastle Statistical Subdivision (SSD). Eligible clients who have resided in Australia for less than 5 years are supported in their settlement by casework, information and referral, advocacy, information sessions, promotion, settlement support groups, networking and mentoring. Some of the Case work is community specific as we aim to address the needs of groups like the newly arrived Congolese Humanitarian entrants who work closely with our part-time Congolese case workers.

Casework:

During this year there were over 100 clients supported under the settlement grants program and there were nearly 900 instances of casework. Those who use this service come from Afghanistan, Burundi, Congo, Ethiopia, Eritrea, Iran, Iraq, Rwanda, and Somalia. Although many of our new clients were of Afghani background, the overall client usage had a per month average of 18 new and continuous clients engaged in this service. A total of 7500 incoming and outgoing contacts occurred with clients and services.

In respect to our Congolese work, we also offered support to other Swahili speaking groups as well including clients from the Burundi and Rwandan communities.

Client Issues:

For all clients, accommodation has been the major concern. The limited access to affordable housing in particular for our large families has been difficult and many families find it hard to obtain housing where their children are enrolled for schooling. Clients require support in all stages of finding housing, attending inspections, speaking to the agent, writing the application, providing evidence requirements and checking on the application status. Many clients also have difficulties in sustaining these tenancies and how to care for their housing and more. Much work has been done with clients to keep their rentals secure.

Promotional Activities and Networking.

Throughout 2012 - 13 there were over 55 promotional activities and networking events that the SGP Project attended. The SGP worker was invited by a school to talk about cultural awareness, social justice and share her experience coming from another country to Australia. The SGP continues in her role as convener of 4 quarterly meetings of the Hunter Rural Multicultural Network as well as participating in Singleton, Lake Macquarie and Tomaree Interagency Meetings. The SGP has participated in 17 planning meetings for community events which has allowed her to continue to develop and expand her awareness on community services, local government planning for community events and also with major services like Hunter New England Multicultural Health and Centrelink.

Training.

The SGP Staff attended 22 training sessions around the Hunter and Sydney. These included Multicultural Forums with the Department of Human Services. The SGP worker has attended Staff development training days and casework meetings for NSS, planning meetings for the annual Riverlights Festival and Harmony Day Celebrations.



Group Work: Multicultural Friendship Groups have been developed in different locations by this project at Singleton, Tomaree and Cessnock. There were 38 Information sessions held during 2012-2013 to address health, isolation, education, volunteering in the community, community capacity building, family relationships and employment issues.



Group Participation in Australian Society.

The Hunter Valley Multicultural Friendship Group (HVMFG) in partnership with other organisations participated in Australia Day celebrations. The Singleton Women's Group participated in the Red Cross Morning Tea in August which was covered by the media. In June the group helped to launch a Harmony Day eBook at Singleton Library. Tomaree Friendship Group published their 1st newsletter in July 2012 and they continue to participate in Health Information Sessions and Harmony Day Celebrations.

Information sessions included: massage & reflexology, food labelling, Tafe Courses, Harmony Day planning and celebrations, visits by a Dietician, making Christmas decorations, Craft and Food demonstrations, setting up a Play group, Zumba exercise group, Integrated Living and Photography. These sessions were presented in partnership with other organisations, for example Community Health, Centrelink, Hunter New England Health, Red Cross Organization, Relay for Life, Tenancy Advice Service and NSW TAFE.

Group Participation in Community Activities and Events.

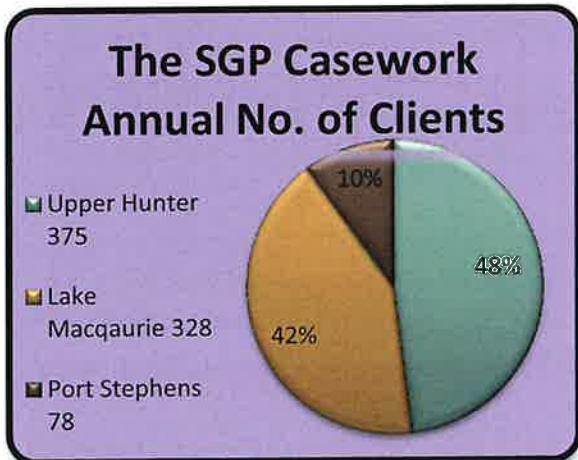
The SGP worker attended 13 Community events and activities during 2012 - 13. The Hunter Valley Multicultural Friendship Group (HVMFG) in partnership with other organizations celebrated 2 Harmony Days in Cessnock LGA. The 1st Annual Riverlights Festival was held in Maitland in October 2012. Three SGP Multicultural Groups from Cessnock, Singleton and Lake Macquarie participated in this event. The event had day and night activities culminating in the lighting of lanterns made by people participating on the day and launching them at night onto the Hunter River at Maitland. Other activities on the day were fashion parades, music, dance, singing, food tasting and story-telling. Throughout the year other events included morning teas organised by the Red Cross and Tomaree's Friendship Group for Harmony Day. There was also an eBook launch celebrating Harmony Day at Singleton.



Hunter Welfare Outreach Settlement Grants Program

Rose Oku

Funded by Department of Immigration & Citizenship
- Settlement Grant Program (SGP)



The Hunter Welfare Outreach SGP project provides support services to newly arrived, highly disadvantaged refugees and migrants, especially women who are experiencing hardship through isolation, domestic violence, homelessness and other misfortunes encountered in their settlement. The SGP now works 5 days a week spread through the 3 Hunter Regions and the Market Training Group which finished in June 2013.

Service Areas:

Upper Hunter Region: Muswellbrook, Singleton, Cessnock, Maitland and Rutherford

Port Stephens Region: Raymond Terrace, Nelson Bay, Shoal Bay and Karuah

Lake Macquarie Region: Belmont, Toronto, Charlestown, Redhead, Speers Point, Warners Bay, Windale and Valentine.

Casework.

From 1st July 2012 to 30th June 2013, the Settlement Grants Project Outreach Worker continued to provide face to face casework to the target groups in isolated parts of the Hunter, Port Stephens and Lake Macquarie areas. The SGP works with diverse cultural backgrounds from several African nations, India, Bangladesh, Nepal, Philippines, Indonesia, Peru, Thailand, Sri Lanka, Korea, Japan, Pakistan, Fiji, China and many more. The SGP works with these clients to ensure their needs are met, by referring them to a wide range of community resources and services, for example, Family Mediation, Accommodation, Advocacy, Centrelink, Tenancy Tribunal, Childcare facilities, Education and Training services. During 2012 - 2013 the SGP has supported around 781 Client Contacts. 97% of these Clients received an average of between 20 - 40 minutes in consultation, depending upon the complexity and whether the client needed an interpreter's service, more time is required. Casework is diverse and complex as recently arrived high needs clients, are unsure of how to access services in the community and require extra support. On average these clients are dealing with a wide range of issues that include; Language problems, Accommodation, Accessing Interpreters, Isolation, Domestic Violence, Family relationships, Legal, Health, Education, Training, Employment and Financial Assistance.

included participating in the training that was made available during this period to ensure that NSS met the goals and the reporting requirements. Earlier project work including Film Global has continued and the Multicultural Cooking Classes have also expanded however the biggest increase has been in the Playing Around the World (PAW) family group work. Completion of several funding applications have now seen this aspect of the Multicultural Community Development project develop a further 2 PAW groups this year at Blue Haven and at Narara, while the original PAW group at The Entrance continues. Other work that we have to continually evaluate is the many events we are called to participate in. These include Harmony Day, the Multicultural Expo, Kids Day Out, Connect Day, the Five Lands Walk and the White Ribbon Walk and Breakfast.

Multicultural Social Support

The Central Coast HACC funded Multicultural Social Support Services (MSSS) project has moved to the new mixed funding format with funding from both the Department of Health and Ageing and the NSW Family and Community Services, Ageing Disability and Home Care.

This year has seen a number of changes as we tried to rationalise the delivery of the service. As the project consists of two parts, the matching of a Volunteer to a client (consumer user) to assist that client attend appointments, undertake shopping, participate in social functions and events, etc. and social support groups, it was decided to spread the group work between the three coordinators. This has worked well with good outcomes and a better range of social activities for the client group. In addition the adaptation of the Community Builder's cooking program as an activity and the establishment and maintenance of a Spanish speaking social group for older people with origins in South America and in Spain has seen our client numbers grow above a 100 clients. Interestingly the growth of clients has also seen the growth of our Volunteer cohort for the MSSS. With changes in WHS we do need to put more time into our Volunteers together with better ways to address the matching of Volunteers to clients living in more isolated areas of the Central Coast. This will be one of the many challenges for the future for the MSSS along with ensuring that staff has the capacity to meet the new service delivery frontier with "Person Centred" servicing and supporting the "Enablement" of clients, while dealing with loss, dementia and even elder abuse.



Rural Support work**Table 1: Face to Face Work and Visits to Regional and Rural SGP Projects in Northern and western NSW, 2012-2013**

Location	Visits	Location	• Visits
Manning Valley	2	Coffs Harbour	• 2
Lismore	1	Armidale	• 5
Tamworth	5	Bathurst	• 3
Dubbo	3	Orange	• 3
Hunter Outreach	10+		

Case work support varied but included a number of matters relating to migration, the impact of various programs on local groups such as the offer of employment to women, especially of Humanitarian African backgrounds into family day care, the continued lack of use of Interpreters by services in their dealings with clients of the SGP projects, the impact of specific Visa type entrants into the geography of the SGP projects including Visa 475 regional employment and the Visa 457 type and finally the problem of incurred debts by different clients in their dealings with Centrelink.

Other work relating to Rural based SGP projects

Work with the Rural Based SGP project included participating in various meetings to support and promote the work of the Rural based, and all NSS SGP projects, especially at meetings in their regions, or at ones in Sydney. Primary among these was attendance at the various multicultural interagencies and networks including the North Coast Migrant Workers Network, the Mid North Coast Multicultural Network, the New England Multicultural Interagency, the Central West Orana Multicultural Interagency as well as the Hunter Refugee Network, the Navitas local area committee, the Newcastle Multicultural Interagency and the Central Coast Multicultural Interagency

While each meeting has its own uniqueness some common themes keep appearing in the discussions. The most common continues to be around the lack of use or need for more training on how to use interpreters, affordable housing has also been high on the list and regional humanitarian settlement is also an ongoing issue. Other matters raised included Community Detention and Asylum seekers in the community, employment opportunities and the changing profile of government organisations, for example the most notable of these this year has been the loss of the DEC Equity Units and their importance in addressing the educational needs of migrant settlers in regional areas.

Community Builders

NSS has two Community builders projects (the African Markets and the Central Coast Multicultural Community Development) and both met their requirements for the year. These were two of the busiest projects of NSS as they were very event focussed with numerous activities being managed or planned for.

Most of the responsibility of guiding the Central Coast Multicultural Community Development project this year as in the previous year fell onto Natalia's shoulders though Pari became more involved after March this year. Despite some management difficulties due to its newness, the project has been supported to keep it on track to achieve its goals. This has



**Settlement Support & Communities Team Manager
Alex Burns**

Introduction

This position provides leadership, assistance, mentoring and resourcing to NSS and other rural DIAC funded Settlement Grant Program (SGP) services in their provision of settlement support to highly vulnerable new arrival refugees, family and other permanent visa holders in Northern and Western NSW. It also provides management and support to two other NSS projects on the Central Coast, the Community Builders Project and the Multicultural Social Support Service.

NSS "Supergrant"

2012-2013 saw the start of the NSS "Supergrant" SGP, a service that had previously been six individual SGP grants, including those projects providing a service in and around Newcastle city and also the grant that covered the Central Coast local government areas of Gosford and Wyong. Unlike previous grants the Work Plan for the new service covered 3 service types - casework, youth and community development. Additionally, migrant and refugee youth issues, our Homework Centres and the Volunteers that support our new arrival groups had also to be integrated to this plan.

The greater responsibility for all NSS SGP projects meant that time was spent with individual workers, discussing case work and developing strategies to address work plan activities and to deal with the changing social environment that our new arrivals were entering. The main case work issues for the Newcastle SGP client group this year were those of accommodation followed by employment and family management and particularly parenting practises.

On the Central Coast the main case work focus has been around domestic and family violence.

The Youth area involves both youth client work and the four NSS Newcastle Homework Centres. The success of the Homework Centres and their excellent management has achieved many good outcomes for SGP target group families.

Although the changes that were brought in with the "Supergrant" will eventually apply to the Rural Sector for NSS, for this reporting year we still had 3 Rural projects and in my rural work I continued to work with NSS's rural projects as well as other SGP projects located on the North Coast, Dubbo, Orange and Bathurst. This work is described below.



Chief Executive Officer's Report

Ms Lulu Tantos

Northern Settlement Services (NSS) has much to be proud of over the last year continuing to play a long term leadership role in the settlement sector in the region.

This report provides an opportunity to reflect on the important work we do in assisting migrants and refugees to settle in Australia by ensuring they are supported and resourced to fulfil their potential as members of the Australian community.

Despite the change in government and public policy and the challenges this has brought, the staff and Board of NSS has worked exceptionally hard to partner our funding bodies and stakeholders in the delivery of services. They have in NSS a professional partner that delivers on outcomes and that cares for clients.

Those who are familiar with the Hunter Region of NSW are aware of its extraordinary social diversity, spawned by decades of migration from across the globe. Collectively we have extended our arms and welcomed waves of migrants and refugees to a region which is experienced and committed to breaking down the barriers for a just and equal society. For NSS the challenge has always been to provide the best possible service – the vital link between being granted a visa and building a new life – within the constraints of government funding, limited resources and an ever competitive world of tenders. You will read in this report many examples of how we have achieved this across our catchment area which includes Newcastle/Lake Macquarie, the Hunter, Central Coast and New England Regions of NSW, delivering programs from early childhood through to aged care. It reflects our organisations capacity to deliver consistent quality services by developing stronger and more effective stakeholder relationships to facilitate settlement of migrants and refugees into Australia.

One such stakeholder is Settlement Services International (SSI). During the year NSS has further cemented its relationship with SSI which was formed in 2000 as a State-wide representative body for 11 'Migrant Resource Centres' and Multicultural Services across NSW. Sharing a similar vision and mission we are proud to host SSI and the Multicultural Foster Care Service from head office in Hamilton, the first multicultural organisation contracted to provide out-of-home care services specifically designed for CALD children and young people. We welcome our association with SSI and look forward to future collaboration, not only with them, but all our stakeholders.

I know I speak on their behalf when I say that the Board and staff are committed to ensuring that the ongoing and changing needs of our target group are met. I have been proud to work with a very dedicated team of individuals and volunteers who represent and support our clients in the community which they now call home. They bring not only an evident passion for successful settlement but also a wealth of knowledge and experience.

With so many changes and challenges afoot affecting immigration, settlement, the aged care sector and disability services, I, like others cautiously look forward to the next 12 months and what lies ahead for our sector and our communities.

NSS has contributed to this region for over 30 years and will continue to do so, by embracing change and focusing on the evolving needs of our community.





Chair's Report

Ms Trudy Mills-Evers AM

The past year has been interesting for me, as my first year as Chair of the Board of Governance. It is a pleasure to chair this very harmonious Board. Members are interested and make valuable contributions.

We were very appreciative of the expertise Board members gave particularly in the fields of finance and building contacts as well as management and law, this all on top of their cultural backgrounds and connections.

As well we were pleased to have the co-opted council representatives from Lake Macquarie Council and Newcastle Council. Their input has been very valuable.

Although we were successful in the re-allocation of most grants, the year past has seen challenges in lower funding levels, which means special vigilance in applying for grants by the management team. Thanks to Lulu and the team managers for their diligence in applying for grants and reporting on essential performance criteria.

The past year has shown that the decision to buy the building was a sound one; we were able to save on costs of rent but above all give NSS security.

Above all we were able to start badly needed renovations. The open office on the first floor is a great asset, we can fit in more staff and were able to host staff from Settlement Support International (see CEO report).

Also the meeting room downstairs looks much better now!

Upgrading of the remaining Eastern side of the building will start in the New Year. We were able to do the renovations out of the operating budget; as a result our bottom-line profit result is down from last year. The new renovations will come from money saved from not paying rent.

To enhance our knowledge about issues of governance many of our Board members attended a workshop on governance of non-profit organisations, together with Board members from fellow multicultural organisations, Ethnic Communities Council and Tinonee Gardens, the multicultural village.

We are implementing some of what we learnt.

We were sorry to lose Carla Da Silva during the year, who resigned due to work and study commitments. We wish her all the best for the future.

In conclusion I would like to thank our staff and fellow Board members for their contribution to the successful functioning of NSS.

We are very proud of our reputation not only in management but also the commitment, diligence, compassion and professionalism of our staff.

I wish every one a healthy and fulfilling and successful New Year 2014.



Year in review

Funding Partnerships

- Department of Immigration & Citizenship (DIAC)
- Department of Human Services, Community Services Agency
- Commonwealth Department of Health & Ageing
- NSW Department of Ageing Disability & Home Care (DADHC)
- ClubsNSW
- Department of Families & Housing, Community Services & Indigenous Affairs (FaHCSIA)
- The Benevolent Society
- Wyong Council

Our Supporters

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

Networks & Interagencies

Northern Settlement Services supports a range of networks including the Mid North Coast ,North Coast & Hunter Rural Multicultural Networks & the Central West, Central Coast, Newcastle & New England Multicultural Interagencies & the Hunter Refugee Network & the Hunter CALD Aged & Disability Services Network.



Staff – 30 June 2013

Chief Executive Officer

Migration Agents
 Financial Controller
 Assistant to the Financial Controller
 Acting Operations Manager
 Administration:
 WH&S Consultant

Lulu Tantos

Lulu Tantos/Olivia Fuente
 Marianne Mohr*/Wendy Kirkham
 Samira Davoodi
 Lee Shields*
 Jacinta Boidin*, Losa Uata,
 Natasha Holliday
 Helen Buchanan

Rural Support Team Manager

Hunter Welfare Outreach SGP
 New England SGP Worker (Tamworth)
 New England SGP Worker (Armidale)

Alex Burns

Rose Oku
 Amalin Sundaravej
 Judith Roberts

Central Coast Team Leader Manager

Office Manager
 Office Administration
 Multicultural Social Support Service Coordinator
 Multicultural Social Support Service Coordinator
 Multicultural Social Support Service Coordinator
 Settlement Grants Program (SGP) Worker
 Multicultural Family Worker

Alex Burns

Sharlene Huber
 Marilyn Perez-Cabrera
 Olivia Fuente
 Anita Trainor
 Kellie Matterson
 Nellie Srisurapon
 Pari Batha/Natalia Meliendrez

Aged Services Team Manager/Community Aged Care Packages Coordinator

Hristov

Community Aged Care Packages Coordinator
 Community Aged Care Packages Coordinator / Tax Help
 Officer
 Hunter Multicultural Respite Service Coordinator
 Community Visitors Scheme Coordinator
 Multicultural Access Project Worker

Sue

Lupe Fonua
 Tima 'Oto
 Tima 'Oto
 Enza Di Stefano
 Valerie Woodman*, Rasa Bajalis

Settlement Support & Communities Team Manager

Settlement Grant Project Workers
 CALD Youth Worker -SGP
 Life Skills & Parenting Groups/ Refugee Programs Project
 Officer
 Congolese Family Support Worker
 Volunteers Coordinator (Educational Programs)
 Volunteers Coordinator (Welfare Programs)

Alex Burns

Lydia Manusiu & Emilie Wiggers
 Tonkoh Kamara
 Helen Buchanan

Welfare Team Leader / Multicultural Welfare Worker

Multicultural Family Worker (Families NSW)
 Multicultural Welfare Worker
 Multicultural Welfare Worker
 Multicultural Welfare Worker
 Multicultural Welfare Workers
 Brighter Futures Coordinator/
 Parenting Support Project Officer

Petrona Kelly

Miza Torlakovic
 Juanita Loli
 Finau Manu*
 Elena Ferguson
 April Bowditch*, Ketkanok Kearns*
 Zenaida Edmunds & Desie Erhart

*Indicates is no longer with the organisation, at time of print



Board of Management - 30 June 2013

Ms Geertrude Wilhemina Mills-Evers AM	Chair, Finance & Audit Committee
Ms Irina Lupish	Vice Chair
Ms Christine Jordan	Treasurer, Public Officer, Finance & Audit Committee
Mr James Garvey	Assistant Treasurer, Finance & Audit Committee
Ms Sania Young	Secretary, Finance & Audit Committee
Mr Jon Chin	Assistant Secretary, Finance & Audit Committee
Mr Zoran Vasiljevic	Director
Ms Anna Marendy	Director
Fthr Nicholas Zervas OAM	Director
Ms Carla Silva	Director
Mr William Simanowsky	Director
Mr Biko Syongoh	Director
Cr. Tim Crakanthorp	Co-opted Member, Newcastle City Council
Cr. Therese Doyle	Co-opted Member, Newcastle City Council
Barney Langford	Co-opted Member, Lake Macquarie City Council

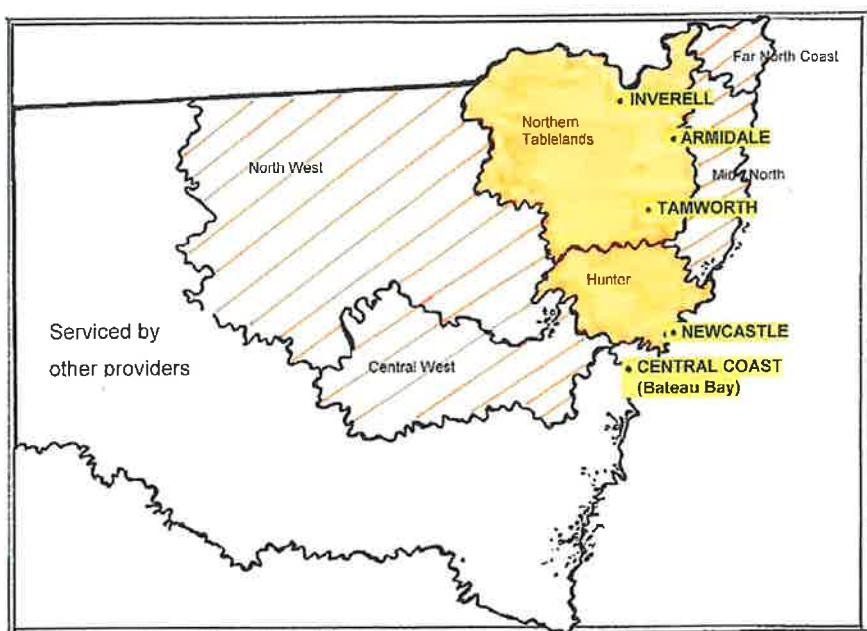
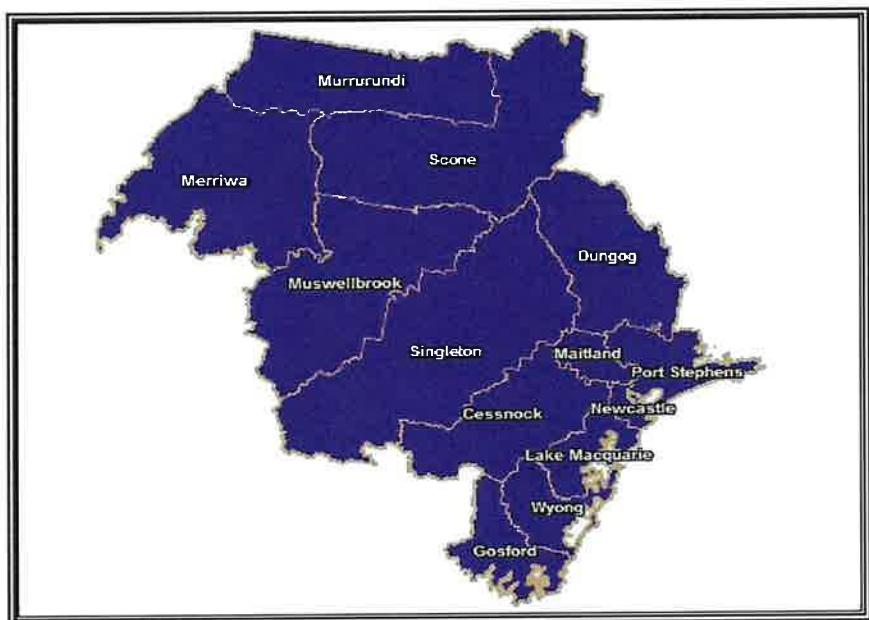
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OFFICE LOCATIONS & SERVICE REGIONS

HUNTER OUTREACH



- Direct NSS service areas including Outreach locations
- Other regions supported by NSS

Our Mission Statement

To facilitate the successful integration of individuals & communities of non-English speaking background, into Australian life, in an environment sensitive & responsive to their needs



Hamilton (Head Office):

8 Chaucer Street
Hamilton NSW 2303

Tamworth:

Suite 10/56-58 Dowe
Street
Tamworth NSW 2340

Central Coast:

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

Armidale:

Hughes House
141 Faulkner Street
Armidale NSW



ANNUAL REPORT

2012—2013