



Harmony Day 2012
Gregson Park, Hamilton

NORTHERN SETTLEMENT SERVICES LTD

ANNUAL GENERAL REPORT 2012



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NOTICE IS HEREBY GIVEN OF THE
ANNUAL GENERAL MEETING
OF
NORTHERN SETTLEMENT SERVICES LIMITED

TO BE HELD ON TUESDAY 27TH NOVEMBER 2012
AT HEXHAM BOWLING CLUB,
290 Old Maitland Rd, Hexham
AT 11.00am

1. OPENING & WELCOME
BY CHAIRMAN, MR HENRY CHAN OAM JP
2. APOLOGIES
3. MINUTES OF 2011 AGM
4. BUSINESS ARISING
5. PRESENTATION OF REPORTS
6. CONFIRMATION OF AUDITORS
7. ELECTION - NSS BOARD OF MANAGEMENT
8. GENERAL BUSINESS
9. CLOSE & LIGHT REFRESHMENTS



Board of Management - 30 June 2012

Mr Henry Chan OAM JP	Chairman
Mr William Simanowsky	Vice Chairman
Ms Trudy Mills-Evers AM	Treasurer, Public Officer, Finance & Audit Committee
Ms Biko Syongoh	Assistant Treasurer, Finance & Audit Committee
Ms Sania Young	Secretary, Finance & Audit Committee
Ms Irina Lupish	Assistant Secretary
Ms Christine Jordan	Director
Fr Nicholas Zervas OAM	Director
Ms Zoran Vasiljevic	Director
Ms Anna Marendy	Director
Ms Carla Silva	Director
Mr James Garvey	Director, Finance & Audit Committee
Cr. Nuatali Nelmes	Co-opted Member, Newcastle City Council



Staff Summary – 30 June 2012

Chief Executive Officer	Lulu Tantos
Migration Agent	Olivia Fuente
Financial Controller/Accounts Manager	Marianne Mohr*
Financial Accounts Assistant	Wendy Kirkham
Operations Manager	Mary Milevski*(Maternity Leave)
Admin Officers	Jacinta Boidin & Losa Uata
OH&S Consultant	Helen Buchanan
Settlement Support & Communities Team Manager	Alex Burns
SGP Worker	Lydia Manusiu
CALD Youth Worker - SGP	Tonkoh Kamara
Life Skills & Parenting Groups, Refugee Programs Project Officer	Helen Buchanan
Congolese Women's Support Worker	Marie Zawadi
Congolese Family Support Worker	Kwabo Batende
Volunteers Coordinator (Educational Programs)	Michael Freund
Volunteers Coordinator (Welfare Programs)	Emilie Wiggers
Rural Support Team Manager	Alex Burns
Hunter Welfare Outreach SGP	Rose Oku
New England SGP Worker (Tamworth)	Amalin Sundaravej
New England SGP Worker (Armidale)	Judith Roberts
Central Coast Team Manager (office located at Bateau Bay)	Alex Burns
Office Manager	Sharlene Huber
Office Administration	Marilyn Perez-Cabrera
Multicultural Social Support Service Coordinator	Olivia Fuente
Multicultural Social Support Service Coordinator	Anita Trainor
Multicultural Social Support Service Coordinator	Kellie Matterson
SGP Worker	Nellie Srisurapon
Multicultural Community Development Officers	Pari Batha/Natalia Meliendrez
Welfare Team Manager / Multicultural Welfare Worker - EIPP	Petrona Kelly
Multicultural Family Worker (Families NSW)	Miza Torlakovic
Multicultural Welfare Worker – EIPP / Tax Help Officer / EAPA	Juanita Loli
Multicultural Welfare Worker - EIPP	Finau Manu*(Maternity Leave)
Multicultural Welfare Worker - EIPP	Elena Ferguson
Multicultural Welfare Worker - EIPP	April Bowditch
Brighter Futures Coordinator	Zenaida Edmunds & Desie Erhart
Parenting Support Project Officer	Zenadia Edmunds
Aged Services Team Manager / Community Aged Care Packages Coordinator	Sue Hristov
Community Aged Care Packages Coordinator	Lupe Fonua
Community Aged Care Packages Coordinator / Tax Help Officer	Tima 'Oto
Hunter Multicultural Respite Service Coordinator	Tima 'Oto
Community Visitors Scheme Coordinator	Enza Di Stefano
Multicultural Access Project Worker	Valerie Woodman

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



MINUTES OF 2011 ANNUAL GENERAL MEETING

THURSDAY 24TH NOVEMBER 2011, 11.00am.

Minutes: Mary Milevski (Operations Manager)

- 1. PRESENT: (as per list attached)**
- 2. APOLOGIES: (as per list attached)**
- 3. MINUTES OF THE 2010 AGM:**

Amendments noted:

- Typing errors, should read '...has been reborn...' (Instead of has ben reborn) & further along on page 2, should read 'issued'.

Minutes of the previous AGM – ACCEPTED:

Proposed: Fthr N Zervas

Seconded: SYoung

- 4. BUSINESS ARISING:**
 - Everton Street properties have successfully been transferred to housing provider Compass
 - Purchase of NSS Head office premises as per May 2011

- 5. PRESENTATION OF REPORTS:**

Chairman, HChan: Report tabled & accepted as read

Chief Executive Officer, LTantos: Report tabled & accepted as read

- Expressed her gratitude to the Board on her appointment to the CEO role & the support of the staff throughout the year
- Acknowledged the staff's contribution, team delivery on projects
- Awaiting announcement of SGP round

Registered Migration Agents, LTantos & OFuente, - Report tabled & accepted as read

- IAAAS funding has not been renewed, however a deal has been negotiated between NSS & a Sydney based provider (Playfair Visa and Migration Services) to maintain the IAAAS service to continue locally, as the immigration service compliments the agency's delivery of settlement services particularly to those financially disadvantaged.

Complex Case Support: Report tabled & accepted as read

Rural Team, Alex Burns Team Manager: Report tabled & accepted as read

- There have been some changes of staff – Danielle Habib (SGP) & Julie Styles (Admin) both formerly of NSS-Central Coast & Katie Wright (SGP Inverell) have all left.
- Other staff information: New England SGP workers are already on leave, Rose Oku



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(SGP Hunter) & Alex have both had funding reductions & have had hours reduced by one day.

Hunter Welfare SGP, Rose Oku: Report tabled & accepted as read

Armidale SGP, Judith Roberts: Report tabled & accepted as read

- Region has been nominated for award – certificate received from Inland Development Board

Tamworth SGP, Amalin Sundaravej: Report tabled & accepted as read

SGP Inverell, Katie Wright: Report tabled & accepted as read

- Funding has ceased for this project

Central Coast Team, Alex Burns: Report tabled & accepted as read

- ABurns tendered apologies for the CC team, unable to attend due to bad weather
- New staff commenced – Kellie Matterson (MSSS) & Marilyn Cabrera Perez (admin). Also mentioned Nellie Srisurapon who has taken up CC SGP role
- Mentioned Workers Compensation issue relating to Pari Batha (Multicultural Family Worker Central Coast), following car accident in May & Natalia Meliendrez who is locum in the position which has been retitled (by the funding body) Multicultural Community Development Project.

Multicultural Social Support Service, Anita Trainor, Olivia Fuente, Kellie Matterson: Report tabled & accepted as read

SGP-Central Coast, Danielle Habib: Report tabled & accepted as read

- Nellie Srisurapon has moved to this position. The project received a NSW Government Water Safety Award for its Stay Safe At the Beach - for the Water Safety event of the year.

Multicultural Community Development Project, Pari Batha/Natalia Meliendrez: Report tabled & accepted as read

- Formerly known as the Multicultural Family Project-Central Coast, the project changed name & focus from July, as prescribed by the funding body
- Natalia Meliendrez (locum) introduced herself & thanked the Board, Auburns & the CC team for their support of the project, including referrals, attending events etc.

Community Aged Care Packages, Aged Services Team Manager & CACP Senior Coordinator, Sue Hristov: Report tabled & accepted as read

- Thanked the Board & LTantos & staff for their support of the project. Thanked her fellow Team members for their dedication & support, saying "... it made the project work a positive experience".

Hunter Multicultural Respite Support, Tima 'Oto: Report tabled & accepted as read

- Provided a brief overview of the project, saying that the dementia support group for Carers is operating well & the excursions are well supported, with the most recent being to the Hunter Valley Gardens (Hunter Valley)



- Said she aims to promote more Carers to the service next year

Community Visitors Scheme, Enza Di Stefano: Report tabled & accepted as read

- Said that the program continued to operate well & welcomed new recruits!
- Acknowledged the loss of 2 visitors & also the loss of 2 recipients, passing on.
- Thanked NSS agency, the Aged Services Team & said that the agency continued to provide a very supportive work environment.

Multicultural Access Project, Valerie Woodman: Report tabled & accepted as read

- Thanked her team & acknowledged the support the project has received.

SGP-African Welfare Support, Nellie Srisurapon: Report tabled & accepted as read

- Acknowledged her move to the SGP-Central Coast role & thanked the NSS Board & management for their support.

SGP- Burundi Family Welfare, Joselyne Ntahomvukiye: Report tabled & accepted as read

- Has resigned from this position due to personal reasons, however the position may be held for her return

Youth Project, Tonkoh Kamara: Report tabled & accepted as read

- Briefly described projects achievements
- Acknowledged & thanked Helen Buchanan in connecting with youth & supporting project
- Mentioned the youth Taree Road Trip as an example of promoting cultural awareness under the project for the year
- Involvement in The Real D Program – a partnership with University of Newcastle, promoting Refugee Awareness & Learning & Pathways for future development among Refugee Youth. We received a Community Partnership award from Career Links for our involvement in The Real D Committee.

Life Skills & Parenting Groups, Helen Buchanan: Report tabled & accepted as read

- African Training Markets – well supported by refugee, volunteers & mainstream communities. Occur bimonthly at Hamilton through the support of Newcastle Council. Opportunities at other festivals & events have also been achieved.
- Youth Programs – have included self-parenting development skills. Also engaged with families & youth in the Markets Skills Training e.g.: exploring family business etc.
- MooCastle Room – Joint venture supported by FirstChance, Interrelate & Newcastle Family Support
- BBQ Skills program – Refugee groups have embraced & learned & also operate weekly BBQ, food for sale etc.
- OH&S Training for NSS staff completed

Parenting Support Project, Zenaida Edmunds: Report tabled & accepted as read

Family Support Project (Congolese), Kwabo Batende: Report tabled & accepted as read

Volunteer Program, Michael Freund, and Georgina Ramsay: Report tabled & accepted as read



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- Apologies noted from Georgina Ramsay, as she is on leave. She has also moved to SGP work. Michael welcomed Emilie Wiggers to the Volunteer Coordination (Welfare Programs) role. She said it was an honour to be part of the Settlement Support Team & part of the NSS organisation
- Michael mentioned that recruitment continued to do well generally
- Homework Centres at schools were operating well, with 4 Homework centres established & supporting school students
- Volunteers continued to assist with Penola House activities, Driving supervision, Adult literacy development, as well as compliment other NSS programs, i.e.: Training Markets, through other NSS welfare programs

Welfare Team Manager, Filipino Welfare Project, Petrona Kelly: Report tabled & accepted as read

- Filipino project will cease due to changes to the focus of the funding, driven by the funding body, Community Services.
- Thanked the Board for their support for over 20 years

Brighter Futures Program, Zeni Edmunds: Report tabled & accepted as read

- Thanked the CEO & colleagues for their support
- Mentioned the newly established Multicultural Playgroup – a partnership between NSS & Mission Australia, KU Children's Services, and Multicultural Neighbourhood Centre.

Multicultural Family Support Project, Miza Torlakovic: Report tabled & accepted as read

- Due to changes by the funding body, the project has been retitled 'CALD Family Project'

Thai Welfare Project, Nellie Srisurapon: Report tabled & accepted as read

- End of project due to funding changes, however clients will continue relationship with the Centre & be catered for through the generalist welfare services of the NSS Welfare Team

Pacific Islander Welfare Project, Juanita Loli & Finau Manu: Report tabled & accepted as read

- Apologies noted from Juanita Loli – currently on annual leave
- End of project due to funding changes, however clients will continue relationship with the Centre & be catered for through the generalist welfare services of the NSS Welfare Team

Russian Welfare Project, Elena Ferguson: Report tabled & accepted as read

Motion to accept the Reports: ACCEPTED

Proposed: TMills-Evers

Seconded: JGarvey

6. FINANCIAL REPORTS: Presented by Mr Mark O'Connor, Cutcher & Neale (Appointed Auditors for the NSS)

- Provided 'unqualified audit report' & provided an overview of the financial report
- Congratulated LTantos on her appointment to the CEO role, the NSS Board & the NSS Finance Team & MMohr's professionalism & cooperation.



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- HChan, on behalf of the Board, confirmed Cutcher & Neale as NSS future Auditors, for the next financial period.

Motion to accept the Financial Reports: ACCEPTED

Proposed: ILupish

Seconded: FthrNZervas

7. ELECTION TO NSS BOARD FOR 2012

Nominations:

- (i) Henry Chan
- (ii) Trudy Mills Evers
- (iii) Sania Young
- (iv) William Simanowsky
- (v) James Garvey
- (vi) Biko Syongoh
- (vii) Christine Jordan
- (viii) Fthr Nicholas Zervas
- (ix) Anna Marendy
- (x) Carla Silva
- (xi) Irina Lupish

- Co-opted member Cr Nuatali Nelmes, Newcastle City Council representative

All nominations reinstated as Directors – for 2012 NSS Board of Management

8. GENERAL BUSINESS:

- Tonkoh Kamara, NSS Youth Worker, acknowledged the NSS migration services as critical to HSS services & supported contingency plans for African refugee community /new arrivals. HChan noted his comment & advised that the Board will take this into consideration.
- NSS Christmas Party will take place on Thursday 15/12/2011. Complimentary attendance for Board & Staff & their partners.
- HChan expressed his gratitude to the Board & all Staff for another year of achievements & acknowledged 30 years of operation & the now deepened NSS footprint in Hamilton, following the purchase of the building. He mentioned that renovations were intended & encourage the NSS Audit Committee to this goal!
- LTantos acknowledged the dedication & hard work provided by the Finance & Administration Team.

Guest Speaker: Merilyn Alt, Director of Alt Beatty Consulting.

Presentation of report: *Cultural Diversity and Dementia in the Hunter and Central Coast – A Research Project for Northern Settlement Services Ltd September 2011*

Meeting ended 12.00pm



ATTENDANCE – AGM 2011

Name	Organisation
Nicholas Zervas	NSS Board
Carla Silva	HNE Health
Jacinta Boidin	NSS
Lupe Fonua	NSS
Mary Milevski	NSS
Finau Manu	NSS
Michael Freund	NSS
Lydia Manusiu	NSS
Zenaida Edmunds	NSS
Pet Kelly	NSS
Trudy Mills-Evers AM	NSS Board Member
Wendy Kirkham	NSS
Marianne Mohr	NSS
Alex Burns	NSS
Val Woodman	NSS
Sheree Conway	Hunter Valley HDO
Lynne Warner	DAS
Denise Hodgson	Centrelink
Helen Buchanan	NSS
Cr Nuatali Nelmes	Deputy Lord Mayor City of Newcastle, NSS Board
William Simanowsky	NSS Board
Merilyn Alt	Alt Beatty Consulting
Tima Oto	Tongan Community
Enza Di Stefano	NSS
Henry Chan OAM JP	NSS Board
Lulu Tantos	NSS
Emilie Wiggers	NSS
Nellie Srisurapon	NSS
Natalia Meliendrez	NSS
Losa Uata	NSS
Tonkoh Kamara	NSS
Louis Ndagiijimana	TAFE Student
Anteneh Bemelash	TAFE Student
Irene Lupish	Russian Community / NSS Board
Michael Todd	Macedonian Community
Elena Ferguson	NSS
Merima Pavlovic	Jesmond Neighbourhood Centre
Sally O'Loughlin	Alzheimer's Australia
Rose Oku	NSS
Sue Hristov	NSS
Jodi Livesley	Gosford City Council
Sania Young	Tatar Community/NSS Board
Biko Syongoh	HACC/NSS Board
James Garvey	NSS Board

APOLOGIES – AGM 2011

Name	Organisation
Chris Jordan	NSS Board
Tony Cosentino	ADHC Hunter
Marilyn Perez-Cabrera	NSS
Juanita Loli	NSS
Georgina Ramsey	NSS
Keiko Clements	CCDN
Carrie Hayler	Alt Beatty Consulting
Katrina Bennett	ADItc Hunter
May Myers	Newcastle and Lake Macquarie Dementia Advisory
Janine Slimmon	Wesley Mission
Miza Torlakovic	NSS
Anna Marendy	NSS Board Member
Sharon Greirson MP	Federal MP for Newcastle



Overview of 2011-2012

Funding Partnerships

- **Department of Immigration & Citizenship (DIAC)**
- **NSW Department of Human Services (Community Services)**
- **Commonwealth Department of Health & Ageing**
- **Ageing Disability & Home Care (ADHC), Department of Family & Community Services**
- **ClubsNSW – ClubGRANTS SCHEME**
- **Department of Families & Housing, Community Services & Indigenous Affairs (FaHCSIA)**
- **The Samaritans Brighter Futures – Early Intervention Program**

Our Supporters: Donations & Acknowledgements

- **Insomnia Café, Newcastle Airport**
- **Newcastle City Council**
- **Lake Macquarie City Council**
- **Gosford City Council**
- **Alliance for Peace**
- **Hamilton Uniting Church**
- **Grill' d Burgers**



Networks & Interagencies

Northern Settlement Services convenes 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.

Where our clients come from...

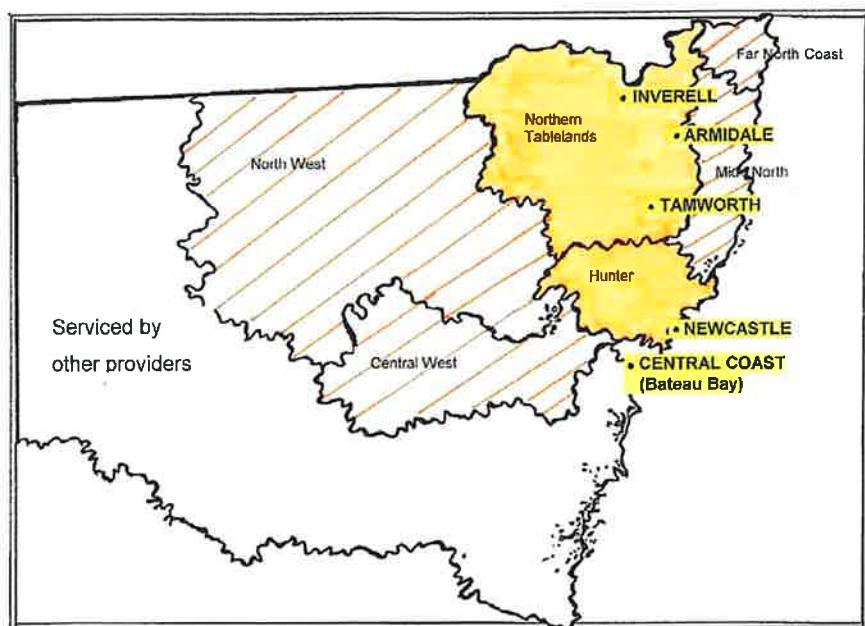
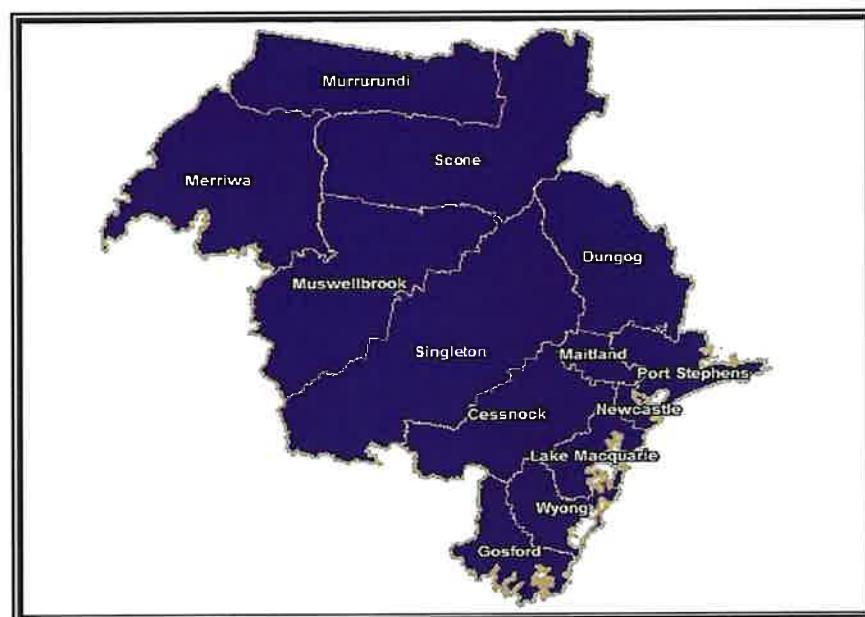
Clients by Ethnic Background and/or Birthplace

Afghanistan	Greece	North Sudan	Vietnam
Albania	Guatemala	Norway	Venezuela
Algeria	Guyana	Panama	Zimbabwe
Argentina	Honduras	Pakistan	
Armenia	Hungary	Papua New Guinea	
Australia	Hong Kong	Paraguay	
Austria	India	Peru	
Bangladesh	Indonesia	Poland	
Bosnia	Ireland	Portugal	
Botswana	Iran	Philippines	
Brazil	Iraq	Romania	
Burma	Israel	Russia	
Burundi	Italy	Rwanda	
Cambodia	Japan	Scotland	
Canada	Jordan	Senegal	
Chile	Kazakhstan	Serbia	
China	Kenya	Slovenia	
Colombia	Korea	Sierra Leone	
Congo (DRC)	Kuwait	Singapore	
Croatia	Laos	Samoa	
Cuba	Latvia	South Africa	
Cyprus	Lebanon	Sri Lanka	
Czech Republic	Liberia	South Sudan	
Dominican Republic	Lithuania	Spain	
East Timor	Macedonia	Sweden	
Egypt	Malaysia	Switzerland	
El Salvador	Malta	Syria	
England	Mauritania	Tahiti	
Ecuador	Mexico	Taiwan	
Eritrea	Montenegro	Thailand	
Ethiopia	Morocco	Tonga	
Fiji	Myanmar	Turkey	
Finland	Nepal	Uganda	
France	Netherlands	Ukraine	
Germany	New Zealand	Uruguay	
Ghana	Nigeria	USA	



OFFICE LOCATIONS & SERVICE REGIONS

HUNTER OUTREACH



Direct NSS service areas including Outreach locations



Other regions supported by NSS



Chairman's Report

Mr Henry Chan OAM JP

On behalf of your Board of Directors and despite continuing difficulties prevailing in our industry, I am pleased to report another solid performance from Northern Settlement Services (NSS). We remain committed to our core activity being the successful settlement of migrants and refugees into our catchment area by assisting them to become self-reliant and participate equitably in Australian Society.

As the Chinese Proverb says "A journey of 1,000 miles must begin with a single step". The journey that began 31 years ago as the Migrant Resource Centre of Newcastle and the Hunter Region, and subsequently Northern Settlement Services, has certainly taken its share of steps. I have had the honour and privilege of being chairman of this organisation for 20 of those years. The journey for me has been rewarding in so many different ways. Drawing on our common ideals of promoting peace and harmony as the core values of our existence, encouraging greater cross cultural relationships, and promoting social inclusiveness in our society, has, without doubt, been rewarding.

At the conclusion of this AGM I will retire as Chairman of NSS. I have been privileged to hold this position and have had the pleasure of working with a great group of dedicated and professional directors and staff who together bring much expertise on different aspects of the settlement process. In particular I thank our CEO, Lulu Tantos, who has made my task easier with the enthusiasm, knowledge and commitment that she brings to the role. It has been exciting to be part of the changing environment, and to be part of NSS, as it continues to shape the future of this industry and drive change for the benefit of our client group, despite the challenges that various policy shifts of State and Federal Governments have brought during my tenure as Chairman.

As I stand before you I can proudly say that the organisation has a sound future, it is financially strong despite having gone through various funding cuts and political uncertainties, has a clear vision of its role as it continues to add value across the settlement sector. Indeed, it has grown, through the hard work and dedication of both directors and staff, from a small organisation employing a handful of staff to the present enviable establishment with its own premises.

The CEO will be presenting a comprehensive report on the activities of NSS over the past 12 months and outline our plans for the year ahead. Suffice to say we have some great opportunities before us as we continue our journey. While the year provided many reasons for despair this annual report illustrates that in 2011-12 NSS has worked harder than ever. We remained true to the principles developed 30 years ago, in times when settlement and refugee policy in particular involved many challenges but was much less controversial than it is now. Regardless of the external pressures and the many unwelcome controversies we will continue to work tirelessly and constructively to seek the fairest possible outcome for our clients.



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There is another Chinese saying: "no banquet will last forever" so this is the time that my banquet with NSS will come to an end. As I sign off for the very last time I would like to take the opportunity to thank each and every one of you for your friendship and support over the past 22 years, as I reflect with pride on our past achievements. May your journey continue to be rewarding for many more years to come.

Henry Chan, OAM JP





Chief Executive Officer's Report

Ms Lulu Tantos

It is with great pleasure and indeed honour that I present to you the 2012 Annual report for Northern Settlement Services (NSS). This year has been one of consolidation for NSS as we continue to provide essential services to people in need.

With the Support of the Department of Immigration and Citizenship, NSW Department of Human Services (Community Services), Commonwealth Department of Health and Ageing, Ageing, Disability and Home Care, Department of Families, Housing, Community Services and Indigenous Affairs, The Samaritans Brighter Futures Early Intervention Program and ClubsNSW, the NSS team has undertaken key initiatives aimed at improving the lives of disadvantaged communities in the region.

We are confident that programs like our: multicultural playgroups, life skills and parenting groups, mothers obstetrics and multicultural support group, homework centres, refugee training markets, driving supervision programs, youth holiday programs, First Chance early childhood programs and aged care programs, to name but a few, will continue to make a difference to many people's lives. This is particularly so when we're working with families and individuals with whom their connection to community is imperative to ensure that they can reach their full potential and access services that are relevant and indeed appropriate in meeting their needs.

Equally important is the challenge to ensure that the staff, our volunteers and all who contribute to the important work we do feel that their work has meaning and value and brings good outcomes, not only for the individuals and the communities we work with but for the common good.

In recent years there has been much discussion about what constitutes "settlement" and the length of time needed for migrants and in particular refugees to feel "settled" in their community.

While Factors such as income support, housing, employment, education, health care and family reunion are essential, it is the less tangible factors which play a vital role in the settlement process including:

- being able to feel safe and secure
- restoring a sense of self-worth and dignity
- regaining control over one's life

With this in mind the staff at NSS have yet again shown this year that they have a common belief in the potential of every client and a shared set of values that is underpinned by a commitment to the principles of access, equity, equality, fairness, dignity, respect, humility and compassion.



Contained within the report you will find detailed information on each program area's activities and achievements over the year and evidence of the difference these services have made to people's lives.

Thank you to the management team of Alex Burns, Sue Hristov, Pet Kelly and Lee Shields who have worked alongside me in delivering our goals and objectives.

Indeed I pay tribute to all the visionary and committed people who have left their mark and contributed to the success of the organisation.

One of those is our longstanding Chairman Henry Chan, who advised the Board that due to personal circumstances he is retiring from the Board of management effective 27 November 2012.

Henry has been director of NSS for 22 years and Chairman for the last 20 years, and has served the organisation with great distinction.

Under his Chairmanship the organisation has grown to be a highly regarded leader of Settlement Services in the region.

On behalf of my colleagues, I want to take this opportunity to thank Henry for his devoted service and for his distinguished leadership of the organisation over the past 22 years and wish him every success as he is able to invest more time in his other interests.

While we're saying "goodbye" I'd also like to take this opportunity to recognise a member of staff who recently retired from our service, Marianne Mohr our Finance Manager "extraordinaire". She will be sorely missed by us all. 'Aufwiedersehen' Marianne, we wish you much happiness in your future endeavours and hope the Queensland climate is kind to you.

I would also like to acknowledge the many volunteers that NSS has, who over the past 12 months have offered significantly towards our achievements.

A special thank you to the NSS Board, who are all hardworking and committed volunteers themselves who are passionate about the role of NSS in the local community, its values and objectives and who continue to direct NSS with great foresight and vision.

I look forward to an exciting and productive 2013 for NSS as we continue to make more inroads into improving the lives of the communities in the region.





Settlement Support & Communities Team Manager

Alex Burns

Overview

The Settlement Support and Communities Team comprises the NSS Settlement Grants Projects (SGP) covering Youth, Refugee Communities and the Northern Settlement Services Homework Centres located in the Newcastle area, the

Rural based projects covering the Western and Northern areas of NSW and especially those in New England and the Hunter Region and the project located at Bateau Bay covering the Central Coast. In addition this Team includes the other NSS projects based in the Central Coast, the Multicultural Community Development Community Builders project and the Multicultural Social Support service client and group work project and the African Markets Community Builders project covering Newcastle, Lake Macquarie and Maitland as well as the Family and Community Services, Housing and Aboriginal Affairs(FACHSIA) parenting project. In the reports that follow you will be able to read what Lydia, Michael, Judith, Nellie, Anita, Olivia and Kellie, as well as Natalia, Pari, Rose, Amalin, Tonkoh, Helen and Kwabo have achieved. However, it's also not to forget the others that provide support and especially Marilyn and Sharlene on the Central Coast.

During the period 2011-2012, a number of staff moved on or changed roles. Among these was Georgina Ramsay, who completed her honours degree and subsequently has taken up a PhD at the University of Newcastle and who looked after the Refugee Communities for a short period and was also an Assistant Coordinator, to Michael Freund, our Homework Centres coordinator. Jocelyn Ntahomvukiye who left the role of refugee worker and Emilie Wiggers who became Assistant Coordinator, Finau Manu who took up the Refugee Communities support and Lydia Manusiu who became the main Refugee Support SGP project worker.

Other additions have since occurred including the appointment of Marie Zawadi Refugee Support for Congolese Women and Masoumeh Hosseini Afghani support worker.

The Settlement Support and Communities Team have achieved excellent outcomes as is evidenced in the reports to follow. At the same time it is worth reiterating some of the Team's general achievements. For example, our Homework Centres are highly valued and work very effectively and efficiently addressing the settlement needs of new arrival young people who for the most part would be left behind without this help in meeting this primary demand of our Australian society. Much of the success of the Homework centres is due to the efforts of our large cohort of Volunteers and the relationship that these develop with the students and this is true equally for the centres found in the Newcastle area as well as that in Armidale. Similarly, the good work undertaken by NSS Volunteers addresses many of the general settlement needs of new settlers as in our with our colleague, Penola House, and more specifically with new families as part of our delivery of welfare support, or with the African Markets program, the FACHSIA parenting program and of course with the Multicultural Social Support Service and this project's work with longer settled Australians of migrant backgrounds.

The family work which the Team has been challenged by varies but over the last year housing would be the main issue followed by family relationship issues, family reunion, and then employment, income support, and education problems. However new partnerships and strong continuing relationships with other Services across large region have helped

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address some of these problems. We look forward to building on these strengths.

The networking to which we are a part includes the valuable sharing forums in which Team members contribute and convene. These include Forums such as the Real D, the Central Coast DV Forum, Armidale, Singleton, Cessnock, Lake Macquarie and Port Stephens interagencies, the Hunter Volunteer Network, CCADA, the Newcastle Local Area Committee of NAVITAS, the Hunter New England refugee Health Network, the Northern Area(HNE) Multicultural Health Network, the Hunter and New England DEC Equity Committees, the Hunter Central Coast MAC meeting and of course the Hunter Refugee Network, the Newcastle Multicultural Interagency, the Central Coast Multicultural Interagency, the New England Multicultural Interagency, the Hunter Rural Multicultural Network and the North Coast Multicultural Network, all of which Team members convened.

The role as a lead agency in promoting community harmony and involving the CALD and new arrival communities to participate and share in local and regional Events has been fantastic and a major success for NSS and particularly for the Settlement Support and Communities Team. It has included Harmony Day, Refugee Week and Australia Day Events that saw many in the mainstream awe at what was presented. Participation and presenting monthly film nights, numerous community Expos , cooking demonstrations and providing opportunities as diverse as taking our new arrival young people to Taree to share their refugee experience with their school aged peers and to continue to offer respite outings to our longer settled client group on the Central Coast Finally, the Team's support to sporting event for young people has been marvellous with the development and travels of the Simba youth team to Canberra, numerous holiday programs for young people, play activities for young families and support for our Volunteers for the athletic and basketball achievements for our young African clients in Armidale.

All round great work Team!





Rural Support Settlement Grants Program

Alex Burns

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

Introduction

This project continues to provide leadership, assistance, mentoring and resourcing to NSS and other rural DIAC funded SGP projects in their provision of settlement support to highly vulnerable new arrival refugees, family and other permanent visa holders in Northern and Western NSW. This year has seen my responsibilities for all of NSS's SGP projects and the phasing out of these with the move towards the new Supergrant work.

Project's main activities

Support was provided by the Rural SGP project to all DIAC projects in Northern NSW - Lismore, Coffs Harbour, Manning and Port Macquarie; Armidale, Tamworth, Inverell and in Central Western NSW - Orange, Bathurst and Dubbo as well as the Central Coast and the Hunter Region including Newcastle.

All client target groups for SGP projects exist within this coverage including a large group of new arrivals that are from Humanitarian Entrant (Refugee) backgrounds. Although there was an early emphasis on refugees from Africa in the area covered by this project, and these remain of considerable importance to the rural SGP projects, the arrival of groups like people from Iran, Afghanistan and Iraq are bringing new experiences and challenges for rural SGP projects. Confusion around the role of the SGP projects occurs where they do not promote their work adequately, or where they allow themselves to be seen as being the answer to all matters relating to migrants in their specific areas. To clarify the role of the SGP and to place the onus of service responsibility back to other services has meant an ongoing task for this Rural Project. Confusion is exacerbated with numbers of temporary skilled migrants settling in rural areas seeking employment and who service providers feel that their local SGP project worker should support but again by the nature of the Visa type do not fit the SGP Target group.

Although skilled migration into rural areas has increased, the largest number of migrants continuing to settle in the North and West arrive on Family visas, as spouses. Numbers of these find isolation a major issue and lack of social support to help maintain them and the SGP project workers provide group support as these new arrival integrate into local communities.

Achievements

Casework and Orientation Support

As this project backs up other projects to support their casework and also provides some direct casework Table 1 provides some understanding on this and other project work. This is also recorded in DIAC's Online Settlement Client Activity Recording (OSCAR) work

Table 1: OSCARs for the Rural Support Grant 2011-2012

Clients	Case contacts	Short Contacts	Group Sessions
43	38	11600	45

A brief snapshot of the project's clientele and their issues shows that 76 percent of those supported was from refugee or humanitarian background. Numbers of these continued to be of African background with most from South Sudan but also an increasing number of



Congolese. While the client support was given to projects across the work area of this project it reflects greater client work in the New England, Central Coast, Manning and Central West areas. Their issues were diverse but those relating to family relationships, migration, family violence, child protection and education made up the bulk of the work.

Direct Work with Rural Based Projects

Having a greater responsibility for all NSS SGP projects meant that there was more project support and mentoring to Hunter and Newcastle based projects than before. Table 2 below provides and understanding of this support and shows that while the projects in Newcastle received greater mentoring than in other years, this has increased in the last 12 months. At the same time this did not detract from the project's commitment to its rural focus with visits to all rural SGP projects and with the exception of Lismore and Dubbo, Armidale and Tamworth had 6 visits each while Orange, Bathurst and Coffs harbour had 4 visits each. The Lismore project saw the loss of the SGP project worker and for a short time it had no worker and similarly the Dubbo based worker experienced a serious illness and this meant a lack of face to face contact.

There is no doubt that each of the Rural SGP projects has great abilities and undertake some excellent work. As a consequence this project tends to concentrate on providing support where casework requires alternate strategies to address major problems. The project also counsels and mentors, advising project workers on how to best address problems such as the continued lack of use of interpreters in their dealings with our client target group and while other work has related to the individual need of the SGP project, especially with changes to government services at both the Commonwealth and State levels

Table 2: Face to Face Work and Visits to Regional and Rural SGP Projects

Location	Visits	Location	• Visits
Manning Valley	5	Coffs Harbor	• 4
Lismore	2	Inverell	• 2
Armidale	6	Tamworth	• 6
Bathurst	4	Orange	• 4
Dubbo	3	Central Coast	• 10
Hunter Outreach	14	Refugee Communities	• 20
Homework Centre	10	Youth	• 20

Other Work

The project continues to convene or support the strong multicultural regional interagencies and networks as well participating in a range of Commonwealth and State led forums centring on services to our target group. The project also provided and supported training opportunities to regional services to help these access the SGP target group, some in conjunction with other SGP projects.





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 highly disadvantaged new arrival 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 4 days a week across the Hunter Region and 1 day a week with the African Market Training Program.

SGP Casework Annual

No. of Clients



Casework

From 1st July 2011 to 30th June 2012, 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. Especially working with families, to ensure that their needs are met, by referring clients to a wide range of community resources and services, for example; family counselling and support services, Centrelink, childcare facilities, education and training and accommodation and tenancy services.

The SGP had around 444 Client Contacts during 2011-2012, 99% of these Clients received an average between 15-45 minutes in consultation which addressed a wide range of issues. Some examples of these were: Domestic Violence, Family relationships, Advocating for students and their families, accommodation, Isolation, Accessing Interpreters, Legal, Health, Document Help, Accommodation, Education and Training, Language problems, Employment and Financial Assistance.

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

Lake Macquarie: Belmont, Toronto, Charlestown, Red Head, Speers Point, Warners Bay and Cardiff.

Port Stephens Region: Raymond Terrace, Shoal Bay and Nelsons Bay.

Group Work

Multicultural Friendship Groups have been developed in several different locations throughout the Hunter by this project at Singleton, Tomaree Salamander Bay) and Cessnock. There were 32 Information sessions held during 2011-2012 to address, health, isolation, education, volunteering in the community, community capacity building, family relationships and employment issues.





Tomaree Friendship Group enjoyed Food Carving Demonstrations



Singleton Multicultural Women's Group enjoying a Zumba Exercise Session

Group participation in Australian Society

The Hunter Valley Multicultural (Cessnock) Friendship Group continued to participate in local activities and events like the Cessnock Community Expo. Other sessions included craft and food demonstrations, Integrated Living and Photography held in partnership with other services like Community Health, Centrelink, Hunter New England Health, Red Cross Organization, and Relay for Life, Tenancy Advice Service, and NSW TAFE. The Hunter Valley Multicultural Friendship Group and in partnership with other local organizations, also celebrated two Harmony Days in the Cessnock area.

Community Expo's were also held in Raymond Terrace and Singleton and were attended by the groups located near to those centres. Other group participation in specific events included attendance by the Singleton group at the Singleton Council's International Women's Day Event in March called '50 Fabulous Women' and this was a great success. This Multicultural Women's Group also participated in Harmony Day, with many people from the local community attending while the Tomaree Multicultural Friendship Group's Harmony Day had around 30-40 people participating.

Promotional Activities and Networking

Throughout 2012 there were over 35 promotional and networking events in which this SGP project attended. Included in this was the presentation in May by the SGP at a Cultural Awareness Training Session attended by the region's Corrective Services staff at Cardiff. The SGP also continues in her role to convene the four annual meetings of the Hunter Rural Multicultural Network as well as participating in Singleton, Lake Macquarie and Tomaree Interagency meetings. This has allowed the project to continue and develop knowledge and awareness of community services, local Government planning for community events and with major services like Hunter New England Multicultural Health and Centrelink.

Training

The SGP staff has attended a number of training and information sessions around the Hunter and in Sydney. These included: The Multicultural Forums with the Department of Human Services, a Mental Health Presentation by Hunter New England Heath, a 2 day Conference about, "Resettling Migrants and Refugees in Rural and Regional Australia" in Melbourne and the Annual DIAC Rural Conference in Sydney.

I would like to finish by conveying my thanks and gratitude to my colleagues and the CEO for their continued support for the work we all do.



Settlement Grants Project Worker (SGP)

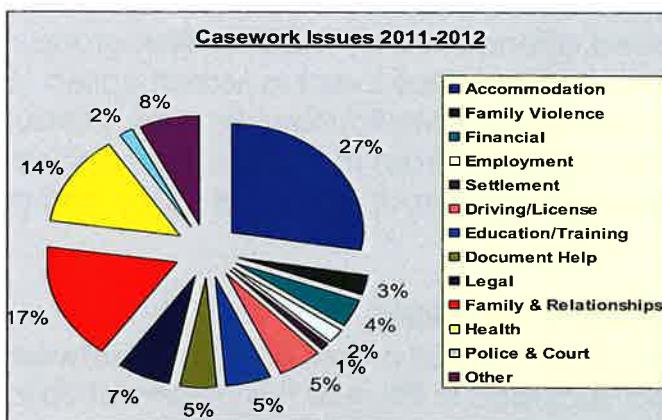
Lydia Manusiu

Funded by Department of Immigration & Citizenship

The Refugee Communities SGP project provides support services for humanitarian entrants (refugees) who have resided in Australia for less than 5 years and reside in the Newcastle region. The settlement process is supported through casework, information sessions, referrals, advocacy and promotion.

Casework

From November 2011 to end of June 2012, **84** clients were registered under the Refugee Communities SGP Project. Main issues have been a significant emphasis on seeking and sustaining affordable accommodation, linkages with appropriate health services for counselling and general wellbeing, and issues surrounding family and relationships with regards to child protection and education and mentoring towards Australian family practices.



Most service users come from Afghanistan, Burundi, Congo, Ethiopia, Eritrea, Iran, Iraq, Liberia, Rwanda, Somalia and Uganda.

Referrals

Information and Referrals continue to be strong at **146** cases. This has enabled clients to be more efficiently linked with other mainstream service providers. Referrals have been made to various Government and Non-Government agencies such as: Centrelink, Medical Practitioners and Family Health Nurse, Medicare, Psychologists, Department of Housing NSW, Real Estates, Roads and Traffic Authority, Samaritans Accommodation, Nova's Women Accommodation, Family and Community Services NSW, HNE Multicultural Liaison Officer, First Chance, Brighter Futures, Employment Plus, Joblink, Mission Australia, Solicitors, NSS Welfare Team, NSS Youth CALD Worker, NSS Volunteers Coordinator (Welfare), STARTTS, NSS Congolese Family Support Worker, TAFE Multicultural Services, TAFE AMEP, Gowrie NSW (TAFE Child Care Services), Hunter Women's Domestic Violence Court Advocacy Service, Legal Aid, Hospital Drug & Alcohol Service, DIAC (Complex Case).



ACTIVITES	No.
Clients	84
Casework (Face to Face)	201
Referrals (outgoing/ingoing)	146
Group Information Sessions	5
Promotion	12
Mentoring: Developing Communities	14
Community Advocacy (Events)	13

Events & Group Highlights The Refugee SGP project participated in:

- Harmony Days in Lake Macquarie & Hamilton
- 2012 Hunter Multicultural Expo (MNC)
- "English for Parents" at Adventist Hall Hamilton
- African Training Markets
- 2012 Taree Youth Trip

The 2012 Taree Youth Trip was a huge success. It was a joint collaboration with NSS and Manning Valley Neighbourhood Services to take 15 young refugees to visit Taree High and Forster-Tuncurry High during Refugee Week and to share their refugee experience and individual cultures. The young refugees performed contemporary and traditional songs/dances and participated in a basketball game with students. After positive feedback from the Refugee youth, students and schools, preparations are underway for another trip in 2013.

Training: During the 2011-2012 year the project undertook training in:

- SGP DIAC Rural training
- Child Restraint training
- Documentation and Case notes training
- Keep Them Safe training
- Engaging with CALD men training



Summary:

It has been a busy and challenging year particularly with regards to casework. Most clients have achieved significant outcomes through the SGP Program. These outcomes have enabled clients to become independent and self-sufficient. As a result service users are gaining a sense of integration that is crucial in their settlement process.

I would like to thank my colleagues particularly the Settlement Support Team for their continued support and encouragement and for their advocacy and mentoring for the Project.

(Lydia undertook the full-time role of SGP worker in late November 2011 from Georgina Ramsay)





Family Support Project (Congolese)

Kwabo Batende

Funded by the Department of Immigration & Citizenship
-under the Settlement Grants Program

The Congolese Family Supporter Worker is a position that provides support to the Congolese Community in its settlement and integration in Newcastle. The project also provides support to the Rwandese Community and Burundian Community as required.

Most issues raised through the year have centred on problems around rent and accommodation, family relationships, education, employment and training, advocacy in the use of interpreters by services, transport, health and driving.

Accommodation includes supporting our clients to find houses, helping them to fill out application forms as well as information on tenancy works and generally to understand and will be aware of the housing system in Australia. Addressing family issues includes organising family meetings and talking face to face with family members. We discuss issues relating to the educational needs of children as well as to housing, driving, Centrelink, telephone, electricity usage and so on. We also provide information on agencies which can support the family through some of these matters.

Similar support is given around Health and GPs, how the ambulance service works, around how the police work, learning to drive and gaining a Driver's License and the legislation that is related to driving, etc. We also provide information regarding what is domestic violence and around alternatives in disciplining children as compared to their homeland of origin.

Many of our clients have Basic English and cannot solve their problems themselves and this is heightened especially when there is a problem of communication. For many new arrivals, Australians speak quickly and chew their words and the role of the Family worker is to help calm the client and to explain. In filling out forms I am able to explain to my clients everything to their satisfaction.

To simplify our task, we organize meeting sessions with members of the communities to explain more about the problems mentioned above. More than twenty session meetings were given this year.

The family support worker role is as a bridge between the community and the wider community. It assists the community to understand and to help with settlement in Australia.

Photos of community activities.





Migrant Youth Project

Tonkoh Kamara

Funded by Department of Immigration & Citizenship
-under the Settlement Grants Program

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 Hunter area but especially, Newcastle. The project aims to increase young peoples' engagement and participation in programs which will lead to an 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 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.

Education & Training

The youth worker promoted the project and NSS at the youth pathway project at TAFE as this was an opportunity to increase the chances of youth employability. This was a nine week youth pathway hands-on trade training during May and June 2012 at TAFE Tighes Hill campus.

The youth project also works in partnership with other community organisations, training organizations and job networks. An example of such a partnership in education and training is the REAL D program, a program which has now become fully funded by the University of Newcastle through the dynamism of the equity and diversity section.

The numbers of youth enrolled at various educational and training institutions in Newcastle and the Hunter region has increased. The youth project has also increased its presence in schools and through involvement in other community programs. Examples include regular support meetings with school authorities, parent and through organised sessions on cultural awareness and educational pathways all aiming to assist in the integration of newly arrived young people into the mainstream community.

The youth project has outreached to the following schools which have 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 also undertakes one-on-one mentoring in these schools and advocates for young people to build their confidence and self-esteem to enhance the reduction of communication barriers between these students, their parents and school staff.

Recreation, Social participation and inclusion

I have developed and supported a range of sporting, recreational and community activities for young migrants and humanitarian entrants during 2011 - 2012, which have been and still

are great methods of encouraging youth participation to integrate into Australian life and to improve self-confidence and to develop life skills. These activities include:

- Youth soccer participation has increased with the management of the Hunter Simba FC under 12s team by the youth worker. The team won the E-division premiership and grand-final category. This team trains at the TAFE soccer ground every Wednesday and has 12 to 16 participants each week
- Supporting and always present for youth weekly activities at Newcastle basketball stadium
- Attending Youth camp and excursions in partnership with STARTTS Recreation Officer (9-12th January 2012)
- In partnership with the OASIS, we now run weekly diverse background Youth dancing groups every Friday and the NSS now run School holiday Youth Activity at OASIS (Salvo branch), these activities were previously run at Penola house.
- **26th & 27th June 2012**, some twenty six migrant Youth participated in cultural awareness and information exchange at TAREE high school and in a residential aged care facility.
- **03/06/2012** – young people participated in Team building and the importance of teamwork community exercise with **Hunter Dragon Boating club** with fourteen (**14**) participants.
- **24/06/2012** - Migrant youth participated in programs during refugee week celebration at the ECC hall – Waratah. Youth project flyers were distributed and the participation of some **50** young boys and girls enhanced lots of networking in a friendly environment.

Table 1 indicates the background and percentage of young people that the project has worked with from all humanitarian and migrant communities in the Newcastle and Hunter Regions. As can be seen Sudanese young people were the largest group with 49% of all clients being Sudanese. There has been a slight decrease in the number 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, some clients have relocated from the area to pursue education elsewhere in Australia. There has been an increase in the number of Congolese youth in the youth programs due to good networking relationship with schools and community services providers provided relatively easy access to the client group.

Table 1: Migrant Youth Project Clients in the Newcastle, Lake Macquarie and Maitland areas, 2011-2012

Background	Percentage of Clients
Sudanese	49%
Liberian	10%
Sierra Leone	1%
Burundian	6%
Congolese	26%
Mauritanian	3.5%
Iraqi	1%
Afghanis	1.5%
Others	2%



In conclusion, this project has been able to assist with the development of strategies to support youth and to encourage them to have self-esteem and support themselves. This project has supported young people from humanitarian and migrant communities in a range of activities, and has experienced an increased in referrals from other agencies.

Skills and professional development

This year, I have attended the "**keep them safe**" training run by the Department of Premier, **case note** training delivered at the NSS meeting room and the child restraint safety training. I also attended the **DIAC SGP workers rural and regional conference** in Sydney and have concluded and achieved a **certificate IV in training and assessment (TAE 40110)**. I am finishing my postgraduate coursework (**Master of Social Change & Development**- Major in Organizational Leadership & Capacity Building) this year.





Volunteer Co-ordination Program

Michael Freund (Educational Programs)

Emilie Wiggers (Welfare Programs)

Funded by Department of Immigration & Citizenship and Clubs funding NSW

The purpose of these positions is to co-ordinate Volunteer assistance for NSS refugee and migrant clients from the wider Newcastle community, through a range of Educational and Welfare volunteering programs. The main job tasks are to log requests for volunteer assistance from clients and staff, and to monitor the volunteer requirements of key programs – then: recruit, register police-check and match suitable volunteers to those requests and program needs. The specific activities of volunteers are then arranged with the client, or individual/family, at a placement meeting, or at a program induction. Ongoing support is provided for all volunteer-client placements. The ongoing support includes consistent Volunteer and Client case support, Home visits, providing ESL resources to suit the client's needs where applicable, and being a contact base for referrals.

Volunteer Promotion and Recruitment

Continual recruitment of new volunteers was again critical to the success of all volunteer programs. Recruitment was aided considerably by promoting our specific volunteering needs with services such as University of Newcastle (iLEAD, Teach Outreach, Careers Service); Hunter Volunteer Centre and at Community events and Expos and through support networks such as, Welcome to Australia, AAAPR (Australians and Africans for Peaceful Reconciliation) and the Hunter Bible Church; NSS Volunteers website and volunteer mail-outs. 20 x contact mail-outs were sent this year to volunteers advertising current volunteer needs, congratulating and thanking volunteers, and advertising events of interest.

Volunteer Registration

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

Table 1: Volunteer Statistics for 2011-12

Volunteer Status	Vols.	% change from 2010-11
Enquiries received	272	-10.5%
Registered	148	+10.4%
Placed in Program	206	-8.8%
Re-started or Extended	116	+31.8%
Inactive or Withdrawn	178	+15.6%

Table 1 shows the volunteer statistics for the reporting year. As at 30 June 2012, approximately 190 registered volunteers were actively working in client programs, or awaiting placement. The main volunteering programs with numbers of participants are described below:

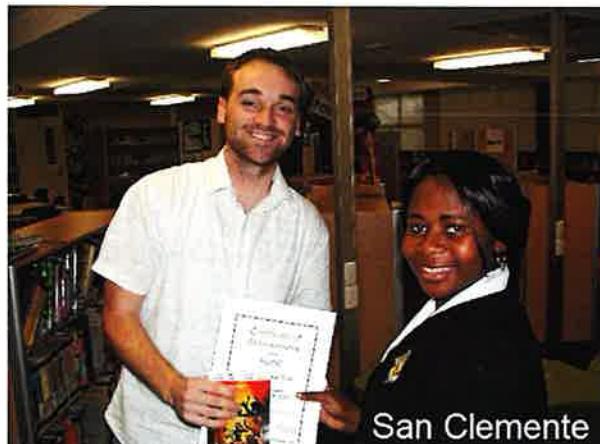
Homework Centre (HWC): 120 volunteers participated

The HWC program continued to operate extremely successfully at our four partner schools: Hamilton Public School, St. Pius X High School, San Clemente High School, and Waratah Technology Campus. This large project was managed by Michael, supported by the dedicated and hardworking staff who co-ordinated each centre: Stephanie Couch and Sophie Black (Hamilton), Josephine O'Hara (St. Pius), Aidan Lineman (San Clemente), Emma Thompson (Waratah, 2011) & Emilie Wiggers (Waratah, 2012).

During the funded year (Terms 3 and 4, 2011 and Terms 1 and 2, 2012) there was a total of 95 student enrolments in this program. A weekly average of 50.1 students attended the four HWCs, being supported by a weekly average of 42.4 volunteers. The backgrounds of the refugee students included: Sudanese, Congolese, Burundian, Mauritanian, Liberian, Sierra Leonean, Afghani, Iraqi, and Ethiopian. These students would not have been able to receive this kind of regular assistance with homework, assignments, reading, etc. at home because of the limited English skills of their parents/guardians. Teachers reported much academic improvement and social benefit for those students who attended HWC.

Parental participation was facilitated by half-yearly interviews, which provided parents with an opportunity to learn about their children's progress at HWC, and also to receive relevant school information from teachers. For some of these parents, our interview sessions were the very first time they had visited their child's school to meet and talk with teachers. End of Term activities were held at each HWC, which included student awards, team word games, and party food. An Education Week promotion was also held in Aug. 2011, which was attended by Sharon Grierson (Federal MP for Newcastle) and representatives from several Newcastle Registered Clubs who have contributed funding.





In-Home Tutoring: 17 volunteers participated

Volunteers provided support with homework, assignments, reading, etc. for students one-on-one, in the client home or at a local library. Students ranged from infants to primary to secondary school level, and a small number of TAFE & university clients.

Referral to Volunteers in Schools Program (VISP): 14 enquiries referred

NSS referred enquiries to VISP, which provided in-class volunteer support for students one-on-one, at various local primary and secondary public schools. VISP was administered by DEC Refugee Support Officer, Renata Ninevski.

Penola House: 38 registered volunteers participated

Penola House received frequent new volunteer interest, while maintaining highly diligent office managers and support volunteers. These volunteers helped in a variety of roles. Penola House assists with men and women of all ages. The biggest needs of volunteer assistance this year were in rental applications, moving house, building resumes, study and English assistance.

Adult Literacy/Citizenship Assistance: 27 registered volunteers participated

The English and Citizenship help our volunteers provide maintains a high degree of



excellence. Our volunteers have helped clients feel confident in communicating in English, to finish TAFE courses and study further at University. Our volunteers help with a whole range of subject areas and learning styles. For Citizenship, our volunteers have helped three of our clients pass the Citizenship test this year.

Special placements and programs: 23 registered volunteers participated

The range of placements here included: website development, job-seeking, computer skills, gardening, house cleaning, teaching clients how to clean properly, cleaning-bees, social weekend activities, assessing learning abilities of a child, language acquisition for children, child-minding support and play at the Learning English with Children group, child-minding at multiple sessions of the Multicultural Social Support Group for Mums at Ethnic Communities Council(ECC), child-minding support at a triple PPP session, making signs for the African Market Stalls at festivals, Energy Saving Tips Information Sessions volunteer planning, assistance with University students and their assessments on refugees, Christmas parties, Australia Day and Harmony Day events, and festivals in which we work in partnership.

African Training Markets: 22 registered volunteers participated

. Volunteers enjoy assisting here and there is always a handful eager to help out. The main roles of volunteers is to monitor food safety and handling, help set-up/pack-down, monitor accuracy of money transactions and role model customer service. A few talented and focused volunteers committed to attending weekly for the remainder of the calendar year and they provide much needed assistance to the staff which co-ordinate this program.



Driving Supervision Program: 13 registered volunteers participated

The Driving Supervision Program is an interesting program to run. About half of the volunteers who participated in this program are focused only on driving and have done so for at least a year. They are very devoted and organised for the purposes of this program and it is greatly appreciated. At least four clients achieved their licence this year. The ability to drive is highly beneficial for our clients, it allows them to transport their family, pick up the groceries, take themselves/family members to appointments and most importantly, provides greater safety being able to react in emergencies and get home safely at night. An article on our Driving Supervision Program was published in the Newcastle Herald in December 2011, shown below.



General Home Help: 10 registered volunteers participated

This financial year General Home Help was not a frequent need of our clients. Though, when it was required it was quite important. In this program it was mainly volunteers returning/continuing their General Home Help assistance from the previous year. However, there were two requests out of the ordinary and two special volunteers were able to fit in with this need perfectly. They provided consistent and intensive support to two of our client families and were able to report back helpful information to the family's caseworker.

Mid-North Coast Trip

This trip was co-ordinated by Emilie, Lydia, Tonkoh and the Mid-North Coast SGP Caseworker Jane. 15 of Newcastle's African youth attended. The idea of the excursion was based on cultural awareness and to break down barriers. This trip was highly successful for its second year and achieved all outcomes. Our students performed their own concert, participated in small group talks and played sports with students from Taree High School. The feedback from this partner school was showing of enthusiasm, eagerness to learn more about other cultures, great to see different images rather than they're shown on the television and they were very thankful to have met new friends. Our students also cannot wait for the trip next year.

Hunter Volunteer Network (HVN)

Michael and Emilie attended all quarterly meetings of this new network, facilitated by the Hunter Volunteer Centre. HVN is the main volunteering management forum in our region, and the meetings were attended by co-ordinators from many not-for-profit organisations.

Community Volunteer Awards

NSS volunteers Ruth Hamilton and Anne Porter were nominated for the 2012 Newcastle Community Volunteer Awards (Sharon Grierson, Federal MP for Newcastle), and for the 2012 MPs National Volunteer Awards (Jill Hall, Federal MP for Shortland), respectively. Both

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volunteers have supported several refugee children with countless hours of homework assistance & reading practice over more than four years.

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 special Morning Tea held in National Volunteer Week (May), and by sending each volunteer a gift (calendar) and thank-you letter at Christmas time. Thank you also to all Settlement Support Team workers and NSS office staff for their assistance. We look forward to working with such great people next year in supporting our refugee and migrant clients.





Settlement Grants Program – Central Coast

Nellie Srisurapon

Funded by Department of Immigration & Citizenship

This SGP project provides service to a new arrival migrant and refugee-humanitarian entrants that are in the SGP Target group on the Central Coast of NSW. 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 I also attend safe, convenient locations where clients may have issues with transport and/or isolation.

In the last year most of the service users of the project have self-referred, or have been referred through friends, and have come mainly from Thailand, China, Korea, Japan, Russia, Brazil, Indonesia, Philippines, Sudan, Somalia and India.

Agency referrals have been from the Health sector, particularly hospitals, as well as TAFE and family support services. Stronger networks have been established this year with other agencies. This is probably due to the increased promotion of the service through outside agency visits and meetings, cultural awareness training and working closely with services to secure a good outcome for the service users. Agencies have also started to see our referrals at the convenience of our office building at Tuggerah Lakes Community Centre. There have also been some internal referrals to projects here on the coast as well as in the Hunter

The predominant issues presented and referrals made forthwith have related to family violence. Other issues that present frequently are accommodation, financial support, education, health, mental health and employment. There has been an increase in mental health issues of late as well.

To date, the project has provided casework to 133 people in the target group and made over 1,200 formal and informal referrals to services and organisations. Contacts of service to agencies and service users total over 8,000. This includes sending emails throughout the community on local events and relevant information on local services. The project also ran, to date, 14 small groups assisting over 250 people with information on local services and special settlement topics.

Both the SGP project and our Community Development project organized a local Harmony Day event in March this year. The event was represented by 22 ethnic groups that performed constantly for the 4 hour event. Over 1,000 people attended. Sponsorship was welcomed from a local women's Lion's Club as well as valuable support from TAFE volunteers, not to mention the fantastic local ethnic communities.

The SGP project also assisted the Thai community to form their own group and encouraged regular participation in local community events like International Women's Day. This also led to a religious event held in September that saw over 80 people come to give alms, worship and make merit, not to mention feast on an array of Thai delicacies.

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The project also represented and promoted our services at the Teacher's Expo at Erina, Connect Day at Lake Haven, Day of Action (Sexual assault awareness) at Gosford, ESL teacher meeting at East Gosford, Central Coast networks of practice, Legal Networks at Gosford, TAFE Community Services students, TAFE Mental Health Cert 1V students, Mental Health Week at Wyong and Gosford, Burnside staff- Gosford, Interrelate staff at Erina, AMEP classes at Wyong and Gosford, Social Work staff at Gosford Hospital and Mental Health staff at Gosford and Wyong.

This year the project presented a cultural awareness training for 19 service providers and also invited to speak at The Central Coast Networks of Practice "CALD Perspective" forum. I have also had an active role in the CALD DV committee, in which a brochure and poster were launched to raise awareness of DV in the CALD community. The committee also organized a workshop to raise awareness about DV to migrant women. There were 11 participants.

The project also represents NSS as convener of the Central Coast Multicultural Interagency which meets bi-monthly. Guest speakers are invited from both the service sector and the migrant community. The CCMI organized 2 Interpreter workshops for new arrivals and also the annual Multicultural Expo. The SGP project sends relevant information to many services on the coast such as migrant reports, resources and information on local events and activities. The project has also been active in promoting the Use of Interpreters throughout the community and also at medical centres.

The project produced a popular quarterly newsletter with information on local services and events. This was sent throughout our local service and client networks. Information was regularly sent to over 100 CALD recipients about resources, training and local activities and events.



Another busy year as our migrant community grows here on the coast. Looking forward to 2013, hopefully with a clear desk. Thank you to colleagues and our CEO, for support and wishing all NSS staff, near and far, all the best in 2013.



New England Settlement Grants Program (Armidale)

Judith Roberts

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

The Armidale 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, AMEP, access to health services, housing, employment, money management, and child care. Some clients have required intensive settlement support with some very good outcomes.

Table 1 Client Statistics

Type	Number
OSCAR 1	28
OSCAR 2	865
OSCAR 3	6993
OSCAR 4	158

Client Services

Overall client issues identified: accommodation, family relationships/breakdowns, and access to mental health support, Centrelink, employment, transport, debt issues, access to driving lessons, health access, homework support, access and equity, 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. Despite these challenges the SGP, often in collaboration with Sanctuary Armidale, continues to meet the needs of families. Many of the young men are also quite a disadvantaged group whose main issues include employment, access to driving lessons, housing, and access to education and training.

Nonetheless, employment opportunities for many new settlers has been improved with many having found work in industries such as the Guyra Tomato Farm, Aged Care, security work and contract cleaning. NSS works with Job Networks to support clients and has a MOU with Advanced Personnel Management and has worked closely with other agencies such as the Commonwealth Rehabilitation Service and Centrelink to support clients. NSS supports the attendance of our target group at AMEP and LLNP classes at TAFE. Many of our target group have been supported into stable accommodation through private rentals or through public and community housing. There have been many, many excellent outcomes for our target group and a number of students who are at the University of New England and the TAFE across a range of disciplines. There have been refugee students graduating in Education, Social Science, Nursing and Bio-medical Science. The new build public housing has



seen single men and families into stable accommodation. 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. There have been pleasing outcomes for some clients eligible for Citizenship as some have had very low literacy levels which have impacted on their ability to sit for the Citizenship Test. Past trauma can impact on their ability to make progress in the AMEP despite their ongoing participation. Consequently, support from the SGP has been necessary to gain citizenship through an alternate pathway. Hunter New England Health and STARTTS have been very helpful during this process.

Refugee and ESL Homework Support

The Refugee Homework Support is again primarily funded by the Department of Education and Communities and has also been strongly supported by Armidale Sanctuary. NSS continues its involvement with this program mainly through the management and enrolment of volunteer tutors and assistance for special events. DEC also runs an ESL Home Work Support afternoon which NSS has also supported.

Meetings and Committee representation

The SGP is involved in a broad range of networks through attendance at various meetings. Some of these include the NE Multicultural Interagency Meeting, NE Multicultural Health Access Committee, Refugee Health, DEC Equity, Refugee Student Support, ESL Home Work Support, Armidale Interagency and Sanctuary Armidale. NSS Armidale also works closely with the region's Refugee Health Nurse and in all ways ensures that the health needs of our target group are supported in the best possible way. NSS Armidale has been able to support the work of the STARTTS from Coffs Harbour. 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.

Events

Events that NSS Armidale facilitated or supported this year included information sessions for South Sudan Independence Day Celebrations, Armidale Baby Expo, Multicultural Health Week Morning Tea, International Conference on responses to Labour Trafficking and Refugee movements in the Asia-Pacific, Armidale Galloway Children's Centre information session, Plan It Youth trip to the University of New England and Computer Workshop, Regional Development Australia Northern Inland Innovation Awards, Fistula Hospital Ethiopia Fundraising Fashion Parade, Governor General's International Women's Day Event, Armidale Harmony Day Event, Female Genital Mutilation Awareness Morning Tea, Peace Day Launch University of New England and Art Workshops for Women and Refugee students Homework group,

Summary: Another year of growth and achievement in the lives of new settlers despite challenges. The community is making excellent progress in their overall settlement outcomes.





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 Settlement Grant Project (SGP) provides 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 has also addressed the lack of supportive networks, 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.

Client Contact & Project Work

Table 1 lists the project work during 2011-2012. As can be seen, 39 new Clients accessed the service in the 2011-2012 year. Client services covered a range of issues including citizenship, housing, employment, health, education, training, religion,

Table 1: Client Contact & Project Work: 2009-2010

New Clients	Client Contacts	Telephone Calls and Emails	Group Work
39	216	2853	36

English language proficiency, family relationship issues, parenting issues, domestic violence, legal issues, legal aid assistance, overseas skills recognition and migration related issues. Referrals to other mainstream service providers went to the volunteer program at the Tamworth Community Centre, Centrelink, NSW Housing, and Tamworth Community College and so on. Five new arrivals were also supported with their Australian citizenship application and were subsequently granted Australian citizenship.



Table 2: New Clients by Country of Origin

Background of Clients	Number
Sudan	2
N. Sudan	2
Philippines	7
Thailand	5
India	11
Eritrea	1
Ukraine	1
Papua New Guinea	1
China	3
Pakistan	1
UK	1
Ireland	2
Myanmar	2
TOTAL	39

Employment opportunities

In Tamworth, employment opportunities for the target group, despite some being highly skilled, are finding employment in the low skills area like the abattoirs (Country Fresh and Teys Australia) and chicken processing plants (i.e., Baiada and Red Lea). The meatworks also continue to attract the African (male) community to the area as well as new male and some female migrants. Whilst the number of Sudanese working in the abattoirs come and go; the older ones who have been working for the last 5 years have moved on to re-join their families either in Sydney, Melbourne or Brisbane. A few Sudanese from Newcastle have also moved to Tamworth and are now working in the abattoirs.

Other migrant communities and especially Filipino women continue to be employed in chicken hatchery plants, egg picking and packing. Some women are continuing to improve their education and have now obtained aged care certificates and are now employed on a casual or part-time basis with local age care homes in Tamworth. A few men have also obtained certificates in the electrical field and TAFE has linked them to apprenticeships.

Although some have obtained their driver's license, most newcomers and especially the new women migrants continue to suffer self-imposed isolation as they have to depend on others for transport.



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 to locate unemployed new migrants wanting casual or part-time work. More contacts with local business sector is also continuing and expanding.

Events

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. This year the Multicultural Costumes and Culture Exhibition which was organised to celebrate Harmony Day 2012 held at the Tamworth Regional Arts Gallery attracted approximately 2700 visitors during the 2 month long exhibition. This reportedly was the highest number of visitors the Gallery has seen in years! It was a very successful event in collaboration with the Tamworth Regional Council and also with the participation and support from the different multicultural communities in Tamworth.

Other Networking

Active networking also occurs with members of the New England Multicultural Interagency. This Interagency is a New England wide network that NSS convenes and covers the New England area. It meets four times a year and brings speakers and others to the area to share and present on services largely unknown to other regional service providers.





Life Skills & Parenting Groups

Helen Buchanan

Department of Families & Housing, Community Services & Indigenous Affairs

Parenting & Life Skills Group Work

The different emerging community refugee groups have been attending a specially designed parenting program that focuses on Child and parent pathways to healthy families. This program (also involves a number of other NSS staff- Zeni and Desie), partners with First Chance Early Childhood, who provide great input with the children and with Interrelate, who provide support and counselling with the families. Average attendance has been around 16-18 mothers and with 9 -12 children at each four hour session per week. It is an example of "capacity engagement through parenting".

Arts for Health volunteers provide us with music, song and crafts for the mothers and children as part of the program. They also invited the families to participate in an exhibition at John Hunter Hospital that was held in the food court area representing the art work that had been done within this parenting program.

We have once again excellent volunteer support with this program and we can see tremendous changes with behaviours in Children. In the first six month period of the year, First Chance provided a support position for several African women to develop their skill base in working with First Chance in the Moocastle room, Penola House, with our clients' children. This program has given tremendous leadership and skill to some of our most vulnerable groups in the Newcastle area.



Youth Holiday Program

This program runs every school holidays on the Thursdays. It is open to all families and we are obtaining numbers up to 20 young people at a time. We do self-parenting skills, communication and fun activities. The children participate in cooking their lunch and at times we even do some of the markets training with them to encourage their hunger for learning maths, English and other skills at school.



An example of one of the youth holiday programs was the Christmas holiday program for 2011. This covered three days and offered:

- **Making Christmas presents, Christmas cards & decorations.**
- **Cooking Christmas goodies**
- **Preparing lunch – fish rissoles**
- **A day in the park**
- **BBQ Skills**
- **Maths Games**
- **Bicycle maintenance and safe bike riding in the park**
- **Chocolate crackles**
- **Picnics**

We link 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 and for the same program as above Relationships Australia offered to our young people the following: **Program topics-**

- **Relationships Australia Program**
- **Friendships**
- **Anger and what it can mean**
- **Dealing with safety**
- **Understanding your parents and how they care**
- **Making lunch in our family**



The group provide feedback which is useful to improving programs for the holiday periods. We have a core of youth who actively participate and have built much needed relationships.

Partnerships

Finally in this last 12 month period partnerships have been further developed and initiated with:

NSW Police, TAFE outreach Interrelate, Relationships Australia, Jesmond Neighbourhood Centre, and Penola House, Headspace and the Child & family Mental Health unit.



Parenting Support Project

Zenaida Edmunds

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

This service provides parenting support for mothers with newborn babies and teen-age mothers from refugee, humanitarian entrants and from Culturally and Linguistically Diverse (CALD) backgrounds families, who are disadvantaged, isolated, vulnerable and at risk. Some of these families are experiencing hardships, effects of torture and trauma, domestic violence, alcohol abuse, physical and psychological crisis in their settlement in Australia. Parenting support includes: individual support, referrals, and information and group activities. In October last year, the Multicultural Supported Playgroup was established to cater for CALD background families with young children. This is in partnerships with KU Children's Services, Multicultural Neighbourhood Centre and Mission Australia. At the beginning of this year, the African Mother's and Children's Group was also established, this is in partnership with an early intervention organisation called Firstchance.

Group Work:

Mothers and Newborn Group – meets Tuesday mornings (July –September 2011)

Total No. of Sessions: 10, Total No. of Participants; Adults -72, children - 81

The number of families attending the group on a regular basis during this time totals 7 from Burundi, Liberia, Congolese and Sudanese. Other families access the service as a one off for advice and referrals. Some of these families are now accessing the African Mother's and Children's Group.

KU Multicultural Supported Playgroup – meets Tuesday mornings, during school term, sessions started in October 2011.

Total No. of Sessions: 21, Total No. of Participants; Adults – 190, Children - 233

The number of families attending the group on a regular basis total 15 from Korea, China, Nepal, Indonesia, Japan, Turkey, Bosnia, Thailand, Pakistan, India, Bangladesh, and Serbia.

NSS Parenting Group – meets once a month. The number of families attending the group on a regular basis total 10 from Iran, Bangladesh, Philippines, Chile, Burundi, Congo, Korea, Nepal, China, German, Indonesian, Turkey, Bosnia, Italy, Bangladesh and Thailand.

Total No. of Sessions: 11, Total No. of Participants; Adults – 259, Children - 141

African Supported Mothers and children's Group – meets every Thursday mornings, during school term.

Total No. of Sessions: 13, Total No. of Participants; Adults – 136, Children - 92

School Age Children – Holiday Program – operates during school breaks, children from African backgrounds regularly attends the program.

Total No. of Sessions: 10, Total No. of Participants: 115

Activities:

- Providing activities to the children to enhance their development at the same time providing the parents with information, the benefits of play, painting, water and sand play and play dough.



- Role model positive interaction in guiding children's behaviour, such as; taking turns, sharing, respecting others, using appropriate words.
- Providing music and movement to create children's body awareness and music for rest and relaxation.
- Providing stories, songs and games to develop children's language.
- Providing art and craft activities to enhance children's creativity and be able to express their feelings through art.

Issues Presented:

Issues:	No. of Incidence
Child Care	41
Child Development	56
Transport	62
Child's Nutrition	71
Children's Allergies	26
Baby's Sleeping Pattern	37
Breastfeeding/Bottle-feeding	21
Screening For Babies	11
Accommodation	35
Language Support	68
Social group	55

The establishment of the Multicultural Play Groups is the highlight of my year; supporting parents with young children is an area I am passionate about, especially mothers from CALD backgrounds, because these are the times when feelings of isolation are the greatest, raising children in a different culture without family and relatives.

I would like to thank my colleagues and Pet Kelly, our Welfare Team Manager, the Admin Team, for ongoing support and especially Lulu for her ongoing belief and trust. Also, my thanks to NSS Board Management for their dedication to the worthy cause that we do.





African Markets Training Project- Community Builders Program

Helen Buchanan

Funded by NSW Family and Community Services

African Markets

This project is better known as the African markets program. This program offers Africans, and especially our Refugee cohort, opportunities to develop life skills through food preparation, handling, hygiene and marketing a product with which they have great familiarity. Further, it is an opportunity for the wider community to value and share some aspects of African life.

During the last financial year this program has transformed individuals from various African refugee experiences and backgrounds by addressing issues like valuing their culture, acknowledging damage to their self-esteem and their worth. Among the groups involved in the program have been: the South Sudanese, Equatorian (Sudanese), Congolese, Mauritanian, Burundi and more recently the Ethiopians. Some skills development was also imparted to some of the Filipino new arrivals.

This program impacts on the long term family pathways and helps in developing a strong understanding of how systems and business works in Australia and in the general community. The program also operates with great support from volunteers and partners like TAFE – who provide an outreach service on food hygiene. The Newcastle and Lake Macquarie City Councils and the NSW food authority have also provided support and as well as invitations to events.

We work on both theory and practical skills. Frameworks of safety and food hygiene need to be developed and built in individual clients and community groups. Developing awareness of strict rules and regulations on food preparation and sales in Australia offers ongoing challenges with some of the client education and literacy levels. These programs are prepared and implemented over two days a week with a minimum of two hours theory training each of these days. Workplace Health & Safety Advice operates also and plays a part in all our training days.

Good News

A total of 2 complete Market Training courses were conducted over the 12 month period and consisted of 18 sessions each (36 sessions in all). The training Group continues to go from strength to strength participating in as many as 20+ events in 12 months. This is well above the funding requirements and demonstrates the demand by the general community to have contact and exposure to multiculturalism. The program is not restricted to the Newcastle area, although four Market training days took place in the year at our James Street Plaza site in Hamilton - 22nd September and 1st December 2011 and 19th April and 5th July 2012. In Lake Macquarie the training was undertaken at the Living Smart Event on the 19th November, Australia Day and in celebrating Harmony Day on the 13th March. It was a case of great exposure and worthwhile experiences.



African Markets – Rose Oku

The responsibility of the Market Day Training Group was added to my workload this year as a support to Helen. This has been rewarding and tremendously successful and has led to greater participation by NSS in Expos and Events. It also reflects a value given to our Multicultural client groups, as they work towards living and working autonomously in Australia and provides outcomes.

The Market Training sessions saw people from a wide range of the target group learn to cook commercially and sell at community events. The participants have participated and completed basic Food Handling Certificate and OH&S Training.

The Group continues to go from strength to strength attending Australia day in Lake Macquarie at Speer's Point where the target group sold food to the general public during Australia Day Celebrations. In Newcastle this was also shown where the Training Project participated in the Community Picnic at Gregson Park with which was very successful.

In conclusion it has been an extremely busy year with a strong platform for NSS to have further good outcomes for the coming year with the help of the projects our client groups.



Central Coast Multicultural Community

Development Project

Pari Batha/ Natalia Meliendrez

Community Builders Program

Funded by NSW Family and Community Services

Natalia Meliendrez

I have held the new Multicultural Community Development role at Northern Settlement Services, Central Coast acting as a locum for Pari Batha. This time has given me the chance to start, build and experience many challenges. I can't find the words to describe how thankful I am for this opportunity.

The project supports the general CALD Community, providing Community Development. Most of the work and activities are helping families to become informed about the wider mainstream Community, other Community Centres activities and services.

Multicultural Cooking Classes

In 2012 we started several new Multicultural Cooking Classes. This was a strategy aimed to help connect the Central Coast Ethnic Communities with the Community by sharing information on how to prepare a traditional dish from a different country. Green Point Community Centre, Kariong Neighbourhood Centre, Warnervale Family and Community Centre have all enjoyed Chinese, Argentinean, Indian, Italian, Jewish, Mauritius, Thai, Pilipino and African. Everyone enjoyed the classes. Many of the participants also discovered in the kitchen new songs, greetings and also the feeling of travelling around the world while they cooked.

Film Global Project

This project, in partnership with Gosford City Council Youth Services, facilitated Multicultural film nights. The film nights have been held monthly with the assistance of different ethnic groups. The Community provided food from their country of origin and also promoted cultural awareness. We had Latinos, African, Italian, Thai, Chinese, French, Indian, Pilipino and Turkish communities participating and showing a movie with English subtitles and sharing a cultural performance.

Refugee Day Celebration

This took place at Green Point Community Centre in June. We had a Tibetan Community representative as a Refugee Speaker for the day where they shared stories and presented a video about their journey to Australia. We were supported during this Event by the Australian Pilipino Community and the Thai Community of the Central Coast who performed traditional dances and a song. We provided flyers and information about our refugee community.

Playing around the world

Playing around the world is held weekly at The Entrance Community Centre and was established in 2012. The purpose of the "Playing around the world group" is to enhance the capacity of women in the CALD communities and those working with them with a main goal of the Project to bring families together to share ideas, experience friendship and give children the opportunity to learn through play.

A range of children's activities form the foundation for the children's learning to help them settle more easily into childcare and the school system. We have produced cultural background materials for the children to cover areas such as free play, craft, play dough,

dance and music, story time, traditional food and games.

The name of the project has allowed us to have travelled from Australia to Argentina, Mexico, Spain, Kenya, Nigeria, Madagascar, Egypt, China and Japan in the last couple of months. We also have had information sessions on the "Beach" and about how to "stay safe at the Beach" also we have had a day on "Dental Health"

Central Coast Ethnic groups meetings

The project has met with the Central Coast Community Leaders to give us feedback and information about each community, its activities and future projects. It also has allowed us to prepare them for some of the events we run. Over the year we have worked closely with the Italian, Iranian, Latino, French, African, Muslim, Indian, Greek, Turkish, Thai, Hungarian, Dutch, Russian, Filipino, Papua New Guinea and Chinese Communities.

Events to which the project has participated or assisted in organising

- * Harmony Day.
- * Women's Day Celebrations.
- * Wyong Shire Family Fun Day
- * Refugee Day.
- * Peninsula Link.
- * 5 Lands Walk.
- * Central Coast Connect Day.
- * Interpreters Workshop.
- * Domestic Violence Workshop.
- Health Centre.
- * Multicultural Health Expo.
- * Baby Expo.
- * Community Congress Award
- * Multicultural Expo.
- * Kids Day Out.
- * Dad's Day out
- * 16 Days White Ribbon Day
- *Stay Safe at the Beach
- *Multicultural Talk at Wyoming Women's

Other roles and partnerships developed on the Central Coast

- * Kariong Active Playgroup.
- * Harmony Day at schools.
- * Fusion Art.
- * Play Café.
- * Central Coast Disability Network
- * Wyong Shire Learning Communities Strategy:
- * Central Coast Multicultural Interagency:
- * CALD Domestic Violence
- * Central Coast Domestic Violence Committee
- * Community Builders Data Reporting System Workshop
- * CRC

Final Words:

I would like to thank the NSS Central Coast office staff and management for ongoing support and encouragement and for all the guidance and directions. I'm very happy to be part of the NSS Central Coast Team. I look forward to keep developing new skills in the field to be able to assist the community even further.





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 & Gosford LGAs who are: frail aged, younger people with a disability, and carers.

MODEL OF SERVICE PROVISION

Volunteers provide social support to clients and carers who can include: home visits, telephone calls, taking clients: shopping, banking, to medical appointments etc. and supporting clients to attend outings and events, including organised client activity days. The coordinators cover both Central Coast local Government areas and are employed 3-4 days per week. MSSS coordinators recruit, train and manage volunteers to provide social support to clients and carers from a CALD background. The MSSS project is ably supported by all NSS staff, but especially by Sharlene and Marilyn.

ADMINISTRATION

The following administration tasks have been undertaken throughout the year: Bi-Monthly media releases to inform the community about MSSS and to recruit new Volunteers and clients. 45 percent of those who were sent Volunteer application kits, were sent these as a result of finding out about the service through the local newspaper, followed closely by 32% through word of mouth and from meeting staff, 10% through Expos, and 13% from Volunteering Australia, walk-in, internet search, friends, phone book and referrals from different sources.

VOLUNTEERS

- The service has 37 registered Volunteers, 28 of who are actively involved with clients. 15 speak languages other than English.
- Four Training days and Supervision and Support Meetings have been held in the year. Training has included: Self-Care Training, Enabling Approach; Cultural Awareness, and MSSS Volunteer In-house Training.
- MSS 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 November 2011 at Gosford Leagues Club for the end of the year get-together and in May 2012 at Bateau Bay Hotel during National Volunteer Week where their contribution to the work of MSSS was recognised.

CLIENTS/CARERS

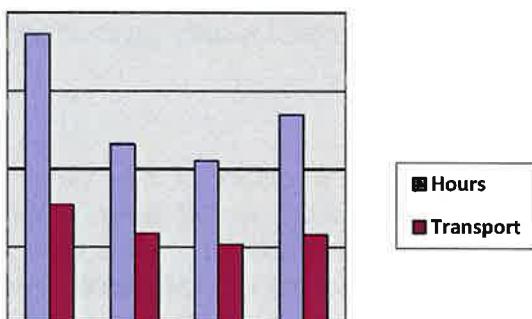
- MSSS provide services to 89 (out of 102) clients and carers. The services are mainly shopping, medical appointments and social activities. We continue to receive referrals for clients from ACAT, Community Nursing, local hospitals, other community services, word of mouth, and self-referrals and from our advertising and promotions. NSS's MSSS



program will receive client referrals from the Community Care Access Point in the future.

- Our monthly client group activities for this year have included Meals on Wheels Tasting, visit to Henry Kendall Cottage in Woy Woy, Fish and Chips at Woy Woy Waterfront, Brisbane Waters Boat Cruise, traditional Filipino dances from the Filipino cultural group, Christmas in July, Latino dances, and lunch at Gosford Leagues Club.
- Nationalities represented within our Client/Carers include Chinese, Polish, Maltese, Filipino, Spanish, Greek, Italian, Austrian, German, Croatian, Finnish, Hungarian, Serbian, Dutch, Fijian, Egyptian, Vietnamese, Uruguayan, Macedonian, Indian, French, Persian, Latvian, Argentinian, Peruvian, Portuguese, Thai, Scots, Danish, New Zealand and Swiss.

Hours of service provided to clients/carers



MSSS PROMOTION 2011 - 2012

MSSS was promoted at a range of Events, presentations, forums as listed below.

CC Multicultural Expo	Gosford Harmony Day
CC Mental Health Forum	Volunteer Expo at Erina
Wyong Multicultural Interagency	Refugee Week Activity
Manager of Volunteers Forums	Community Partnership Forum
Stay Safe at the Beach	Connect Day at Niagara Park
NSW / CC Volunteering Strategy Workshop	TAFE presentations

We have continued to advertise: in the local media; The Senior newspaper; local community newspapers; Neighbourhood Centres, on-going distribution of service brochures, and by networking with other community services.

MSSS Team





Petrona Kelly (Team Manager), Juanita Purcell-Loli, Finau Manu, Elena Ferguson, April Bowditch (no picture)

EIPP Multicultural Welfare Officers

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

The Early Intervention & Placement Program (EIPP) targets low to medium risk children, young people and families from CALD for short term support to identified issues and prevent escalation of problems. Duration of service could be three months and could be extended to a further three months upon review or to a year if the client is re-assessed as needing continuing service to achieve agreed goals.

Young people and families may be experiencing a number of vulnerabilities which may include:

- Lack of social support/extended family supports
- Difficulties managing children's behaviour/relationship
- Financial difficulties/poverty
- Health/mental illness
- Cultural barriers/Transitioning
- Homelessness, alcohol and/or other drug misuse
- Domestic violence
- Education, training, employment
- Justice/ safety

This report covers the period 1st July 2011 to June 2012.

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.

2012 ANNUAL REPORT

This year, Welfare Team provided approximately 2256 instances of services to clients. Their issues are inter-related in many cases and on many occasions a client/families presented a number of needs/problems.

ISSUES/PROBLEMS PRESENTED BY CLIENTS:

Issues/Problems	No of Instances	Issues/Problems	No of Instances
Domestic Violence	170	Housing/Accommodation	126
Settlement Information	316	Child Support	17
Health/ Mental Health	90	Legal Matters	226
Material Assistance (EAPA)	187	Youth issues	110
Education/Training	124	Childcare	60
Employment	56	Aged Care	45
Police	20	Family Problem	250
Income Support/ Financial Difficulties	97	Immigration/Citizenship/ Sponsorships/passport applications, renewals	187
General Information	175	TOTAL	2256

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, Spain, Burundi, Sierra Leone, China, Vietnam, Indonesia, Macedonia, Nepal, South Africa, Australia, and Hong Kong.

Group Work: Several of 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.
- **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.
- **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 and Russian Cultural celebrations. NSS Multicultural Welfare Officer, Elena oversees these groups.
- **Thai Women's Group** – Earlier in the year three sessions on Triple P (Positive Parenting Program)



were delivered to this group by Sylvia Gray of NEH MH at TAFE Newcastle Campus. Some husbands also attended the sessions. Information sessions on health were organised for this group in partnership with Carmen Vechi also of NEHMH held at Edgeworth Community Centre. Topics were: accessing medical services, diabetes and cancer. April B. our Thai background Welfare Officer who started working with us in May this year is now in-charge of this group.

• **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. Through continuing attendance the women benefits from such activities by the reduction of isolation and homesickness, maintains cultural identity, increased camaraderie among them and has therapeutic values.

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: Stress & Relaxation, Back Care, Depression and Sleeping Problems.

Pet Kelly coordinates and supervises this group.

• **NSS Caseworkers Meetings:** The Welfare Team and Rural 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)

Staff Training: During the year training, seminars and conferences are available for staff to attend such as:

- Conference on "Strengthening Vulnerable Families: Increasing Awareness & Improving Practice- Maintaining Child Focused Responses in the Family Law System"
- Case Notes & Documentation
- Engaging Culturally Diverse Men in Family Based Program Workshop
- Keep Them Safe (KTS) trainings
- Case Management: An Introduction
- Case Management: Working with People with Complex needs
- "Australia Law for New Arrivals"
- Collaborative Practice & Integrated Case Management

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.

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 creates such a wonderful working environment.

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





**Brighter Futures Program
Zeni Edmunds & Desie Erhart**
Funded by Department of Human Services (Community Services)
- Early Intervention Program

The Brighter Futures (BF) Program is an intensive and early intervention support to vulnerable families, where children are considered at risk of significant harm.

The Northern Settlement Services (NSS) BF Program provides a Home Visitor, to support migrant and refugee families with young children eligible to be in the program. The criteria for eligibility are families experiencing domestic violence, mental illness, alcohol and drug abuse, and families must have child/children 8 yrs. old or younger or expecting a child, and has a stable accommodation living in Newcastle and Lake Macquarie areas.

The BF Program is a collaboration of government and non-government agencies that delivers the program to families and Samaritan's Foundation is the lead agency in Newcastle and Lake Macquarie.

This year, NSS BF Program –Home Visitor for Culturally and Linguistically Diverse (CALD) background families is now funded for 35 hours per week and is now being job shared by two workers.

The BF Program supports families to access child care, parenting classes, social, health, education and others as needed by the families. The aim is to build skills and capacity for families to achieve positive outcomes for children and the family.

The role of the BF CALD Home Visitor is to visit families on a weekly basis or more if needed, to achieve the goals for the family, these goals are developed and mutually agreed by the BF Case Manager and the family and is written in the Family Case Plan. The Family Case Plan is reviewed every 3 months to monitor achievements and identify new goals. The family could be in the program for a maximum of 2 yrs.

The support includes role modelling for positive parenting, positive family relationship, guiding children's behaviour, and referrals to relevant external services such as parenting classes, play groups, homework support, financial counselling, child behaviour clinic, nutritionist, life skills program, general health, hygiene and specialists.

Last year we home visited 8 families from Liberia, Burundi, Australian Aboriginal, Mauritania Bangladesh, Sudanese and Australian father with disability, 4 families were exited from the program at the end of last year.

Total No. of Home visits: 139

Total No. of Visiting Hours: 124.5

Total No. of Adults Supported: 11

Total No. of Children Supported: 21



Issues Addressed:

Issues:	No. of Incidence
Child Care Placement	11
Play group Access	10
Diet/Nutrition/School lunches	15
Health/Hygiene	12
Housing/Accommodation	7
Financial Difficulties	8
Family Relationships	15
Behavioural Problems	14
School Fees	5
Homework Support	7
After School Activities	15
Social/Community Participation	10
English Language Support	6
Skin Specialist	2
Naturopath	2
Cystic Fibrosis/Information/Specialist	1
Support/Establish Children's Routine	5
Child Development	15

This year, the work involves taking children to specialist appointments, hospital, and organizing meetings with Family Day Care Educator, Director of Child Care centre, Family Case Plan and referral to financial counsellor.

Other ongoing activities are the monthly BF partner's meeting, NSS Case Workers Meeting and attendance at other relevant meetings. Significant trainings attended; "Identifying and Responding to Risk of Harm", "Case Management: An Introduction", " Mental Health First Aid" and " Maintaining Child Focused Response in the Family Law System". Important events participated; Australia Day, Refugee Week and Harmony Week.

A rewarding year for the Brighter Futures Program, the continuing support from colleagues, Team Manager, Admin staff, especially Lulu and the Board is greatly appreciated.





Multicultural Family Support Project (Families NSW)

Miza Torlakovic

Funded by Department Human Services (Community Services)

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. This year, Families NSW had introduced the on-line data collection system requiring service providers to report twice a year, 1st January – June 1st and July – 31 December. The CALD Family Project was accessed by 158 families with combined 269 children giving us a total of 427 people.

Table 1: Families- Based on my Families NSW Online Data Report, July 2011 to June 2012.

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
158	82	76	269	1065

TABLE 2: Main parents/carers who attends the service

Number of mothers	Number of mothers and fathers	Number of grandparents	Number of other carers
119	30	4	5

Table 3: 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
156	21	37	153	25	13

Tables 1, 2 and 3 show the variations in family types, single parents, young parents, etc. Twenty seven languages are represented from 38 different backgrounds.

These include: China, Iran, Bangladesh, India, Congo, Sudan, Zimbabwe, Croatia, Bosnia, Italy, Bulgaria, Slovenia, Philippines, Spain, Chile, Peru, Serbia, Iraq, Saudi Arabia, Israel, Japan, Indonesia, Pakistan, Jordan, Sierra Leone, Macedonia, Burundi, Afghanistan, Poland, German, Vietnam, Turkey, Nigeria, Korea, Nepal, Taiwan, Russia, and Thailand. Referrals were received from members of services and include Community Services, Hunter Area Health, Women's & Children's Refuges, Child Care Services, Child and Family Health and Mental Health Services, Housing NSW services, TAFE, Schools ,Legal services and self-referrals. Likewise, from other early intervention services as well as from other NSS workers.



Group work was diverse and in number of instances NSS was in partnership with other service providers.

- **MOMS** (Mothers Obstetrics and Multicultural Support) Friendship group – Partnership with MOMP Program, Multicultural Health Services. Eleven sessions were held for CALD pregnant women and families in antenatal and post natal cares. There were 188 mothers and 208 children who attended. The program addressed: settling babies, Kids safe, Baby Development, Mental wellbeing/ Post Natal Exercise, Introducing Baby food, and Child Speech, Language Development. Interpreters in Korean, Swahili, Mandarin and Arabic languages were used. I would like to thank MOMP Program, Eve & Nafi for their support.
- **Multicultural Parenting Group** – in conjunction with NSS Brighter Futures Program This was held at ECC and 11 group activities were organised for CALD parents and carers with children living in Newcastle and Lake Macquarie areas. This group provides Information and social support with topics based on parents' requests such as Triple PPP (Positive Parenting Program), Children's Development, Substance Use, Guiding Children's Behaviour and Child Protection by Community Services, RSPCA, Healthy Relationships, Tenancy related issues, Relaxation and Creating Peaceful Spaces for Children (presented by Zeni of NSS). In Total 259 parents/ carers and 141 children attended. Korean, Arabic, Swahili and Thai Interpreters were used to assist parents understand the issues better. Special thanks to Regina Children's Entertainer for the great activities for children for the group Christmas party.
- **Multicultural KU Supported play group** – Partnership with KU, MNC, Mission Australia and Community Services. Since the launch of this Play group there has been much interest amongst CALD families to join our Play group. Twenty one playgroup sessions have been held with 190 parents/ carers and 233 children attending. The Child and Family worker from Mission Australia and KU also organised some information on Dental care, Kids Safe and we had a Family Fun Day at Black Butt Reserve. Many thanks to Kylee (KU) and Rebecca (MA) for their involvement and support to CALD families.
- **Community Capacity building** -The project was also involved in organizing several major community events including this year's **Lake Macquarie Harmony Day Celebration**. Over 300 people attended the event celebrating cultural diversity at Lake Macquarie Performing Arts Centre. This was a joint event with members of the Newcastle Multicultural Interagency which was a great success.

Refugee Week Celebration - This event was organised by the Hunter Refugee Support Network along with other members including STARTTS, ECC, CENTRELINK, MNC, and Penola House. Events were well publicised through local print media like Newcastle Herald and The Post. It was a very successful event with over 200 people attending.

Other events the project was involved with include: the Multicultural Services Expo at the Multicultural Neighbourhood Centre (MNC), and the Early Child hood Intervention Expo in Singleton.

I would like to thank the Board Management & my colleagues for their continued support of the CALD Family Project.





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 12th year of successful operation and

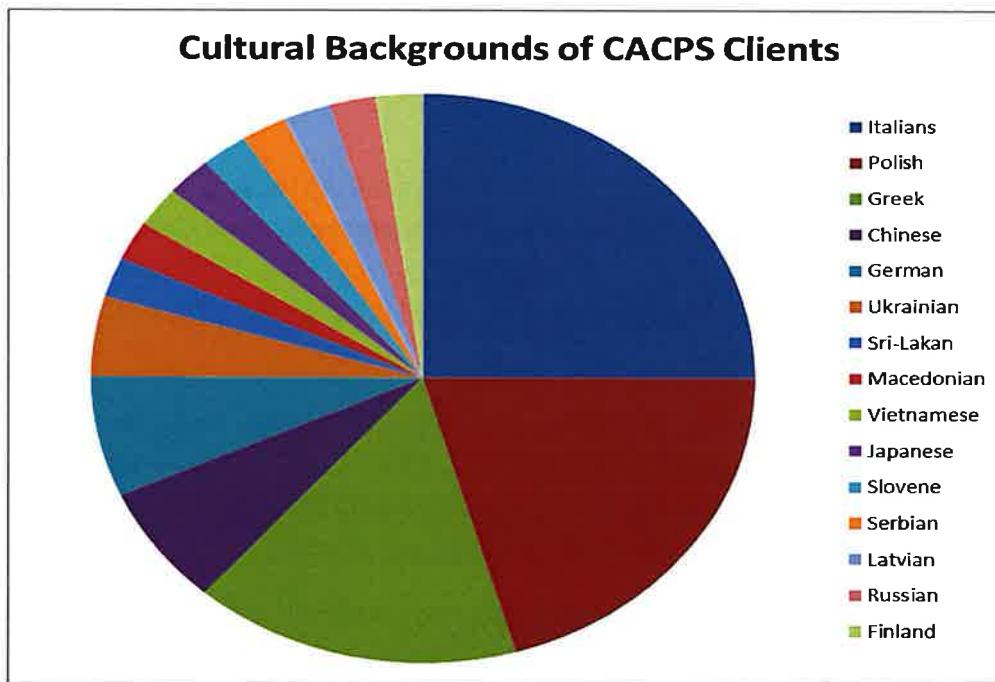
continues to provide home based care and assistance to vulnerable; frail aged people who have complex care needs.

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- however, as in the past, prudent financial management has enabled us to help additional people on an unfunded basis till a vacancy becomes available.

It also enabled us to respond to a couple of requests from the Aged Care Assessment Team (With the approval of CEO/Accounts Department) to provide assistance to people they have assessed as being an urgent priority, even though we did not have a current funded vacancy

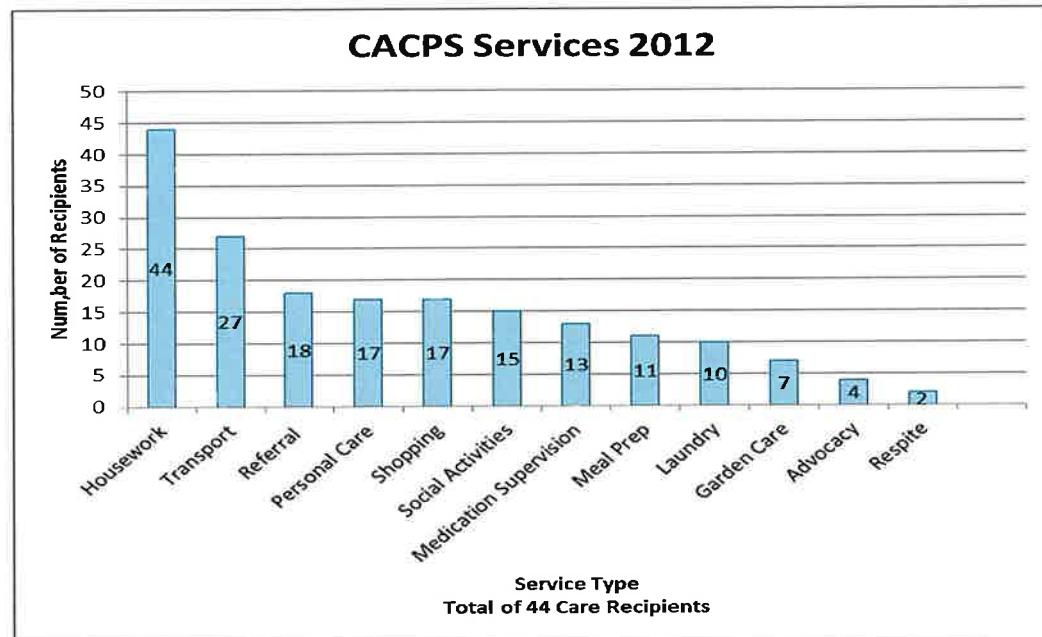
CARE RECIPIENT PROFILE

Current Care recipients come from 15 different cultural backgrounds (as well as 2 people from French and Pilipino backgrounds who have exited the packages during the year)



Total of 44 care recipients: 28 Female -16 Male - age range from 75 to 97 years old
27 living at home alone - 17 have a carer living with them and 17 have a diagnosis of dementia.





LEVEL OF SERVICE PROVISION - we currently provide 194 hrs. /week of direct assistance - an average of 4.4 hrs. /care recipient (an increase from 3.6 hrs. in 2011) – some need only 1-2 hrs. / Week and others with complex care needs required significantly more. The past year has seen an increase in the number of people - 29% (28% last year) who required a higher level of care than a CACP is generally designed to provide (about 5.5.hrs/wk.). Five people or 11% of our care recipients are currently receiving an equivalent of an EACH (Extended Aged Care at Home) level of support for which we are not funded- this is due to the low number of EACH packages available in the Region. There has also been an increase of people diagnosed with dementia: 12 people in 2011 and 17 people 2012.

MODEL OF SERVICE PROVISION - 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.

CHALLENGES

- Implementing the requirements of Community Care Common Standards with its emphasis on Person Centered care and a strengths based/enablement model of service provision rather than deficit based model previously in use
- 3 yearly Quality Review process and implementation of improvement strategies
- The implications of the Aged Care Reforms : "Living Longer Living Better" with a move towards offering all packages on a Consumer Directed Basis
- Securing more packages in 2012-2013 funding round – considering applying for all four levels of care- including EACH (may require partnership with other organisations)

A busy and rewarding year for the CACP Project – many thanks to everyone at NSS for your continuing support. Seeing the positive difference the program makes to people's lives provides a great deal of job satisfaction- we do indeed work "from the heart" as the feedback from care recipients and families indicate.



Hunter Multicultural Respite Service

Tima 'Oto

Funded by Department of Ageing, Disability & Homecare

- Home & Community Care Program (HACC)

From 1st July 2012 jointly funded by the Department of Health and Ageing-Commonwealth HACC Program

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 Day Care Centres to sustain their placement at Day Care and to provide their carers some respite.

The project also coordinates two support groups- the existing Multicultural Dementia Carers Support Group has recently been expanded to include carers of people with a disability and April saw the establishment of a new Vietnamese Friendship Group in response to community need.

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 2012 a total of 34 clients received weekly services of between 2-8 hours per week, including transport for 2 clients. Eleven clients attend 2-3 days per week. A total of 5 new clients' commenced services since the beginning of this year and 12 clients exited service mainly due to placement into permanent residential care facility and others no longer do need respite. All clients have been formally assessed and reviewed 6 monthly. Every client referred has been offered service after a short time on the waiting list.

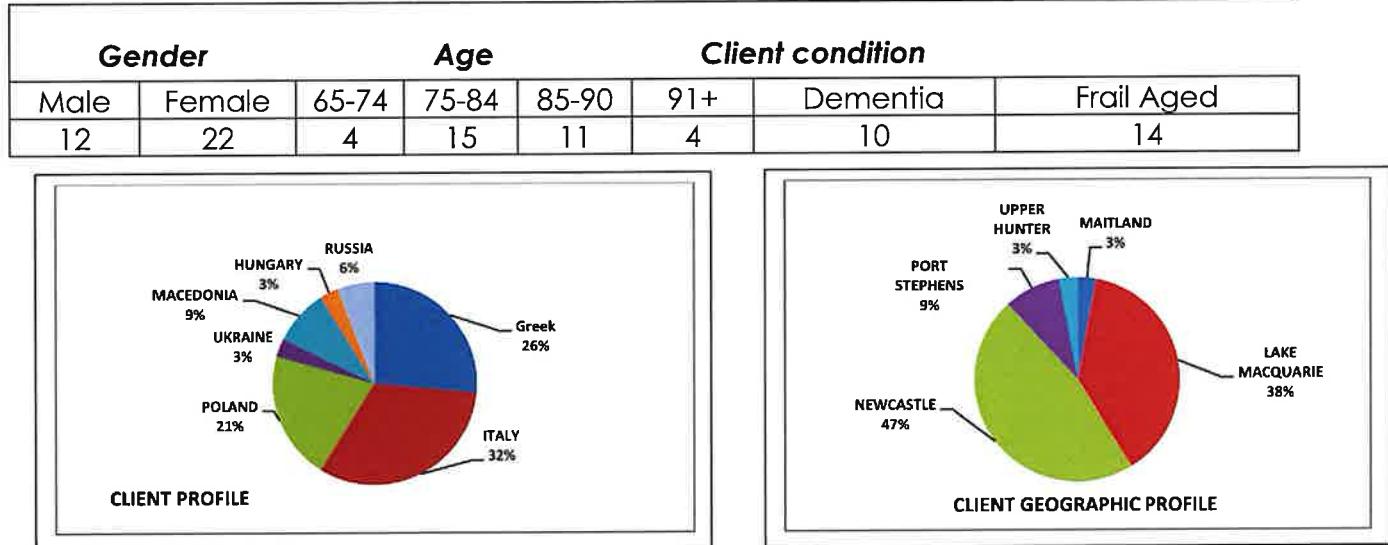
Table 1: Day Care Centres & Clients as at 30/6/2012

Day Care Centre	No of clients per Day Care Centres
Allawah Day Centre, Wallsend	1
Cardiff Multicultural Friendship Group	2
Greek Day Care	2
Greek Holy Apostles Day Care	3
Italian Day Care	4
Maitland Multicultural Friendship Group	1
Polish Day Care	3
Southlakes Day Care, Morisset	1
Wattlegrove	5
TOTAL	22 clients

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

The majority of the clients live in the Newcastle, and Lake Macquarie LGA's. A few clients are from Port Stephens, Upper Hunter and Maitland LGAS. Sixty five percent are female and thirty five percent are male. The age ranges from 67 – 95 years of age and the total average age of clients is 81 years of age

Table 2: Client Characteristics of Day Care Centre clients



Multicultural Dementia and Disability Carer Support Group

2012 Calendar was changed back to the 2nd Tuesday of the month to accommodate members who were not able to attend on Wednesday. The service coordinates the monthly meeting of the support group and organises guest speakers and information sessions to assist and support carers: e.g. Educare, Hunter Valley Legal Advisory Centre, Centrelink, Financial Information Support Sector, Commonwealth Carer Respite Centre, and Hunter New England Multicultural Health Team.

For Carers Week in October of this year we participated in the "Spring Fling Ball" organised by Commonwealth Respite and Care link Centre (CRCC) and held at Newcastle City Hall Function Room. It was a lovely experience for members of both groups to be able to meet each other and join in with other carers on this special occasion.

Vietnamese Friendship Group

In response to identified community need, the Vietnamese Friendship Group was formed in April 2012 to provide an opportunity for older Vietnamese people and their carers to meet and 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 etc. The group is run with the assistance of a Vietnamese interpreter and the first outing was a trip to Cabramatta with 12 members attending. Guest speakers from Hunter Health have also provided information on Arthritis, Falls Prevention and Death Dying and Bereavement.

Training attended throughout the year

Documentation -Case Notes /Enablement - Person Centred Approach /Supporting clients through Grief and Loss / Accidents and Awareness of New legislation / Manual Handling and Back Care /Fight Alzheimer's and Save Australia/ Falls Preventions / Goals and Enablement Training

2012 ANNUAL REPORT

Meetings attended on a regular basis include: Quality and Team meetings, Aged Care Team Monthly Meeting, HACC services and Community Services Network quarterly meetings, Dementia Interagency meetings &Upper Hunter Interagency

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 2012.





Community Visitors Scheme

Enza Di Stefano

Funded by Commonwealth Department of Health & Ageing

Introduction:

The Community Visitors Scheme (CVS) provides socially isolated residents of aged care facilities in the Lower Hunter, who are from culturally / Linguistically Diverse Backgrounds (CALD), a better quality of life through one to one volunteer visits.

Over the past twelve months 14 Facilities have been visited - a total of 491 visits to 33 residents and 10,018 kilometres travelled and twelve new referrals have been received: three have been filled by current volunteers, four new visitors have been recruited, three are being sourced from community contacts and three are still to be matched.

Community Visitor Recruitment and Turnover:

CVS is fortunate to have many longstanding volunteers; however, recruitment of new CVS visitors is an on-going process. During the year 17 visitors were available and 4 new visitors have been recruited. Three visitors visit more than one facility - and 5 visitors visit more than one resident (separately – on a one to one basis) at the same facility.

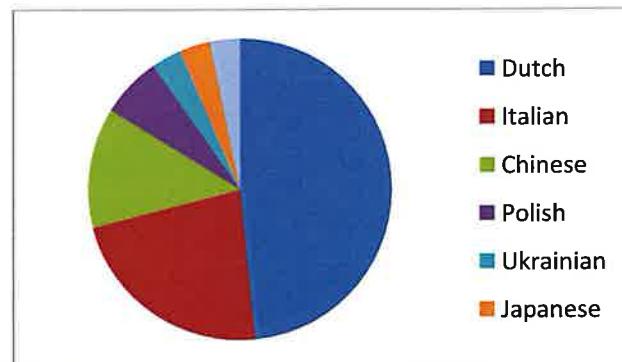
Two volunteers underwent major surgery during the year which impacted on their capacity to visit while recuperating. A volunteer who visited a resident with mental health issues has ceased visiting and another visitor makes monthly visits as the resident has severe dementia, one longstanding volunteer resigned due to family commitments. Sadly, six residents passed away during the year.

Orientation / Support Activities:

Individual orientation for prospective visitors includes Police Checks and all visitors are regularly contacted (at least once a month) to maintain communication and support. Training in collaboration with Hunter Volunteer Centre CVS took place on 'Grief & Loss' – conducted by White Lady Funerals. A pamphlet on 'Bereavement Care' was sent to all the volunteers who were unable to attend. As dementia is ever increasing in residents visited, a publication 'Living with Dementia' was distributed to all visitors. Dementia Resource Booklets – one for Carers and one on "meeting the needs of people with young onset dementia" were also sourced for the use of visitors.

Three visitors who underwent major surgeries were supported/ visited by the coordinator; and have re-commenced visiting. These outstanding volunteers who visit their residents whilst having tremendous personal health problems, I believe, deserve "Gold" medals for the Olympics of Human Kindness.

The 33 Residents' Cultural Backgrounds



Promotional Activities

The most successful promotion activities have proven to be the extensive and long standing contacts/good working relationships with local CALD communities/ organisations/networks servicing a similar target group. A CVS flyer has been translated into Macedonian in preparation for a visit to the Macedonian Community. Student placements were also good promotional opportunities during the year as was the assistance given to another TAFE Welfare student who subsequently gave a presentation on CVS to her class, none of whom were previously aware of the program. Participation at local expos was another useful promotional activity during the year.

Networking

- Participated in 2 Regional and 2 Hunter CVS Network meetings – focused on new reporting guidelines and training on new WH & S regulations
- Provided information to Singleton Volunteer centre
- Assistance given to Central Coast CVS on 2012 Training Calendar
- Accessed two new facilities and introduced CVS to a further three
- Assisted in contacting Multicultural Choirs to perform Carols by Candlelight at a facility
- A request from ACAT to provide a visitor at home was referred to Ethnic Communities Council Neighbour Aid Program
- A Serbian speaking volunteer recruited through referral from Volunteer centre
- Attended (privately) a dementia focused "Risky Business" Sydney Conference

Special Events

Four major activities acknowledging the invaluable contribution the visitors make were conducted throughout the year.

- The Christmas Thank You Lunch as well as an outing to the Hunter Wetlands
- A highly successful National Volunteer Week Morning Tea was held with the other NSS volunteer programs. Local, State and Federal politicians attended and presented Volunteers with a National Volunteer Week Certificate of Appreciation. A Lifestyle Coordinator also gave a brief overview of the benefits of the CVS Program from the resident and facility perspective: e.g. "my special friend is visiting me today"; "I look forward to my friend's visit every week"; "I feel so special to have a friend like...."
- The Carers Week "Spring Fling Ball" was greatly enjoyed by volunteers in October- their feelings of being appreciated as volunteers was very evident

Good News Stories:

The Lifestyle Coordinator of a facility passed on positive feedback from the wife of a resident - she often hears so much laughter coming from her husband's room that she does not enter until the visit is finished as she does not want to disturb the obvious enjoyment that the "two friends" have in each other's company.

Benefits of the Scheme:

Visitors play an integral role in easing the social/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. The volunteers themselves benefit too – they comment that their residents make them feel better after they visit.



Identified Difficulties:

The main difficulty remains the recruitment of suitable visitors from the diminishing ethnic population group who are an ageing population. This diminishing pool of visitors has necessitated adopting a useful and necessary strategy of a number of visitors seeing more than one resident in the same facility and often in different facilities.

Visiting people of advanced age with serious health issues especially dementia, can have a considerable emotional toll on visitors and this necessitates ongoing support from the coordinator. Also, due to the serious illnesses of 3 visitors this year, support and counselling have been a very necessary role of the coordinator.

Due to the high turnover of staff at aged care facilities, often new staff is unaware of the CVS Program or of the residents who are receiving visitors. The new system of CVS reporting introduced by the Department just prior to yearly reporting time created some undue stress to the coordinator who only works 1.5 days per week, especially when there were problems with the system.

Satisfaction with the Service Provided:

The feedback through both our networks and our direct relationship with the various aged care facilities indicates that the service provided is most appreciated and valued.





Multicultural Access Project - Hunter

Valerie Woodman

Funded by NSW Department of Family and Community Services, Ageing, Disability and Home Care (ADHC) - Home and Community Care Program (HACC)

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 project has spent considerable time this year consulting, collaborating, identifying and addressing challenges involved with the transition of funding responsibility for the HACC program from the states to the Commonwealth which came into effect on the 1st July 2012.

Key actions undertaken and outcomes achieved in 2011/2012 include:

Consultation and Research

Following the release of the "Summary Findings of the Hunter and Central Coast HACC Bilingual Workers Research Project" 2011 MAP Hunter is assisting MAP Central Coast to develop a resource to support and motivate people from a CALD background to work in the HACC sector. Another initiative from the above research is the formation of a small working group by the MAP Network to look at issues and solutions to increase employment opportunities for people from a non-English speaking backgrounds (NESB) in community care by assisting mainstream services to recruit and retain people from a CALD background in order to provide a more responsive service to older CALD people and their carers.

An overview was provided to the Hunter Dementia Interagency on the *Cultural Diversity and Dementia in the Hunter and Central Coast Research Project 2011*. An outcome from this presentation and a recommendation of the research is that a CALD Dementia Working Party (WP) has been formed and convened by the MAP Hunter. The aim of this WP is that carers and health professionals will work together to improve the quality of life for people from a CALD background living with dementia and their carers.

In addition the above the MAP Officer actively participated and/or raised CALD specific regional issues and unmet needs at the following consultations/forums:

"Conversation on Ageing" with Mark Butler, MP August 2011 Australian Government Minister for Mental Health, Ageing and Social Inclusion

Living Life My Way-Delivering Person Centred Disability Services CALD Service Provider Consultation October 2011

Muswellbrook Council's Strategic Planning Workshop December 2011

NSW Government Ageing Strategy Consultation January 2012

Younger Onset Dementia Forum April 2012

Service Support and Development

In August 2011 delivered to the **Social Workers in Aged Care Forum** an overview of MAP Hunter, CALD demographics, current and emerging issues and their potential impact on local CALD communities and services.

Participation in the **HACC Development Team** is ongoing; the group is convened by ADHC Hunter to support organisations through the changes in the transition from the current HACC



system to the new Commonwealth/State arrangements and minimise disruption to service provision to older people, younger people with a disability and their carers.

Attended the **HACC Regional Forum** in September 2011 and raised access and equity issues with the Director Community Care ADHC in regard to the **Community Care Access Point** (CCAP) subsequently invited to provide input to the CCAP Service Level Agreement Review.

Collaboration and consultation has been undertaken with the **Future Foods Project** Co-Ordinator regarding the Flexible Food Project pilot in the Hunter region, specifically cultural food options for the HACC CALD target group and provision of a range of cultural foods by Meals on Wheels distribution centres in the Hunter and Central Coast.

Participated and promoted NSS at the **Konnecting Karuah** event in February organised by the Department of Human Services. The event generated considerable interest from both service providers and local residents.

Education and Training

'**Working with Interpreters and Translators**' training course was delivered to 25 participants in April in partnership with Hunter New England Health Interpreter Service. Participant evaluations were very positive and included suggestions for future training.

In response to a request by ADHC Hunter developed with the Central Coast MAP a **Cross Cultural (Organisational Perspective)** training package for community care CEOs and Managers. Two training sessions scheduled for 2012/2013 in the Hunter and Central Coast.

The **Broadband for Seniors** (BFS) Kiosk and NSS Volunteer tutors continue to assist seniors to become computer 'savvy'. This year 12 seniors completed the course and have nothing but praise for their tutor/s and NSS for providing this learning opportunity. .

Information and resources

Demographic and language profiles of the Hunter's nine local government areas has been updated, using ABS Census 2011 and DIAC Migration stream data - available on request.

Along with several NSS projects participated in the **Multicultural Services Expo** in May at the Multicultural Neighbourhood Centre. This was a well organised and successful event and along with 27 other exhibitors a great opportunity to showcase NSS services. Approximately 200 people attended the Expo which is significantly higher than the previous year's event.

Initiated discussion on producing an electronic online the **NSS Migrant Services Directory**; combining the Hunter, Central Coast and New England areas, which would improve the currency of the data and make this valuable resource more accessible to the public - the Directory will be uploaded to the NSS website and officially launched in early 2013.

Invited by **Newcastle Interagency** as Guest Speaker at the February 2012 meeting; presentation highlighted challenges and issues for older people, younger people with a disability from a CALD background and their carers and the need for services to undertake a self-assessment of their practice in relation to cultural competency.

Strategic Planning

On 28 November MAP Hunter and MAP Central Coast presented an information session to ADHC Officers and community care services on the current regional picture at the **Workshop to inform the Development of the ADHC Hunter Region Cultural Diversity Plan 2012/13**. Feedback from participants was very positive and the workshop generated discussion on



current challenges, emerging issues and strategies to address them. It was also an opportunity to promote the MAP as cultural brokers.

The Hunter Community Care Access Point (CCAP) Advisory Committee has been convened by ADHC this year to develop a **marketing tool** to promote community care services to CALD communities and the referral/assessment process to access these services. The aim is to increase awareness about community care services and encourage people to seek/accept support earlier rather than at crisis point. The plan is to deliver a series of information sessions in partnership with ADHC and CCAP to CALD groups in 2012-13.

Networks and Interagencies

MAP Hunter convened the **Hunter CALD Aged and Disability Services Network** in November 2011, February and July 2012 (June meeting was re-scheduled). Attendances averaged 15 per meeting and provided members an opportunity to discuss current and/or emerging issues; promote upcoming events and augment professional development through pertinent guest presenters.

The MAP Hunter represented NSS at the following networks and Interagencies:

NSW MAP Network, Aged Persons, Younger People With Disabilities and Carers Forum (formerly Maitland HACC Forum), Upper Hunter Community Services Interagency, Lower Hunter Community Care Forum, Port Stephens (East) Combined Services Network, Newcastle Lake Macquarie Community Care Services Network, Newcastle Multicultural Interagency, Hunter Rural Multicultural Network, NSW HACC Issues Forum, Upper Hunter HACC Forum.

Challenges

This year has embodied many and various industry briefings and workshops on *HACC in Transition* (from the State to Commonwealth) and keeping up to date on changes such as Terms and Conditions for Aged Care Funding, Community Care Common Standards and the Quality Review Process. This has impacted on and deferred the two key projects below however; significant ground work has been done to ensure they are undertaken during 2012/2013.

1. Delivery of community care awareness sessions to CALD communities
2. Research the needs of older Chinese people in Newcastle

Although the Commonwealth has indicated that it will be business as usual for the project until June 2015 there are accountability and reporting matters to be managed and the interface between HACC and Disability Services navigated. New service delivery models are being introduced across the community care sector e.g. Person Centred Care, Enabling Approaches and Customer Directed Care to provide more flexible support options for clients and families. Given these changes MAP Hunter is looking forward to a stimulating year ahead.

I wish to sincerely thank the Board, CEO and Aged Services Manager for their leadership; my colleagues for their professional support and friendship which makes an excellent work environment and a privilege to be a member of.





Complex Case Support (CCS)

Petrona Kelly

Funded by Department of Immigration & Citizenship

The Department of Immigration & Citizenship have renewed contract starting January this year for Complex Case Support and NSS is the provider in Newcastle and the Hunter Region.

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.

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.

What are Complex Needs?

- 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-referral

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 two referrals; one from STARTTS and the other from Newcastle Mental

2012 ANNUAL REPORT

Health Unit which are now both completed.

In August DIAC's CC manager, Jenny Green and Alison Casey conducted a consite visit of NSS, a review of complex case services to date, and delivered training to NSS staff.

The Department gave us very good feedback on the excellent outcomes of the contracted work undertaken. In doing so, we were able to work closely with other services with NSS taking the lead role.





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

Alex Burns (Team Manager) with Judith Roberts, Joy Harrison, Daisy Brow and Sue Budden

Funded by Cancer Institute, Department of NSW Health

At the end of 2011 Northern Settlement Services in partnership with Hunter New England health applied for and received funding to run a "Quit Smoking" project to cover the New England towns of Armidale, Inverell and Tamworth. The purpose of this project is to promote a campaign around the benefits of not smoking with Migrants living and working in the identified towns. The successful project was noted by the NSW Minister for Health as being, "highly innovative" at its launch.

In particular we were interested in those people employed in the various New England industries as high rates of smoking had been observed in some of the abattoirs and we also understood that isolation seemed to be another reason that new arrivals started, or maintained, a smoking habit.

While some centres and industries were happy to see a quit smoking project introduced to their employees some had already established these so we focused on the abattoirs in Inverell and in Tamworth as well as the nearby chicken farms and the service industries and University located in Armidale.

The Staff

In order to ensure that we met our responsibilities we initiated the project first at Inverell and in Armidale and saw the hiring of staff by way of a former NSS project worker, Daisy Brown in Inverell supported by our roving quit smoking project worker Joy Harrison (who is also the northern regional refugee Health Nurse). Tamworth had been delayed due to finding an appropriate facilitator but this has altered with having Sue Budden come on board.

Quit Smoking Sites

Inverell's Bindaree Beef is a major employer of Migrant workers, numbers of whom have also had a refugee experience. The management welcomed the introduction of the anti-smoking program to their workforce. They see that the productivity of their plant is impacted by their worker's smoking and recognised the wellbeing of their staff is crucial to their efficiency as a private enterprise. The literacy of workers was also identified as an issue at this time.

An initial meeting with the Inverell TAFE was planned late in the year to meet with TAFE ESL students to talk about the project as the TAFE wanted to integrate the Quit Smoking program as it moves to a smoke free campus.

Daisy has now participated in a number of local Expos, handed out flyers at TAFE and to workers promoting the benefit of not smoking. Many people have shown an interest in the project and would like more information on stopping smoking.

In Armidale, a walk through local community space, in the mall area and Centro shopping complex gave the opportunity to approach people randomly on quit smoking. This proved to be a positive and cooperative interaction with no one refusing to answer a simple questionnaire and resulted in 17 questionnaires being completed. At the University the residential students' manager has noted a high incidence of smoking among CALD residents



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at the college. Consequently, she has supported the project's work promoting quit smoking to CALD students and the use of quit smoking resources to do this.

Tamworth initially proved difficult as the initial meeting with employees from the Country fresh abattoir did not attend our first consultation. But with Sue we have now had a walk through approach as at Armidale, attendance at a meat employees Expo and discussions with the HR managers of the chicken farms promote the project.

NSS has become particularly aware of smoking among a range of communities in regional locations where employment and "needing to smoke" as a way of relaxing has become a "normal practice with specific groups including Filipinos, Chinese, Koreans and other groups working in regional areas of NSW. We have also learned much around having resources on call to support this work and hope that we can inject numbers of new resources into the area to continue to promote Quit Smoking. It is also pleasing to see that several industries have been happy to see the project operating and providing helpful advice to those employed in their industry.

Thank you to all the team and those others who have supported the project.





Immigration Advice & Assistance Scheme

Lulu Tantos, & Olivia Fuente

(Reg. #0318123)

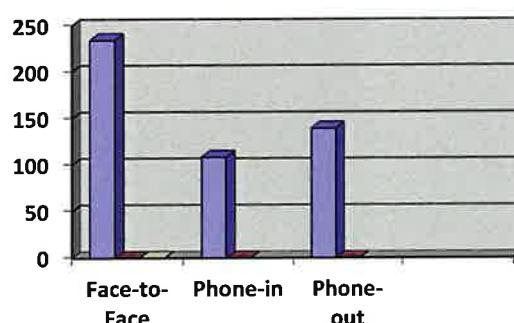
(Reg. #0801294)

- Migration assistance was provided to 481 clients from July 2011 – June 2012 comprising 234 face-to-face consultations, 108 phone-in's and 139 calls made to clients. 41% of the Family visa consultations were for a Partner's visa. Student visa consultation was the highest amongst the Temporary Visa categories, while Citizenship was the highest in Others.

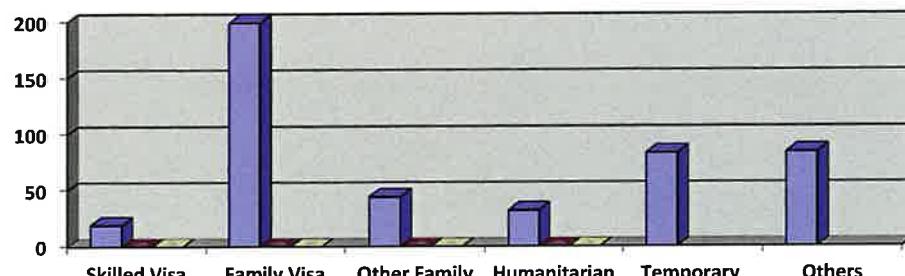
(Refer to Table 2)

- Nationalities of clients within that period included Australian (8%), Congolese and Thai (4%), Filipino (3%), Ethiopian (3%), Chinese (2.5%), Sudanese, Pakistani, Russian and Burundi has the same numbers (2.5%), Vietnamese, Indian, Iranian, Liberian and Macedonian at (2%) and the rest are Afghani, American, Argentinian, Brazil, British Canadian, Cambodian, Czech, Chilean, Colombian, Croatian, Eritrean, Fijian, German, Ghanaian, Greek, Hungarian, Indonesian, Italian, Ivory Coast, Irish, Japanese, Kenyan, Korean, Lebanese, Malaysian, Mauritanian, Mexican, Burmese, Turkish, Uganda and Zimbabwean.

Immigration Advice Service (Table 1)



Visa type (Table 2)



FINANCE & ADMINISTRATION TEAM Newcastle & Central Coast (CC)



Marianne Mohr
Financial Controller
(Left Oct 2012)



Wendy Kirkham
Assistant Financial Controller



Mary Milevski
Operations Manager
(Maternity Leave – May 2012)



Jacinta Boidin
Admin Support Officer



Losa Uafa
Admin Officer (Casual)



Helen Buchanan
OH&S Consultant



Sharlene Huber
Office Manager -CC



Marilyn Perez-Cabrera
Administration Assistant - CC

CENTRE USAGE 2011-2012

Broadband for Seniors	Russian School
Brighter Futures Coordinators	Refugee Week Organising Committee
NSS Case Workers	Samoan Women's Group
DOCS CALD funded workers	Tamil Language School
Centrelink Multicultural Forum	Tongan Choir
Congolese Community	NSS Volunteer Registration
DIAC Immigration Officers	Hunter CALD Advisory Group
Filipino Community Choir	HMRS Carers
Filipino Women's Group	CVS Volunteers
Hunter Refugee Network	Thai Women's Group
Hunter Community Legal Clinic	NSS IT Training
Multicultural Interagency	
Local School Agency Visit	
Hunter Dementia Support	
Homework Centre Co-ordinators	
Refugee Council of Australia	
Harmony Day Planning Committee	
REAL D Program	
Multicultural Women's Group	
United Boys Dance	
Multicultural Dementia Carers Group	
Multicultural Respite Group	
Newcastle Multicultural Interagency	
MAP Advisory Committee	
Newcastle & Hunter Ethnic Choral Soc.	
NSS Board of Management	
Russian Women's Group	



Newcastle Dragon Boating Racing Team NSS!!



Some of our team members



Drumming

In October NSS and some of our clients participated in a regatta of Dragon Boat Racing.

The day was a showcase of African culture, with food and drumming.

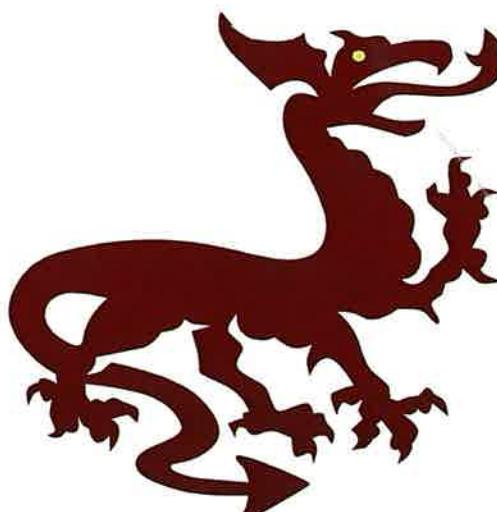
It was clear from the start that our NSS team, the 'Aussie Africans' were in it to win it and win it we did!! Coming first after 3 competitive heats and taking away the coveted Minor Final trophy!



Crowd Participation



Winners are grinners!



Harmony Day March 2012

'Everyone Belongs'

One of the many Harmony Day events held around Newcastle & The Hunter was at Gregson Park, Hamilton.

NSS in conjunction with Hamilton Public School had planned a spectacular event showcasing the food and culture local communities.

These are just a few photos of some of the events of the day.



Russian Performers



Families enjoying the day's activities in the park



Ethiopian Dancers



Filipino Choir



Waratah High Multicultural Dance Group

*Everyone
Belongs*

HUNTER SIMBA FC U'12



Minor & Major premiers in 2012 – E division

**Northern Settlement Services
proudly supports the Hunter
Simba's FC U'12.**



NORTHERN SETTLEMENT SERVICES LIMITED
ABN 72 002 898 759

Financial Statements
For the Year Ended
30 June 2012

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Northern Settlement Services Limited

ABN 72 002 898 759

Directors' Report

30 June 2012

Your directors present their report on the company for the financial year ended 30 June 2012.

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

Henry Chan OAM
Trudy 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

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.

2. Business review

Operating Results

The surplus from ordinary activities after providing for income tax amounted to \$ 219,041 (2011: \$ 59,472).

Northern Settlement Services Limited

ABN 72 002 898 759

Directors' Report

30 June 2012

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 Member of Newcastle & Hunter Valley Chinese Assoc.
Special Responsibilities	Director, Chairman
Trudy Mills Evers AM	Board member since 1990 Dutch Community Representative
Special Responsibilities	Director, Treasurer, Public Officer & Audit Committee
William Simanowsky	Board member since 1992 Ukrainian Community Representative
Special Responsibilities	Director, Vice Chairman
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

Northern Settlement Services Limited

ABN 72 002 898 759

Directors' Report

30 June 2012

4. Director Information continued

Information on directors continued

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, Assistant Treasurer, Audit Committee
Christine Jordan	Board member since 2008 Polish Community Representative
Special Responsibilities	Director
Anna Marendy	Board member since 2008 Greek Community Representative
Special Responsibilities	Director
James Garvey	Board member since 2010 Local Businessman & Philanthropist
Special Responsibilities	Director
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, Assistant Secretary

Northern Settlement Services Limited

ABN 72 002 898 759

Directors' Report

30 June 2012

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
Henry Chan OAM	12	7	-	-
Trudy Mills Evers AM	12	10	2	2
William Simanowsky	12	10	-	-
Zoran Vasiljević	12	9	-	-
Sania Young	12	11	2	-
Fr Nicholas Zervas OAM	12	11	-	-
Biko Syongoh	12	9	2	1
Natali Nelmes (Co-opted member)	-	-	-	-
Christine Jordan	12	12	-	-
Anna Marendy	12	10	-	-
James Garvey	12	4	-	-
Carla Silva	12	8	-	-
Irina Lupish	12	9	-	-

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: W. Simanowsky

Director: T. Mills Evers AM

Dated 17 October 2012

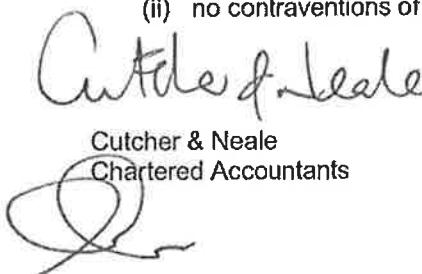
Northern Settlement Services Limited

ABN 72 002 898 759

Auditors 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 2012 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 2012

Newcastle

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 2012, and the statement of 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.

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

Northern Settlement Services Limited

ABN 72 002 898 759

Independent Audit Report to the members of Northern Settlement Services Limited

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 2012 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 2012

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 31, 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 2012 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 2012

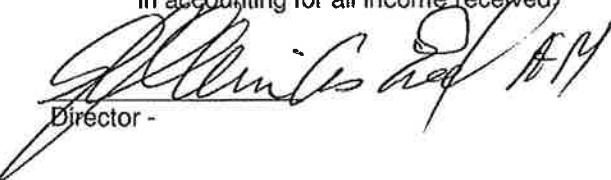
Northern Settlement Services Limited

ABN 72 002 898 759

Declared Opinion Pursuant to the Charitable Fundraising Act 1991

I, 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 2012; and
- (d) the internal controls exercised by Northern Settlement Services Limited are appropriate and effective in accounting for all income received.


Director -

Dated 17 October 2012

Northern Settlement Services Limited

ABN 72 002 898 759

Statement of Comprehensive Income

For the Year Ended 30 June 2012

	Note	2012	2011
		\$	\$
Income	2	2,875,444	2,894,824
Finance Costs	3	(35,863)	(3,554)
Employee benefits expense		(1,652,104)	(1,750,613)
Depreciation, amortisation and impairments	3	(91,563)	(57,332)
Occupancy expense		(92,372)	(199,564)
Administration expense		(260,945)	(259,456)
Program expenses		(523,556)	(564,833)
Surplus / (deficit) before income taxes		219,041	59,472
Income tax expense	1(n)	-	-
Surplus / (deficit) after income taxes		219,041	59,472
Other comprehensive income		-	-
Total comprehensive income		219,041	59,472

The accompanying notes form part of these financial statements.

Northern Settlement Services Limited

ABN 72 002 898 759

Statement of Financial Position

As At 30 June 2012

		2012	2011
	Note	\$	\$
ASSETS			
Current assets			
Cash and cash equivalents	6	1,757,876	1,544,339
Trade and other receivables	7	169,324	116,843
Other assets	8	<u>11,792</u>	<u>12,383</u>
Total current assets		<u>1,938,992</u>	<u>1,673,565</u>
Non-current assets			
Property, plant and equipment	9	<u>962,703</u>	<u>1,000,229</u>
Total non-current assets		<u>962,703</u>	<u>1,000,229</u>
TOTAL ASSETS		<u>2,901,695</u>	<u>2,673,794</u>
LIABILITIES			
Current liabilities			
Trade and other payables	10	114,856	85,098
Borrowings	11	56,557	50,624
Short-term provisions	12	190,547	215,014
Other Liabilities	13	<u>246,318</u>	<u>202,510</u>
Total current liabilities		<u>608,278</u>	<u>553,246</u>
Non-current liabilities			
Borrowings	11	337,745	392,000
Other long-term provisions	12	<u>56,735</u>	<u>48,652</u>
Total non-current liabilities		<u>394,480</u>	<u>440,652</u>
TOTAL LIABILITIES		<u>1,002,758</u>	<u>993,898</u>
NET ASSETS		<u>1,898,937</u>	<u>1,679,896</u>
EQUITY			
Accumulated surplus		<u>1,898,937</u>	<u>1,679,896</u>
TOTAL EQUITY		<u>1,898,937</u>	<u>1,679,896</u>

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 2012

2012

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

Accumulated Surplus	Total
\$	\$
1,679,896	1,679,896
219,041	219,041
1,898,937	1,898,937

2011

Balance at 1 July 2010
Total comprehensive income
Balance at 30 June 2011

Accumulated Surplus	Total
\$	\$
1,620,424	1,620,424
59,472	59,472
1,679,896	1,679,896

The accompanying notes form part of these financial statements.

Northern Settlement Services Limited

ABN 72 002 898 759

Statement of Cash Flows

For the Year Ended 30 June 2012

	Note	2012	2011
		\$	\$
Cash from operating activities:			
Receipts from government grants		2,555,898	2,563,208
Receipts from clients		511,303	599,987
Payments to suppliers and employees		(2,799,877)	(3,102,954)
Interest received		82,772	79,410
Interest paid		(35,864)	(3,554)
Net cash provided by (used in) operating activities	16	314,232	136,097
Cash flows from investing activities:			
Proceeds from sale of plant and equipment		1,818	-
Purchase of property, plant and equipment	9(a)	(54,191)	(918,383)
Net cash used by investing activities		(52,373)	(918,383)
Cash flows from financing activities:			
Proceeds from borrowings		-	445,500
Repayment of borrowings		(48,322)	(2,876)
Net cash used by financing activities		(48,322)	442,624
Net cash increase (decreases) in cash and cash equivalents		213,537	(339,662)
Cash and cash equivalents at beginning of year		1,544,339	1,884,001
Cash and cash equivalents at end of year	6	1,757,876	1,544,339

The accompanying notes form part of these financial statements.

Northern Settlement Services Limited

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

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.

Northern Settlement Services Limited

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

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 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 transactions 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

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

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 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

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

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 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

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

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.

Northern Settlement Services Limited

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

1 Summary of Significant Accounting Policies continued

(k) Unexpended Grant Funds

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

(l) 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.

(m) 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.

(n) 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*.

(o) 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.

Northern Settlement Services Limited

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

1 Summary of Significant Accounting Policies continued

(p) New accounting standards for application in future periods

The AASB has issued new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods. The company has decided against early adoption of these Standards. The following table summarises those future requirements, and their impact on the company:

Standard name	Effective date for entity	Requirements	Impact
AASB 9 Financial Instruments and amending standards AASB 2009-11 / AASB 2010-7	30 June 2016	- Changes to the classification and measurement requirements for financial assets and financial liabilities. - New rules relating to derecognition of financial instruments.	The impact of AASB 9 has not yet been determined as the entire standard has not been released
AASB 13 Fair Value Measurement. AASB 2011-8 - Amendments to Australian Accounting Standards arising from AASB 13 [AASB 1, 2, 3, 4, 5, 7, 9, 2009-11, 2010-7, 101, 102, 108, 110, 116, 117, 118, 119, 120, 121, 128, 131, 132, 133, 134, 136, 138, 139, 140, 141, 1004, 1023 & 1038 and Interpretations 2, 4, 12, 13, 14, 17, 19, 131 & 132]	30 June 2014	AASB 13 provides a precise definition of fair value and a single source of fair value measurement and disclosure requirements for use across Accounting Standards but does not change when fair value is required or permitted. There are a number of additional disclosure requirements.	Fair value estimates currently made by the entity will be revised and potential changes to reported values may be required. The entity has not yet determined the magnitude of any changes which may be needed. Some additional disclosures will be needed.
AASB 2011-9 - Amendments to Australian Accounting Standards - Presentation of Items of Other Comprehensive Income.	30 June 2013	Entities will be required to group items presented in other comprehensive income on the basis of whether they are potentially reclassifiable to profit or loss subsequently (reclassification adjustments).	The items shown in other comprehensive income will be separated into two categories.

Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2012

1 Summary of Significant Accounting Policies continued

Standard name	Effective date for entity	Requirements	Impact
AASB 1053	30 June 2014	This standard allows certain entities to reduce disclosures.	Northern Settlement Services Limited is not able to apply this standard or the impact of this standard has not yet been determined as the entity has a choice on whether to apply

(q) 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 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.

(r) Authorisation of financial statements

The financial statements were approved and authorised for issue by the Board of Directors on 17 October 2012. The Directors have the power to amend the financial report at any time.

Northern Settlement Services Limited

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

2 Revenue

	2012	2011
	\$	\$
Operating activities		
- Operating grants	2,643,231	2,673,650
- Services revenue	105,472	115,672
- Donations	31,136	17,531
- Other revenue	11,169	9,055
	<hr/>	<hr/>
	2,791,008	2,815,908
Non operating activities		
- Interest received	82,772	79,410
- Net profit / (loss) on disposal of non current assets	1,664	(494)
	<hr/>	<hr/>
	84,436	78,916
Total Revenue	<hr/>	<hr/>
	2,875,444	2,894,824

3 Surplus from Ordinary Activities includes

(a) Expenses

Depreciation and amortisation of non current assets:		
Plant and equipment	54,548	53,117
Leasehold improvements	727	735
Buildings	36,288	3,480
	<hr/>	<hr/>
	91,563	57,332
Finance Costs	<hr/>	<hr/>
	35,863	3,554
Bad debts	<hr/>	<hr/>
	200	36
Rental lease payments on operating lease	<hr/>	<hr/>
	22,394	124,367

Northern Settlement Services Limited

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

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:

	2012	2011
	\$	\$
Short-term employee benefits	218,337	285,746
Long-term benefits	<u>24,970</u>	<u>24,488</u>
	<u><u>243,307</u></u>	<u><u>310,234</u></u>

5 Auditors' Remuneration

Remuneration of the auditor of the company for:

- Auditing or reviewing the financial report	10,400	9,900
- Audit of grant funding acquittals	9,500	10,925
- Other assurance services	2,750	-
	<u><u>22,650</u></u>	<u><u>20,825</u></u>

6 Cash and Cash Equivalents

Cash on hand	240	193
Cash at bank	1,153,269	1,259,146
Short-term bank deposits	<u>604,367</u>	<u>285,000</u>
	<u><u>1,757,876</u></u>	<u><u>1,544,339</u></u>

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	<u><u>1,757,876</u></u>	<u><u>1,544,339</u></u>
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Northern Settlement Services Limited

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

7 Trade and Other Receivables

	2012	2011
	\$	\$
CURRENT		
Trade receivables	128,214	105,205
Grants receivable	35,531	7,299
Sundry debtors	5,579	4,339
	169,324	116,843

8 Other Assets

CURRENT	2012	2011
Prepayments	\$	\$
	11,792	12,383

9 Plant and Equipment

LAND AND BUILDINGS	2012	2011
At cost	\$	\$
Less accumulated depreciation	(39,768)	(3,480)
Total land and buildings	869,501	903,708
PLANT AND EQUIPMENT	2012	2011
Plant and equipment	\$	\$
At cost	162,233	158,063
Less accumulated depreciation	(136,994)	(122,778)
Total plant and equipment	25,239	35,285
Motor vehicles	2012	2011
At cost	\$	\$
Less accumulated depreciation	(176,223)	(166,868)
Total motor vehicles	66,154	58,700
Leasehold improvements	2012	2011
At cost	\$	\$
Less accumulated depreciation	(43,281)	(42,554)
Total leasehold improvements	1,809	2,536
Total plant and equipment	93,202	96,521
Total property, plant and equipment	962,703	1,000,229

Northern Settlement Services Limited

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

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	903,708	35,285	58,700	2,536	1,000,229
Additions	2,081	9,914	42,196	-	54,191
Disposals	-	(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>
Prior Year					
Balance at the beginning of year	-	42,233	94,168	3,271	139,672
Additions	907,188	11,195	-	-	918,383
Disposals	-	(494)	-	-	(494)
Depreciation expense	(3,480)	(17,649)	(35,468)	(735)	(57,332)
Carrying amount at the end of year	<u>903,708</u>	<u>35,285</u>	<u>58,700</u>	<u>2,536</u>	<u>1,000,229</u>

10 Trade and Other Payables

	2012 \$	2011 \$
CURRENT		
Trade payables	20,686	44,974
Sundry payables and accrued expenses	<u>94,170</u>	<u>40,124</u>
	<u>114,856</u>	<u>85,098</u>

Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2012

11 Borrowings

	2012	2011
	\$	\$
CURRENT		
Secured liabilities:		
Bank Loan	<u>56,557</u>	<u>50,624</u>
NON-CURRENT		
Secured liabilities:		
Bank Loan	<u>337,745</u>	<u>392,000</u>
A registered mortgage exists over 8 Chaucer Street, Hamilton.		
(a) Total current and non-current secured liabilities	<u>394,302</u>	<u>442,624</u>

12 Provisions

	2012	2011
CURRENT		
Employee benefits		
	<u>190,547</u>	<u>215,014</u>
NON-CURRENT		
Employee benefits		
	<u>56,735</u>	<u>48,652</u>

13 Other Liabilities

	2012	2011
CURRENT		
Unexpended Government grant funds	<u>246,318</u>	<u>202,510</u>

14 Members' Guarantee

The company is incorporated under the *Corporations Act 2001* and is a company limited by guarantee. If the company is wound up, the Constitution states that each member is required to contribute a maximum of \$ 10 each towards any outstanding obligations of the company. At 30 June 2012 the number of members was 79 (2011: 79).

15 Segment Reporting

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

Northern Settlement Services Limited

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

16 Cash Flow Information

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

	2012	2011
	\$	\$
Accumulated Surplus	219,041	59,472
Non-cash flows in surplus		
Depreciation & Amortisation	91,563	57,332
Net (profit) / loss on disposal of property, plant and equipment	(1,664)	494
Changes in assets and liabilities		
(Increase)/decrease in trade and term receivables	(52,481)	94,609
(Increase)/decrease in prepayments	591	13,127
(Increase)/decrease in grant funds	43,808	(2,754)
Increase/(decrease) in trade payables and accruals	29,758	(57,507)
Increase/(decrease) in provisions	<u>(16,384)</u>	<u>(28,676)</u>
	<u>314,232</u>	<u>136,097</u>

17 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	21,435
- between 12 months and 5 years	<u>6,574</u>	<u>27,628</u>
	<u>21,428</u>	<u>49,063</u>

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

Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2012

18 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:

	2012	2011
	\$	\$
Financial Assets		
- Cash and cash equivalents	1,757,876	1,544,339
- Trade and other receivables	<u>169,324</u>	<u>116,843</u>
Total financial assets	<u>1,927,200</u>	<u>1,661,182</u>
Financial Liabilities		
Financial liabilities at amortised cost		
- Trade and other payables	114,856	85,098
- Borrowings	<u>394,302</u>	<u>442,624</u>
- Unexpended Government grant funds	<u>246,318</u>	<u>202,510</u>
Total financial liabilities	<u>755,476</u>	<u>730,232</u>

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.

Northern Settlement Services Limited

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

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 16.

Northern Settlement Services Limited

ABN 72 002 898 759

Notes to the Financial Statements

For the Year Ended 30 June 2012

(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
2012	13,636	(6,818)
2011	11,017	(5,509)

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 2011.

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.

Northern Settlement Services Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2012

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

ABN 72 002 898 759

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 2012. 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

Mark O'Connor

Partner

Newcastle

19 October 2012

NORTHERN SETTLEMENT SERVICES LIMITED
(A COMPANY LIMITED BY GUARANTEE)
ABN 72 002 898 759

DETAILED INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2012

	2012 \$	2011 \$
Income		
Donations received	31,136	17,531
Grants received	2,643,231	2,673,650
Interest received	82,772	79,410
Client fees	95,285	84,564
Profit / (loss) on sale	1,664	(494)
Employment subsidy	-	5,915
Complex Case revenue	10,187	31,108
FBT refund	-	-
Sundry	11,169	3,122
Total Income	2,875,444	2,894,805
Expenses		
Administration fees	7,088	10,820
Advertising	8,905	8,506
Audit and accounting fees	25,620	22,815
Bank charges	1,097	345
Bad debts	200	36
Building purchase expenses	-	1,410
Catering, function	15,994	10,356
Cleaning	10,777	11,428
Computer expenses	17,999	19,026
Consultant Fees	16,760	21,628
Dementia report	-	36,366
Depreciation and amortisation	91,563	57,332
Donations	3,014	600
Electricity	14,122	11,388
Insurance	32,632	26,598
Interest paid on mortgage	35,863	3,554
Interpreting fees	1,820	978
Legal fees	1,100	-
Motor Vehicle	41,221	32,769
Office furniture	1,429	4,245
Office supplies	11,390	4,957
Postage	9,747	7,854
Printing and Stationery	20,729	30,200
Programme Costs	508,262	501,745
Refugee Week	2,875	965
Rent	22,394	124,367
Repairs and Maintenance	3,696	7,472
RGH Equipment	-	16,933
Security	1,259	857
Seminar and training	3,849	8,381
Staff amenities	14,383	16,140
Subscriptions and membership	5,066	4,777
Sundry expenses	7,112	1,694
Telephone and internet	39,378	43,195
Travel	23,439	23,192
Volunteer expenses	36,168	52,149
Wages	1,541,025	1,629,568
Workers Compensation	78,428	80,690
Total Expenses	2,656,403	2,835,334
Operating surplus/(deficit)	219,041	59,472

