



華人社區服務中心
CHINESE NEW SETTLERS SERVICES TRUST

ANNUAL REPORT 2010-2011 年度報告



1998~2011, 造福華人十三載, 功德社區數百年
**SERVING ASIAN COMMUNITIES &
CONTRIBUTING to NEW ZEALAND SOCIETY**

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1 ACKNOWLEDGEMENT

Chinese New Settlers Services Trust (CNSST) recognizes and appreciates the kindest support from all our stakeholders, including funders (listed in our audited financial report), volunteers, clients, employees and contractors, especially we thank the support that we received from the following networks:

AFS, ASEPT, Akl Museum, ATWC, Amicus Barriester's chambers, Botany Town Centre Manageemnt, Consulate General of China Akl, CABs, Car seat rental & services, Confuius Institute, Chinese associations (Panmure, Auckland, New Lynn, Glen Innes, Epsom, North Shore, Blockhouse bay, Pakuranga & so on); Disability Resource Centre; Davies Law, ESOL, Health NZ, Goodstore NZ Ltd.Korean Society, Korean Community of Wellness Society; MOE; MOC, MECOSS, Mt. Roskill Community Network, Massey University,MIT, Mana Law Ltd, NZ Police, OEA, Panmure Business Association, Pakuranga Community Network, Panmure Library, Plunket, Royal Reed lawyers, Supporting Families, Shakti, Sowers Trust , Taikura Trust, Te Waananga , The Vagus Centre, UOA, Unitec, Victim Support, Show Restaurant, Shanti Niwas Charitable Trust; Waitemata Plunket & all Chinese media groups.

Finally, we would thank all those companies and individuals who donated cash or goods for our programmes and events during the year, as well as many individuals who contributed a lot of time in helping with our projects, e.g. Mr Jin LI & Ms Amy Pan for providing support for accommodation and transportation to the Christchurch evacuees. We apologize for not being able to list all the names due to limited space here.

2 COMMENTS & FEEDBACKS FROM OUR STAKEHOLDERS

From OEA & CYFs Staff:

“I was very impressed by your team's collaboration and preparation for the Language Line Group meeting yesterday...”
“Thank you for your social worker's outstanding work, continuous support and dedication in collectively working with CYF....”

Hon Hekia Parata, Minister of Ethnic Affairs visited CNSST



From Auckland Museum:

Working with CNSST is an exciting pleasure... The team is unfailingly energetic; interpret the brief to showcase Chinese culture in a wonderful range of

Appreciation certificates given by Auckland Museum



Ms Chris Sutton--Manager of Progressive Panmure Business Association attended CNSST youth event



From Panmure Business Association:

It is delighted to have such a quality business in Panmure!

From Germany social work students' visitors' Group:

Professionally structured and developed community-based social services. Warm and professional social work team.



From MIT & Massey University:

“This is to express our continued gratitude and thanks for the valued work and experience that you share with our students in placement”.

“Thank you for your support and supervision of our student XXX over the course of placement. Our student was feeling more confident in the work in which she engaged.”

From The Korean Society of Auckland Inc & Carbon estate Arts Centre:

“We are really impressed by the professionalism and passion of CNSST about community charity. We enjoyed the collaborative work to bring community enhancement”.

“This is to acknowledge and thank your group for the polished and committed performances at Kids Art festival”.

From Funder: I am pleased with your team’s outstanding performance and you have been branded as one of the best service providers we contracted with nationwide in both quantity and quality”.

From Our Clients:

- As a new migrant, I need a paid job in NZ. With the professional services of CNSST employment team, I was introduced to three different occupations, and was finally employed by the third employer. The staff was so encouraging and patient. I am very satisfied with the... helping like a family care...
- My family took part in the SKIP Little Kiwi Dragon Family Photo Competition held by CNSST, which has significant positive education effects on us, extended to my family and our wider community.
- We are an elderly couple served by your social worker. We have been mentally and eventually physically abused by my...at home for a long time. With your service and care, we gradually move out from the shadow of the abusive life and regained life hope. We would never forget the significant help by her to empower us...
- My children study at Onehunga Branch of CNSST. We appreciate the encouragement, good education and environment as well as the support from CNSST Onehunga Branch staff and tutors.



From volunteer Julia: “I would like to say a huge thank you for your support, patience and friendship. You have given me a fantastic opportunity to utilise my work skills for the business world with your sound knowledge and expertise.... and feel more confident than when I first started...I have enjoyed my time here and the people are like on close knit family.”



3 CNSST HIGHLIGHTS FOR THE YEAR

1) Donation-raising of \$37,878 for Christchurch Earthquake & help with 66 evacuees & their families



2) 8th Branch Panmure was opened in July 2010



3) 9th Branch- Wellington was opened in Feb 2011



4) Approved as ATO by NZICA in Oct 2010 & the CNSST MYOB Training Center was opened in Feb 2011



5) 2010 Asian Food Carnival and Moon Festival Celebration with over 50 groups and nearly 10000 participants.



6) TV Programme started from Apr 2011



7) Adjusted the staff remuneration structure to reflect market rate





4 CHAIRMAN'S REPORT

It is my pleasure to present the Annual Report below:

(A) The Board of Trust

- governance- self-development of Trustees

All the Trustees have taken the initiative and participated into the second stage of the OEA "good governance" training programme conducted by Sue Elliott in March 2011;

-Trustees matters:

- The Board has the privilege to have Minmin Wang and Janet Lee join the Board early this year. Minmin Wang has been our Board member in 2001~2002. Holding both NZ and overseas qualifications, Minmin Wang is a qualified Chartered accountant and is working at a mainstream Kiwi company. Janet Lee is a successful business woman. With Janet excellent business experiences and entrepreneurship, the Trust could reach out to the Taiwanese community through Janet connection.
- Congratulation to Vivian for the new arrival of a new baby girl Zephanie Lou-Yan Sullivan in April. Vivian is currently taking a maternity from the Board.

(B) The Trust services & development goal

-The Trust expanded its service outside Auckland with a satisfactory result: opened up Wellington office and centre early this year and assisted overseas Chinese students suffering from Christchurch earthquake this March to relocate to Auckland.

- the Trust aims toward Social Enterprising with a first taste of success. With the vision and hardworking of the management Team, the Trust has obtained the ATO qualification from NZICA and has set up the first Chinese MYOB training Centre.

- The Trust next plan is to explore more opportunity to work with government and the business community to meet the challenge and the ever increasing needs for Asian senior housing.

(C) The Trust Management Team

Thanks to Jenny Wang, Executive Director for her excellent performance and leadership as well as the hard working Teams for their numerous extra work hours. The Board adjusted all the staff's pay rate to reflect their performance and hopefully to catch up CNSST's staff pay rate to the market rate within the next 3 years.

On behalf of the Board, I would express our big thanks to all the funders (see also the acknowledgement for list of Funders) for their continue support to CNSST's various projects, enabling us to continue to maintain our service to the Community.

In conclusion, I would like to express my whole heartedly thanks to all of the Trust management Team and volunteers including the hardworking Trustees for their efforts in making CNSST another year of success.

Kit Wong MNZM
Chairman



5 EXECUTIVE DIRECTOR'S REPORT

From the very beginnings of CNSST, its development has been closely guided by the strategies and directions of the board, which are constantly adapted to cater for the growing needs of our stakeholders. One of the key tasks of my role is to ensure the implementation of the board's strategy, policies and decisions by setting out concrete goals and targets. Our current goals and targets were developed based on our board strategy set out in 2009. For this financial year from July 2010 to June 2011, I am proud to report that we have achieved many satisfactory outcomes and made significant positive changes as a result.

The key achievement milestones and performance indicators are summarized as follows:

- 1) **Participation:** to engage with local community and make contributions to our society in its economic, social and cultural aspects.
- **Christchurch Earthquake Relief Services:**
As a well-known NGO in the Chinese community, we worked with around a dozen Chinese media and communications groups to coordinate the overwhelming public support for helping those affected by the Christchurch earthquake. We collected a total donation of \$37,878 from over 1,000 donors, mostly from the Asian community. This was sent to the "Canterbury Earthquake Appeal" and "Christchurch Mayoral Relief Fund".

In addition, as a response to the urgent social demands from many of the Christchurch Asian evacuees and their families, CNSST started a programme called: "We Are Family" - Christchurch Earthquake Relief Services" carried by our social work and counseling team with a big volunteer group. In the period of two months, our team personally served 66 evacuees who were affected by Christchurch earthquake. A nationwide free hotline (0800-Asians / 0800274267) was also set up as part of this programme.

- **2010 Asian food carnival & Moon Festival:**
With great support from many business organizations, particularly the Panmure Business Association and Mt Wellington Foundation, we successfully organized the "2010 Asian Food Carnival and Moon festival" on 19 September 2010 in the Panmure commercial arena at Clifton court. Over 50 local Asian businesses participated in the event and attracted over 10,000 people from the great Auckland region. The event received very positive feedback, both in promoting local businesses and to add to the cultural calendar of the Panmure community.
- 2) **Professionalism:** to ensure that professional and quality services are provided to local Asian communities and complete all government projects to a high standard.

Significant milestones from a qualitative perspective:

- **ATO approval:**
CNSST was given status as an ATO (approved training organization) by the New Zealand Institute of Chartered Accountants. This not only indicates our excellent financial management system but also gives us the opportunity to provide helpful accounting and taxation services to local Asian businesses;

- **NGO biannually assessment:**

We received confirmation from the auditor of their satisfaction with the NGO assessment review process, which is carried out biannually by the auditor on behalf of MSD.

- **Staff training:**

A total of 10 training sessions were arranged during the year aimed at encouraging our employees' sustainable professional development. A range of topics were covered, including (amongst others) Code of Ethics, English Writing skills, Maori culture, first aid & child safety and protection.

- **Social worker registration:**

Regular internal and external supervision are arranged for our social workers and counselor to ensure they comply with appropriate guidelines and conform to best practice. Hanying Chen became the newest member in our team to complete her registration with NZSB as a registered social worker. Another 4 social workers are preparing for registration in 2011/2012.

Outstanding performance by all teams from a quantitative perspective:

The following statistics covers most of our clients during last financial year and includes both Chinese and Korean clients who are our key target groups:

• General enquiry calls and drop ins:	11,595 +
• Participation of our weekend youth programmes at our nine branches: and a total number of multi-visits by individuals during the year:	1,800+ weekly 70,200+
• Participation of the annual youth Chinese examination:	1500
• Participation of the youth holiday programme and international camp:	293
• Registered job seekers for either job search or job coaching:	700
• Successful job placements :	267
• Social work and counseling cases:	182 families
• Participation in our community projects (focus topics include domestic violence, parenting skills, senior group & family panel etc):	420
• Received our free legal advice services:	153
• Participation in our workshops relating to road safety & NZ legislation:	1,217
• Participation in our housing course:	551
• Participation in our 35 driver license & road safety workshops:	566
• Graduated from our MYOB training courses:	23
• Participation in our cultural and social events:	10,000+
• Benefited from our TV show educational programmes:	40,000+

3) **Collaboration approach:** to work with wider communities to meet the demands from community.

- **“Rivers of the World”—Yangtze River/Chang Jiang cultural day:**

In order to promote the diverse cultures and build up a harmonic community in Auckland, CNSST was invited by the Auckland Museum to run an event called “Rivers of the World”—Yangtze River/Chang Jiang. The event was very successful and attracted over 500 local residents who were entertained and educated through the presentation of tea ceremony, introduction of the geography and culture alongside Chang Jiang, and cultural performances.

- **Asian Business Support:**

We worked with the Panmure Business Association and Auckland Police to successfully organize a workshop for local Chinese small business owners to address their burglary and safety concerns.

4) Social Enterprising: to explore opportunities to develop social enterprise projects.

“Social enterprise” is a new term used by the enterprising charitable sector to refer to business ventures operated by NGOs for with a social purpose. CNSST has been doing this since we were established, with services provided given three main considerations: (1) whether there is a need in the market (generally with a social or community aspect) which is presently not met; (2) is it in fitting with our overall mission; and (3) is it an opportunity to enhance our financial sustainability and hence enable us to provide other services at a loss (or for free).

During the financial year, some new social enterprise projects have been developed, including:

- **Two new community education centres were opened:**

Our first community education centre was opened in 1998 and had only 16 children attending – we now have a total of nine fully self-funded centres in Auckland and Wellington with a total of 1,800 participates on a weekly basis, generating a total of \$446,082 return for the year.

The two new centres were opened in Panmure (July 2010) and Wellington (February 2011)

- **Asian targeted MYOB Training Centre established:**

One social issue we identified was that many accounting major students had relevant qualification but were unable to get a job due to lack of practical knowledge on the MYOB system and local work experience. So, after CNSST gained approval as ATO in Oct 2010, our accounting team started to provide MYOB training courses to both job seekers and Asian small business owners. With an additional 1-month practical training, the course has been well attended and regarded by the service users.

I must thank all our board members for their great support during the year - especially Kit Wong, our chairman for his outstanding business skills to support with our property investment, and Wilson Young, our deputy chairman for his public service experience to help with our quality control. CNSST is so lucky to have such a wonderful group of people who have the passion and wisdom to keep the Trust on a secure and growing path. On behalf of our staff, I would like to particularly acknowledge our board for adjusting the remuneration structure to reflect employee responsibilities and performance, and to reflect market rate as well as their worth to the organization. This has helped to further stabilize our excellent staff to continue focusing on tasks ahead.

As always, I owe a great debt of gratitude to all our amazing employees, contractors, unpaid placement students and volunteers for their contribution to CNSST over the past year. In particular our wonderful Operations Manager, Gloria Gao, and all team leaders for a splendid job in carrying out such a heavy workload. So the first time, we awarded our key drivers and general workers in order to recognize their contribution to our community since CNSST established in 1998. A total of 133 CNSST excellent workers from our governance, management and work teams received their awards they deserved. The award categories include CNSST Pioneering Award; CNSST Developmental Contribution Award; 2011 CNSST Executive Director's Award; 2011 CNSST Community Education Centre Best Tutor Award; 2011 CNSST Annual Contribution Award; 2011 CNSST Volunteer Award & CNSST Long Service Award.

A saying amongst our staff is: “buy one & get one free” - which means that each paid staff brings an on call volunteer from his/her family to help with running our projects. So last but not least, I have to pay special thanks to all our staff's family members, including mine, for their unconditional support in so many ways. If CNSST has achieved anything, I must say it could not be made without them. Thank you very much - our lovely husbands, wives, children, parents, relatives and friends.

Jenny WANG

Executive Director

6.0 Operational Management of CNSST



Operations Manager: Gloria Gao

Community work is not a “one-man band”. To ensure quality community services, CNSST is so fortunate, grateful and proud that we have a well-trained and devoted team (38 employees) cohesively working for the best interest of our Asian community. The team, under the leadership of CNSST Board and our ED Jenny Wang, has been committed to provide culturally and linguistically services of social work & counseling, employment & enterprise, education & settlement, celebration on cultural groups/ festivals as well as accounting & MYOB training; through over 35 projects at 1 head office and 9 Saturday branches; serving approximately 23395+ Asian migrants in 2010/2011. The teams’ reports are respectively summarized as below.

6.1 Social Work and Counselling Team:



Social Work & Counseling Team Leader: Hanying Chen

Through the following intervention services and prevention community projects, our social workers work with clients to empower them to make a positive change for their lives and deal with their difficulties and issues confidently.

A total of 912 phone calls and 108 drop in visitors have been recorded by our team during past financial year.

“We Are Family” Christchurch Earthquake Relief Services:

The emergency services were carried by our team with 3 staff and over 20 volunteers in order to meet the increased social demand from the Christchurch evacuees and their families after Christchurch earthquake, our team has provided social and community support and counseling services to this special group of people for two months. The nationwide free telephone was set up which is: 0800Asians / 0800274267. CNSST has already helping 66 evacuees who affected by the quake and the services they received including:

- 1) Information and resources;
- 2) Assist with application for emergency financial support from government;
- 3) Assist with arrangement of temporary accommodation;
- 4) Transport services, e.g. pick up from welfare centre to the home stay, etc.;
- 5) Language support;
- 6) Employment services;
- 7) Counseling services & emotional support;
- 8) Free legal advices and Asian police community office;
- 9) Arrange the children to continue studying cultural programme at our 9 community education centres in Akl and Wellington.

Case Management:

Implemented 182 individual cases: Provided social work and counselling support For 158 Chinese individuals/families and 24 Korean individuals/families with a variety of the issues eg. couple relationship, family violence, parenting skills, health, housing, education as well as social well-being etc.

Community Projects:

A) SKIP parenting skill project (Strategy with Kids, Information for Parents): we have conducted an outstanding SKIP project called “Little Kiwi Dragon” programme for young parents or caregivers of children aged under five, Included published six positive parenting articles in three popular Chinese newspapers (total 3,200 copies for each articles); held booths in three different cultural events (Chinese New Year Celebration in ASB showground & Telstra Pacific Event Centre, Lantern Festival Celebration in Botany Town Centre); organised a successful ‘Little Kiwi Dragon Fun Day’ on Chinese traditional festival - Dragon Boat Festival which attracted more than



Left: Counselor: Julia Jianling Zhu



SKIP Project: Dragon Boat Coloring Competition



Clown and Balloons on Kiwi Dragon Fun Day



Chinese Senior Handcraft Group



Family Panel Discussion



SKIP Promotion at Chinese New Year Event

200 participants.

B) Family Violence Inter-agencies Response System (FVIARS) involvement: in order to support those who suffering family violence, SWCT team working closely with the Police and other community social service agencies this year. The team had attended 15 weekly FVIARS meeting and provided follow up (include telephone and/or mail out) to 87 Chinese and Asian clients which were requested by the Police Family Violence Co-ordinator and provided further intensive support to 30 individuals/families of those clients. This includes advocacy, information, support and further limited intervention as required to meet family violence educational needs of the family.

C) Parenting Teenagers Programme: The programme was to invite registered counsellor to provide 4 two-hour sessions training on how to parenting teenagers in Mandarin in East and Central Auckland. The themes of the workshops included communication skills, boundaries and stress management which attracted 71 participants.

D) Angels' Party for Children who have witnessed Family Violence: the programme is aiming at alleviating/relieving the grief and harm for children witness family violence. We provided an initial group therapy for initial assessment as well as 5 individual counselling sessions provided by CYF approved counsellor. A total of 12 young people participated in the courses.

E) Parenting through separation programme: Provided to Chinese parents who are undergoing separation or divorce to smoothly go through the separation and minimize the harm on their children. Three workshops have been delivered with 16 parents attended in total.

F) Asian Community Police Office: with the support from the Police, CNSST has volunteer constables to provide policing related information/advice to over 51 Chinese clients during last the report period.

G) Senior Support Group: From November 2010, the team ran weekly senior gathering which is two hours length free activity at CNSST Panmure head office for the elderly who live in east and south Auckland. The group gathered not only to make handcrafts with the guidance of handcraft tutors and also making friends with each other and learning skills to settle well in New Zealand. We have provided this service to 25 participants weekly over this reporting period.

H) Free Chinese Legal service: From July 2010 to June 2011, CNSST invited three Mandarin/Cantonese speaking lawyer volunteers to provide free legal advice services at Panmure, Manukau and Botany Centresto a total 153 Chinese clients. The clients presented a range of legal issues in their life such as: divorce and separation, insurance, immigration related issues, car accidents, company contracts, frauds, tenancy disputes, employment related disputes, business issues, and property trade issues, etc.

I) Asian Service Directory: CNSST published Chinese version social service directory with 2000 copies covered useful settlement information and various community support agencies contacts which enabled Chinese to access community resource information easier.

J) Families Panel Discussion Group: The team organised three intensive discussion meetings with 25 participants to understand the key issues and needs of the Chinese families. The themes of the meeting included supporting families to be the best they can be; families' today, tomorrow and the future, and the increasing costs of living.

6.2 Employment & Enterprise Team:

CNSST's employment services grew out of the needs of Asian new settlers in New Zealand to overcome the barriers to employment in their new homeland. It also works as a bridge between the Asian community and the New Zealand government, for the benefit of individual jobseekers and for the society as a whole. The number of migrant jobseekers directly benefit from the service grew from about 100 per year in 2002 to more than 700 per year now. 2010/2011 financial year is a successful and prosperous year for CNSST with a total of 267 successful placements. Plus a total of 2000 phone calls and 250 drop in visitors have been recorded by our team during the year.

-Migrant Employment Assistance Programme:

CNSST had provided one on one case management and employment recruitment service to a total of **220** newly-arrived Asian migrant jobseekers and **90** of them had gained meaningful employment through our assistance. Among the 90 placements, **75** (83.3%) were full-time and **15** (16.7%) were part-time. The overall satisfaction rate is **96%**.

-OBC Employment Programme:

A total of **277** migrant jobseekers were referred from Work and Income to this programme. CNSST had assisted **132** of them to progress into full-time, paid stable employment through providing on one case management and employment recruitment service. The overall satisfaction rate is **94%**.

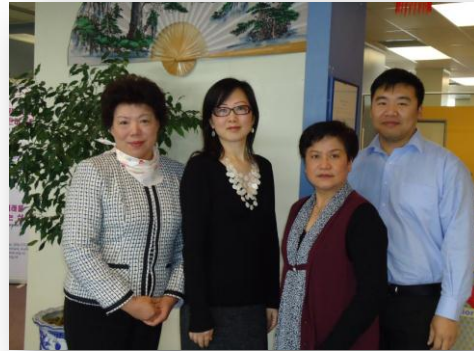
-Migrant Work Experience Programme:

A total of **146** migrant jobseekers were referred from Work and Income to this programme and **80** of them had gone through 2-4 weeks work experience through CNSST's support. After completed work experience, **33** jobseekers had been placed into full-time and stable job. The overall satisfaction rate is **92%**.

-Migrant Employment Coaching Programme: a total of **95** clients were referred from Work and Income to this programme and **90** of them had completed employment related training sessions organised by CNSST. After completed the training sessions, **12** jobseekers had been placed into full-time and stable job. The overall satisfaction rate is **98%**.



Employment & Enterprise
Team Leader: Jennifer Wang



Right One:
Employment & Enterprise Facilitator: Scott Huang
Right Two: Employment & Enterprise Facilitator: Magdalene Tan
Left One: Employment & Enterprise Coordinator: Marie Lu



*Former staff: George Ge(left second) & Rae Lei Ling(second right),
Employment & Enterprise Facilitator.*



Safety Workshop for local Chinese business owners



Education & Settlement Team Leader: Lucy Lu



Right: Project Facilitator: Allen Koutian Zhang
Left: Community Support Worker: Lin Li



Former staff: Ellen Wang (first right), Education & Settlement Team Leader, & Lingen Pan (middle), Project Facilitator.

6.3.1 Community Education Centers (CECs):

CNSST has total nine community education centres providing community education programmes in this financial year, among which the 8th branch at Panmure was established in July 2010 while the 9th Branch at Wellington was launched in Feb 2011. By 30th June 2011, there were a total of 232 cultural courses in Chinese language, English, mathematics, art painting, international chess, Chinese martial arts, keyboard, with 1800 students on a weekly basis. The working team consisted of 19 paid part-time branch staff, 97 contracted tutors and 21+ permanent volunteers. Plus a total of 2600 phone calls and 400 drop in visitors have been recorded by our team during past financial year.

1) CEC Manukau Branch:

The CEC Manukau branch is located at Friendship House Manukau and was established in Dec 1998. It is seen as the most multi-cultural and functional education centre, including educational courses, settlement workshops, community meal, Taichi, as well as free legal advice services to the local community. So it is not only an education centre for youth, but also a social service and Chinese culture promotion centre.

- 1), Each week a total of 160 children and youth participated in the 23 cultural courses during the year.
- 2), 9 paid tutors: Shanshan Lin, Jialing Li, Liquan Zhao, Shiyun Hou, Zichao Wu, Yonghui chen, Wansheng Bu, Yuchun Yan, Shuxia He
- 3), 2 long term volunteers: May Fong, Lan Chen

2) CEC Howick Branch:

The CEC Howick branch is located at Howick Recreation Centre & was opened in Feb 1999. This is the biggest branch serving a large number of registered local children & youth.

- 1), Each weekend, a total of 444 children and youth participated in the 48 cultural courses.
- 2), 17 paid tutors with qualifications and teaching experiences: Ying Wang, Jenny Liyong Lee, Sonia Wu, Jing Jing Gong, Ji Yuan Lin, Hong Zhang, WenBinShi, Salendra, Li Hua Shen, Ping Chen, Nan An, QimingZhang, An Cheng Hu, Han Sun, Lan Tang, jia Li Yang, Li Zhu Fan
- 3), 4 long term volunteers are: Yue Hou, Xiao Yi Wu, Yuan Da Zhao, Qing Yun Yu

3) CEC Glenfield Branch:

The CEC Glenfield branch is located at Glenfield community centre and was opened in August 2000. It is seen as a multifunctional path way to local new migrants. The branch made significant inroads in improving our finance, student numbers, subject varieties, and diversity of community activities. The team actively assisted in organising a wide array of activities including fund raising, ethnic settlement workshops, and activities facilitating the integration of ethnic groups into the mainstream culture.

- 1), Each week, a total of 258 children and youth participated in 35 cultural courses the branch ran during the year;
- 2), 15 paid tutors: Hong Lin, Hong Shang, Yun Bian, Minglei Qian, Qian Wang, Hua Yu, Janet Wood, Qi Guo, Yu Gao, Ying



Front Row, Left: Mary Li (Manukau CA), Sonya Lai (Newmarket CM), Jane Hua (Howick CA), Yuqiu Wang (Wellington CM), Celina Wang (Glenfield CM), Tiana Wu (Botany CA), Sunny Huang (New Lynn CM)

Back Row, Left: Amy Yan (Newmarket CA), Xiaojuan Li (Onehunga CA), Lina Zeng (Onehunga CM), Gloria Chan (Manukau CM), Kelly Zhang (Howick CM), Helen Cheng (Panmure CM), Linda Zhang (Panmure CA), Rebecca Yu (Botany CA)

Other CEC Staffs not in the photo:

May Cao (Manukau CM, Fr. Feb 2011), Henry Lau (Manukau CA, Fr. Feb 2011), Lin Wang (Newmarket CA, Fr. Mar 2011), Annie Cui (Onehunga CA, Fr. April 2011)



Touching Stories at CNSST Community Education Centers:

---Mr. Derek Hargraves has been acknowledged for his outstanding contribution and unwavering enthusiasm towards assisting adult English learners at Glenfield. Derek has been volunteering for many years. Throughout the years, he has given up his time every week, even in the extreme seasons when his back has become uncomfortable. He does not ask for anything in return, only taking time off when sick. His steadfast dedication makes him a model that we could all learn from.

---Jimmy Yao used to be a student of our centre. She said "I appreciate Onehunga centre of CNSST in educating my son Jimmy. Jimmy was a student here when he was 6 to 12. He studied Math, chess and Art here during these years. You gave him so much support and help. Now he is an Y11 excellent student of the Kings College. He was a chess Champion of the Kings College, and he won prize from national Math competition. Thank you very much again for your help to Jimmy."

---A mother of our student donated \$20 to CNSST. I asked her why she did. She told us that she used this way to express her appreciative feeling. Her daughter had studied Math and Chinese for three years in Onehunga centre. She made a great progress in these two subjects. The mother

Zhou, Eve Chen, Kevin Zheng, PengCheng Yan, Huan Liu, Kun Qian

3), 2 long term volunteers: Rukun Chen, Pin Wang

4) CEC Onehunga Branch:

The CEC Onehunga branch is located at Onehunga community centre and was established in July 2001. It is seen as a nice place for local Kiwis to learn about the Chinese culture. The branch provides a setting for participant education and also for enriching Chinese immigrants' social lives.

1), Each week, a total of 282 children and youth attended 42 courses the branch ran during the year.

2), 15 paid tutors: Lei Li, Bei Li, Cai Ou, Guanyu Chen, Teng Fei, Ewen Green, Peirui Zhang, Fei Deng, Yue Qu Zhao, Yi Kan Wang, Qiao Wu, Hong Run Chen, Yang Fan, Shufang Hu, Jing Sun

3), 2 long term volunteers are: Lijuan Wu, Suling Zhang

5) CEC Newlynn Branch:

The CEC Newlynn branch is located at Newlynn Community Centre and was opened in March 2003. It is seen as a sport centre. On top of educational courses and workshops, they also organised sports activities, e.g. Gym, Aerobic and Badminton as well as youth targeted outdoor activities, eg. Kayaking, hiking.

1), Each week a total of 74 children and youth participated in 11 courses the branch runs during the year;

2), 7 paid tutors are: Ping Zhang, XiaoRong Lei, Yupeng Sun, Qiao Wu, Ruohui Shen, WeiLi Huang, Rain Yuting Khoo,

3), 2 long Term volunteers: Fanny Baozhu Lu, Ni Ni courses and workshops, and they have run a lot of youth targeted outdoor activities, eg. Kayaking.

6) CEC Newmarket Branch:

The CEC Newmarket branch is located at Kiwi English School, Newmarket and was opened in June 2006. It is a most centralized place for local Asian children and youth to learn about their cultures.

1), Each week, a total of 248 children and youth participated in 35 cultural courses ran during the year;

2), 16 paid tutors: Xiaoye Feng, Yuequ Zhao, Yi Zhong, Fang Wang, Ying Lou, Tang Chou, Ying Yu, Qing Li, Youxiu Liu, Yue Wang, Yi Li, Deanna Wang, Fei Teng, Nicholas Chadwick, Wenju Lao, Lu Sun.

7) CEC Botany Branch:

The CEC Botany branch is located at NZIE Botany Town centre and was established in February 2010. The branch runs cultural education courses, settlement workshops, Tai Chi and free legal advice services.

1), Each week, a total of 188 children and youth attended in 16 courses the branch ran during the year;

2), 10 paid tutors: Xiaohong Chen, Hong Wei, Kok Huay Tee, Ennie Cheng, Xuefen Wang, Renee Huang, Vivian Huifen Liu, Christine Yan, Michael Qiming Zhang, Daniel Ting

8) CEC Panmure Branch:

The CEC Panmure branch is located at Clifton Court, Panmure and it was a new centre opened in July 2010. The branch runs cultural education courses, settlement workshops

thanked CNSST to offer children a good study environment, and thanked our centre staff and tutors to offer them good services.

---We have one child with hearing problem coming to our art class. When he first started, he was so struggling with the study. We got the teacher, his parents and us together to discuss how to help this child to boost his confidence and solve the problem, e.g. always arranged him sitting in the front so that the teacher could pay more attention to him and assist him. After the class we always give him a hug and encourage him. Gradually he started to love the class and enjoyed it, at the same time he made some friends at class. His parents were so appreciative with our help.

and cultural interest groups for youths, e.g. CNSST Youth Choir,

- 1), Each week, a total of 95 children and youth attended in 15 courses the branch ran during the year;
- 2), 7 paid tutors: Shanshan Lin, Nancy Lu, Julia Bai, Lily Luo, Junqi Fu, Yingmei Gao, Jianquan Li

9) CEC Wellington Branch:

The CEC Wellington branch is located at 61 Hopper St., Mt Cook, Wellington and it launched CNSST services for Wellington Chinese community in Feb 2011.

The branch runs cultural education courses and settlement workshops:

- 1), Each week, a total of 51 students attended in 7 courses the branch ran during the year;
- 2), 1 paid tutor: Dion Gao,
- 3), 9 long term volunteers are: Chenlong Yu, Iaka, Kevin, Nancy, Flora, Bright, Sky, Vivian, Kate

6. 3. 2 Community Cultural Festivals:

A, Root Seeking Trip to China- Winter: CNSST organised a group of 28 youths back to Ha'er'bin, North China. The youth enjoyed the snowy holiday by learning Chinese culture classes, visiting places of interests including Ice Carving Festival there. The youths improved their understanding of the origin as a Chinese, who were greatly amazed by the spectacular cultural festival in China.



B, Chinese & Math Examinations: In November 2010, CNSST organized Chinese & Mathematics Examinations with 1500 students' participation. The parents are satisfied with the outcome of their children's study at CECs.

C, Rivers of the World – Chang Jiang: CNSST was invited to hold the Chinese cultural day to introduce Chang Jiang/ Yangtze River of China. We presented tea ceremony, introduction of the geography and culture alongside Chang Jiang, and performed cultural songs and dances to educate and entertain the public from other ethnicities.



D, Chinese Speech Competition: 300 youths participated in the Chinese Speech Competition as contestants or audiences. They exercised their speech and Chinese language skills as well as enhanced their interest and confidence in continuously learning Chinese language.



E, Asian Food Carnival and Moon Festival Celebration: CNSST E&S Team successfully coordinated the cultural performances and entertaining activities of the event with the participation of over 50 groups and nearly 10000 people. The details of this event are included in 2011 CNSST Highlights.

F, Break-Away Holiday Programme: In January and April school holidays of 2011, CNSST organized 2 rounds of break-away holiday programme for 265 attendees with emphasis of Chinese cultural courses including poetry, Chinese painting, calligraphy, Chinese martial arts and classical movies.

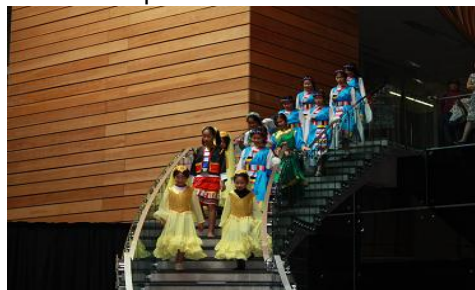


G, Traditional Yaogu Team (Chinese Drumming):

CNSST trained nearly 20 youths about the traditional musical instrument- Yaogu. The Yaogu team has performed on different events, and the members enhanced their interest in Chinese culture and performances while the community was amazed by the Yaogu performances.



H, Traditional Chinese Costume Team: CNSST trained over 20 youths to perform fashion shows and cultural dances by dressing in traditional Chinese costumes. Young Chinese New Zealanders were able to learn more about Chinese cultures through costume and performances.



I, CNSST Youth Choir: Instructed by Tutor Dun Zhang and Jianquan Li, CNSST Youth Choir with 10-20 members studied and performed a dozen of famous international choruses including Chinese, Italian, German, Spanish, etc. The choir performed for different cultural festivals to enhance social and cultural cohesion among youths New Zealanders.



6.3.3 Settlement programmes for Asian new settlers:

- **Settlement programme**



From the July 2010 to June 2011, CNSST completed 50 settlement workshops with 1217 attendees in Auckland; the topics covered: New Zealand Education System; Tax return; Family trust; House inspection; Women Health; Personal financial planning; Superannuation; Migrant children's ECE; Pathway to No 1 universities; A series of law introduction; Rights for medical service; Nutrition and health. There were also 25 New Zealand culture programmes completed, which empowered totally 738 attendees to enhance their English skills and know more about New Zealand culture and social system.

- **Home Ownership Educational Course:**

The project targets first home buyers with the most valuable tool in finding information about getting into the property market. We invited experienced property, finance and legal professionals to deliver training sessions to the participants. From July 2010 to June 2011, CNSST has achieved the target by empowering and educating totally 551 migrants through WHFS courses. Abundant positive feedbacks were received from the participants, and many participants achieved successful home ownership more confidently.

- **Road safety programme**

During this financial year, a of total 22 workshops had been completed, with 566 attendees:

- 5 learner workshops (North Auckland 2, West Auckland 2, Central Auckland 1)
- 2 full driver license workshops (North Auckland 2)
- 4 child restraint workshops (North Auckland 2, West Auckland 1, Central Auckland 1)
- 6 child restraint checking clinics (North Auckland 2, West Auckland 1, Central Auckland 1, East Auckland 2)
- 5 road safety education workshops (North Auckland 4, west Auckland 1)

6.4 Korean Community Services



Left: Jenny Wang (ED), Joanna Jensen (Team leader); Elizabeth Park (Korean Community Support Worker); Harriet Jin (Volunteer)



Korean Community Services Team Leader: Joanna Jensen

The Korean community services team works with the local Korean migrants in aim of empowering them, in a culturally appropriate manner, to make a positive change in their future settlement life independently. There were many services provided during this financial year which supported individuals, families, and groups. Overall the year was a successful one with new services established and performed effectively.

- A total of 235 phone calls and 10 drop in visitors have been recorded by our team during past financial year.
- Case Management: There were 24 families benefited through social work services.
- Educational Workshops: Two workshops were provided for the South-East Auckland Korean families. A total of 27 attended for the workshops regarding the New Zealand Education system. The topics were covered by three professional educational coordinators from the Ministry of Education.
- Promotional articles and advertisement: Weekly advertisements were prepared to all major Korean newspapers and magazines in Auckland to promote our social services and workshops. Seven articles presented “Korea Town magazine to encourage and to empower the new settlers.
- Housing workshop and follow up services: The 7th housing workshop was held in North Shore and 1st to 7th housing workshop’s follow up services according to Housing NZ’s home ownership follow up process.
- The Road Safety Workshops: There were 3 various workshops organised and facilitated, about 100 Koreans attended and received benefits.
- Free legal and police advice: These services provided by the Korean voluntary Lawyer and the police officer supported about 50 clients.

6.5 Accounting and Admin Team Report

- A total of 2911 phone calls and 916 drop in visitors have been recorded by our team during past financial year and we have to apologise for not being able to record all the phone calls due to our busy work schedule.
- Our team would like to acknowledge the two key MYOB specialists Robert Kan, Lynley Averis, and volunteers for their donation in goods and time and skills: Tim Gao, Henry Lau, Jenny Jiang, Abby Fang, Kulasingham Ratnam , Ping Zhang, Rosina Xue, Shuang Hu, Julia Yuan, Joanna Ying, Oliver Qiang Xia & Liu Nai Xin.
- **Approved Training Organisation (ATO):**
After long term financial management system improvement in our organization and hard work done by our team in particular the accounting professional volunteer Henry Lau, CNSST has gained the ATO status authorized by NZ institute of Chartered Accountants on 8th October 2010 . This is a significant milestone for CNSST development journey, as it shows not only a recognition for our agency’s financial governance and management as a whole, but also assist the Trust to attract competent staff and other volunteers with the aim of completing the Chartered Accountant programme. It would really lift up the CNSST accounting standard and management level.

- **CNSST MYOB Training Centre:**

CNSST MYOB training centre was established in Feb 2011 and run successfully by our team. A total of 6 modules of the MYOB courses targeted the following four groups of people:

- Business Owners and Managerial Staffs
- Accounting graduate students who lack of working experience
- Senior Accountants
- Non-accounting background persons

Accounting & Admin Team

Leader :Connie Li



Up to end of June 2011, a total of 23 participants completed the MYOB course successfully in the Intake 1, 2 and 3. A total 4 students found suitable full time accounting or admin jobs after they completed the training.

So many positive comments received from the participants, such as, Henry Lay was approved by NZICA as a CA after 4 months work experiences at CNSST. He sent his thank you letter to the team said that “The opportunity to work for CNSST is rare and rewarding.... Without her (Connie) guidance and skills, I do not believe I can uphold the professional standard recognised by my mentor.” His successful story was also very encouragement to future participants. We would congratulate the four MYOB students Abby, Jenny and Cathy for getting a full time Accounting jobs.

Volunteer Training:

We provide an opportunity and good environment for accounting students, graduate and accountant to gain valuable accounting and administration experience in CNSST. Our volunteers will be trained to do accounting related duties such as reconciliation, IRD returns (i.e. PAYE), GST returns, preparing financial statements, preparing group meetings and others. Most of our accounting volunteers gained full time job after gaining experience in CNSST in the past. There are 11 students joined Accounting Team as an accounting volunteer since July.



Administration responsibility:

- A total of 205 police vetting enquires have been made to NZ police during the year in order to ensure all of our staff, contractors and volunteers have no criminal records before working with our clients.
- Our head office has done twice fire drill in July 2010 and Jan 2011 and they were also recorded in our fire drill log.
- We received building warrant of fitness certificate updated in 20 May 2011, and we ensure fire alarm, means of escape from fire have been tested and inspected. Also, our office’s air-condition has been inspected by air-condition company quarterly in order to improve the fresh air of CNSST’s office.



7 BRIEF INTRODUCTION OF CNSST

1) PHYLOSOPHIES, SERVICES & STRATEGY

Chinese New Settlers Services Trust (here after: CNSST) is registered as a charitable trust, which offers culturally and linguistically appropriate services to both Asian new settlers and the community as a whole in Auckland New Zealand.

Our mission

To improve the quality of life of the Asian New Zealanders.

Our Goal

To establish Asian community multi-service centres and to help all Asian new settlers to integrate and contribute to New Zealand society through our services delivery.

Our Vision

To work towards meeting the needs of the Asian seniors, children and young people, and all other new settlers, and to facilitate the successful integration of Asian new settlers into the wider New Zealand society.

Our Current Services:

Social Work & Counselling---

- **Case management:** primary service delivery, referral and family support, information and resource, free legal advice etc.
- **Community programmes:** senior mutual support network, bullying cultural identity youth group, parenting through separation, child witness domestic violence, family violence prevention programme and SKIP parenting programmes etc.
- **Community services:** free legal advice and JP services, and Asian Community Policing office clinic.

Employment & Enterprise---

- **Job placement & employment support:** job match services for local Asian new migrants, long term beneficiaries, solo parents and also provide employment information and advices etc;
- **Employment coaching to unemployed Asians:** series training regarding the employment practice, cultural and skills;
- **Work experience programme:** arranging for job seeker up to 4 weeks work experience at work place;
- **Asian Entrepreneur networks:** business related events for local Asian entrepreneurs.

Education & Settlement---

- **Educational workshop:** run community workshops regarding NZ law and legislation for local new migrants;
- **Road safety project:** driver licensing courses, NZ driving cultural seminars etc.
- **Housing programme:** information for the first home buyer courses and housing support.
- **Community education centres:** We run weekend cultural programmes and activities for Chinese children, youth, elderly and new arrivals at our 9 community education centres in Auckland and Wellington cities at: Howick, Botany, Manukau, Newlyn, Glenfield, Newmarket, Onehunga, Panmure and Wellington city centre. The programme including,
 - English and NZ culture courses for Chinese elderly and new arrivals;
 - Chinese language, art, music classes, outdoor activities for local children and youth;
 - Youth interest groups, eg. youth choir and dance group, Chinese ethnic fashion show group etc;
 - Cultural entertainment activities for local people, eg. Tai Chi exercise;
 - Cultural and art events or festivals, eg. Asian Food Carnival etc.

Korean Community Services Team(under the name of “Asian Community Services Trust”---

- Social Work & Employment services
- Settlement support, including road safety project and home ownership education programme;
- Community services, eg. free legal advices and Community policing office.

Accounting & Admin Team---

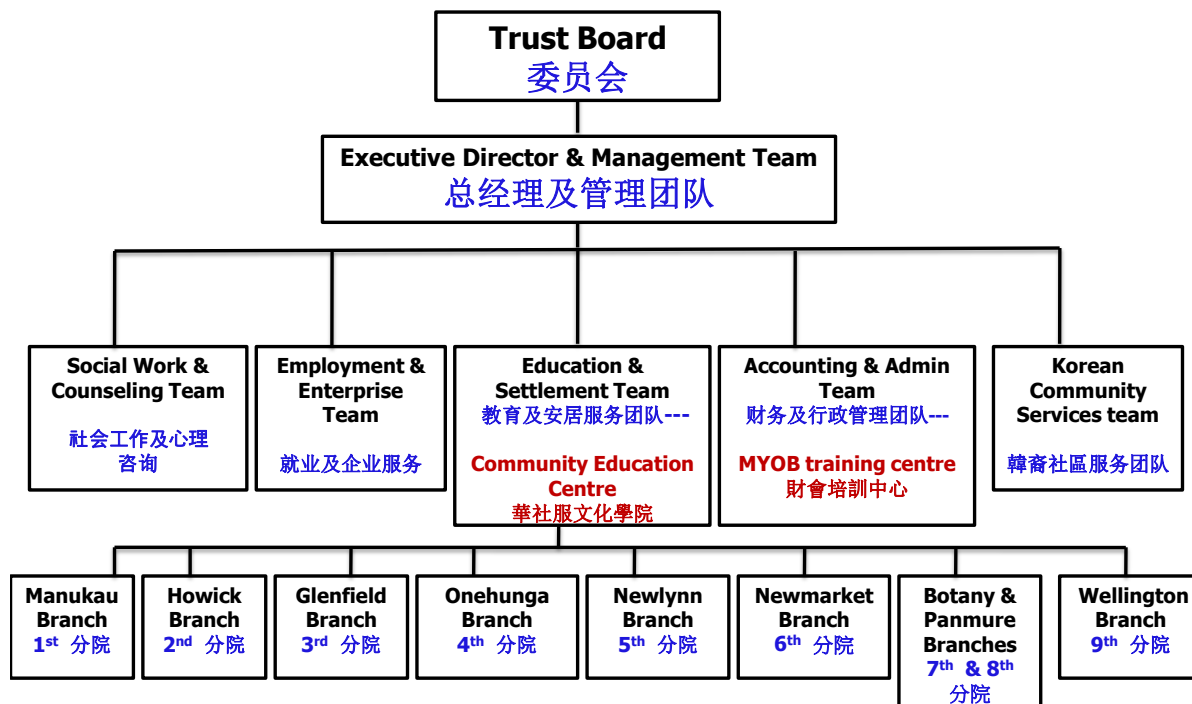
- MYOB training centre;
- Free taxation advice services.

2) Our Long Term Strategic Vision to 2020:

In 20 ~25 years' time, since CNSST's establishment in 1998 to year 2018 ~ 2023, we would endeavour to develop successful social enterprising projects, aiming to achieve the goal of enhancing the trust's services, capacity and its sustainability. Namely, CNSST would then be able to generate independent funding sources for core services and grow our Charitable Trust to one of the 100 largest NGO of NZ, which would continuously offer holistic professional social services to the Asian community and contribute to New Zealand in cultural, economic and social aspects.

3) CNSST Organizational Structure

CNSST Structure 華社服機構框架



2011 CNSST Annual Contribution Awards Winners (See the name list on page 25 of the Annual Report)

4) CNSST Board Members:



From left to right:

- **Janet Lee, – Trustee(from Feb 2011):** Immigrant from Taiwan to NZ since 1987. Expertise in public relationship and managing director of own company in the insurance industry. Greatly care for the wellbeing of local Chinese Community and has had long term involvement in some charity groups, eg. Lions Club, Various Women & Business Associations, Hwa Hsia Society, Parliamentary Services & International Buddhist Trust.
- **Vivian Cheung, Master of Arts(psychology) hons, PG Dip Education, BA-Secretary(from Oct 2007):** an accredited Mediator under LEADR & active member in the community and has served as the Chairperson for TANI, a Board member for ARMS. Previous jobs include Service Manager at Waitemata DHB, National Manager (Asian Development) at ACC & now the Tertiary Education Commission as a Senior Advisor.
- **Kit Wong, MNZM, - Chairman(from Oct 2003):** migrated from Hong Kong in 1987 and elected as chairman since 09, a Property Professional and member to various property professional organization including PINZ and RICS. Started property development in Manukau since 1991 and thereafter has been involved in setting up different charitable trusts in Manukau. Inducted to Manukau City Hall of Fame in 2008 and awarded Member of NZ Order of Merit in Jan 2011. Currently appointed as member of Auckland Business Advisory Panel.
- **Wilson Young, MBBS FAFPHM FRACMA- Deputy Chairman(Oct 2009):** Born and bred in Hong Kong, but resident in Auckland for the last 35 years, a public health physician and former Medical Officer of Health with the Auckland Regional Public Health Service.
- **Maggie Chen, BA-Treasurer(Oct 2007):** Migrated from China with family in 2002. CEO of NZ Chinese Herald. & is studying towards her Post Graduated in Business in University of Auckland. Deputy President of Soong Ching Ling Foundation of NZ since 2010.
- **Song Lam Wong, QSM, B.Ed & Cert of Te Reo Maori, –Trustee(from Oct 2009):** Migrated from Hong Kong in 1990. Educational advisor and free-lancer and published 10 books. Song was awarded The Queen’s Service Medal for Public Services (QSM) by the NZ Government in the New Year Honours 2006.
- **Jenny Wang, QSM, Med, BSc, Dip SW, NZRSW--- Life Hon Chair & Trustee (from Sep 1998):** migrated from China in 1994. A high school teacher, university lecturer & government officer in China. Founder of CNSST & actively involved in migrant community development, eg. steering committee member for ARMS board & a member of the Asian Advisory Board for NZ Police. Awarded the Queen’s Service Medal in 2008.
- **Minmin Wang, BA –Trustee(from July 2001~Oct 2002 & Feb 2011):** immigrant from China to NZ since 1997. Completed her Accounting degree in NZ and a full member of Institute of Chartered Accountants of NZ now.

5) CNSST Staff Members

Around 220 multilingual workers have worked for CNSST during this financial year including:

- 8 board members;
- 38 paid full & part time staff in head office and 9 branches;
- 97 paid contracted tutors and 11 paid contracted professional workers;
- 9 placement students and 57 long term professional volunteers, eg. IT and lawyers.

Staff comments: “CNSST is like a big family. We learn and support each other. ”We are proud of our work for the community.” “I am so happy and grateful to be part of the CNSST Team, serving the Asian community!”



STAFF SOCIAL CLUB CHAIRMAN SCOTT HUANG (LEFT) & VICE CHAIRMAN ALLEN ZHANG(RIGHT)



STAFF FUNDRAISING ACTIVITIES



STAFF TEAM BUILDING OUTDOOR ACTIVITIES



DYNAMIC AND HARDWORKING TEAM



STAFF FIRST AID TRAINING



STAFF MONTHLY MEETING

8 2010-2011 CNSST ANNUAL AWARDS

In order to recognize the great contribution made by our key drivers and general workers to our community. The first time we set up 7 categories of the awards and awarded a total 133 workers from governance, management and working teams. All awards receivers are as follows:

CNSST Pioneering Award(for CNSST first board member & tutors):

No.	Name	Team & Position
1	Fuxi Xue	1 st Board trustee
2	Wang Li	1 st Board trustee
3	Aiguang Zhou	1 st Board trustee
4	Jinglan Chang	1 st Board trustee
5	Jenny Lingjuan Wang	1 st Board trustee
6	Haihui Wang	1 st Art Tutor
7	Yinan Weng	1 st Chinese tutor
8	Naixin Liu	1 st volunteer & supporter



CNSST Developmental Contribution Award(for board members and team leaders who made a significant achievement during the year)

No	Name	Team & Position
1	Kit Kok Wong	Chairperson
2	Connie Gang Li	A & A team leader

2011 CNSST Executive Director Award(for paid tea management staff who lead her team and made great contribution during the year)

No	Name	Team & Position
1	Gloria Yaping Gao	OM
2	Connie Gang Li	A & A team leader
3	Jennifer Haiyan Wang	E & E team leader
4	Lucy Tongjing Lu	E & S team
5	Hanying Chen	SW & C team
6	Joanna Jensen	KoreanCS team leader
7	Celina Shenglie Wang	Glenfield Br Manager
8	Jane Qijie Hua	Howick Br Assistant



CNSST Long Service Award(for paid staff who has been

working at NSST for more than 5 years)

No	Name	Team & Position
1	Jenny Lingjuan Wang	E.D.
2	Gloria Yaping Gao	O.M.
3	Connie Gang Li	A & A team leader
4	Jennifer Haiyan Wang	E & E team leader
5	Lucy Tongjing Lu	E & S team leader
6	Jane Qijie Hua	Howick Br Assistant
7	Magdalene Chin Gok Tan	E & E team
8	Sunny Shunquan Huang	New Lynn Br Assistant
9	Lina Zeng	Onehunga Br Manager
10	Sonya Shabin Lai	Newmarket Br Manager



CNSST Community Education Center Best Tutor Awards (for paid contracted tutors who are welcomed by her/his students)

No	Name	Team & Position
1	Ying Wang	Howick Br Tutor
2	Salendra	Howick Br Tutor
3	Xiaohong Chen	Botany Br Tutor
4	Liquan Zhao	Manukau Br Tutor
5	Yu Gao	Manukau Br Tutor
6	Ewen Green	Onehunga Br Tutor
7	Xiaoye Feng	Newmarket Br Tutor
8	Junqi Fu	Panmure Br Tutor

2011 CNSST Volunteers' Award (for unpaid volunteer who has been working for more than 3 months in full time and 6 months in part time)

No	Name	Team & Position
1	Naixin Liu	1 st volunteer & supporter
2	Linda Ping Zhang	HO Volunteer
3	Yue Hou	Howick Br Volunteer
4	Xiaoyi Wu	Howick Br Volunteer
5	Tony Zichao Wu	Howick Br Volunteer
6	Shuxia He	Manukau Br Volunteer
7	Derek Hargraves	Glenfield Br Volunteer
8	Lijuan Wu	Onehunga Br Volunteer
9	Funny Baozhu Lu	Newlynn Br Volunteer
10	Kevin K.H.Lo	Legal advice Volunteer

2011 CNSST Volunteers' Award

No	Name	Team & Position
11	Jeanna Wu	Legal Advice V
12	Henry Lau	MYOB Volunteer
13	Yuanann Wong	MYOB Volunteer
14	Kulasingham Ratnam	MYOB Volunteer
15	Abby Beibei Fang	MYOB Volunteer
16	Qiongru Jiang	MYOB Volunteer
17	Shuang Hu	MYOB Volunteer
18	Oliver Qiang Xia	IT Volunteer
19	Kun Qian	Event Volunteer
20	Gary Qian	Event Volunteer

2010-2011 CNSST Annual Contribution Award(for all workers who has been working at CNSST for over one year)

No	Name	Team & Position	No	Name	Team & Position
1	Jenny Lingjuan Wang	Executive Director	32	Ying Wang	Howick Br Tutor
2	Kit Kok Wong	Chairperson	33	Liyong Lee	Howick Br Tutor
3	Wilson Young	Vice Chairman	34	Sonia Wu	Howick Br Tutor
4	Maggie Xiaoyan Chen	Treasurer	35	Hong Zhang	Howick Br Tutor
5	Vivian Cheung	Secretary	36	Wenbin Shi	Howick Br Tutor
6	Song Lam Wong	Trustee	37	Salendra	Howick Br Tutor
7	Gloria Yaping Gao	OM	38	Lihua Shen	Howick Br Tutor
8	Connie Gang Li	A & A team leader	39	Ping Chen	Howick Br Tutor
9	Jennifer Haiyan Wang	E & E team leader	40	Nan An	Howick Br Tutor
10	Lucy Tongjing Lu	E & S team leader	41	Qiming Zhang	Howick Br Tutor
11	Hanying Chen	SWC team leader	42	Ancheng Hu	Howick Br Tutor
12	Celina Shenglie Wang	Glenfield Br M	43	Xiaohong Chen	Botany Br Tutor
13	Jane Qijie Hua	Howick Br A	44	Hong Wei	Botany Br Tutor
14	Magdalene Chin Gok Tan	E & E team	45	Veronica Kok Huay Tee	Botany Br Tutor
15	Sunny Shunquan Huang	New Lynn Br A	46	Lan Cheng	Botany Br Tutor
16	Lina Zeng	Onehunga Br M	47	Susan Hou	Botany Br Tutor
17	Sonya Shabin Lai	Newmarket Br M	48	Liquan Zhao	Manukau Br Tutor
18	Julia Jianling Zhu	SW & C team	49	Lin Hong	Glenfield Br Tutor
19	Kelly Yan Zhang	SW & C team	50	Hong Shang	Glenfield Br Tutor
20	Scott Xuyang Huang	E & E team	51	Yun Bian	Glenfield Br Tutor
21	Marie Huiqin Lu	E & E team	52	Minglei Qian	Glenfield Br Tutor
22	Tiana Tianyun Wu	E & E team	53	Wang Qian	Glenfield Br Tutor
23	Allen Koutian Zhang	E & S team	54	Yu Gao	Glenfield Br Tutor
24	Lin Li	E & S team	55	Janet Wood	Glenfield Br Tutor
25	Rebecca Suwei Yu	Botany Br M	56	Eve Chen	Glenfield Br Tutor
26	Xiuli Tang	Glenfield Br A	57	Kevin Zheng	Glenfield Br Tutor
27	Helen Fengqin Cheng	Panmure Br M	58	Bei Li	Onehunga Br Tutor
28	Linda Ping Zhang	Newmarket Br A	59	Fei Deng	Onehunga Br Tutor
29	Meggan Lam	SW &C Contractor	60	Guangyu Chen	Onehunga Br Tutor
30	Irene Ho	SW &C Contractor	61	Fei Teng	Onehunga Br Tutor
31	William Harrison	E & E Contractor	62	Ewen Green	Onehunga Br Tutor
63	Hongrun Chen	E & E Contractor	70	Yi Zhong	Onehunga Br Tutor
64	Fan Yang	Onehunga Br Tutor	71	Junqi Fu	Panmure Br Tutor
65	Xiaoye Feng	Newmarket Br T	72	Xue Bai	Panmure Br Tutor
66	Tony Tang Chou	Newmarket Br T	73	Liping Luo	Panmure Br Tutor
67	Fang Wang	Newmarket Br T	74	Yingmei Gao	Panmure Br Tutor
68	Ying Lou	Newmarket Br T	75	Dun Zhang	CNSST Youth Choir
69	Yuequ Zhao	Newmarket Br T	76	Jianquan Li	CNSST Youth Choir

CHINESE NEW SETTLERS SERVICES TRUST

**FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011**

CHINESE NEW SETTLERS SERVICES TRUST

**FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011**

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CHINESE NEW SETTLERS SERVICES TRUST

STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2011

	NOTES	2011 \$	2010 \$
Revenue	4	1,870,562	1,388,251
Expenses	5	1,583,054	1,134,582
Operating Surplus/(Deficit)		\$287,508	\$253,669

The above information should be read in conjunction with the Notes to the Accounts on Pages 4 to 8 and Audit Report on page 9.

CHINESE NEW SETTLERS SERVICES TRUST

STATEMENT OF MOVEMENTS IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2011

	NOTES	2011 \$	2010 \$
Balance at beginning of year		544,140	290,471
Surplus/(deficit) for the year		287,508	253,669
Total recognised revenue and expenses		<u>287,508</u>	<u>253,669</u>
Balance at end of year		<u>\$831,648</u>	<u>\$544,140</u>

The above information should be read in conjunction with the Notes to the Accounts on Pages 4 to 8 and Audit Report on page 9.

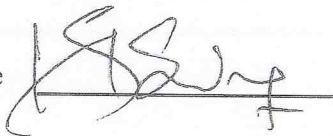
CHINESE NEW SETTLERS SERVICES TRUST

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2011

	NOTES	2011 \$	2010 \$
Current Assets			
Cash at Bank		105,822	27,308
Accounts Receivable, Accrued Revenue & Prepayment	6	129,890	42,085
Term Deposits		141,438	222,648
Total Current Assets		<u>377,150</u>	<u>292,041</u>
Fixed Assets			
Fixed Assets	3	<u>633,922</u>	<u>624,475</u>
Total Assets		<u>1,011,072</u>	<u>916,516</u>
Current Liabilities			
Accounts Payable and Accrued Expenses		19,850	29,758
Goods and Services Tax		56,292	25,540
Holiday Pay Provision		28,321	16,575
Payroll Related Liabilities/(Assets)		248	248
Other Liabilities		-	15,103
Grants Received in Advance		74,713	13,488
Current Bank Loan	7	-	20,851
Total Current Liabilities		<u>179,424</u>	<u>121,563</u>
Non-Current Liabilities			
Non-Current Bank Loan	7	-	250,813
Total Non-Current Liabilities		<u>-</u>	<u>250,813</u>
Total Liabilities		<u>179,424</u>	<u>372,376</u>
Net Assets		<u>\$831,648</u>	<u>\$544,140</u>
Trust Equity		<u>\$831,648</u>	<u>\$544,140</u>

For and on behalf of the Board

Trustee



Trustee



Date

06/10/2011

Date

06/10/2011

The above information should be read in conjunction with the Notes to the Accounts on Pages 4 to 8 and Audit Report on page 9.

CHINESE NEW SETTLERS SERVICES TRUST

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

1 Statement of Accounting Policies

Chinese New Settlers Services Trust is a Charitable Trust established under the Charitable Trusts Act 1957. The financial statements of the Trust are prepared in accordance with generally accepted accounting practice.

General Accounting Policies

The Measurement base adopted is that of Historical Cost. Reliance is placed on the fact that the Trust is a going concern. Accrual accounting is used to match expenses and revenues.

Particular Accounting Policies

The following particular accounting policies which materially affect the measurement of earnings and the financial position have been applied:

Fixed assets are stated at cost less aggregate depreciation. Depreciation has been calculated using the following rates:

Furniture & Fixture	12.00 to 13.50%	DV
Office Equipment	13.05% to 40.00%	DV
Computer Software	60.00%	DV
Building	3.00%	SL

Accounts receivable are stated at their estimated net realisable value.

Stock has been valued at the lower of cost and net realisable value. Cost has been determined using FIFO method.

GST: Financial information in these accounts is recorded exclusive of GST, with the exception of receivables and payables, which include GST. GST payable or receivable at balance date is included in the appropriate category in the Statement of Financial Position.

Income Tax: As the Trust is recognised by the Inland Revenue Department as a Charitable Trust, there is no liability for income tax on its income.

Transactions in foreign currencies are converted at the New Zealand rate of exchange ruling at the date of the transaction. At balance date foreign monetary assets and liabilities are translated at the closing rate and variations arising from these translations are included in the Statement of Financial Performance.

The above information should be read in conjunction with the Audit Report on page 9.

CHINESE NEW SETTLERS SERVICES TRUST

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011**

Differential Reporting

Chinese New Settlers Services Trust is a qualifying entity under the New Zealand Institute of Chartered Accountants Differential Reporting Framework. The entity qualifies for differential reporting based on the following criteria:

- It is not publicly accountable and
- The entity is not large as defined in the New Zealand Institute of Chartered Accountants Framework for Differential Reporting.

The entity has taken advantage of all differential reporting exemptions available to it except that items in the Statement of Financial Performance have been recognised exclusive of GST.

Changes in Accounting Policies

There have been no changes in accounting policies. All policies have been applied on a basis consistent with those used in previous years.

3 Fixed Assets

	2011		
	Cost \$	Acc Depn \$	NBV \$
Furniture & Fixture	50,257	21,957	28,300
Office Equipment	60,503	30,801	29,703
Computer Software	8,649	6,736	1,913
Land	260,094	-	260,094
Building	327,718	13,805	313,913
Total	707,221	73,299	633,922

	2010		
	Cost \$	Acc Depn \$	NBV \$
Furniture & Fixture	48,140	17,470	30,670
Office Equipment	35,642	26,268	9,374
Computer Software	6,248	5,532	716
Land	260,094	-	260,094
Building	327,718	4,096	323,622
Total	677,842	53,366	624,476

4 Operating Revenue	2011	2010
	\$	\$
Activities & Project Income	144,915	34,181
Class/Courses Income	412,993	328,244
Donations	98,715	92,366
Grants Received	1,171,463	896,885
Interest Received	14,706	10,488
Other Income	27,772	26,087
Total Operating Revenue	\$1,870,562	\$1,388,251

The above information should be read in conjunction with the Audit Report on page 9.

CHINESE NEW SETTLERS SERVICES TRUST

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

4	Operating Revenue (Continued)	2011	2010
		\$	\$
	Donations and Grants are received from the following sources:		
	Auckland Transport	25,200	-
	ACC	5,230	19,940
	ACE	-	3,929
	ANZ Donation	4,000	-
	Auckland Council	6,512	7,690
	Auckland City -Community Group Assistance	8,000	-
	Auckland Museum	2,000	-
	COGS Grant	5,500	6,512
	Community Board-Papatoetoe	632	-
	Community Board-Tamaki	560	-
	Creative Communities NZ	8,000	4,735
	Community Donation Collection-Christchurch	37,878	-
	Department of Labour	59,003	56,000
	Families Commission	6,450	-
	HNZ	247,009	145,366
	John Ilott Charitable Trust	-	1,000
	Manukau City Council	-	5,000
	Ministry of Justice	1,500	1,500
	MSD-FACs	160,101	128,642
	MSD-CRF	33,333	50,000
	MSD-OSC	444	-
	MSD-CYFs	72,484	18,384
	MSD-Work and Income	482,098	375,016
	Mt Wellington Foundation Ltd	5,488	-
	New Zealand Lottery Grants Board	-	14,000
	NZ Community Trust	6,000	6,000
	North Shore City Council	-	18,730
	Department Of Internal Affairs	-	12,778
	Panmure Business Association	3,656	-
	Pub Charity	5,000	4,000
	Sir John Logan Campbell	-	2,000
	Sky City Community Trust	10,000	13,000
	The Trust Charitable Foundation	-	2,500
	Tindall Foundation	1,609	-
	Waitakere City Council	-	10,344
	Waitemata DHB	23,564	10,000
5	Total Operating Expenses Include:	2011	2010
		\$	\$
	ACC levies	2,843	718
	Advertising & Promotion	36,346	31,826

The above information should be read in conjunction with the Audit Report on page 9.

CHINESE NEW SETTLERS SERVICES TRUST

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

5 Total Operating Expenses Include (Continued):

	2011	2010
	\$	\$
Audit Fees	2,100	1,900
Bank Fees	1,459	547
Board Costs	5,036	9,011
Centre Costs	34,594	20,578
Computer Expenses	-	1,156
Community Donation to Christchurch	37,878	-
Community Donation - Others	930	16,174
Depreciation		
Furniture & Fixture	4,487	3,055
Office Equipment	4,533	7,479
Computer Software	1,205	558
Building	9,709	4,096
Fundraising Expenses	624	115
General Expenses	642	1,750
Insurance	2,517	3,353
Interest Expenses	12,925	8,013
Legal and Consultant Fees	9,909	2,097
Mileage Costs	19,045	17,930
Power	6,381	5,125
Printing, Postage, Photocopying & Stationery	25,885	30,070
Project Expenses	190,453	91,231
Rents	72,248	98,684
Staff Expenses	3,131	360
Subscriptions and Training Fees	1,318	1,066
Telephone and Internet	22,279	20,563
Tutor Costs	201,169	168,912
Volunteer Expenses	10,929	7,120
Wages & Salaries	814,509	542,134
Website and IT Expenses	720	565
Office Expense	4,335	6,302
Staff training and Team Building	15,363	9,355
Staff Insurance	24,416	17,718
Rate	658	-
Repair and Maintenance	2,479	5,020
Total Expenses	\$1,583,054	\$1,134,582

6 Accounts Receivable and Accrued Revenue include:

	2011	2010
	\$	\$
Accounts Receivable - Work and Income	4,836	4,800
Accounts Receivable - ACC Injury Prevention	-	2,183

The above information should be read in conjunction with the Audit Report on page 9.

CHINESE NEW SETTLERS SERVICES TRUST

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2011

6 Accounts Receivable and Accrued Revenue include:

	2011	2010
	\$	\$
Accounts Receivable - Auckland transport	420	-
Accounts Receivable - DOL	3,000	-
Accounts Receivable-Families Commission	1,550	-
Accounts Receivable - MSD SKIP	-	11,250
Accounts Receivable - MSD Community Response Fund	50,000	-
Accounts Receivable -HNZ	27,479	12,357
Accounts Receivable - Auckland Museum	2,000	1,125
Accounts Receivable -Auckland City Council	-	1,553
Accounts Receivable -Others	254	2,101
Accounts Receivable -Panmure Business Association	1,250	-
Accounts Receivable -Waitemata DHB	13,264	-
Accrued Revenue - Interest Income	1,326	2,796

7 Bank Loan

The Bank loan was secured by a registered mortgage over the property owned by the Trust as at 30 June 2010. This property is located at 15-19 Clifton Court, Panmure Auckland. The Trust has fully repaid the loan.

8 Commitments and Contingent Liabilities

The Trust bought two properties for \$555,000 on 29 September 2011. This is funded by a bank loan of \$400,000 from ASB Bank and the balance of \$150,000 was paid by the fund reserved for these transactions.

There are no contingent liabilities outstanding as at 30 June 2011 (2010: NIL).

9 Post Balance Date Event

Refer to Note 8 above for significant post balance date event (2010:Nil).

10 Related Party Transactions

Maggie Chen is a trustee of the Trust and a director of Chinese Herald Group (NZ) Ltd, which publishes Chinese community newspaper. The Trust paid advertising fees at normal commercial rates to Chinese Herald Group (NZ) Ltd for the Trust's advertisements on the newspaper.

The above information should be read in conjunction with the Audit Report on page 9.



INDEPENDENT AUDITOR'S REPORT

To the Board of Trustees of Chinese New Settlers Services Trust

Report on the Financial Statements

We have audited the financial statements of Chinese New Settlers Services Trust on pages 1 to 8, which comprise the balance sheet as at June 30, 2011, and the income statement, statement of changes in equity for the year then ended, and a summary of significant accounting policies and other explanatory information.

Board's Responsibilities

The Board is responsible for the preparation and fair presentation of these financial statements in accordance with generally accepted accounting practice in New Zealand and for such internal control as the Board determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibilities

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing (New Zealand). Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

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

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

Our firm carries out other assignments for the Trust in the area of setup Accounts Receivable system in MYOB. In addition to this, principals and employees of our firm deal with the Trust on normal terms within the ordinary course of trading activities of the business of the Trust. The firm has no other relationship with, or interest in, the Trust.

Opinion

In our opinion, the financial statements on pages 1 to 8 present fairly, in all material respects of the financial position of Chinese New Settlers Services Trust as at June 30, 2011, and its financial performance for the year then ended in accordance with generally accepted accounting practice in New Zealand.

Yugen He

A handwritten signature in blue ink, appearing to read "Yugen He".

Chartered Accountant

06 October 2011

Manukau City



Chinese New Settlers Services Trust

is recognised by the New Zealand Institute of Chartered Accountants as an

APPROVED TRAINING ORGANISATION

and therefore is able to offer the practical experience component of the Admissions Policy for the College of Chartered Accountants and the College of Associate Chartered Accountants

Given at Wellington under the Common Seal of the New Zealand Institute of Chartered Accountants

President

Chief Executive

Institute ID 2082228

Date of issue 8 October 2010

This certificate is issued subject to the Act and Rules governing the New Zealand Institute of Chartered Accountants.
New Zealand Institute of Chartered Accountants is the operating name for the Institute of Chartered Accountants of New Zealand.

The Christchurch Earthquake Appeal



newzealand.govt.nz

20 October 2011

Dear Chinese New Settlers Services Trust

Thank you for your donation to the Government's Christchurch Earthquake Appeal.

Your donation will be used for charitable purposes to help the communities, families and people of the Canterbury region who are suffering hardship as a result of the earthquake. It will also contribute to the rebuilding of community facilities and community level infrastructure, and may potentially be used for the reconstruction of iconic buildings.

Please keep the lower segment of this letter for tax purposes.

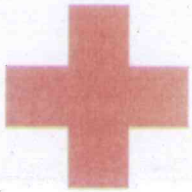
Receipt Number: 112072

OFFICIAL RECEIPT FROM THE CHRISTCHURCH EARTHQUAKE APPEAL TRUST

IRD Number: 106-497-389

Charity Number: CC46329

Name	Chinese New Settlers Services Trust
Address	
Donation Amount \$	\$26,654.49
Date received	6-May-11



NEW ZEALAND
RED CROSS

Chinese New Settlers Services Trust
PO Box 14129
Panmure
Auckland 1741

NATIONAL OFFICE
RED CROSS HOUSE
69 MOLESWORTH STREET
THORNDON, PO BOX 12140
WELLINGTON 6144
NEW ZEALAND
TELEPHONE 64-4-471 8250
FAX 64-4-471 8251
WEBSITE www.redcross.org.nz

26 October 2011

Dear Connie (Gang)

Thank you to everyone at Chinese New Settlers Services Trust for helping us to help those affected by the Canterbury earthquake.

We were humbled by the massive support we have received, to date almost \$22million has been donated and we have paid out over \$11million in grants. Any dollar donated to the Canterbury Earthquake Appeal will be paid out to the people affected by the earthquake. As with all New Zealand Red Cross emergency appeals, 100% of any donations and payments to the Canterbury Earthquake Appeal will be used to help those in very real need. We do not use any donations or payments to this appeal to cover administration costs.

Funds raised have been and will continue to be used to help people right across Canterbury get the support they need including comfort, reassurance and practical help to rebuild their lives and homes.

Once again please also pass on our thanks to everyone at Chinese New Settlers Services Trust for playing their part in making all this possible. I have received many touching letters of thanks and I will pass on this unedited feedback from a woman whose parents received a grant following the Canterbury earthquake.

"Just wanted to say thank you for the emergency grant you have given to my parents who are in their 80s and struggling with losing their home in the earthquake. Mum and Dad are now living with me for a while -we think their house will need to be demolished. You are doing a wonderful job, keep up the great work."

With sincere thanks

John R Ware
Chief Executive

445500



OFFICIAL TAX RECEIPT

Receipt No: 522595

New Zealand Red Cross gratefully received from Chinese New Settlers Services Trust a total donation of \$10947.30 on 22/11/2010.

Signed:

John R Ware
Chief Executive

NEW ZEALAND RED CROSS
NATIONAL OFFICE
PO BOX 12-140
WELLINGTON 6144
TELEPHONE :+64 4 471 8250
www.redcross.org.nz
GST NUMBER: 10-386-950
Charities Commission Number: CC21860



OFFICIAL FUNDS TRANSFER

Receipt No: 522596

New Zealand Red Cross gratefully received from Chinese New Settlers Services Trust a total donation of \$276.00 on 13/05/2011.

Signed:

John R Ware
Chief Executive

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