



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



# ANNUAL REPORT

## 年度報告 2012-2013

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*Front Cover Photos are taken on 2012 International Food and Moon Festival on 22<sup>nd</sup> September 2012. Over 20,000 people attracted to the event on the day.*

# 1. ACKNOWLEDGEMENT

Chinese New Settlers Services Trust (CNSST) recognizes and appreciates the kind support of our stakeholders, including board, volunteers, clients, employees and contractors; we thank in particular all of our funders during this year (see the name list in page 31).

We also thank all of those companies and individuals who donated cash or goods for our programmes and events during the year, such as New Zealand Post, who donated us envelopes, and the Consul General of the People's Republic of China in Auckland, who donated a substantial number of Chinese books to our cultural learning centres, and the sponsorship to 2012 International Food and Moon Festival from Panmure Business Association, ANZ Bank Ltd, Tourism Malaysia, Auckland, etc. In addition we thank the many individuals who voluntarily contributed their time in helping with our projects. We apologize for not being able to list all the names due to the limited space in this report.

## 2. COMMENTS & FEEDBACK FROM OUR STAKEHOLDERS

Many positive comments and feedback about our services and programme from our stakeholders were received during the year and we can only list some of them as follows:

### From Our Clients:

- “Thank you very much with wisdom and sincere enthusiasm to help me write a CV. You write a CV than what I wrote and high level of thinking! You raise me up, more than I can be!”
- “I really would like to thank you from the bottom of my heart for helping me find a job. I would especially like to thank you for your continued support even after I had found a job. Also for your arrangement of my son to join a school holiday programme with the CNSST and for allowing extra time so that I could finish work and then pick up him afterwards. This has allowed me to work during the school holiday time.”
- “I was no knowledge of New Zealand law and legislation but now I learned positive parenting skills and able to share the parenting responsibility with my husband. Thanks again.”
- “I don't want my children go through the same thing like me. Your service has wide coverage support not just me, but also my partner and my children too. Thanks”
- “Thank you for giving us the support we needed the most through our hardest time. Also you gave good advices for the funeral and other things. It is really grateful for you to be with our family when we need. Thank you.”
- “We were happy for you to visit us and learnt knowledge about living in NZ, e.g. returning visa and Work & Income support. Your service was helpful for us to settle in NZ and reduce our dependence on my son and daughter-in-law who were busy with their work.”

### From our University Placement Students:

- Tia: A huge thank you for accepting me as a co-op student at CNSST. It's been 2 months already and I feel I have learnt a lot within these months. It's been a privilege working with an amazing accounting team and also having you as a supervisor. Thank you very much for the opportunity and thank the CNSST family for the warm welcoming.
- “I really enjoyed working with you during the placement. I felt connected when we worked as a team. I wish you best for your future. Stay in touch please as I would like to keep being inspired by you.”

### 3. CNSST HIGHLIGHTS FOR THE YEAR

#### Strategy:

- The new CNSST structure consists of three core parts: Social Services, Social Enterprise and Finance & Administration and three senior managers have been appointed.
- Closing two of the CNSST Cultural Learning Centre Branches: Onehunga Branch and Wellington Branch.
- To take part in development of social rental housing for local Asian seniors and also re-invest our housing surpluses back into the social rental housing in the long term to meet the increased housing, social and cultural demands from the communities

#### New Initiatives:

- The Asian Water Safety Project has begun in the Chinese and Korean communities promoting tri-lingual messages on water safety.
- CNSST contracted with Statistics NZ for assisting Census 2013
- Five seniors' service centres began operation, providing culturally and linguistically appropriate support to Auckland Chinese seniors on a weekly basis.
- Asian volunteering programme: Recruited and trained 50 volunteers among which 47 were placed to voluntary work experience.

#### Social enterprising:

- Two applications submitted to Social Housing Unit for pre-qualified status and social housing project development.
- CNSST was approved by NZQA as a Private Training Establishment, 10 course prescriptions were submitted to NZQA for approval with Unit Standards.
- Senior handcraft centre continue to be further developed with more participants and production.

#### Collaboration & Community Events:

- 2012 International Food and Moon Festival was held on 22<sup>nd</sup> September 2012, involving over 100 businesses and organisations; attracted approx. 20 thousand people throughout the whole day event.

#### Asian Community Services Trust Achievements:

- Significant increase in the number of Korean social work cases and participants in programmes as a result of our high credibility in the Korean community.
- ACST involved in supporting Cambodian community annual graduation day.
- ACST developed services to Vietnamese and Japanese community by creating community network and resources book as well as training 1 Vietnamese and 1 Japanese social worker interns.

#### Positive Reputation:

- Received Community Volunteer Awards 2013 by Maungakiekie-Tamaki Local Board.
- Received Certificate of Appreciation for Papatoetoe 150th Celebrations
- Approved by NZQA as a Private Training Establishment (PTE)

## 4. CHAIRMAN'S REPORT

This year the Board has set up a new strategy and approved two core developments: (1) Asian community hub and, (2) CNSST group.

The Board hopes to gradually transform CNSST into a successful social enterprise to include social services, education and social housing. By moving CNSST to operate in a financially independently and in a sustainable way, the ultimate aim is to make a significant yet positive impact on local Asian communities and enabling Asian migrants to assimilate in and contribute to the wider community both in social, economically and culturally in harmony



**Chairperson:  
Kit Wong, MNZM**

In the development of Social Housing, the board set and approved to reserve annual funds to be put into development of social rental housing for Asian seniors. Any surplus on Social Housing will be re-invested into the more social rental housing. In the long term, the Board aims to meet the ever growing social and cultural Housing demands from the communities”.

During the year covered by this report, CNSST has continued making contributions and services to local community, e.g. Successfully organized the big event of “2012 International Food and Moon Festival” which attracted and entertained over 20,000 visitors as well as local residents.

CNSST maintains itself as an outstanding NGO: receipt of Volunteer Award from the Maungakiekie-Tamaki Local Board in the Auckland Council, again this year, attained an unqualified financial report from the very strict auditor.

All of the above wouldn't have been possible without the Trust Executive Director, Jenny Wang QSM for her hard work and vision, the active participation of the multi-disciplined trustees (especially Song Lam in editing the Commemorative 15th Anniversary Volume and Maggie Chen in organizing the volume to be proofreading and printing), and the capable management team's efficient yet professional work and extra effort.

Last but not least, a big thanks to all the funders and volunteers for your kind support to the Trust and helping us to make our dream come true.

**Kit WONG, MNZM**  
**Chairperson**

## 5. EXECUTIVE DIRECTOR'S REPORT

Friday, 27th September 2013 was a life defining day for me, and as it turned out, a very lucky one as I survived a major open cholecystectomy surgery thanks to the medical staff at the Auckland Hospital. During the 15 days that followed where I lay in agony - barely coping with the pain and post-op wound infection - I learned a lot about myself. One particular thought I had was: "if this was my last day, what's the proudest thing I achieved and what would be my biggest regret?". The answer was easy: the proudest thing in my life is giving birth to my son, followed closely by the establishment of CNSST (aka "my second son"). And my biggest regret would be plans that our team have made for CNSST which I might not see realised. Now that I'm back to full health, I believe that these spiritual lessons will help me to value even more the people whom I meet and work with in the future. And together, we will build CNSST, and along with it an entire community, into something which none of us will have any regrets about again. 2013 is CNSST's 15th anniversary year and the following key milestones showed significant changes in CNSST development journey.



**Executive Director:  
Jenny Wang, QSM**

Based on our board's strategy of CNSST Group, we restructured both management team and branches in order to build up a solid management team as the key drivers for CNSST development as well as preventing any potential financial crisis in the future.

The three divisions are formed as: social services, social enterprise, and finance & admin, while three senior managers have been appointed and they are:

Social Services Manager: Gloria Gao;

Social Enterprise Manager: Bill Guan;

Finance Manager: Connie Li.

During the year, I have to make a tough decision to close down two branches—Wellington and Onehunga centres. In particular, it was painful to restructure Onehunga Centre which had run since 2001, ending with a total of over 200 youth students. Fortunately, our Education and Settlement Team tried their best to relocate the students into proper courses at another three branches of CNSST nearby.

The Board updated our Social Housing Strategy and we are determined to involve in social housing field.

I am thankful to our team's great job and efforts. As a result, CNSST was approved by SHU as a pre-qualified social housing provider.

We decided to become an accredited social housing provider to develop social rental housing for local Asian seniors and also re-invest our housing surpluses back into the social rental housing in long term to meet the increasing housing, social and cultural demands of the local Asian aging population.

To empower and support other Asian minority groups than Chinese, CNSST has included it in our strategic plan to build up an Asian Community Hub.

Since 2009, we have been operating Korean community services. In this year, our ACST made another movement to connect with the Cambodian community and supported their Christmas function for the children and family's overall wellbeing. Moreover, we developed our services to Vietnamese and Japanese community by creating community network and resources book as well as training 1 Vietnamese and 1 Japanese social worker interns. The Japanese intern has now been contracted as CNSST Community Support Worker for Japanese community.

This year has been a productive year for CNSST Social Enterprising development. A significant achievement was that in May 2013, CNSST Educational Institute officially gained NZQA Approval as a PTE, which is a great milestone for us. Furthermore, all the application documents to NZQA are highly commended for their quality due to the high quality.

CNSST continues to contribute to the local community in many ways and for example, we successfully organized “2012 International Food and Moon Festival”.

This was one of the Year Highlight: On 22 September 2012, Chinese New Settlers Services Trust (CNSST) jointly organized the ‘International Food and Moon Festival 2012’ in conjunction with Panmure Business Association. The event brought together and benefited 100 business/groups and over 20,000 participants, while enhancing local cultures, social cohesion and economic development in the area.

As with previous years, the following numbers indicate our large clients base and successful achievement for the year:

General enquiry calls and drop ins:	13901
Participants in our weekend youth programmes at our ten centres weekly: ;	1861
and the yearly total number of multi-visits by individuals:	66814
Participation in the annual youth Chinese and Maths examination:	1200
Participation in the youth holiday programme and international camp:	367
Registered job seekers for job sea:	790
Successful job placements for local Asian migrants:	343
Social work and counselling cases:	207
Participants in our community projects (topics focused on included domestic violence, parenting skills, senior services, etc.):	1108
Recipients of our free legal advice and JP services:	306
New comers benefiting from settlement services:	505
Chinese Senior Mutual Support Network participants:	12300
Participants in driver license & road safety workshops:	314
Graduates from our MYOB training courses:	52
Participants in our cultural and social events:	22,000+
Viewers benefitting from our TV show educational programme:	60,000+

Finally, I would like to give my faithful appreciation to our wonderful managers, team leaders, hardworking staff team and marvellous volunteers. All of you contribute to the high credibility of the yesterday, today and future CNSST. Thank you, All! I am so proud and grateful to have you in my team.

Furthermore, I would like to acknowledge our board, in particular the chairperson Kit Wong for your support and sagely advices on our organization’s development.

At last, I would like to thank all of our staff’s family members including mine, for their unconditional support during the year, without their unconditional support without our achievement. Thank you all!

**Jenny WANG, QSM**  
**Executive Director**

# 6. TEAM REPORTS

## 6.1 Social Services



**Social Services Manager:**  
**Gloria Gao**

Year 2012 to 2013 has been a significant milestone of mine with both work and life achievements:

I managed the organizational operation till 30th November 2012, and then took my maternity leave in the second half year.

**Work Achievement:**

This year, CNSST continues our services and further development in order for the overall Asian community’s wellbeing. I am so grateful that we have a well-trained and devoted team cohesively working for the best interests of our Asian

community, providing culturally and linguistically appropriate services of social work & counseling, employment & enterprise, education & settlement, cultural groups and celebration of cultural festivals as well as accounting & MYOB training all delivered via our head office and 10 Saturday branches. In total, all CNSST services benefited 43,000+ Asian service users within the year.

**Life Achievement:**

This year, I experienced my personal growth in becoming a new mum. I had my little son Luca delivered in January 2013; then feeding, playing with and taking care of him, which enriched myself to have a better understanding about the importance of responsibility and appreciation. Hereby, I would like to give my special thanks to Bill Guan, Acting Manager of CNSST, who kindly covered CNSST operations management during my maternal leave. Furthermore, I would extend my appreciation to Jenny Wang, CNSST Executive Director and Connie Li, CNSST Finance Manager, and all the colleagues of mine, who supported my work and filled my heart with warmth, love and care. The reports of the Acting Manager and the teams are illustrated as below:

## 6.2 Social Work & Counselling Team

Through the following intervention services and prevention community projects, our social workers work with clients to empower them to make a positive change in their lives and deal with their difficulties and issues confidently. A total of 1259 phone calls and drop in visitors have been recorded by our team during past financial year.



**SWC Team Leader:**  
**Hanying Chen**

**Case Management:**

207 individual cases were handled. Social work and counselling support were provided for 167 Chinese individuals/families and 40 Korean individuals/families with a variety of the issues such as couple relationships, family violence, parenting skills, health, housing, education as well as social well-being.



**SWC Team Photo**

**Community Projects:**

**A) SKIP parenting project**

**(Strategy with Kids, Information for Parents):** “Little Kiwi Dragon” parenting programme has been conducted for young parents or caregivers of children aged under five in the form of SKIP parenting learning groups, media campaigns, open day event promotion, Little Kiwi Dragon Fun Day, family photo competitions and SKIP church network meetings. The programme aims to enhance and promote positive parenting messages in the Chinese community, and benefited over 292 families and over 1000 participants as well as the overall Chinese community in this year.



**SKIP Project: Little Kiwi Dragon Fun Day - potato race**



## **B) Family Violence Inter-agencies Response System (FVIARS)**

**involvement:** In order to support those who suffer from family violence, SWCT team working collaboratively with the Police and other community social service agencies provided advocacy, information, support and further limited intervention as required to meet family violence educational needs of Chinese, Korean, Cambodian and Vietnamese families. This year, our social workers and counsellors empowered 89 Asian families including 37 education cases.



**Parenting Teenagers Programme**

**C) Parenting Teenagers Programme:** This programme, coordinated by a registered counsellor, empowers parents with teenage children through workshops on such themes as communication skills, boundaries, and stress management; for this year we supported 79 parents.

**D) Angels' Party for Children who have witnessed Family Violence:** The programme aims at alleviating/relieving the psychological harm to children who are witness to family violence. This is done by means of an initial assessment and individual counselling sessions provided by a CYF approved counsellor. 13 young people benefited from the programme this year.

**E) Parenting through separation programme:** Provided to Chinese parents undergoing separation or divorce, helping them smoothly go through the separation and minimize the harm on their children. Four workshops were delivered with 16 parents attending in total.

**F) Free Chinese Legal Advice:** Provided services this year to 79 individual clients. The Legal Advice services offered advice on matters such as divorce and separation, insurance, immigration related issues, car accidents, company contracts, fraud, tenancy disputes, employment related disputes, business issues and property trade issues.

**G) JP Services:** Total number of 227 clients accessed JP service during the period between July 2012 and June 2013. The service-users came to CNSST JP Service for the following issues: declarations for immigration sponsorship, dissolution of marriage agreement, insurance, rates rebate etc. as well as documents verification. Positive feedback and data analysis have proved that Chinese JP Service should be sustainable to satisfy the needs of the Chinese community.

**H) Student Placement:** we supervised a total of 4 social work students respectively from Massey University and UNITEC.

## **6.3 Employment & Enterprise Team**

CNSST's Migrant Employment Service has established a successful platform to assist and meet the needs of Asian migrant job seekers in New Zealand; we provide employment related services to these job seekers and act as a bridge between them and the New Zealand job market in their new homeland.

The E&E team handled a total of 3918 phone calls and approximately 100 drop-in job related enquiries in this financial year. We served 790 job seekers with 343 successful job placements and a 100% client satisfaction rate via the following programmes:



**E&E Team Leader:  
Scott Huang**



**Employment & Enterprise Team**

- **Migrant Employment Assistance Programme**
- **Migrant Employment Placement Service**
- **Migrant Work Experience Programme**
- **Migrant Employment Coaching Programme**
- **Migrant Sole Parent Employment Placement Services**

## 6.4 Education & Settlement Team



**E&S Team Leader:**  
**Allen Zhang**

### 6.4.1 CNSST Cultural Learning Centre

CNSST had in total ten cultural learning centres providing community education programmes in this financial year. A total of 2754 phone calls and 476 drop in visitors were received this year. 235 cultural courses were given in Chinese language, English, mathematics, art painting, international chess, Chinese martial arts and keyboard with 1853 students taking part on a weekly basis. The working team consisted of 17 paid part-time branch staff, 92 contracted tutors and 7 permanent volunteers.



**E&S Team Photo**

**CNSST CLC - Albany:** The centre is located at Massey University Albany campus and was established on 10th March 2012. 63 children and young people participated in the 11 cultural courses. 4 paid tutors



**CNSST CLC - Albany**



**CNSST CLC - Manukau**

**CNSST CLC - Manukau:** Established in December 1998 and regarded as the most multi-cultural and multi-functional of our education centres. Manukau centre provides educational courses, settlement workshops and community meals. It serves not only as an education centre for youth, but also as a centre for social services and the promotion of Chinese culture. Each week a total of 195 children and youth participated in the 21 cultural courses held during the year. 6 paid tutors

**CNSST CLC - Howick:** The centre is located at Howick Recreation Centre & was opened in February 1999. This is our biggest branch serving a large number of registered local children & young people. Each weekend a total of 398 children and youth participated in the 52 cultural courses available. 19 paid tutors



**CNSST CLC - Howick**



**CNSST CLC - Glenfield**

**CNSST CLC - Glenfield:** Located at Glenfield Community Centre the branch was opened in August 2000. It acts as a multifunctional pathway for local new migrants and has made significant inroads in improving our finances, 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 mainstream culture. Each week, a total of 249 children and youth participated in 31 cultural courses the branch ran during the year. 12 paid tutors.

**CNSST CLC - Onehunga:** The centre is located at Onehunga Community Centre and was established in July 2001 and is seen as an ideal place for local Kiwis to gain a knowledge of Chinese culture. The branch provides a setting for participant education and also for enriching the social lives of Chinese immigrants. Each week, a total of 202 children and youth attended 28 courses the branch ran during the year. 12 paid tutors (The Centre will be closed after the semester finished in July 2013



**CNSST CLC - Onehunga**

due to restructure decision)



**CNSST CLC – New Lynn**

**CNSST CLC – New Lynn:** Located at New Lynn Community Centre and opened in March 2003 the centre acts in particular as a sports venue. On top of educational courses and workshops various sports activities are organised such as Gym, Aerobics and Badminton as well as youth-targeted outdoor activities. Each week a total of 125 children and youth participated in the 19 courses run. 12 paid tutors.

**CNSST CLC - Parnell:** Located at Parnell Road and opened in June 2006 this branch provides a centralized location for local Asian children and youth to learn about their cultures. Each week, a total of 302 children and youth participated in 36 cultural courses run during the year. 15 paid tutors



**CNSST CLC - Parnell**



**CNSST CLC -Botany**

**CNSST CLC - Botany:** Established in February 2010 the centre is located in the Botany Town centre. It offers cultural education courses, settlement workshops. Each week, a total of 201 children and youth attended in 22 courses run. 9 paid tutors

**CNSST CLC - Panmure:** Located at Clifton Court, Panmure the branch opened in July 2010. It runs cultural education courses, settlement workshops, free legal advice service and cultural interest groups for youths. Each week 118 children and youths attended 19 courses the branch run during the year. 9 paid tutors.



**CNSST CLC - Panmure**

**CNSST CLC-Wellington:** The centre is located at Wellington city centre and was opened in February 2011. 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 fundraising, ethnic settlement workshops, and activities facilitating the integration of ethnic groups into the mainstream culture. Each week, a total of 40 children and youth participated in 9 cultural courses at the branch ran during the year. **9 paid tutors.** (The Centre will be closed after the semester finished in July 2013 due to restructure decision)

#### **6.4.2 Settlement Programmes for Asian new settlers**

**Settlement services for Asian newcomers:** By the end of June 2013, CNSST has already served total 505 newcomers in Auckland region from July 2012 to June 2013, achieved the annual target 500 new comers, mainly Chinese and Korean. CNSST also successfully achieved 94% satisfaction rate among 20 workshops, the workshop topics include bank system, job searching skill & recruitment market, property sell agreement, property trade process, house inspection, personal tax, labour act, international student safety issues, New Zealand superannuation, senior benefit and community life.



**Asian Strategy Water Safety Project:** This is the new project start on October 2012. The project supported Asian community to study on the survival skills in the water, and also enhance the awareness and knowledge of water safety. The project contents include:

- To completed a community base water safety survey
- To provided one Austswim course (10 Asian have chance study to be a swim tutor)
- To design a new Chinese version water safety pamphlet which were distributed in big community events.
- To share 10 articles of the water safety knowledge on website and Newspaper
- To organised 37 kids study water safety by attending oned day surfing course at Piha



**Road Safety Programme:** CNSST promoted road safety information via TV and radio to an audience of 40,000 respectively, in particular the ‘Yi Lu Ping An road safety TV campaign with 5 TV shows. 21 workshops were run with 314 attendees and activities consisting of:

- 4 learner workshops
- 3 restricted workshops
- 2 child restraint workshops & child restraint checking clinics
- 8 senior road safety education workshops
- 2 youth road safety education workshops

**Volunteer Support Project:** this is a small project to help CNSST build its own delivery of volunteering. 47 volunteers who have been involved in this project have gained their expected work experience, such as accounting, administration etc. On top of that, most of them who have been the volunteers in the “2012 International Food and Moon Festival” which have given them very unique experience as they rarely have the chance to involve in organising such a big event. Three training workshops have been provided to the registered volunteers, topics including CV writing, Event preparation training and CNSST orientation and code of ethic.



**Youth capacity building weeks:** the project was delivered at the east of Auckland for the benefit of local young people which promote the positive and healthy life style as well as enhance he skills in leadership, teamwork, problem solving, and how to handle bullying and understanding cultural identity. The project offered days outdoor activities for 85 youths.

### **Break-Away Holiday Programme**

In the 2013 January and April school holidays, CNSST organized 2 rounds of break-away holiday programmes for 272 attendees with an emphasis on Chinese cultural courses including poetry, Chinese painting, calligraphy, Chinese martial arts and classical movies.

### **Community China cultural activities:**



### **Root Seeking Trip to China – Summer & Winter**

CNSST organized a group of 10 young people travelling to Harbin in North China from 15 December 2012 to 31 December 2012.

### **Chinese & Math & English Annual Exam:**

In November 2012, CNSST organized Chinese & Mathematics & English Examinations with 1200 students’ participating. Parents were well satisfied with the outcome of their children’s study at CLCs.



## **2012 CNSST Youth Art Exhibition**

"2012 Youth Art Exhibition" aimed to stimulate the creativity of our community's children. It also recognized their efforts in promoting Chinese Culture to the wider community. A total of 197 art pieces created by children aging from 4 to 15 from all 9 Cultural Learning Centres were shown at the event.



## **6.5 Asian Community Services**

The Korean Community is not a well-established community in New Zealand. It has only about 20 years of history and the population is insignificant compared to other ethnic groups, but the majority of Korean migrants are well educated and they try hard to adapt to NZ culture. Like in all ethnic and community groupings, there are always going to be some individuals and families who have difficulties. Some are dealing with their life journey, some are parenting issues, and many of them struggle to cope adjusting new country. This is where the Asian Community Services Trust fits into the wider Korean community. We help individual Korean migrant and community groups who support multicultural clients.

- A total of 396 phone calls were recorded by our team during the past financial year.
- Case Management: 40 social work cases were completed by the team throughout the year.
- Settlement Workshops: Two workshops were provided for the South-East Auckland Korean families. A total of 72 attended workshops on New Zealand home safety and nutrition resources.
- Promotional articles and advertisement: Asian Community Services Trust has advertisements in all of the major newspapers and magazines to promote our social work services and workshops. A total of six articles were presented in "Korea Town" magazine giving information on support settlement and resources available, focusing area were migrant life, bullying, NZ education system and family violence.
- Workshops: two workshops were delivered specially targeted Korean Seniors on the topics of accommodation and mental health and wellbeing with 46 and 32 participants respectively. Two settlement workshops were organised with a total of 41 participants. 4 road safety workshops were completed in central, west and north Auckland with a total of 56 registered participants, and covered child restraint clinic, learner license, restricted license and young drivers' road safety.
- Through this period, ACST approached many different ethnics such as Burmese, Cambodian, Sri Lankan, Vietnamese, and Japanese. Last year ACST communicated with Auckland Cambodian Chinese Kung Luck Association Inc. and ACST supported their annual party for their community school. We also started to support Japanese community with a Japanese contractor.
- We supervised a total of 3 social work students from Massey University and Unitec.



**Asian Community Services  
Team Leader: Joanna Jensen**



## **6.6 Finance & Admin**

I would like to express my great gratitude to Finance and Admin Team volunteers (please refer to 7.7 CNSST Volunteers). Without their help, CNSST MYOB training centre and other projects cannot become so successfully.

It is amazing to see 52 students graduated from MYOB training centre for the period of Feb 2012 to June 2013. Especially, 12 of them obtained meaningful job placement. Congratulations on their great achievements.



**Finance Manager:  
Connie Li**

### **CNSST MYOB Training Centre - MYOB Approved Partner:**

MYOB granted CNSST Approved Partner status in November 2011. This has raised the stature of CNSST MYOB Training Centre to a professional level as we not only have an MYOB Certified

Consultant in our office at any time but also increase the opportunity to develop more social enterprise projects in the accounting training areas to benefit our students overall.

The purpose of providing MYOB training courses is to enable students and senior accountants familiar with the accounting package, increase the opportunity of employment, and enhance their accounting knowledge and capabilities.



### CNSST Accounting Club

CNSST Accounting Club is established in November 2011, there are 23 participants in our second accounting club activity in 8 December 2012. The IRD Sam gave NZ Tax System training and BNZ bank gave investment and loan policy training which participant members all enjoyed. Just like CA Robert said: "We are here not only for studying and make friends but also sharing our experiences and knowledge with each other. We are together to celebrate our success and achievement."



### Free Tax Advice Services

Our team is a mixture of Chartered Accountant and Associate Chartered Accountant. We run tax services and free tax advice for Asian Community from September 2011; A totally of 5 clients and 25 clients have been recorded for tax services and free service respectively from July 2012-June 2013. We thank here Chartered Accountant Henry's for the hard work he did during this period.

### Accounting Student Placement and Volunteer Training:

We supervised a total of 7 accounting student for their co-op placement during the year from AUT and provide an opportunities and an ideal environment for accounting students, graduates and accountants to gain invaluable accounting and administration experience in our organisation. Our volunteers are trained to do accounting related duties such as reconciliation, end of year adjustment, internal auditing, IRD returns (i.e. PAYE), GST returns, preparing financial statements, preparing group meetings and other related tasks. The majority of our accounting volunteers obtained full time or part time position subsequent to gaining working experience at CNSST. From July 2012 a total of 34 students joined Accounting Team as an accounting volunteer.



### Administration responsibilities:

- A total of 12908 phone calls and 993 drop in visitors were recorded by our team from July 2012 to June 2013.
- A total of 79 police vetting enquires were made to NZ police from July 2012-30 June 2013 in order to ensure all of our staff, contractors and volunteers have no undisclosed criminal records before allowing them to working with our clients.
- We received an updated building warrant of fitness certificate on Mar 2013 for 20-22 Clifton court and f15 Clifton court , so ensuring that our fire alarm, and emergency exists have been tested and inspected. The office's air-conditioning system has been inspected by air-condition company quarterly in order to improve the quality of air of CNSST's office.
- The Facilitates at 20-22 Clifton Ct have already begun to serve the local community in Panmure. A total; of 7 local business and groups rented our premises ,such as the Four Square, Auckland Transport, Te Wananga O Aotearoa, Arthritis NZ, Divine international church, CYCF church and English Language Partner



## 6.7 Social Enterprise

The past financial year has been full of changes and challenges accompanied with gains and achievements. My role was shifted from Public Relations Officer/Social Enterprise Team Leader to Acting Manager due to Operations Manager Gloria's maternity leave which has been a great challenge to me and an opportunity to learn and to have an overall view of the organization's operations at the same time.

I was assigned as the Social Enterprise Manager after Gloria's return and focused on the development of social enterprise. The major works and milestones are reported as follows:



**Social Enterprise Manager: Bill Guan**

### **CNSST Education Institute**

CNSST Education Institute (CNSSTEI) has achieved its first milestone which was also regarded as an important milestone of the organisation. In May 2013, CNSST received the certificate issued by NZQA to be officially approved as a Private Training Establishment (PTE). As thankful and joyful as we could have been, the team knew that there are still long way down this road to go for turning CNSSTEI into a successful education institute. The next step is to submit course prescriptions to NZQA. The plan was to cover English Language Level 1 to Level 4, Computer course Level 1 to Level 4 and Chinese Language Level 1 to Level 2. The PTE plans to recruit students from the beginning of 2014.

The institute aims to provide educational programmes to encourage and develop trading opportunities with or in China thereby fostering New Zealand's overall economic growth. In addition the Institute will teach courses offering specialist qualifications to fill a recognised need for properly trained social service workers in China and in serving the Asian community in New Zealand. The CNSST Education Institute (CNSSTEI) project is one of the most important social enterprise projects we have initiated for our organization.

CNSSTEI's mission is to empower people to make positive life changes by providing culturally focused training and creating New Zealand and Asian connections. Its vision is to establish an educational hub which will provide vocational qualifications, intercultural, business and social services to both local and international students in New Zealand. The project will create a pathway for young people to further study in universities.

### **CNSST Asian Senior Housing Project**

In this financial year, CNSST has been well engaged with the social housing sector, not only Social Housing Unit (SHU) but also other providers and organisations with rich housing experience. This has not only enriched the team's knowledge base in social housing but also greatly encouraged the will of becoming a service provider. Two pre-qualification applications were submitted to SHU respectively in December 2012 and June 2013. The second submission was completed based on the feedback from the first submission where several areas were pointed out for improvement or further development. We believe CNSST will gain its pre-qualified status with this thorough preparation in the second submission.



**Social Enterprise Team: Kelly and Bill**

## 6.8 Seniors Project Team

### Chinese Seniors Mutual Support Network

Seniors project team is running the Chinese Seniors Mutual Support Network project which has been instrumental in raising the awareness of senior issues and developing a community approach to reduce or address the relevant issues.

In conjunction with over 10 Chinese senior community groups, we coordinated a regional survey, senior service mapping, Train the Trainer programme (Chinese senior mentor training twice a year), and three senior social activities, which were:

Lantern Festival performance, Senior Taichi competitions and Rest home



visiting day for the benefit of 2,200 elderly Chinese persons in Auckland. 47 Chinese vulnerable seniors have been found and 31 have been visited and serviced by Senior Mentor team.

During the past year, five Chinese senior centres have been delivering on going services cross Auckland, supporting 177 elderly with 100% satisfaction rate. Chinese Senior Knitting Club has been running with 144 direct participants with average 96% satisfaction rate.

Great acknowledgements and positive feedback have been received from services users. The project has been proven to be

a very good initiative for the community.

### Senior Handcraft Centre:



Bearing in mind the social benefit of the project, the team has put more effort in developing CNSST Senior Handcraft Centre. Although limitations, such as budget constraint for material procurement and marketing, have slowed down the development, the project has showed its potential.

The group originally had on average 25 participants weekly doing handcrafts under the guidance of handcraft tutors and making use of the chance to make new friends as well as learn skills such as English, handcraft, paper cutting, and knitting. On conclusion of the group

undertaking, CNSST decided to continue supporting it and develop it as a social enterprise project. Our choice of this as a project was not only because of its potential profitability, but much more because of its social efficiency. We are happy to see that the project has enabled us to build a platform for these skilled elderly people to become more socialised and better supported.



**Seniors Project Team Leader:  
Kelly Zhang**



## 7. BRIEF INTRODUCTION TO CNSST

### 7.1 CNSST Journey 1997 ~ 2013

year	Milestones
1997	The official questionnaire survey is undertaken in preparation for the establishment of CNSST.
1998	First Board Meeting held in the Jenny Wang's garage approves the CNSST Constitution.
	CNSST is registered as a charitable trust on 9 September 1998, and its establishment meeting is officially held at Papatoetoe Town Hall on 17 September 2012 with over 220 participants.
	The first CNSST cultural learning centre is established at Papatoetoe Community Centre on 15 December 1998.
1999	The second CNSST Cultural Learning Centre is established at Howick Recreation Centre in February 1999.
	The Year of the International Older Persons Celebration is conducted with a series of Auckland regional senior activities with over 1000 active participants.
2000	CNSST's first public office (an 8m <sup>2</sup> room) is opened at Friendship House after being run from Jenny's garage for the past three years.
	The third CNSST cultural learning centre is established at Northcote in August 2000.
	CNSST logo is designed and published in October 2000.
	CNSST Social Work Service begins in November 2000.
2001	The fourth CNSST cultural learning centre is established at Mt Roskill in August 2001.
	CNSST Employment Services begin in November 2001.
2002	CNSST is officially approved by the government as a professional social service provider in April 2002.
2003	The fifth CNSST cultural learning centre is established at Henderson in March 2003.
	CNSST receives Community Awards for Excellence – Mayoral Award 2003.
	The Sixth CNSST cultural learning centre is established at Sandringham in October 2004 but is later closed down in 2006.
2005	The CNSST office moves to a 178m <sup>2</sup> premises on level 2 of the PFG Building in New Market
	CNSST receives Mayor of Auckland's Community Safety Awards 2005.
2006	The Sixth CNSST cultural learning centre is reopened at Newmarket in August 2006. The Chinese Cultural Root Seeking trip initiated and a total of 20 young people were invited to Beijing & Shanghai by the Chinese Overseas Affairs Office.
2007	The "Welcome Home First Steps" course started.
2008	CNSST Founder Ms. Jenny Wang is awarded the QSM.
	A \$140,000 NZ donation for Si Chuang Earthquake is collected and made through New Zealand Red Cross.
2009	CNSST Board determines its three long-term development strategies: <ol style="list-style-type: none"> <li>1) Development of services to other Asian ethnic groups</li> <li>2) Development of CNSST's social enterprise</li> <li>3) Enhancement of collaboration with other sectors and groups.</li> </ol>
	Korean Community Services of CNSST begins under the name of Asian Community Services Trust.
	CNSST purchases its first self-owned head office building with 428m <sup>2</sup> floor space.
2010	The Seventh CNSST cultural learning centre is established at Botany in February 2010.
	The Eighth CNSST cultural learning centre is established at Panmure in July 2010.
	In collaboration with over ten groups, CNSST collects a donation of \$10,740.30 in total from local Chinese community for the Christchurch earthquake. CNSST begins its 'We Are Family' Christchurch Earthquake Relief Service that supports over 66 evacuee families for a 2 month period.
	With the support from Panmure Business Association, CNSST successfully organises the 2010 Asian Food Carnival and Celebration of Moon Festival with over 10,000 participants.
	CNSST is approved as an Approved Training Organisation by NZICA.
2011	The ninth CNSST cultural learning centre is established at Wellington in Feb 2011.
	CNSST is approved as an MYOB training partner and MYOB training centre is established.
	A 500m <sup>2</sup> building is purchased to act as premises for CNSST Education Institute in providing educational services to the local community.
2012	CNSST organizes the Chinese New Year Celebration at Manukau Square as part of the events for the Papatoetoe 150 <sup>th</sup> Anniversary.

	Seniors handcraft club is established.
	The 10 <sup>th</sup> educational centre branch is opened at Massey University QB building in Albany.
	Hon. Judith Collins, Minister for Ethnic Affairs, visits CNSST and is impressed by CNSST's social enterprise development strategy.
	The Asian Water Safety Project begins in the Chinese and Korean communities promoting tri-lingual messages on water safety.
	Five seniors' service centres begin operation, providing culturally and linguistically appropriate support to Auckland Chinese seniors on a weekly basis.
	CNSST restructures to be consist of three core parts: social services, social enterprise and finance & administration.
	2012 International Food and Moon Festival was completed on 22nd September 2012, involved over 100 businesses and organisations; attracted approx. 20 thousand people throughout the whole day event.
	Hon. Dr Pita Sharples, Minister of Maori Affairs, visits CNSST.
	ACST services are extended to a third Asian minority group, namely, the Cambodian community.
<b>2013</b>	CNSST contracted with Statistics NZ for assisting Census 2013
	CNSST received community volunteer award from Maungakiekie-Tamaki Local Board
	CNSST submits a renovation plan to Auckland Council to establish an Asian Community Hub at 20 – 22 Clifton Court, Panmure
	CNSST is approved by NZQA as a Private Training Establishment
	Closed two of the CNSST Cultural Learning Centre Branches: Onehunga Branch and Wellington Branch
	CNSST approved by Social Housing Unit (SHU) as pre-qualified social housing service provider.

## 7.2 Philosophies, Services & Strategy

Chinese New Settlers Services Trust (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 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 wider New Zealand society.

### Our Current Services

#### Social Work & Counselling---

- **Social Work & Counselling---**
- **Case management:** Primary social work, family and community support, counselling, referral, information and resource.
- **Community programmes:** Parenting Teenagers, Parenting Through Separation, SKIP parenting programmes, Children Who Witness Family Violence, and Family Violence Prevention Programme.
- **Community services:** Free legal advice and JP services.

#### Employment & Enterprise---

- **Job placement & employment support:** Job matching services for local Asian new migrants, long term beneficiaries, solo parents and also providing employment information and advice;
- **Employment coaching to unemployed Asians:** Coaching seminars on employment practices, employment culture and related skills;

- **Work experience programme:** Arranging up to 4 weeks onsite work experience for job seekers;
- **Asian Entrepreneur networks:** Business related events for local Asian entrepreneurs.

#### **Education & Settlement---**

- **Educational workshop:** Running community workshops on NZ law and legislation for local new migrants;
- **Road safety project:** Driver licensing courses, NZ driving culture seminars.
- **CNSST Culture Learning Centre:** We run weekend cultural programmes and activities for Chinese children, youth, the elderly and new arrivals at our 10 cultural learning centres in Auckland and Wellington cities at: Howick, Botany, Manukau, Newlyn, Glenfield, Newmarket, Onehunga, Panmure, Albany and Wellington city centre. The programmes include:
  - English and NZ culture courses for Chinese elderly and new arrivals;
  - Chinese language, art, music classes, outdoor activities for local children and youth;
  - Cultural entertainment activities for local people, e.g. Tai Chi exercise;
  - Cultural and art events or festivals, e.g. International Food and Moon Festival etc.

#### **Asian 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 programmes;
- Community education: Korean workshops and articles to inform the community about the information regarding tenancy, nutrition, safety, parenting, family violence, etc.

#### **Accounting & Admin Team---**

- MYOB training centre;
- Free taxation advice services.

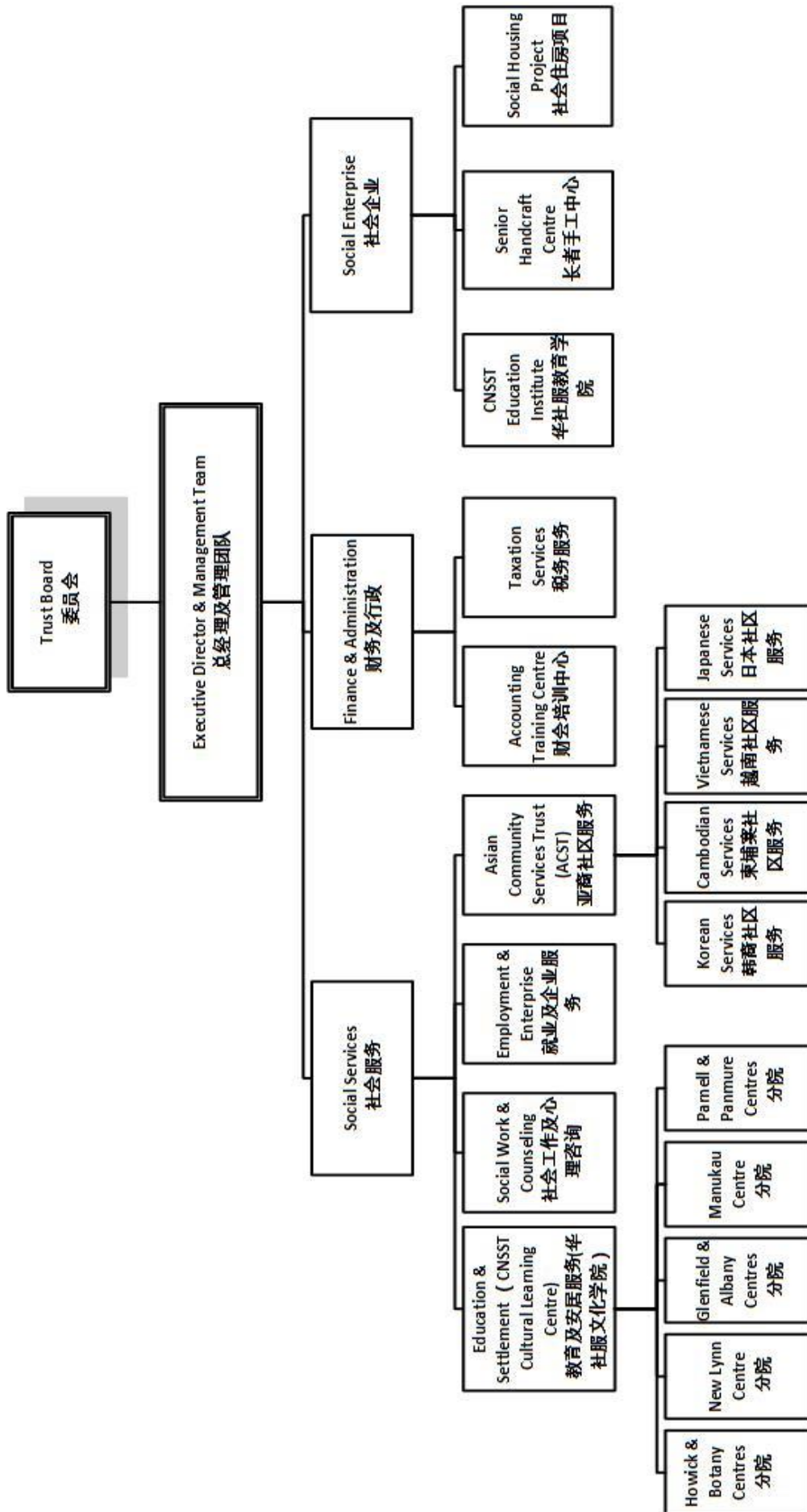
#### **Social Enterprise Team---**

- CNSST Education Institute
- CNSST Social Housing Project
- CNSST Senior Handcraft Centre

#### **Our Long Term Strategic Vision to 2020:**

By 2023 CNSST aims to be developed itself as an “Asian community hub” and achieve the goal of being “CNSST Group” which a successful social enterprise including social services, education and social housing running in a financially sustainable way. Our Trust will therefore be capable of making a significant positive impact on local Asian communities and enabling Asian migrants to more fully participate in and contribute to New Zealand society in social, economic and cultural aspects.

### 7.3 CNSST Organizational Structure



## 7.4 CNSST Board Members

On 6 October 2012, during the Board Annual General Meeting (AGM), an election of Board of Trustees and Office Bearers was carried out. All member of trustees in the meeting accepted all the following 9 nominations as new board members.



From left to right:

- **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.
- **Maggie Chen, BA--Trustee (from Oct 2007):** Migrated from China with family in 2002. CEO of NZ Chinese Herald & is studying towards her Post Graduate degree 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 who has 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.
- **Stella Chan, LLB --Trustee (from Oct 2011):** Stella migrated to New Zealand from Hong Kong in 1987. Stella obtained her law degree from University of Auckland and was admitted as a barrister and solicitor of the High Court of New Zealand in 1999. She is a founding partner of the law firm Forest Harrison. Stella is the president of the Hong Kong New Zealand Business Association. She was appointed a member of the Auckland Conservation Board by the Minister of Conservation in September 2011. She was a founding trustee of the Chinese Conservation Education Trust and served on the board of trustees for over 8 years. Stella was chairperson for that trust between 2004 and 2006.
- **Wilson Young, MBBS FAFPHM FRACMA--Deputy Chairman (from Oct 2009):** Born and bred in Hong Kong, but resident in Auckland since 1976, a public health physician and former Medical Officer of Health with the Auckland Regional Public Health Service.
- **Kit Wong, MNZM, -- Chairman (from Oct 2003):** Migrated from Hong Kong in 1987 and elected as chairman of the Trust since 2009, a Property Professional and member of various property professional organizations including PINZ and RICS. Kit started property development in Manukau in 1991 and thereafter has been involved in setting up various charitable trusts in Manukau. Inducted to Manukau City Hall of Fame in 2008 and awarded Member of NZ Order of Merit in January 2011. He is the founder trustee of COMET (City of Manukau Education Trust) and appointed as trustee of Comet Auckland and member of the Auckland Business Advisory Panel.
- **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 and founder of CNSST Jenny has been actively involved in migrant community development, e.g. steering committee member for ARMS board & a member of the Asian Advisory Board for NZ Police. Awarded the Queen's Service Medal in 2008.
- **Janet Lee, -- Trustee ( from Feb 2011):** Immigrant from Taiwan to NZ since 1987 with expertise in public relationships and managing director of own company in the insurance industry. Janet is greatly concerned for the wellbeing of the local Chinese Community and has had long term involvement in various charity groups, e.g. Lions Club, Various Women & Business Associations, Hwa Hsia Society, Parliamentary Services & International Buddhist Trust.
- **Minmin Wang, BA --Treasurer (from July 2001-Oct 2002 & Feb 2011):** Migrated to NZ from China in 1997. Minmin completed her Accounting degree in NZ and is a full member of Institute of Chartered Accountants of NZ now.

## 7.5 CNSST Staff Members

Around 238 multilingual workers have worked for CNSST during this financial year including:

- 9 board members;
- 42 paid full & part time staff in head office and 10 branches;
- 91 paid contracted tutors and 14 paid contracted professional workers;
- 96 professional volunteers and placement students.



**CNSST full time staff, placement students and volunteers**

During the last financial year, the following people have been working for CNSST full time.

- Executive Director: Jenny Wang
- Operations Manager: Gloria Gao
- Social Work and Counselling Team: Hanying Chen , Julia Zhu, Fangfang Chen
- Seniors Project Team: Kelly Zhang
- Employment and Enterprise Team: Scott Huang, Magdalene Tan, Rachel Huang, Marie Lu, Peter Le Baige, Tiana Wu
- Education and Settlement Team: Allen Zhang, Lucy Lu, Wendy Deng
- Accounting and Admin Team: Connie Li
- Social Enterprise Team: Bill Guan
- Asian Community Services Team: Joanna Jensen

Staff that left CNSST during the year includes: Haidong Wang, Lin Li

During the last financial year, the following people have been working for CNSST part time.

- **Howick:** HuNing, Jane Hua, Lingjia Ma
- **Botany:** Yue Hou, Chen Yu, Min Zheng
- **Manukau:** Lan Chen, Jojo Fan
- **New Lynn:** Sunny Huang, Xiaoping Pei
- **Glenfield:** Xiuli Tang, Sandy Sun
- **Albany:** Tina Zhang
- **Onehunga:** Lina Zeng, Jing Lin Xu, Jennifer Chen
- **Parnell:** Sonya Lai, Linda Zhang
- **Panmure:** Wenying Jin, Cathy Wang
- **Wellington:** Yuqiu Wang, Flora Gan



**CNSST CLC Staff**

## 7.6 CNSST Contractors

CNSST has a large number of paid contractors who carry out different tasks for the organisation. Here we wish to thank you for your hard work and your contribution to CNSST.

- **Howick:** Ying Wang, Liyong Lee, Yi Hsuan Wu, Jingjing Gong, Lixuan Xu, Hong Zhang, Wenbin Shi, Salendra Prakash Datt, Ping Chen, Nan An, Hui Tian, Xiaoye Feng, Han Sun, Gengyu Chen, Colin Grierson, Liping Luo, Xianfeng Zhang, Zilong Zhu

- **Botany:** Xiaohong Chen, Hong Wei, Hui Tian, Lan Cheng, Chun Rong Bao, Xue Fen Wang, Chunyan Yu, Lizhi An, Yonghua Wei
- **Manukau:** Chun Yan Yu, Wei Liu, Wei Dai, Shiyun Hou, Yonghui Chen, Lu Lu
- **New Lynn:** XiaoRong Lei, Runan Liu, Xiaolei Zhu, Yinghua Zhang, Meichu Zhang, Eleanore, Xu Han, Xiuyan Xu, Guoqing Hou
- **Glenfield:** Hong Lin, Yun Bian, Eric Lee, Yu Gao, Ying Zhou, Eve Chen, Ping Ma, Ru Jia, Li Zhang, Hubert Lao, Minglei Qian, Joanne Lee, Hua Xue
- **Onehunga:** Mengmeng Xia, Bei Li, Xudong Gao, Nan Yin, Ewen Green, Daniel Edward Snell, Xiaofang Jing, Qunhua Zhang, Ying lou, Fenglin Huang
- **Parnell:** Ancheng Hu, Jing Chen, XiaoQing Yao, Ying Zhou, Tang Chou, DuoJiao Huang, Qing Li, Lu Sun, Yue Wang, Zhuting Chao, Xiaolei Zhu
- **Panmure:** Junqi Fu, Xiaorong Zheng, Yang Li, Elynna Yiling Yang, Jiangyue Yu, Anni Sheng, Renee Huang, Ying Lou
- **Albany:** Xi Wang, Hong Shang, Mark Penrose, Eve Chen
- **Wellington:** Lei Liang, Mo Rigen, Xiang Lei,
- **Social Work and Counselling Team:** Irene HO, Meggan Lam
- **ACST:** Harriet Jin, Elizabeth Park
- **Accounting and Admin Team:** Henry Lau, Robert Kan
- **Education and Settlement Team:** Melody Cai, Ricky Deng
- **External professional supervisor:** Chislane Biddle, Craig Whisker, Jenny Hare, Jinling Lin, Shirley-Ann Chinnery, Marian Hammond

## 7.7 CNSST Volunteers

In CNSST's 14 year journey our volunteers have always played a vital role in our every step forward. At CNSST everyone is valued and their contribution to our organisation's development. Here we wish to express our sincere gratitude to the volunteers who have worked with CNSST over the past financial year.

Aihua Bao	Eric Xiong	Lanping Wang	SaraLee wang	Wendy Lai
Alan Li	Feng ZhongCheng	Laurance Wang	Sarry Wan	Wenwen Liu
Alice Vuong	Grace Chen	Leli Wan	Sean Xu	Wenyong Jin
Andrew Tsang	Hei Wei	Lilian Liu	Shuang Hu	Xiang Yu Ye
Angela Chang	Hong Xu	Lin Yan	Shumei Wang	Xiaowen
Baker Xia	Jack Xie	Lingfei Liu	Shuru Zhang	Xiaowen Zhou
Baozhen Wang	Jade Huang	Lisa He	Si fang Liu	Yan Lian Ying
Baozhu Lu	Jane Wang	Ma TieZhu	Stella Chan	Ye JieHua
Cecilia Ung	Jenny Wei	Margaret Chow	Sulan Ji	Ying Ma
Cherry Zhang	Jenny Wu	Matthew Chan	Suling Shao	Yongbao Zhou
Christie Dai	Jessica Ivy	Menglu Liu	Suling Zhang	Yufang Yao
Cinda Hon	Jessie zhang	Mengyi Cai	Tia Samuletu	Zhang Jia
Crystal Xu	Jiajia Wang	Micheal Zhang	Tiezgu Ma	Zhang Jin
Daniel Yin	Jiang ZhengYan	Ming LianYing	Tina Li	Zhang WeiWei
David Lee	Jiaqi Zhang	Naixin Liu	Tina Xi	Zi Chao Wu
Dick Guan	Jie zhou	Nany Guo	Victoria Wang	Zuohao Lu
Ding WanLi	Jiejie Wu	Oliver Xia	Vivian Qiu	
Edward Tsang	Joan Chen	Ping Sun	Weijia Ma	
Emily qian	Junsheng Guo	Qiyong Xu	Weiwei Zhang	

Fieldwork Placement Students:

- Massey University: Victoria Wang, Wendy Lai
- UNITEC New Zealand: Miho & Sapphre
- Auckland University of Technology: Nancy Guo, Alan Li, Jade Huang, Ying Ma, Nguyen Ngoc Diep Vuong, Tia Sumuletu, JieJie Wu

## 8. 2012-2013 AWARDS AND RECOGNITION

Maungakiekie-Tāmaki Local Board  
**Community Volunteer Awards 2013**

**Community Award**  
presented to

**Chinese New Settlers Services Trust**

In recognition and appreciation of outstanding contribution  
to the community of Maungakiekie-Tāmaki



Simon Randall  
Chairperson, Maungakiekie-Tāmaki Local Board  
14 March 2013



### Community Volunteer Awards 2013

Registration Certificate



NEW ZEALAND QUALIFICATIONS AUTHORITY  
HANA TOHU MĀTAURANGA O AOTEAROA

This is to certify that

**Chinese New Settlers Services Trust**

is registered by the New Zealand Qualifications Authority as a Private Training Establishment under the provisions of the Education Act 1989 and its subsequent amendments



[newzealand.govt.nz](http://newzealand.govt.nz)



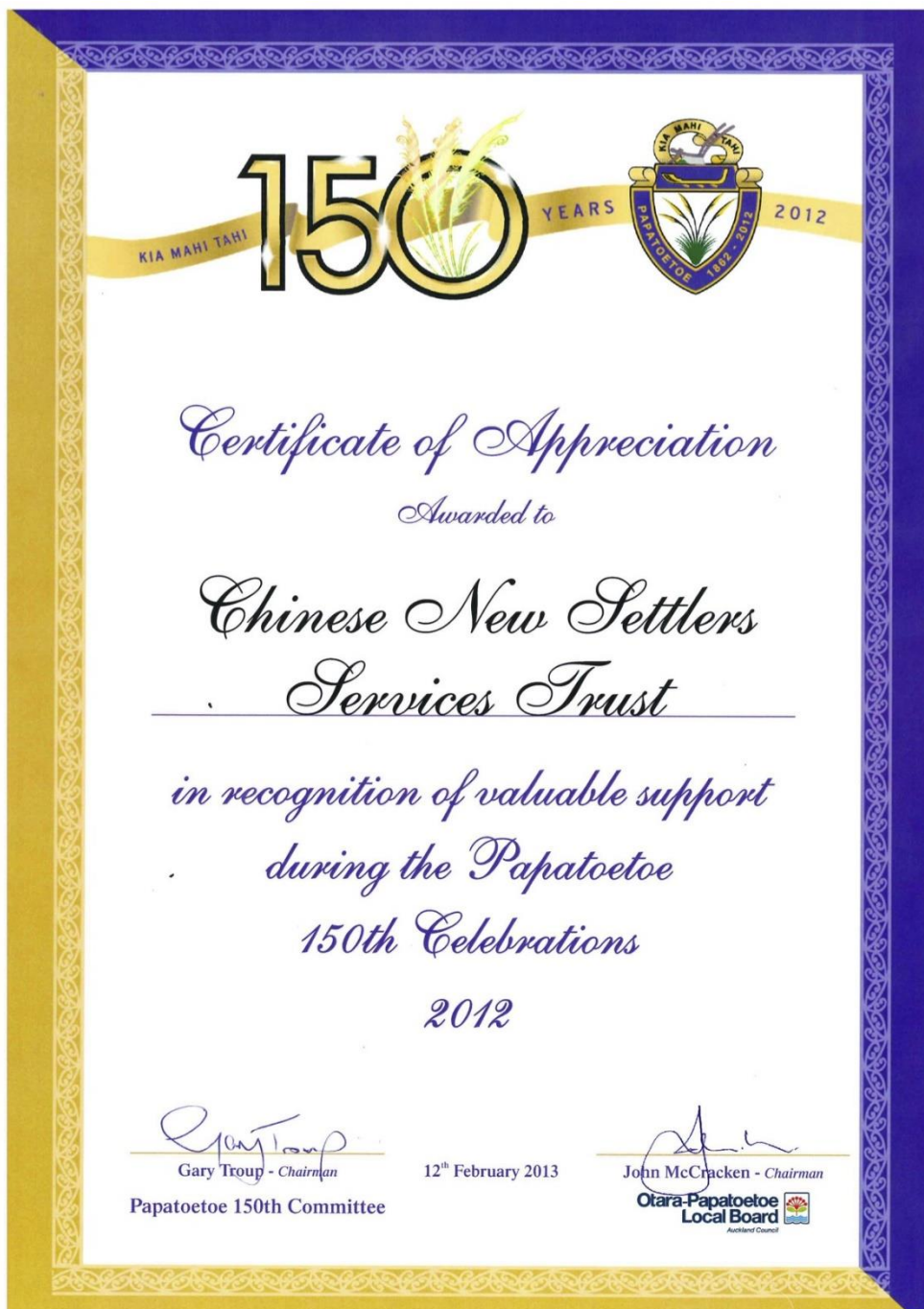
Karen Poutasi (Dr)  
Chief Executive  
New Zealand Qualifications Authority

MoE Number: 7158  
Registration Date: 30 April 2013  
Issue Date: 30 April 2013

For information on the current registration status of this provider please contact the New Zealand Qualifications Authority — PO Box 160, Wellington 6140, New Zealand — [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

### Registration Certificate of NZQA





**Certificate of Appreciation for Papatoetoe 150<sup>th</sup> Celebrations**

## **9. 2012-2013 CNSST AUDITED ACCOUNTS**

**CHINESE NEW SETTLERS SERVICES TRUST**

**FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2013**

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**CHINESE NEW SETTLERS SERVICES TRUST**

**FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2013**

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Statement of Financial Position	3
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**CHINESE NEW SETTLERS SERVICES TRUST**

**STATEMENT OF FINANCIAL PERFORMANCE  
FOR THE YEAR ENDED 30 JUNE 2013**

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	<b>NOTES</b>	<b>2013</b>	<b>2012</b>
		<b>\$</b>	<b>\$</b>
Revenue	4	2,198,004	2,344,799
Expenses	5	1,988,191	1,858,138
<b>Operating Surplus/(Deficit)</b>		<u>\$209,813</u>	<u>\$486,660</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 MOVEMENTS IN EQUITY**

**FOR THE YEAR ENDED 30 JUNE 2013**

	<b>NOTES</b>	<b>2013</b>	<b>2012</b>
		<b>\$</b>	<b>\$</b>
Balance at beginning of year		1,318,308	831,648
Surplus/(deficit) for the year		209,813	486,660
Total recognised revenue and expenses		<u>209,813</u>	<u>486,660</u>
Balance at end of year		<u>\$1,528,122</u>	<u>\$1,318,308</u>

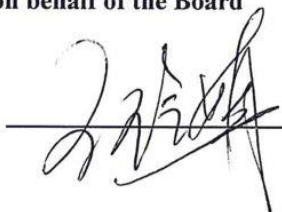
*The above information should be read in conjunction with the Notes to the Accounts on Pages 4 to 8 and Audit Report on page 9.*

**CHINESE NEW SETTLERS SERVICES TRUST**

**STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2013**

	NOTES	2013 \$	2012 \$
<b>Current Assets</b>			0
Cash at Bank		318,129	130,580
Accounts Receivable, Accrued Revenue & Prepayment	6	188,276	128,708
Term Deposits		153,672	148,355
<b>Total Current Assets</b>		<u>660,076</u>	<u>407,643</u>
<b>Fixed Assets</b>			
Fixed Assets	3	<u>1,407,836</u>	<u>1,404,063</u>
<b>Total Assets</b>		<u>2,067,913</u>	<u>1,811,705</u>
<b>Current Liabilities</b>			
Accounts Payable and Accrued Expenses		102,086	24,578
Goods and Services Tax		71,696	60,117
Holiday Pay Provision		44,728	39,524
Other Liabilities		7,368	13,869
Grants Received in Advance		58,060	71,294
Income Received in Advance		-	3,650
Current Bank Loan	7	<u>23,726</u>	<u>37,183</u>
<b>Total Current Liabilities</b>		<u>307,664</u>	<u>250,216</u>
<b>Non-Current Liabilities</b>			
Non-Current Bank Loan	7	<u>232,127</u>	<u>243,181</u>
<b>Total Non-Current Liabilities</b>		<u>232,127</u>	<u>243,181</u>
<b>Total Liabilities</b>		<u>539,791</u>	<u>493,398</u>
<b>Net Assets</b>		<u>\$1,528,122</u>	<u>\$1,318,308</u>
<b>Trust Equity</b>		<u>\$1,528,122</u>	<u>\$1,318,308</u>

**For and on behalf of the Board**

Trustee 

Trustee MINMIN WANG

Date 27/09/2013

Date 27/9/13

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 2013

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### 1 Statement of Accounting Policies

The reporting entity is Chinese New Settlers Services Trust (CNSST), which 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 general accounting policies recognised as appropriate for the measurement and reporting of results and financial position, under the historical cost method have been followed in the preparation of these financial statements. Reliance is placed on the fact that CNSST is a going concern.

#### Reporting Framework

These financial statements have been prepared under the existing New Zealand Financial Reporting Standards Framework, which is one of the two frameworks for generally accepted accounting practice currently available to be applied in New Zealand for qualifying small entities. The other framework for generally accepted accounting practice is "New Zealand Equivalents to International Financial Reporting Standards", NZ IFRS). The time line and criteria applicable to small entities and incorporated societies for mandatory conversion to NZ IFRS is yet to be announced by the Accounting Standards Review Board.

#### 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

**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.

*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 2013

**Accounts Receivable:** Accounts receivable have been valued at estimated realisable value after making provision for doubtful debts.

**Operating Leases:** Leases under which all risks and benefits of ownership are effectively retained by the lessor are classified as operating leases. Lease and rental payments made in respect of operating leases are expensed as incurred over the term of the lease.

**Income Recognition:** Grants and donations are recognised as income when received. If the activities related to the purpose specified by funding organisations have not been taken place during the year, the related income is recorded as Income in Advance under current liabilities.

#### Differential Reporting

CNSST 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 except for depreciation on buildings. All other policies have been applied on a basis consistent with those used in previous years. Depreciation on buildings is not provided since 1 July 2011.

### 3 Fixed Assets

	2013		
	Cost	Acc Depn	NBV
	\$	\$	\$
Furniture & Fixture	53,079	29,686	23,393
Office Equipment	87,168	62,472	24,696
Computer Software	10,044	8,754	1,290
Land	481,250	-	481,250
Building	891,013	13,805	877,208
<b>Total</b>	<b>1,522,554</b>	<b>114,718</b>	<b>1,407,836</b>

	2012		
	Cost	Acc Depn	NBV
	\$	\$	\$
Furniture & Fixture	53,079	25,927	27,152
Office Equipment	82,997	44,923	38,074
Computer Software	8,649	7,871	778
Land	481,250	-	481,250
Building	870,614	13,805	856,809
<b>Total</b>	<b>1,496,589</b>	<b>92,526</b>	<b>1,404,063</b>

*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 2013

4 Operating Revenue	2013	2012
	\$	\$
Activities & Project Income	96,409	124,288
Class/Courses Income	460,549	435,336
Donations	5,453	12,420
Grants Received	1,595,893	1,742,325
Interest Received	6,930	7,190
Other Income	32,769	23,240
<b>Total Operating Revenue</b>	<b>\$2,198,004</b>	<b>\$2,344,799</b>

Donations and Grants are received from the following sources:

Auckland Transport	28,270	26,167
ACC	1,500	6,000
ALAC	-	20,000
ANZ Donation	5,000	-
ASB Community Trust	15,000	113,730
Auckland Airport-CT	3,718	-
Auckland Council-CGAF	12,434	-
Auckland Council-South-Social Investment	-	2,630
Auckland Council-West	2,400	2,250
Auckland Council-Howick Local Board	2,000	-
Auckland Council-Kaipatiki Local Board	-	500
Auckland Council-Maungakiekie Tamaki Local Board	-	2,798
Auckland Council-Upper Harbour Local Board	3,000	-
Auckland Council-Whau Local Board	-	1,189
COGS Grant	7,000	9,500
Creative Communities NZ	10,250	3,000
DIA-Community Development Scheme	80,000	80,000
Department of Labour	56,000	56,000
Dragon Community Trust	-	6,024
Families Commission	-	6,050
HNZC	-	222,017
Ministry of Justice	2,000	1,000
MSD-CRF	50,000	66,667
MSD-CYFs	36,195	33,195
MSD-FACs	306,233	275,616
MSD-OSC	-	435
MSD-Work and Income	903,234	725,595
Mt Wellington Foundation Ltd	8,860	-
New Zealand Lottery Grants Board	34,000	25,000
Pub Charity	-	15,000
Sky City Community Trust	-	7,500
Statistic NZ	15,000	-
Tindall Foundation	-	8,047
TRC	2,300	-
Water Safety NZ	11,500	-
Waitemata DHB	-	26,417

*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 2013**

**5 Total Operating Expenses Include:**

	<b>2013</b>	<b>2012</b>
	<b>\$</b>	<b>\$</b>
ACC levies	4,127	4,619
Activity Expense	17,858	11,270
Advertising & Promotion	36,658	65,709
Audit Fees	2,800	2,300
Bank Fees	343	500
Board Costs	20,944	14,611
Centre Costs	17,053	24,408
Depreciation		
Furniture & Fixture	3,759	3,970
Office Equipment	17,549	14,123
Computer Software	883	1,135
Community Donation -Others	-	100
Fundraising Expenses	-	30
General Expenses	53	543
Insurance	6,199	3,767
Interest Expenses	21,462	18,620
Legal and Consultant Fees	466	8,050
Mileage Costs	22,909	21,402
Power	10,232	7,518
Printing, Postage, Photocopying & Stationery	28,480	30,557
Project Expenses	125,692	124,762
Rents	98,601	82,752
Staff Expenses	4,130	3,243
Subscriptions and Training Fees	4,506	1,932
Telephone and Internet	24,864	24,102
Tutor Costs	203,607	205,296
Training and Supervision	2,930	6,505
Volunteer Expenses	17,870	13,428
Wages & Salaries	1,230,335	1,066,917
Website and IT Expenses	4,193	23,401
Office Expense	3,880	3,589
Staff training and Team Building	13,593	32,991
Staff Insurance	29,416	26,101
Rates	6,801	5,365
Repair and Maintenance	5,994	4,523
<b>Total Expenses</b>	<b>1,988,191</b>	<b>1,858,138</b>

**6 Accounts Receivable and Accrued Revenue include:**

	<b>2013</b>	<b>2012</b>
	<b>\$</b>	<b>\$</b>
Accounts Receivable - Work and Income	58,511	64,685

*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 2013

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6 **Accounts Receivable and Accrued Revenue include:**

	2013	2012
	\$	\$
Accounts Receivable - ACC Injury Prevention	-	2,674
Accounts Receivable - Auckland Council	5,750	-
Accounts Receivable - Auckland Transport	4,114	7,789
Accounts Receivable - BNZ	150	-
Accounts Receivable - Confucius Institute	3,600	-
Accounts Receivable - Housing New Zealand	-	19,097
Accounts Receivable - MSD - FACS	78,680	403
Accounts Receivable - MSD -CYFs	3,450	-
Accounts Receivable - Others	600	2,070
Accounts Receivable - TRC	2,645	-
Accounts Receivable - Water Safety NZ	4,408	-
Accounts Receivable - Waitemata DHB	-	22,752
Accrued Revenue	428	324

7 **Bank Loan**

The Bank loan was secured by registered mortgages over the properties owned by the Trust as at 30 June 2013. These properties are located at 15-19, 20 and 22 Clifton Court, Panmure Auckland.

8 **Commitments and Contingent Liabilities**

There are no commitments as at 30 June 2013(2012: Nil).

There are no contingent liabilities outstanding as at 30 June 2013 (2012: NIL).

9 **Post Balance Date Event**

The Trust entered into a Sale and Purchase agreement on 20 August 2013 to buy a property at 21-25 Clifton Ct, Panmure, Auckland. The Purchase price is \$670,000 ( Zero rate GST). (2012: 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.

Kit Wong is the Chairperson of the Board of Trustees of the Trust and a director of Kit Wong Consultant Ltd. The Trust paid advices and services fees related to the Trust's office renovation and compliance at normal commercial rate to Kit Wong Consultant Ltd.

*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, 2013, 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.

The 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, 2013, 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 cursive script, appearing to read "Yugen He".

Chartered Accountant  
27 September 2013  
Manukau City