



2014 - 2015

ANNUAL REPORT

CHINESE NEW SETTLERS SERVICES TRUST

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# Acknowledgement

Chinese New Settlers Services Trust (CNSST) recognizes and appreciates the kind support of our stakeholders, including our board, clients, employees and contractors; we thank in particular all of our funders (see the full list of names on page 34). We also very much appreciate the good will of organisations and individuals who made donations to us or contributed goods in kind and of our volunteers who have contributed long working hours!

## Comments & Feedback from our Stakeholders

Every year CNSST regularly receives notes of support or appreciation from our clients and other stakeholders. Due to limited space, we can only reproduce a cross-section of these here below:

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### *From clients*

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"For a long time, I had tried to find the job by myself. As it took longer than I expected, I was losing my confidence more and more...I think that I was lucky to know CNSST and meet you. You always encouraged me and referred me some job vacancies... you supported me to get the right job and I am really satisfied with your services."

"Thank you CNSST for supporting my mother for many years. The social worker professionally and responsibly advocate my mother by communicating with different government sectors. Our family appreciate your professional social work and advocacy to my mother while I was overseas struggling with the family issues..."

"Many thanks for organising the school holiday programme. Thanks ever so much for taking care of B and tutoring her for the past three weeks, and teaching her things I couldn't have ever taught her myself. Your diligence and wisdom make children a different school holiday..."

"The Healthy Babies, Healthy Futures

Antenatal course of CNSST is really useful. My lovely husband learnt carefully and took important notes. It's informative and get us ready for my baby's birth..."

"Many thanks to CNSST. It's so wonderful to have admin and accounting training experience here. This is a fantastic family to grow, a relaxing and open world to learn and make progress. ...I regained my confidence during this period, and fortunately got a full time job now."

"To reunite with my son's family, I came to New Zealand. I am fond of the amazing natural beauty here, but I am really lonely due to the language barrier. CNSST Education Institute is like my home. I learnt basic English, made new friends and even learnt simple computer skills. Last week, CNSST also arranged the community safety workshop for us. It's really useful for our new migrants..."

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### *From network/ Sponsors*

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"I just wanted to say how impressed we were with J and F's presentation of your services this morning to our community team. They presented so well and we are delighted with the ability your service has to assist our midwives with caring for Asian women"...

"The Lynfield College Y9 & Y13 Chinese cultural trip to CNSST provided our students with a wonderful experience in Chinese art painting and martial arts. The activities are well organised. We appreciate CNSST's great efforts..."

"Congratulations on a fantastic job you are doing for your community and the HBHF programme"...

"Thanks for the great job that J and your organisation do for the community. As a councillor for the Howick Ward, it's good to know that people new to our country have such good support..."

"As has become common place, CNSST continues to deliver very well on the contracted services and I would like to thank you and the team for such fantastic efforts, of which are reflected in the tremendous results achieved..."

# Highlights for the Year

19 November 2014

Distill Architecture Limited  
PO Box 133182  
Eastridge  
Auckland 1146



Dear Sir/Madam

**RESOURCE CONSENT APPLICATION – ADVICE OF DECISION**

Application Number(s):	R/LUC/2014/1478
Applicant:	Chinese New Settlers Services Trust
Proposed Activity(s):	Construction of a mixed use development
Address:	15-19 Clifton Court, Mount Wellington, Auckland 1072, 21-25 Clifton Court, Mount Wellington, Auckland 1072

Following an assessment of your resource consent application under the Resource Management Act 1991 (RMA) and with reference the Auckland Council Plan (Auckland City Isthmus Plan), a decision has been made to approve your application.

Social Housing Resource Consent Approval granted in Nov 2014

## Report of External Evaluation and Review



### Chinese New Settlers Services Trust

Confident in educational performance

Highly Confident in capability in self-assessment

CNSST passes its first NZQA review (EER) with Highly Confident in Self-assessment



CNSST is chosen as finalist for HSBC NZCTA New Zealand China Business Awards 2015



CNSST Cultural Learning Centre awarded as Overseas Model School by Chinese government



CNSST receives ANZ Community Spirit Award



397 successful job placements in the year

# July 2014 - June 2015



Chinese cultural programme is welcomed in local schools



CNSST actively promotes Hand-in-Hand against Bullying campaign



CNSST works with Auckland Women's Centre to organise East Asian Women Forum



CNSST Asian Volunteer Centre continues to support more volunteers



CNSST works with Panmure Business Association to organise Family Day and Moon Festival 2014 in September



CNSST Staff Annual Planning Day at Wiheke Island

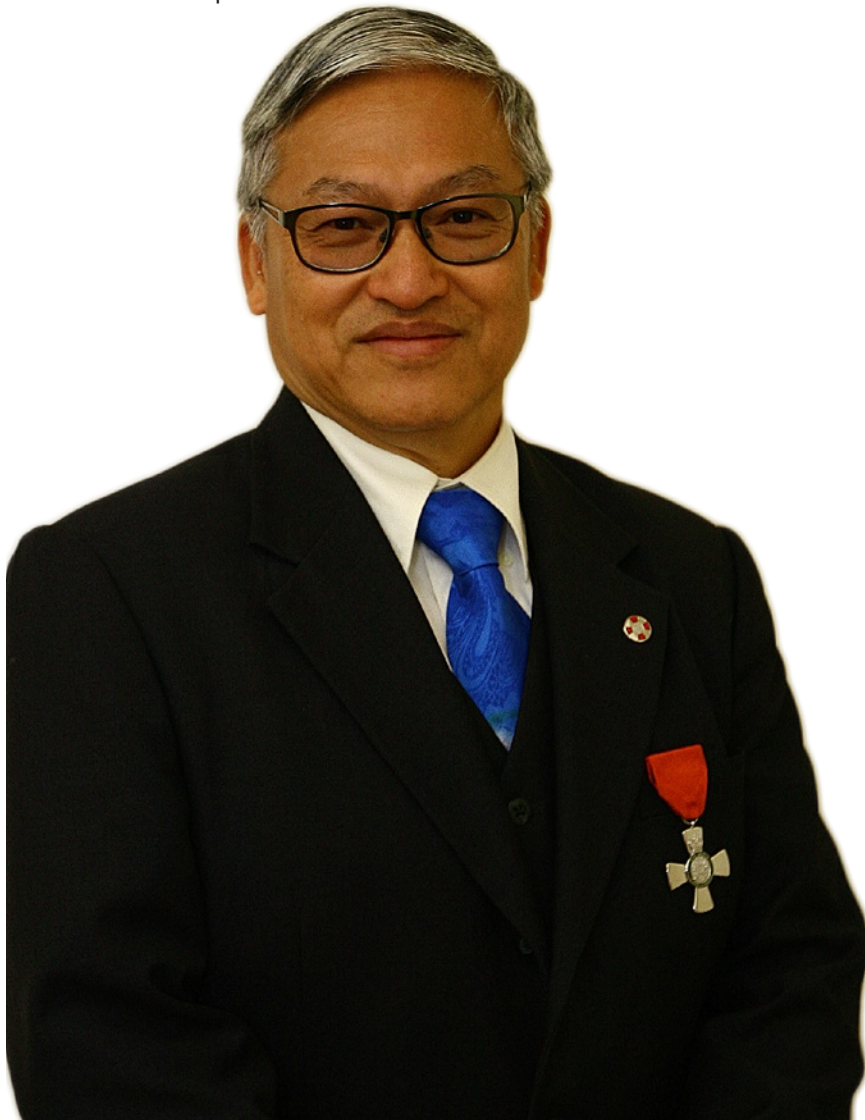
# Chairperson's Report

Another period of great progress this financial year, with the Trust's operations running right on track and the resource & building consent finally being gained for our social housing project.

It is extremely pleasing to see that the Board has remained strong and stable with no change of trustees this year. I express here my wholehearted appreciation to all our trustees who so willingly share the expertise gained in their own professional lives at our board meetings; this shared knowledge serves as the ground on which the board deliberates its decisions. I make a special note of thanks here to Vice Chairperson Stella Chan for her periodic and free legal advice both to the Board as well as to new migrants in the community. Last October, Stella, at her own expense, enrolled in the Harvard Business School residential program on 'Governance for Non-profit Excellence'. Stella returned to share her gains with us from the course on matters such as Board Leadership, Strategic Stewardship, Performance Measurement and Financial Oversight.

With the help of Deloitte & PWC, the Trust has also completed an organizational review of our strategic planning which focused on structure, ICT, business planning and risk management. This review has enabled the Board to overview the Trust's current position and to map a path for its future development that will enable us to achieve the goal of becoming a successful social enterprise that provides social services, education and housing services to the wider community. The trust will then be in a position to effect positive changes in social, cultural, economic and environmental contexts.

Our financial position continues to remain robust thanks to Jenny Wang QSM, our CEO, and her team's expert budgeting and control (see the audited financial report for details).



The Trust has earned great respect from the Asian and wider community and even further afield; the Chinese government's Overseas Affairs Office awarded the Trust's Cultural Learning Centre as a Model School for the Teaching of Chinese. Most importantly, the Trust has gained recognition from the local business community through our employment and entrepreneur services; CNSST won a "Community Spirit Award" from ANZ bank and was elected as a finalist in the 2015 HSBC NZCTA New Zealand China Business Awards.

All of the above achievements would not have been possible without the generous support of our funders (as per acknowledgment list) and for which we give here our sincere thanks. Once again, the Board would like to acknowledge our CEO, Jenny Wang QSM, for her outstanding leadership and performance. Last, but not least, a big thank you to all the management team, full and part time staff, contractors and volunteers as well as trustees for your wonderful effort in maintaining the Trust's operations.

**Kit Wong MNZM**  
Chairperson

# Executive Director's Report

On 3rd September 2015 I stood at the Tiananmen Square in Beijing to watch the parade to mark the 70th anniversary of the victory of the Great Anti-Fascist war as a representative of the Chinese community from New Zealand been invited by the Chinese government. This moment was an honour for both me and the Trust.

I felt just the same as when the story of CNSST, as one of the finalists, was shown to the audience at the 2015 HSBC NZCTA New Zealand China Business Award ceremony. It meant that the excellent work of our organization in the local community was recognized by all our stakeholders including our clients, funders and supporters. I felt so proud of being a part of CNSST.

CNSST is further developing in all services and projects with a focus on consolidating a stronger foundation from July 2014 to June 2015. I think appropriate to characterise our achievements in the past year with the following 4 adjective-pairs: Stable and Self-sacrificing, Strategic & Sustainable, Smart and Successful, Satisfying and Solid.

## Stable and Self-sacrificing Team

The Trust achieved a 100 percent retention rate for the 9 board members and the 23 full time staff in this financial year. In addition, we have 19 part time staff and 122 professional contractors, 19 tertiary placement students and 78 volunteers. This stability ensures the effectiveness and efficiency of our governance and management system.

## Strategic and Sustainable Development

CNSST's strategic vision is to develop itself into a successful social enterprise operating in a sustainable manner with three focuses: social services, education and housing. In order to ensure our organization is on the right track, we engaged two highly reputable companies to review and advise on our structure and strategic planning development.

A healthy financial system is a key to the smooth running of any organization. This sometimes involves having to make difficult decision; for example, the Albany cultural learning centre had to be restructured in August 2014 due to concern about its unbalanced financial status for the past two years.

Our office managed its move from its premises at 15 Clifton Court to 20 with the help of our staff and volunteers. This was a key step for our social housing project as the vacated office is the site for the apartment building. *(Continued on next page)*

**Jenny Wang QSM**  
Executive Director



## Smart and Successful Achievements

Our services are growing to serve more ethnic communities while at the same time we are running projects to serve the wider population.

In the last financial year, our team responded to 18,958 enquiries and drop-ins and over 66,670 viewers benefitted from our educational TV programmes and cultural events, as well as our broadcast on social media, such as WeChat.

### A. Social Services:

As a CYFs approved community services provider, CNSST is recognised as an Asian community hub and a trustworthy organisation in the community. In the past year, we built a more ethnically diverse team to provide social work and counselling services, employment and enterprise support, as well as settlement programmes to the wider community.

#### 1. Social Work and Counselling:

• Social work and counselling family cases:	248
• Participants in our community projects: <i>(Topics including domestic violence, parenting skills, senior services, migrant support info etc.)</i>	1,750
• Recipients of our free legal advice:	55
• "Healthy Babies, Healthy Futures" families:	957

#### 2. Employment Services:

• Successful job placements for local job seekers:	397
• Engagement and support to local business groups:	297
• Registered job seekers for job search:	713

#### 3. Settlement support:

• New migrants support:	916
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### B. Education:

#### 1. CNSST Culture Learning Centre (CLC):

CLC runs cultural programmes for local children and youth on Saturdays at 8 centres across Auckland, organizes cultural events, and responds to the increasing demands from local secondary schools for delivery of cultural programmes, e.g. Martial arts. We initiated the development of the standard for Chinese language syllabus which we piloted in all centres for CLC to ensure the quality of this programme.

• 8 Cultural learning centre attendances:	16,825
• Youth activities and education programme participants: <i>(For holiday programme, art exhibition, youth water safety &amp; Chinese speech completion etc.)</i>	945
• Participants in Chinese culture study day at 5 local schools:	573

#### 2. CNSST Education Institute(EI) for adults education

As an NZQA approved PTE, we are delighted to pass the first External Evaluation and Review (EER) by NZQA with a very rewarding result of classification as Category 2, in particular the evaluation of "Highly confident in capability in self-assessment" was greatly encouraging for the team.

• Participants in our English for Migrants programme:	133
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#### 3. CNSST Accounting Training Centre

As an ATE approved by NZICA and MYOB approved training partner, we provide a training ground for local accounting professionals and small business owners, as well as local accounting students and volunteers.



• MYOB courses attendees:	205
• Fieldwork placement for accounting students:	10
• Practical training for volunteers:	35
• Investment and Taxation workshop participants:	138
• Successful employment placement after training:	18
• Taxation advice for local small business owners:	12

### C. Social Housing:

In the past year, the social housing project (4 storey building with 36 units) has focused on obtaining for both Resource Consent and Building Consent, as well as accreditation as a Community Housing Provider to provide social rental housing to local community.

## Satisfying and Solid Reputation

With all our outstanding work for the community and being well on track to achieving our goal, CNSST has been building a solid and satisfying reputation in both Asian and wider communities. In the past year, we received distinctions, awards and nominations including

- ANZ "Community Spirit Award" 2015
- Nominated finalist for the HSBC NZCTA New Zealand China business awards 2015
- Recognition by the Chinese Overseas Affairs Office as an "Overseas Chinese Teaching Model School."
- CLC cultural programme was broadcasted at CCTV and Employment services at NZ TV 1 & TV 2
- An invitation to join the NZ Police Commissioner's Ethnic Communities Focus Forum, and a personal invitation to meet with Chairman Jinping Xi on behalf of our Trust.

I sincerely acknowledge here all of our staff, and especially of our three senior managers for their aspiration, dedication and contribution to this bountiful year.

I would also like to express my greater appreciation of all of our wonderful board members, in particular the Chairperson Kit Wong for his support and sage advice on our Trust's development.

Last but not least, I would like to especially thank you, our supporters and stakeholders, in particular our staff's family members and volunteers, for their constant and unconditional trust and support. None of these achievements would have been possible without you walking this road with us. Hence, my hearty thanks.

**Jenny Wang QSM**  
Executive Director

# Senior Managers' Reports



## **Gloria Gao** Social Services Manager

Principles of social justice, human rights, collective responsibilities and respect for diversities are central to the social services of CNSST. Collaboration, social action, wider community engagement and capability development are the key approaches in our social services that include social work, counselling, employment, settlement, cultural learning, and health and safety services. This year, our cohesive and professional team has accomplished yet another significant year in providing face to face support to 7,585 individuals and their families from all ethnicities and in actively networking with over 397 different groups.

I would like, hereby, to express my sincere appreciation for the hard work and professional skills of our three team leaders and their outstanding fellow team members, as well as that of our volunteers. Furthermore, I am grateful for the trust, support and brilliant strategic governance of the CNSST Board and our ED. Happiness is enjoying what we do to advocate for others and effect positive changes. Our team will make continue to make every effort to sustain and further develop our high quality social services now and for future.



## **Bill Guan** Social Enterprise Manager

The staff of the Social Enterprise Team remained stable for the last year. The Education Institute underwent its first ever NZQA External Evaluation and Review in February 2015; NZQA are 'highly confident' in the institute's self-assessment capability, which is the highest ranking that can be given for this aspect of a school's operations. The National Certificate in Social Service (Level 4), planned as one of our main courses, was finally approved by NZQA in March 2015. CNSST has also started to engage with other institutions for collaboration in the course delivery and development. Over one hundred students enrolled in the migrant English courses during the year and graduates of the programme have given very positive feedback

The Social Housing project continued to move on with Resource Consent being approved in November 2014 while Building Consent was lodged with the Auckland Council for approval.

I wish to take this opportunity to thank all the members of the Social Enterprise Team for their hard work, aspiration and contribution to achieving these milestones.



## **Connie Li** Finance Manager

This has been both a very special and challenging year.

Firstly, our large on-going Social Housing Project necessitates very careful monitoring of our cash flow to ensure the project continues to remain within budget.

Secondly, I am delighted to report that CNSST was granted an unqualified financial report. Every year more than 20 accounting students are involved in centre receipts and project reconciliation. More than 10,000 receipts are reconciled each year to make sure all money owed has been received and all expenses have been put into the right accounts. This internal control system has been highly appraised by our new auditor as well and has contributed to our auditing status achievement.

As Finance Manager, I would like to express my deep thanks to all our voluntary students for their hard work and I have no doubt that we are the world's best team! Without your help, our accounting training centre would not enjoy the success it does.

# Services and Projects' Reports

## Social Services



## Settlement Support

**The settlement team has run workshops relating to NZ law and legislation and supported individual new comers for the past 15 years in the Auckland region. The team also plays the key role in operating the CNSST cultural learning centre.**

### **“An Ju Le Ye” Settlement support for newcomers**

A total of 527 new comers, mainly Chinese and Korean, have been supported one on one or via our 20 workshops held on Immigration law, community safety, senior support info, driver licences, the social welfare system, family trust and IRD tax issues.

### **“Water is Changeable, Safety is Valuable” Asian Strategy Water Safety Project**

This educational project engaged with 344 adults and youth participants to improve their awareness and knowledge of water safety in fishing, boating and swimming. TV programmes were broadcast to enhance knowledge of NZ Water Safety Code and Boat Codes among the Asian community reaching 60,000 viewers.

### **“Yi Lu Ping An” Road Safety Programme**

The two road safety workshops for seniors were well-received and attended by a total of 45 migrant participants.

### **2014 Youths School Holiday Programme**

The Break-away school holiday programme gave instruction to and engaged with 267 young participants. The Little Kiwi Dragon Youth Leadership Programme empowered 16 participants.

### **2014 Moon Festival and Family Day**

We worked with Panmure Business Association successfully organised this event at Panmure Community Centre with over 2000 participants.



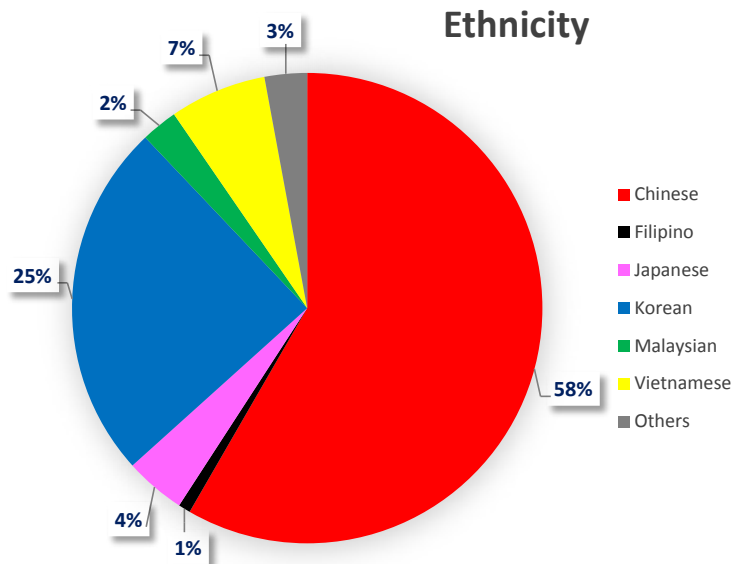
## Social Work & Counselling

Over the past 17 years, local Asian communities have benefited from our intervention and prevention services including social work, counselling and community education programmes. We aim at empowering our clients to make positive changes in their lives by themselves.

The Social Work and Counselling Team (SWCT) consists of 4 full time & 2 part time qualified social workers & 2 contracted counsellors from multi-cultural background as well as 8 university placement students from Massey, Unitec, AUT, MIT, Auckland University and Golden institute.

## Case Management

There were 240 individual cases handled in this period. The following diagram show clients' ethnicities and the issues identified which include couple relationships, family violence, parenting skills, health, housing, education, as well as social well-being.



## Community Projects

Over 10 community projects were run by our team and a total of 2018 individuals were supported and benefited from these projects.

### Healthy Babies Healthy Futures (HBHF)

Seeks to improve the health of pregnant mothers, babies and toddlers by providing the latest health information, educational activities and access to services that encourage better nutrition and more physical activity. A total of 957 families participated in the programme during the year.

### SKIP Grandparents Programme

Is for education, promotion and networking for grandparents. A total of 486 grandparents were supported by attending educational workshops.

### Te Punanga Haumaru- Hand in Hand against Bullying (TPH):

Worked with over 95 organisations/groups to run against Bullying campaign to reduce bullying in the community by increasing the awareness of bullying and to assist those who being bullied to seek help. A total of 5000 anti-bullying information leaflets were published in Chinese, Korean, Japanese and Vietnamese.

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

Received a total of 170 clients from both central Auckland and Manukau police.

### Parenting Teenagers Programme

Provided 5 teenage parenting workshops with 83 attendees benefitting.

### Children who have witnessed Family Violence

Professional counsellors and a clinical psychologist supports children who have experienced family violence at home and need to deal with their emotional and mental stability. A total of 10 children and their families were supported for the year.

### Parenting through separation programme (PTS)

Provided 8 programmes in English and other languages. A total of 28 participants were supported undergoing separation or the divorce process.

### Free Chinese Legal Advice

Provided by a highly respected NZ qualified lawyer, the project assisted 55 individuals with varying issues.

### Senior Hand Craft Group

Organized 12 sessions in Panmure with a total of 81 participants engaged during this period.

### East Asian Women's Forum

Provided migrant services information to local professionals in collaboration with the Auckland Women's Centre. A total of 55 participants attended giving very positive feedback.

### Student Placement:

A total of 8 social work and psychology students from Massey, Unitec, AUT, MIT, Auckland University and Golden institute were placed with the team to gain first-hand experience.



## Employment & Enterprise

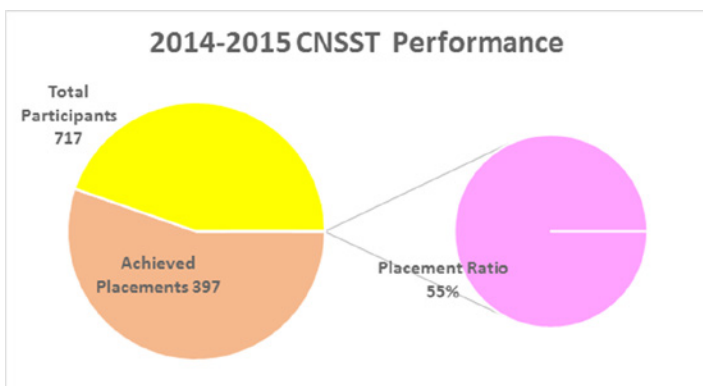
**For the past 14 years CNSST has been a consistent and invaluable community employment resource for local employers and job seekers.**

The E & E team consists of 8 full time staff with multi-language skills (English, Mandarin, Cantonese, Malaysian and Korean). We achieved outstanding outcomes during this financial year by focusing on two issues: cultural diversity and effectiveness enhancement.

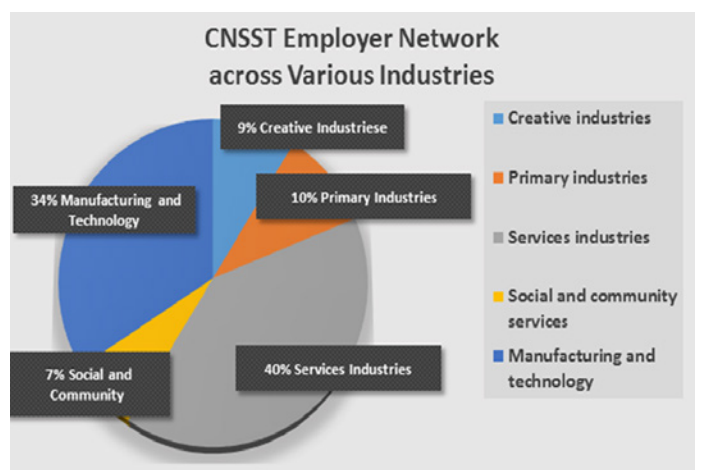
The labour force and the face of local business in Auckland is becoming more and more ethnically diverse. Celebrating and utilising that that diversity helps us to deliver even better services to both jobseekers and employers.

### Great Performance

In this financial year 2014-2015, the E&E handled a total



of 4,169 phone calls and approximately 240 drop-in job related enquiries. We served 717 job seekers with 397 successful job placements.



### Extended Employers' Network

E&E has built up an extensive network with local employers. As of June 2015 there are 349 active employers registered in our database. All employers in the database have already built up a long-term cooperative relationship with CNSST.

# Education



Education at CNSST started from the first day of its establishment of 17 years ago with the creation of a Cultural Learning Centre for delivering cultural and Chinese language programmes to local children. In 2013 NZQA approved the Education Institute as a PTE to provide tertiary education to local and international students. The accounting training centre which provides the MYOB training programme was granted status as an approved training partner by MYOB in 2011.

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## *Cultural Learning Centre*

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CNSST was awarded the title of 'Overseas Model School for the Teaching of Chinese' by the Chinese government and the "Excellent School in Teaching Chinese Culture" Award by the Consulate General of the People's Republic of China in Auckland.

- Workforce: 13 paid part time staff, 107 contracted tutors and 6 long term volunteers
- Scale: 7 branches in Auckland region with 1700 students in attendance every week. • Courses: 212 courses (Subjects include Chinese, English, Maths, Art, Chess, Dance and Keyboard) • Annual Exam in Chinese, English and Maths: 879 students were assessed and recorded.
- Quality Control: Tutors' Training and Meetings have been arranged for professional development.

This year, the culture study programme achieved a big success by providing a variety of lessons to a total of 605 students from 5 secondary schools in Auckland and one from Rotorua.

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## *CNSST Education Institute (CNSSTEI)*

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The EI team, consisting of 5 full time staff and 4 contracted tutors with wrap-around student support provided by CNSST's other 4 teams, has been providing both NZQA approved courses and MSD's Training for Work programme.

### **NZQA First External Moderation Successfully Passed**

As a new PTE CNSSTEI was delighted to receive the successful results of its first NZQA External Evaluation and

Review (EER). In their rating NZQA are: "Highly confident in CNSSTEI's capability in self-assessment and confident in CNSSTEI's educational performance". The EER report issued in April 2015 states that the CNSSTEI management uses a strategic planning approach, delivery of which is closely monitored; the institute has a track record of 'staying on course' and 'delivering on what they plan'. The CNSST board contains suitable expertise, while staff interviewed during the EER process demonstrated an informed understanding of both educational plans and performance. At the delivery level, academic oversight of teaching performance and associated review mechanisms is generally sound, leading to good outcomes for both learners and stakeholders.

**Highly confident in capability in self-assessment**

**Confident in educational performance**

**Student Enrolments**

Successful marketing strategies and the quality of courses on offer helped to achieve the total enrolment figure of 122 for the year with the course breakdown as follows:

English for migrants	118
NZCEL Level 1	3
International Students	1
Total	122

**Training for Work (TFW)**

Since September 2014, we have contracted with MSD for delivery of its TFW programme to job seekers of any ethnicity with a focus on teaching trainees employment related skills and in finding them job placement opportunities. Within the 9 months

until the end of the last financial year we managed to achieve an impressive placement rate: Out of the 81 participants who received employment skills training 60 were placed into employment.

**NZQA First External Moderation Successfully Passed**

On 15 October 2014 and for the first time CNSST Education Institute submitted written test results from its English for Migrants course to NZQA for moderation which were successfully passed.

**National Certificate in Social Services (Level 4)**

NZQA approved our new course, 'National Certificate in Social Services (Level 4)'. This qualification is aimed at people interested in beginning a

career in helping professions such as social work, community work, youth work, counselling or Iwi social services.

**CNSSTEI Teacher Only Day**

An annual teacher only day was conducted on 21 April 2015. Key issues related to academic performance along with actions that would improve quality of education were discussed.

**Experiencing New Zealand Culture**

The CNSSTEI not only teaches our English students the language itself but also enhances their awareness of local culture. It achieves this by arranging for students to participate in events that familiarise them with various

aspects of kiwi life. These include the intercultural lunch at the Family Centre in Clevedon which teaches students local dining culture, the outdoor BBQ held in Cornwall Park, the Trivia Rally (learning about the Howick community) and the Botany and Auckland Central City's Neighbours Day, and community safety workshop by police officers.

**CNSST Accounting Training Centre (ATC)**

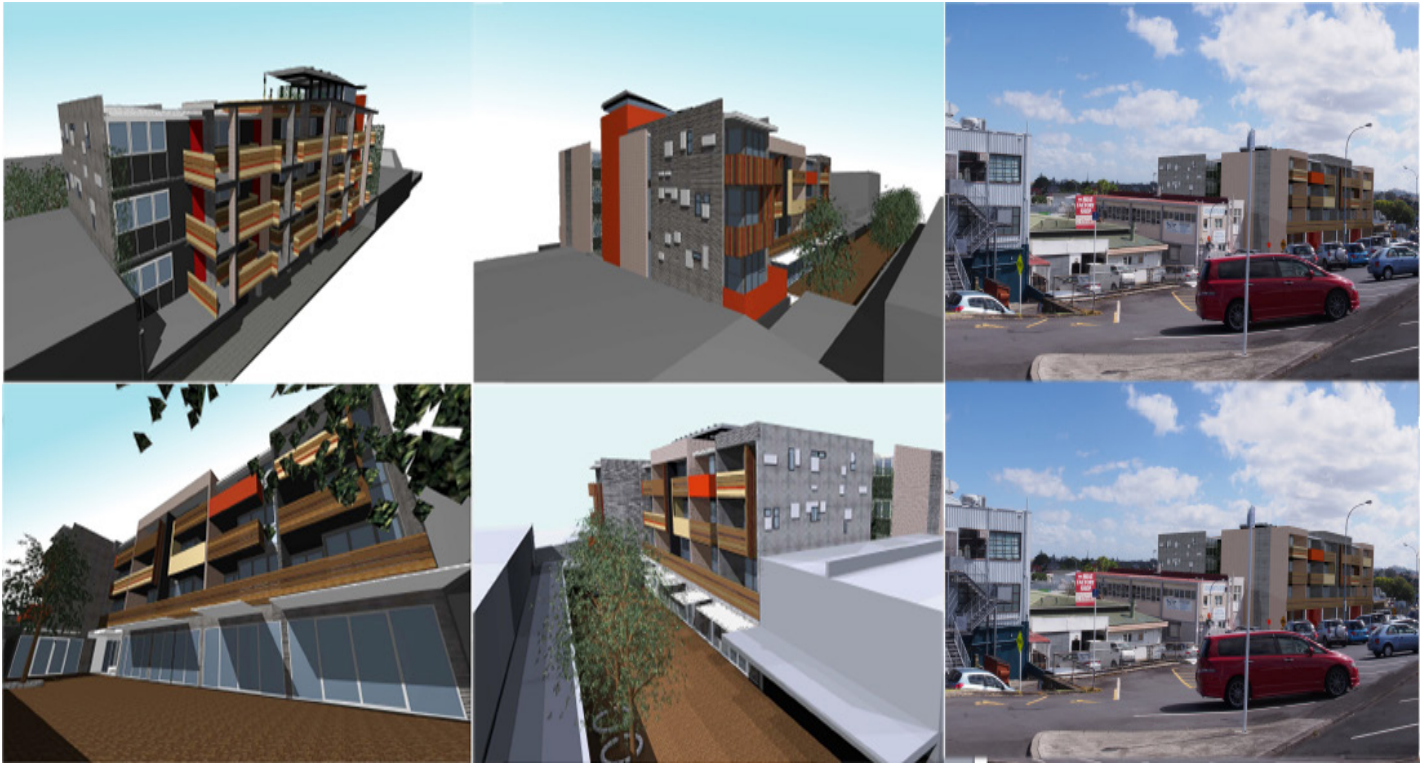
ATC has been delivering MYOB courses to local small business owners and accounting students since CNSST was granted approved partner status by MYOB in November 2011. MYOB courses enable students and small business owners to gain familiarity with MYOB accounting packages, increase their opportunities for employment, and enhance their accounting knowledge and capabilities.

It is heartening to see that 41 students graduated from the centre for the period July 2014 – June 2015 with 19 of them gaining job placement on completing the course and their internship at CNSST.





# Social Housing



CNSST is an accredited Community Housing Provider for providing social rental housing solutions to the Asian community. The first social housing project, CNSST Old Friends Apartment with 36 one bedroom units, was initiated in 2013. In the two years since, the project has gone through the accreditation stage, successfully made its contestable funding application and obtained consent.

In the last financial year all queries on the part of Auckland Council were satisfactorily met, and Resource Consent issued in November 2014. At the same time, the Building Consent was lodged with the council for consideration.

As early as March 2014 a public tendering process for the main contractor was conducted and Robert Cunningham Construction Ltd was selected as the construction company.

In June 2014, with the progress of the project further into the late consent stage, the financing offer was settled between the Trust and Kiwibank; the relevant documentation was approved by Kiwibank's credit team and passed on to the lawyers for processing.

CNSST also submitted its RFP for contracting the tenancy of all the units with the Ministry of Social Development.

In the past financial year, we have also been involved in networking with other providers, such as Auckland Community Housing Providers' Network and Community Housing Aotearoa to exchange information and ideas and have taken part in related training and events organised by others as well.

Last, but not least, we are very thankful to all the people who have been involved in and contributed to this project, including all the volunteers, staff, consultants and engineers, who have worked to ensure that it proceeds on track. In particular, we express sincere thanks to the more than 10 local Iwi groups for their positive support for and advice on this project.

# Other Projects

## CNSST Asian Volunteer Centre

With the kind funding support of SVF together with CNSST's contribution and commitment, the CNSST Asian Volunteer Centre has been established. The highlights of its operations for this year are as follows:

- 40 training workshops have been delivered with 205 volunteer attendees.
- 89 volunteers were registered with CNSST Asian volunteer centre and placed into different teams within CNSST for community volunteer work experience
- 100% of registered volunteers expressed that they had extended their skills and work experience through taking training and working under supervision at CNSST Asian Volunteer Centre
- 18 volunteers successfully found jobs after joining CNSST Asian Volunteer Centre. All volunteers are able to make full use of our wrap-around support which includes assistance from our Employment and Enterprise team for job placement.



## ICT Development

In September 2014, CNSST's new website completed its testing stage and went live. In April 2015, implementation of a new system to support the operation of the social work and employment teams was completed and training given to staff. Both teams are to start using the new system from the next financial year. CNSST Education Institute also purchased a student management system from Enrolpro which will start to be used in the school in the new financial year as well.

## Capability Development

With the CIR funding support from the Ministry of Social Development, CNSST engaged with Deloitte to work with the Trust in developing a business plan, strategic and structure review, risk management and an ICT plan to ensure CNSST is well prepared and fully capable of further development.

# About CNSST

**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.

**Long Term Strategic Goal:**

By 2023 CNSST aims to have developed itself as an "Asian community hub" and achieve the goal of being "CNSST Trust" which is to be a successful social enterprise including social services, education and 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, cultural and environmental aspects.



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## ***Our Current Services***

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### **Social Services**

- Social Work & Counselling: Case management (family violence, social support) and community programmes such as for children who witness family violence, senior mutual support networks & parenting programmes delivered by professional social workers, counsellors & clinical psychologists.
- Employment & Enterprise: Bilingual services providing information, advice, coaching, job & work experience placements & support & information for entrepreneurs/employers.
- Education & Settlement: An Ju Le Ye, Yi Lu Ping An community safety programmes.
- Asian Community Services: Asian social services for Korean, Japanese, Vietnamese & others.

### **Education**

- CNSST Education Institute (NZQA Approved PTE Registration No. 7158): provides tertiary education to international and domestic students. We provide NZQA accredited English, Computer, Chinese, English for Migrants and Social Work courses. International students are well supported

by CNSST wrap-around social services.

- CNSST Accounting Training Centre (MYOB Approved Partner / NZICA Approved ATO): Accounting & Taxation; MYOB courses including Beginner's Guide, Payroll Management, Day to Day Processes, End of year reconciliation, Advanced Processing, Business Report & Analysis, Inventory Management.
- CNSST Cultural Learning Centre (7 Branches across Auckland): Cultural learning programmes for children & young adults including Chinese, Art, Maths, Dancing, Keyboard, Chess, English Grammar, Celebrations of traditional cultural festivals, Senior Craft Centres & School Holiday Programmes.

### **Social Housing**

In partnership with government, CNSST is building affordable social housing (36 units) for Asian seniors in the Panmure business centre, which will be available for occupation from 2015. CNSST will provide culturally and linguistically appropriate wrap-around services to support the wellbeing of all its elderly residents.

# CNSST Board Members



On 26 October 2014, during the Board Annual General Meeting (AGM), an election of Board of Trustees and Office Bearers was carried out and the new board has 9 board members.

**From Left to right:**

**Jenny Wang**, QSM, Med, BSc, Dip SW-- 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 Commissioners Ethnic Focus Forum for NZ Police. Awarded the Queen's Service Medal in 2008 and Local Hero 2015.

**Minmin Wang**, Bachelor of Business --Treasurer (from 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.

**Song Lam Wong**, QSM, B.Ed & Cert of Te Reo Maori,--Trustee (from Oct 2009): Migrated from Hong Kong in 1990, an educational advisor and free-lancer with 10 publications to her credit. Song was awarded The Queen's Service Medal for Public Services (QSM) by the NZ Government in the New Year Honours 2006 and Local Hero 2014.

**Wilson Young**, MBBS FAFPHM FRACMA--Deputy Chair(social service & admin) (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, -- Chairperson (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.

**Stella Chan**, LLB --Deputy Chair(social enterprise) (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 immediate past 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.

**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, the Tertiary Education Commission as a Senior Advisor, and currently the National Advisor - Asian Peoples at Plunket.

**Maggie Chen**, Postgraduate Diploma in Business, BA--Trustee (from Oct 2007): Migrated from China with family in 2002. General Manager of Alpha Group Holdings Ltd. Deputy President of Soong Ching Ling Foundation of NZ since 2010.

**Janet Lee**, -- Trustee ( from Feb 2011): Immigrant from Taiwan to NZ since 1987 with expertise in public relationships and as managing director of her 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.

# CNSST Staff Members



The following workers worked at CNSST for whole or part of the year from 1 July 2014 to 30 June

**2015:**

## Full time staff:

### Management Team:

Jenny Ling Juan Wang/Executive Director, Connie Gang Li/Finance Manager, Gloria Yaping Gao/Social Services Manager, Bill Dazhi Guan(Social Enterprise Manager).

### Social Work & Counselling Team:

Joanna Jensen/Social Work & Counselling Team Leader & Registered Social Worker, Hanying Chen, Fangfang Chen/Registered Social Worker & Community Project Coordinator. Sooyoung Im/Social Worker

### Employment & Enterprise Team:

Scott Xuyang Huang/Employment & Enterprise Team Leader, Magdalene Chin Gok Tan/Employment & Enterprise Coordinator, Tiana Tianyun Wu/Employment & Enterprise Coordinator, Jiajia Lingjia Ma/Community Support worker, Brian Liang Qiao/Community Support Worker, Kelly Yan Zhang/Employment & Enterprise Coordinator, Jo Hingyi Ng/ Employment & Enterprise Coordinator

### Education & Settlement Team:

Allen Koutian Zhang/Education & Settlement Team Leader, Lucy Tongjing Lu/Education Coordinator, Cathy Li/Community Education Facilitator

### CNSST Education Institute:

Benjamin Xiaoqing Liao/Director of Study, Wendy Deng/Administrator, Rachel Yu Huang/Employment & Enterprise Coordinator, Peter Le Baige/Training for Work Coordinator, Jane Liu/ESOL Tutor



#### Part time branch Staff

**Manukau:** Jane Zhen Liu/Centre Manager, Nichole Zerong Pan/Centre Assistant.

**Howick:** Nancy Bo Zhang/Centre Manger, Jane Qijie Hua/Centre Assistant,

**Botany:** Shirley Xiaoli Cheng, Effy Wentong Su/Centre Assistant

**Glenfield:** Helen Xiaoping Pei/Centre Manager, Xiuli Tang/Centre Assistant.

**New Lynn:** Hong Dong/Centre Manager, Sunny Shunquan Huang/Centre Assistant.

**Parnell:** Sonya Shabin Lai/Centre Manager, Linda Ping Zhang/Centre Assistant.

**Panmure:** Cathy Qing Li/ Centre Manager

### Professional Contractors:

Angie Dang / Vietnamese Social Worker, Ai Kihara / Japanese Counsellor & Social Worker, Sue Wang/Community Support Worker, Irene Ho / Registered Counsellor, Meggan Lam / Registered Clinical Psychologist, Oliver Xia/IT, Tony Scragg/Surveyor, Michael Boyce/Registered Architect, Barry Kaye/Town Planner, Philip Young/Topographical Survey, Eric Li/Structural & Civil Engineer, Jay Acton/ESOL Tutor, Shirley Du/ESOL Tutor, Yongbing Zhao/ESOL Tutor, Frank Hsu/ESOL Tutor

### Contracted Tutors at 8 CNSST Cultural Learning Centers:

<b>Manukau:</b>	Chunyan Yu, Wei Liu, Mingyang Zhang, Shiyun Hou, Jun Xu, Yousan Xu, Haiju Zhang, Yan Li, Rongbang Gong, Avneesh Sukakumaran, Rongshi Scott
<b>Howick:</b>	Ying Wang, Jingjing Gong, Hong Zhang, Salendra Prakash Datt, Ping Chen, Lizhi An, Nan An, Hui Tian, Liping Luo, Liyong Lee, Wenbin Shi, Zilong Zhu, Wenchu Chen, Colin Grierson, Wei Zhao, Jingjing Zhang, Zifeng Liu, Jinmin Li, Lizhu Fan, Hui Zhang, Sushan Liu, Dongliang Shao, Nan Yin, Graeme Gibb
<b>Botany:</b>	Xiaohong Chen, Hong Wei, Xianfeng Zhang, Lan Cheng, Xuefen Wang, Judy Choting Chao, Runan Liu, Hua yu, Anne Dong, Ping Ma, Xixian Hou, Mu Li, Philip Tse, Junqi Fu, Deliang Guo, Yating Wang
<b>Glenfield:</b>	Hong Lin, Yun Bian, Eric Lee, Yu Gao, Xue Hua, Eve Chen, Ping Ma, Ru Jia, Joanne Lee, Bi Hong Wang, Li Zhang, Chenzhu Wang, Zerong Ma
<b>New Lynn:</b>	Qiao Wu, Yinghua Zhang, Xudong Gao, Weili Huang, Xu Han, Liqin Tang, Elyna Yang, Deanna Wang, Jing Chen, Miaomiao Zhao, Shuwen Chen
<b>Parnell:</b>	Qing Li, Lu Sun, Jianxin Huang, Bei Li, Duoqiao Huang, Ying Zhou, Tang Chou, Jing Chen, Wei Xiong, Yonghua Wei, Qi Guo, Daniel Edward Snell, Tingting Sun, Xiaoqing Yao, Shuo Han, Zhishan Li, Yinquan Zhang, Ying Lou, Mengmeng Xia, Yi Huang
<b>Panmure:</b>	Junqi Fu, Zisui Lin, Li Wang, Xiaohua Wang, Lu Wang, Qunhua Zhang, Nan Yin, Hui Zhao
<b>Albany:</b>	Ping Hu, Hong Shang, Xiaoman Shao, Jane Hu,

### Fieldwork placement students from universities:

Yuemei Ma/CI, Raphael Youk, Tingting Zhang, Cici Wang/Massey, Wendy Lee, Jane Liu/ MIT, Jinsil Seo/AUT, Aki Tanaka, Tran/AGI, Sue Xingtuo Wang / Unitec, Alice Nguyen Ngoc Diep Vuong/AUT, Chau Nyuyen/AUT, Dominic Le/AUT, Jiejie Wu/AUT, Jade Huang/AUT, Tony Wu/AUT, Tia Sumuletu/AUT, Wei Xie/AUT, Joe Wong/UoA.

### Volunteers:

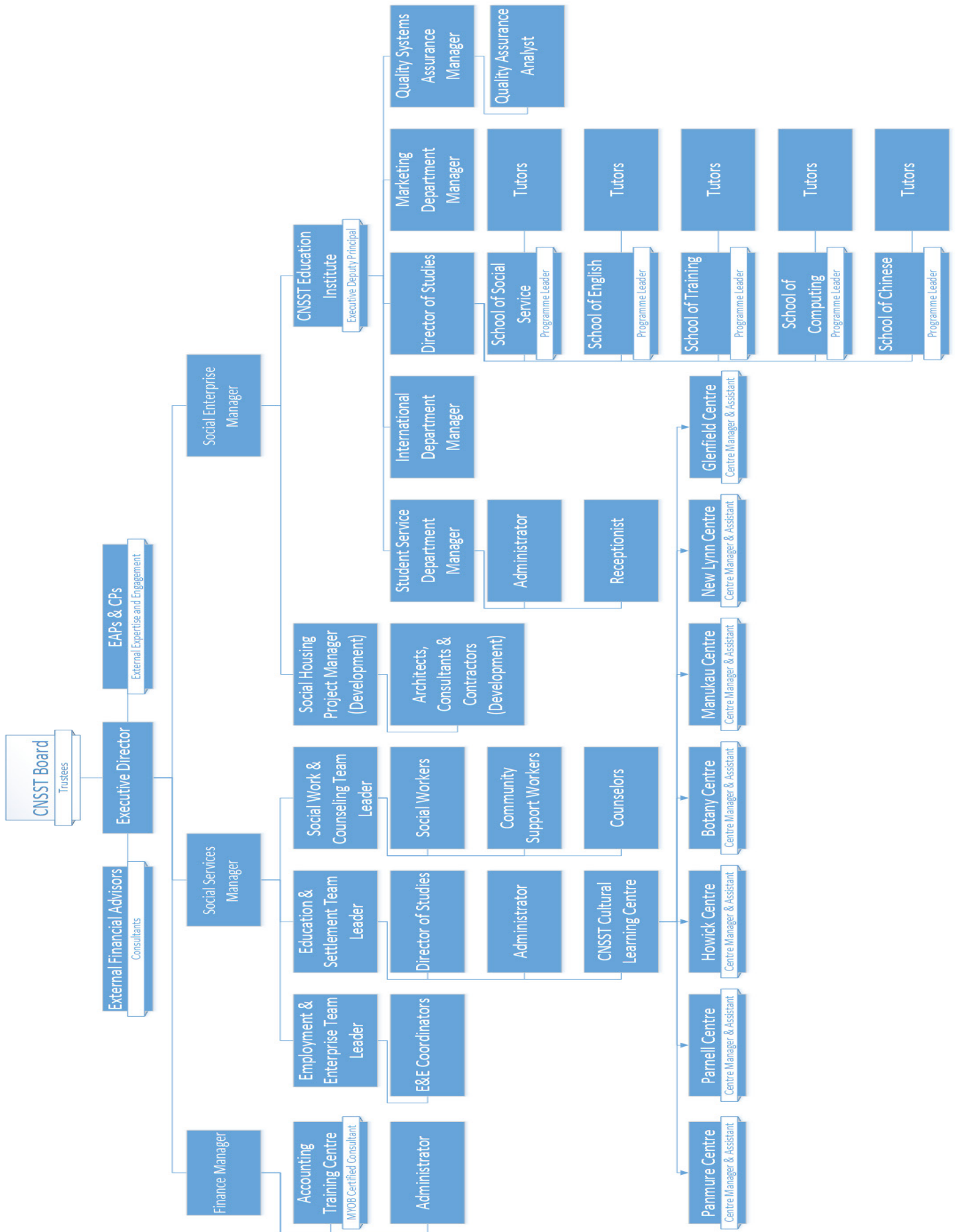
Stella Chan, Henry Iau, Raphael Youk, Lucia Lee, Jasmin Kim, Haruka Paul, Kayomi Kuga, Kanami Kimura, Naoko Seno, Takako Watanabe, Yun Wei, Si Zhang, Ivy XueYing Gao, Ivania Oi Yi Choi, Vincent Xiang Chen, Ivy LeYu Lin, James XiaoJin Xu, Lynn ZhiYing Zeng, Brian Qiao, Linda Qiu, Johnson Hong, Sharon Yang, Liang Wu, Xiang Xu, Maggie Li, Sue Wang, Benjamin Fang, Catherine Chen, David Zheng, Amy Zhang, Andrew Qi, Aviva Wang, Ella Wang, Dong Kylie, Mathew Duan, Simon Li, Yilin Zheng, Amy Lin, Chau Nyuyen, Chizuko Yoshida, Diep, Sean Xu, Dong Yin, David Tsang, Dominic Le, Elsa Zhang, Hanlin Jing, Haiyue Jiang, Jae Sung No, Jiejie Wu, Jiayi Yu, Jasmine Liang, Jade Huang, Lisa Lixia He, Michael Li, Ma Lin, Nai Xin Liu, Qiufong Guo, Sumuletu-Pati Tiaituau, Shan Tan, Steven Xu, Tony Wu, Vivian Qiu, Wei Xie, Xi Zhang, Vuong, Yao Gong, Zhang Shi Penny Li, Keith Feng, Adela Hu, Jane Wang, Liz Watkins, Chris Sutton, Jingyao Xue, Johnson Li, Wendy Chinh, Siew Koon Heu, Zoe Wong, Si Zhang

### Departures

Chen Yu, Centre Manager (Howick), Min Zheng, Centre Manager (Botany), Jojo Qinghui Fan, Centre Manager (Manukau), Grace Wenying Jin, Centre Manager (Panmure), Huijing Liu, Centre Manager (Albany), Cathy Lin Wang, Centre Assistant (Botany), Jojo Qinghui Fan, Centre Manager (Manukau)



# Organisational Structure



# 2014-2015 CNSST Audited Account

CHINESE NEW SETTLERS SERVICES TRUST

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2015

**CHINESE NEW SETTLERS SERVICES TRUST**

**FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2015**

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Statement of Movements in Equity	2
Statement of Financial Position	3
Notes to the Financial Statements	4 to 9
Audit Report	10



**CHINESE NEW SETTLERS SERVICES TRUST**

**STATEMENT OF FINANCIAL PERFORMANCE  
FOR THE YEAR ENDED 30 JUNE 2015**

	NOTES	2015 \$	2014 \$
Revenue	4	2,912,622	2,353,450
Expenses	5	2,473,031	2,094,539
<b>Operating Surplus/(Deficit)</b>		<b>\$439,591</b>	<b>\$258,911</b>

*The above information should be read in conjunction with the Notes to the Accounts on Pages 4 to 9 and Audit Report on page 10.*



**CHINESE NEW SETTLERS SERVICES TRUST**

**STATEMENT OF MOVEMENTS IN EQUITY**

**FOR THE YEAR ENDED 30 JUNE 2015**

	NOTES	2015 \$	2014 \$
Balance at beginning of the year		2,426,688	1,528,122
Surplus/(deficit) for the year		439,591	258,911
Total recognised revenue and expenses		439,591	258,911
Capital contributions	8	962,217	639,655
Balance at end of the year		\$3,828,496	\$2,426,688

*The above information should be read in conjunction with the Notes to the Accounts on Pages 4 to 9 and Audit Report on page 10.*

**CHINESE NEW SETTLERS SERVICES TRUST**

**STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2015**

	NOTES	2015 \$	2014 \$
<b>Current Assets</b>			
Cash at Bank		29,768	175,451
Accounts Receivable, Accrued Revenue & Prepayment	6	838,798	143,336
Term Deposits		862,594	333,202
<b>Total Current Assets</b>		<b>1,731,160</b>	<b>651,989</b>
<b>Fixed Assets</b>			
Fixed Assets	3	2,802,730	2,296,476
<b>Total Assets</b>		<b>4,533,890</b>	<b>2,948,465</b>
<b>Current Liabilities</b>			
Accounts Payable and Accrued Expenses		130,042	121,632
Goods and Services Tax		126,144	39,479
Holiday Pay Provision		49,218	46,064
Income Received in Advance		192,296	82,103
Current Bank Loan	7	27,464	39,390
<b>Total Current Liabilities</b>		<b>525,165</b>	<b>328,669</b>
<b>Non-Current Liabilities</b>			
Non-Current Bank Loan	7	180,230	193,107
<b>Total Non-Current Liabilities</b>		<b>180,230</b>	<b>193,107</b>
<b>Total Liabilities</b>		<b>705,394</b>	<b>521,777</b>
<b>Net Assets</b>		<b>\$3,828,496</b>	<b>\$2,426,688</b>
<b>Trust Equity</b>		<b>\$3,828,496</b>	<b>\$2,426,688</b>

For and on behalf of the Board

Trustee 

Trustee 

Date 22/09/2015

Date 22/09/2015

The above information should be read in conjunction with the Notes to the Accounts on Pages 4 to 9 and Audit Report on page 10.

## CHINESE NEW SETTLERS SERVICES TRUST

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

#### 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 (Old GAAP), which is one of the two frameworks for generally accepted accounting practice currently available to be applied in New Zealand for qualifying small entities.

#### Particular Accounting Policies

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

**Land & Buildings are stated at cost and are not depreciated. Other fixed assets,** are stated at cost less aggregate depreciation. Depreciation has been calculated using the following rates:

Buildings	2%	DV
Furniture & Fixture	12.00 to 13.50%	DV
Office Equipment	13.05% to 40.00%	DV
Computer Software	60.00%	DV

As per note 8, the buildings at 15-19 Clifton Court are planned for demolition and the construction of a social housing facility. For note 3, the building book value of \$1,954,256 includes the BV of 15-19 Clifton Court of \$318,586, and the work in progress planning costs of the new social housing project of \$607,504.

**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 10.*

## CHINESE NEW SETTLERS SERVICES TRUST

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

**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 course fees income recognition. All other policies have been applied on a basis consistent with those used in previous years. Course fees paid for the period after year end has been adjusted to Income Received in Advance as the number of students increased to a level that fees paid in advance has a material impact on the Trust's financial statements.

### 3 Fixed Assets

	2015		
	Cost \$	Acc Depn \$	NBV \$
Furniture & Fixture	61,095	35,716	25,379
Furniture & Fixture-PTE	2,546	443	2,103
Office Equipment	137,355	83,378	53,977
Computer Software	10,044	9,833	211
Land	766,804	-	766,804
Building	1,981,073	26,817	1,954,256
<b>Total</b>	<b>2,958,917</b>	<b>156,187</b>	<b>2,802,730</b>
	2014		
	Cost \$	Acc Depn \$	NBV \$
Furniture & Fixture	56,695	32,893	23,802
Furniture & Fixture-PTE	2,546	115	2,431
Office Equipment	93,126	73,573	19,554
Computer Software	10,044	9,523	521
Land	766,804	-	766,804
<b>Building</b>	<b>1,497,170</b>	<b>13,805</b>	<b>1,483,364</b>
<b>Total</b>	<b>2,426,385</b>	<b>129,909</b>	<b>2,296,476</b>

The above information should be read in conjunction with the Audit Report on page 10.



## CHINESE NEW SETTLERS SERVICES TRUST

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2015**

4 Operating Revenue	2015	2014
	\$	\$
Activities & Project Income	89,397	99,909
Class/Courses Income	458,804	402,994
Donations	11,208	30,084
Grants Received	2,139,574	1,752,458
Interest Received	32,864	16,641
PTE income	125,226	19,579
Other Income	55,549	31,785
<b>Total Operating Revenue</b>	<b>\$2,912,622</b>	<b>\$2,353,450</b>

Donations and Grants are received from the following sources:

Auckland Transport	1,600	7,800
ACC	-	7,750
ANZ Donation	-	1,000
ANZ Staff Foundation	-	5,310
ASB Community Trust	37,523	77,477
Auckland Council-Albert-Eden Local Board	-	500
Auckland Council-CASF	-	11,875
Auckland Council-West	-	2,500
Auckland Council-Howick Local Board	-	16,400
Auckland Council-Kaipatiki Local Board	2,000	500
Auckland Council-Maungakiekie Tamaki Local Board	2,500	1,000
Auckland Council-Manurewa Local Board	-	5,750
Auckland Council-Mangere-Otahuhu	2,000	5,750
Auckland Council-Takapuna Local Board	-	200
Auckland Council-Waitemata Local Board	2,500	880
Auckland Council-Whau Local Board	1,000	4,529
Auckland Council-Papatoetoe Local Board	3,000	8,000
COGS Grant	9,410	8,000
Creative Communities NZ	-	5,000
DIA-CDS	-	80,000
DIA-VSF	-	10,750
DIA-Chinese Poll Tax Heritage Trust	-	870
DOL Grant	61,600	61,600
Electoral Commission	24,100	61,600
HPA	5,000	35,000
Ministry of Justice	4,204	2,000
MSD	1,749,516	1,323,374
SKYCITY AKLD Community Trust	-	10,000
Triple P Programme	-	983
Water Safety New Zealand	36,700	30,000
Waitemata DHB	196,922	41,410

The above information should be read in conjunction with the Audit Report on page 10.

## CHINESE NEW SETTLERS SERVICES TRUST

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2015**
5 **Total Operating Expenses Include:**

	2015	2014
	\$	\$
ACC levies	4,824	5,805
Activity Expenses	36,734	19,651
Accountancy	1,000	-
Advertising & Promotion	39,777	53,811
Audit Fees	3,900	3,300
Bank Fees	75	132
Board Costs	17,416	9,180
Centre Costs	15,386	21,002
Depreciation		
Furniture & Fixture	2,824	3,207
Furniture & Fixture- EI	328	115
Office Equipment	9,805	11,101
Computer Software	309	769
Building 20 & 22 Clifton Court	13,012	
Community Donation -Others	1,420	100
General Expenses	3,369	866
Insurance	6,529	6,035
Interest Expenses	16,995	17,011
Legal and Consultant Fees	2,670	-
Mileage Costs	24,590	22,255
PTE Cost	62,267	39,798
Power	10,194	10,098
Printing, Postage, Photocopying & Stationery	29,125	28,038
Project Expenses	221,516	100,318
Rents	99,513	96,453
Staff Expenses	10,327	3,871
Subscriptions and Training Fees	3,523	2,745
Telephone and Internet	25,473	28,211
Tutor Costs	192,213	202,754
Training and Supervision	4,345	4,568
Volunteer Expenses	9,403	13,185
Wages & Salaries	1,466,134	1,290,611
Website and IT Expenses	6,248	3,734
Office Expense	6,734	5,403
Social Housing Project	1,937	10,631
Staff training and Team Building	49,049	23,849
Staff Insurance	48,776	37,902
Rates	13,468	9,564
Repair and Maintenance	11,826	8,466
<b>Total Expenses</b>	<b>2,473,031</b>	<b>2,094,539</b>

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

	2015	2014
	\$	\$
Accounts Receivable - Work and Income	171,875	34,960

The above information should be read in conjunction with the Audit Report on page 10.

**CHINESE NEW SETTLERS SERVICES TRUST**
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**
**FOR THE YEAR ENDED 30 JUNE 2015**


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

	2015	2014
	\$	\$
Accounts Receivable - Auckland Transport	-	1,070
Accounts Receivable - Auckland Universervices Ltd	1,310	-
Accounts Receivable- Charlotte Esser	-	147
Accounts Receivable - Confucius Institute	-	-
Accounts Receivable - Health Promotion Agency	1,437	34,500
Accounts Receivable - MSD - FACS	-	34,500
Accounts Receivable - Others	8,320	-
Accounts Receivable - Social Housing Unit	575,000	120
Accounts Receivable- Triple P programe	-	120
Accounts Receivable - Water Safety NZ	-	13,800
Accounts Receivable - Waitemata DHB	56,615	47,622
Accrued Revenue	2,550	1,242

**7 Bank Loan**

The Bank loan was secured by registered mortgages over the properties owned by the Trust as at 30 June 2015. These properties are located at 15-19, 20 and 22 Clifton Court, Panmure Auckland.

**8 Commitments, Contingent Liabilities and Capital Contributions**

The Trust has committed to build a social house building at Panmure, which has an estimated total funding requirements of \$10,574,500. The Trust has entered into an agreement with the Social Housing Unit (SHU), a government agency, who agreed to pay a capital grant of \$5,273,750 plus GST. The Trust has received a total of \$1,601,872 from SHU for the two years ended 30 June 2015. [\$962,217 for 2015 year] The Trust has negotiated with a bank to obtain the funding for the balance of the project. As at 30 June 2015, the project is in the stage of design and city council application process. (SHU funding received 2014: \$639,655).

The SHU capital grant has a condition that in case of the Trust cease its operation and provision of social housing services, this grant will be repayable to the SHU. The amount repayable depends on the market value of the building at that time and the proportion of the total building project cost that SHU has paid. As at the 30 June 2015 the SHU unspent funds are \$500,000 in Accounts Receivable, and \$500,000 on term deposit. These unspent capital funds are recognised in equity.

The Board approved to reserve at least 50% of the surplus (approximately \$250,000) made during the year ended 30 June 2015 for further social enterprise projects investments including social housing project.

**9 Post Balance Date Event**

There is no post balance date event (2014:Nil).

*The above information should be read in conjunction with the Audit Report on page 10.*

**CHINESE NEW SETTLERS SERVICES TRUST**

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 30 JUNE 2015**

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**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.

Stella Chan is a Trustee of the Trust and a partner of Forest Harrison, which provides legal services. The Trust paid legal fees at normal commercial rates to Forest Harrison for the legal series provided.

*The above information should be read in conjunction with the Audit Report on page 10.*



## Independent Auditor's Report To the governance of the CHINESE NEW SETTLERS SERVICES TRUST for the year ended 30 June 2015

We have audited the financial statements on pages 1 to 9, being the statements of financial performance, movements in equity, financial position, notes and accounting policies. The financial statements provide information about the past financial performance of the CHINESE NEW SETTLERS SERVICES TRUST, and its financial position as at 30 June 2015. This information is stated in accordance with the accounting policies and notes set out on pages 4-9.

### Governance Board's Responsibilities

The trust board are responsible for the preparation of financial statements, under the application of the general purpose reporting requirements, to give a true and fair view of the financial position of the CHINESE NEW SETTLERS SERVICES TRUST, and of the 12 month results of its operations for the year ended 30 June 2015.

### Auditor's Responsibilities

It is our responsibility to express an independent opinion on the financial statements presented by the governance, and to report our opinion to you.

We conducted our audit in accordance with generally accepted international auditing standards in New Zealand. On this basis, 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 misstatements in the financial statements, whether due to fraud or error. In making the risk assessments, the auditor considers internal controls, relevant to the organisations preparation of the financial statements, in order to design audit procedures, which are appropriate for the circumstances, but not specifically for the purpose of expressing an opinion on the entity's internal

control. Based on the audit assessment of risk, an appropriate level of sample testing, has been used to gain the evidence relevant to the amounts and disclosures in the financial statements.

### Basis of an Unqualified Opinion

We obtained sufficient and appropriate audit evidence on which to base our audit opinion, and to give reasonable assurance that the financial statements are free from material misstatements. In forming our opinion, we also evaluated the overall adequacy of the presentation of information in these general purpose financial statements.

Other than in our capacity as auditors, we have no other relationship with or interests in the CHINESE NEW SETTLERS SERVICES TRUST.

### Opinion

We have obtained all the information and explanations we have required.

Proper accounting records have been kept by the management as it appears from our examination of those records.

In our opinion the financial statements on pages 1 to 9 are based on generally accepted accounting practice, and give a true and fair view, in all material aspects, of the financial position of the CHINESE NEW SETTLERS SERVICES TRUST, as at 30 June 2015, and of the results of its operations, for the year ended on that date.

Our audit was completed on 24<sup>th</sup> September 2015, and our unqualified opinion is expressed as at that date.

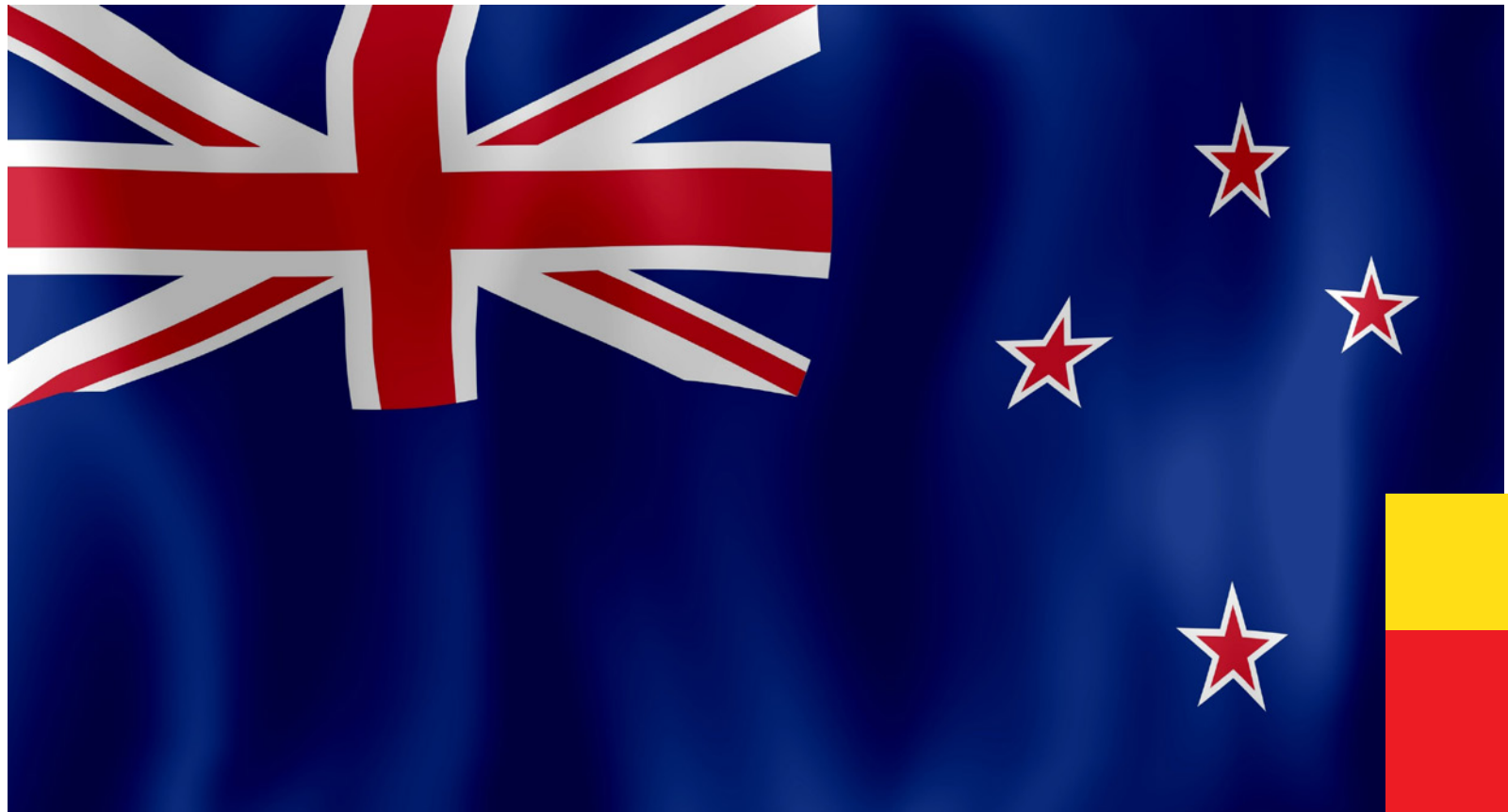
Integrity Audit  
East Tamaki

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*Social Housing Architecture Rendering*



# Notes:



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