



MULTICULTURAL  
SERVICES CENTRE

## Annual Report 2017 - 2018



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# ACKNOWLEDGEMENTS

## Partners and funding bodies

MSC board and staff extend their gratitude to the following for their financial and other support and assistance:

- ▣ Black Swan Health
- ▣ City of Bayswater
- ▣ City of Belmont
- ▣ City of Bunbury
- ▣ City of Canning
- ▣ City of South Perth
- ▣ City of Stirling
- ▣ City of Swan
- ▣ City of Vincent
- ▣ Attorney General's Department (Commonwealth)
- ▣ Department for Child Protection and Family Support (State)
- ▣ Department of Local Government and Communities (State)
- ▣ Department of Health (State)
- ▣ Department of Health and Ageing (Commonwealth)
- ▣ Housing Authority (State)
- ▣ Department of Social Services (Commonwealth)
- ▣ Department of Training and Workforce Development
- ▣ Disability Services Commission (State)
- ▣ Lotterywest
- ▣ Mental Health Commission
- ▣ MercyCare
- ▣ National Disability Insurance Authority (Commonwealth)
- ▣ Relationships Australia (Western Australia)
- ▣ Shire of Katanning

## Peak bodies

MSC is a member of the following peak bodies and extends its appreciation for the support and assistance it received during 2017-18:

- ▣ Aged & Community Services WA
- ▣ Carers WA
- ▣ Chamber of Commerce and Industry
- ▣ Charity Link
- ▣ Community Employers WA
- ▣ Consumers of Mental Health WA
- ▣ Ethnic Communities Council of WA
- ▣ Ethnic Disability Advocacy Centre
- ▣ Refugee Council of Australia
- ▣ Shelter WA
- ▣ Volunteering WA
- ▣ WA Association for Mental Health

## Sponsors

MSC Board and Staff extend special thanks to the Hon Nick Catania, Chair of the North Perth Community Bank which manages the Bendigo Bank, North Perth Branch, its management and staff and their Community Banking staff for the excellent banking services and generous sponsorship provided. We extend special thanks to several state ALP Ministers and parliamentarians who have championed our cause for the construction of a new Wellness Centre.







Left to Right: Gaston, Lisa and Messi at our Cannington office



Thet – our Head Office Administration Assistant



Ha at the MSC stall on Harmony Day at Herb Graham Recreation Centre





*Left to right: Dimtak, Audrey, Peter and Roda at our Head Office*



*Left to right: back row – Ai, Ha, Ojdana, Stella; Sebastian, Alphonse, Sein at our Mirrabooka office*



*Left to right: CEO Ramdas, Sussie, Jin, Amy and Ei Ei*

## CHAIRPERSON'S REPORT



I am pleased to provide my 2017-18 annual report as the Chairperson of the Centre.

As in previous years the Centre has continued to grow and as outlined in the Treasurer's report it ended the year with a healthy operational surplus and an enhanced asset base.

The highlights section demonstrates the significance of MSC as the state's largest and most diversified provider of multicultural and multilingual services.

It is particularly pleasing to note that our project to renovate 5 Bookham Street, Morley to establish a new Wellness Centre was completed with the generous financial support of the Department of Health, Lotterywest, the City of Bayswater, and the Bendigo Bank.

It is pertinent to note that the board in consultation with staff and other stakeholders has developed the strategic directions document for 2018-22 and has committed to the Centre pursuing Australian Business Excellence Framework accreditation. Board member Alexander Lone is playing an important role with regard to the latter and I wish to thank him for the same.

My fellow board members have made an important contribution in ensuring that we fulfil our obligations as board members diligently and I extend my special thanks to all and in particular to the office bearers, Russell Raymond OAM (Vice Chairperson), Sheila Rajan (Secretary) and Sam Tassone

(Treasurer), for the substantial support they have extended.

I also wish to extend my special thanks to other board members, Kathy Ursich OAM, Robert Maher, Swaranjit Singh Ludher, Alexander Lone, Patrick Tan and Graeme Windsor.

I also take this opportunity to pay special tribute to the late Albert Cheong who was our Treasurer for so many years and made substantial contribution to the Centre. Please see page 8 for more details.

Our CEO, Ramdas Sankaran and our hardworking managers and staff have together ensured the continued growth and stability of the Centre as evidenced by the information provided in the Highlights section of this report. On behalf of the board I commend them for their commitment and contribution.

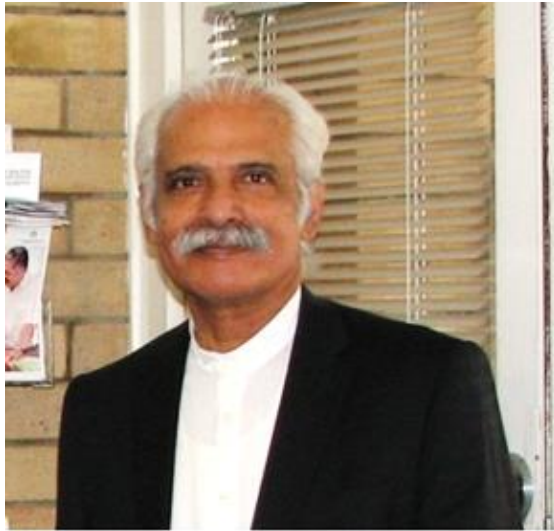
Volunteers have continued to play a very important role in the operations of our Centre and I extend special thanks to all of them.

I extend our gratitude to the diverse range of commonwealth, state and local government agencies as well as mainstream and multicultural service providers who are listed in the Acknowledgments section of this report for their invaluable support and assistance.

The support and understanding of our families and partners are important in the work that we do and I end with extending them special thanks for the same.

**Dr. Prabha Karan Krishnan**  
**Chairperson**

## CEO's REPORT



2017-18 was a very productive year for the Centre with substantial growth in its income and assets as well as the continuation of its record of meeting and or exceeding contracted KPIs. Further details of the Centre's achievements are outlined in the Highlights section of this report. It is very pleasing to note the following:

- Annual Performance outcomes of HACC
- MDSP Quality Audit Outcomes
- The production of the Bilingual Hepatitis videos and testing initiatives; and
- The Assisted Rental Pathways Pilot being judged by the IPAA as the Silver Winner for Best Practice in Collaboration between Government and Non-Government Organisations. MSC is extremely proud to be one of four ARPP service providers partnering with the Government of Western Australia's Department of Communities (Housing).

It was also very gratifying to finally complete the longest and one of the most challenging projects that I have taken on, namely the Wellness Centre. What started off as an extension to the current Centre in the Woodville Reserve, has ended up as a magnificent Centre that we own at 5 Bookham Street, Morley. I extend special thanks to all concerned. MSC's Chairperson, Dr. Prabha Karan Krishnan and office bearers Russell Raymond OAM, Sheila Rajan and Sam Tassone together with other board members have extended me

substantial support and assistance and set very clear directions for the Centre's future and I am very grateful for the same. Our 2018-22 Strategic Directions document is testament of it as is the commitment to pursue Australian Business Excellence Framework accreditation.

Special thanks are due to Pius Joseph our Operations Manager and to our Program Managers and Assistant Managers / Coordinators, Zeljka Prodanovic Devlin Bose, Feloora Kiani, Peter Mapior, Roda Dirie, Lisa Laing, Paul Kyaw, Dr. Indira Pattni, Leo Gatica-Lara, Nabeel Lang, Puru Chettri, and their staff for ensuring that MSC continued to exceed its contracted program outcomes. Special thanks are due to our administration staff and to Amy San Pe our Finance Manager and her staff whose efforts have ensured that the Centre continues to receive unqualified audit statements and effectively fulfils all its contractual financial reporting requirements.

A significant contribution factor for our steady growth has been the substantial support and assistance that we have received from our many partners and funding bodies listed on page 4 of this report. I extend special thanks to Terri Reilly the CEO of Relationships Australia, Mandy Drommer their Senior Manager - Family Dispute Resolution Services, Terina Grace the CEO of Black Swan Health, and Chris Hall, CEO of MercyCare for the special partnerships that these NGOs have had with MSC.

Volunteers continue to make a very significant contribution to our programs including Reception, Administration, Housing and Wellness programs and they are too many to single out in this regard. I extend my grateful thanks to all of them.

As always I end with special thanks to our partners and family members for without their support and understanding and the added responsibilities that they have so graciously accepted, our passion to serve the community the way we do would never have been realised.

**Ramdas Sankaran OAM**  
**CEO**



# LANGUAGES AND DIALECTS SPOKEN BY MSC PERSONNEL

The Centre's staff, board and volunteers speak 68 languages and dialects as follows:

<ul style="list-style-type: none"> <li>▣ Acholi</li> <li>▣ Afrikaans</li> <li>▣ Amharic</li> <li>▣ Arabic</li> <li>▣ Bengali</li> <li>▣ Bosnian</li> <li>▣ Burmese</li> <li>▣ Cantonese</li> <li>▣ Hakha Chin</li> <li>▣ Siyin Chin</li> <li>▣ Matu Chin</li> <li>▣ Mizo Chin</li> <li>▣ Croatian</li> <li>▣ Czech</li> <li>▣ Dari</li> <li>▣ Dinka</li> <li>▣ Dusun</li> </ul>	<ul style="list-style-type: none"> <li>▣ Falam</li> <li>▣ Farsi</li> <li>▣ French</li> <li>▣ German</li> <li>▣ Greek</li> <li>▣ Gujarati</li> <li>▣ Hakka</li> <li>▣ Hazaragi</li> <li>▣ Herero</li> <li>▣ Hindi</li> <li>▣ Hokkien</li> <li>▣ Hungarian</li> <li>▣ Indonesian</li> <li>▣ Italian</li> <li>▣ Japanese</li> <li>▣ Kadazan</li> <li>▣ Kannada</li> </ul>	<ul style="list-style-type: none"> <li>▣ Karen</li> <li>▣ Khmer</li> <li>▣ Kinyarwanda</li> <li>▣ Kirundi</li> <li>▣ Korean</li> <li>▣ Lingala</li> <li>▣ Luo</li> <li>▣ Macedonian</li> <li>▣ Malay</li> <li>▣ Malayalam</li> <li>▣ Mandarin</li> <li>▣ Mizo</li> <li>▣ Mon</li> <li>▣ Montenegrin</li> <li>▣ Nepali</li> <li>▣ Oromo</li> <li>▣ Pashto</li> </ul>	<ul style="list-style-type: none"> <li>▣ Punjabi</li> <li>▣ Russian</li> <li>▣ Serbian</li> <li>▣ Shona</li> <li>▣ Sinhalese</li> <li>▣ Somali</li> <li>▣ Spanish</li> <li>▣ Sudanese Arabic</li> <li>▣ Swahili</li> <li>▣ Tagalog</li> <li>▣ Tamil</li> <li>▣ Tigrinya</li> <li>▣ Tshiluba</li> <li>▣ Ukrainian</li> <li>▣ Urdu</li> <li>▣ Vietnamese</li> <li>▣ Yapese</li> </ul>
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# MSC BOARD MEMBERS 2017 – 2018



Dr Prabha Karan Krishnan



Russell Raymond OAM



Sheila Rajan



Sam Tassone



Robert Mahar



Patrick Tan



Kathy Ursich OAM



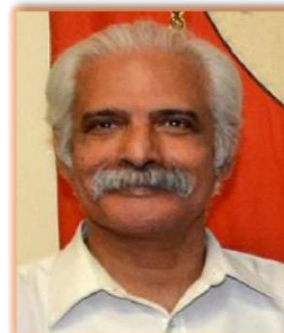
Graeme Windsor



Swaranjit Singh Ludher



Alexander Lone



Ramdas Sankaran OAM, Ex-officio

## VALE ALBERT CHEONG JP



The board and staff of the Multicultural Services Centre of Western Australia wish to acknowledge the substantial contribution that Mr. Albert Cheong made to the Centre as a board member and as Treasurer and pay tribute to him for the substantial contribution he made in both capacities.

He oversaw a period of steady growth in the Centre's income and his wise counsel led to a significant growth in the Centre's assets.

Albert was a Practising Chartered Tax Adviser and Public Accountant with extensive experience in the multicultural sector given his extensive involvement in a number of ethnic organisations in Perth since 1982. This included the Ethnic Communities Council of WA.

He was a gifted musician (mastered several instruments) and was one of the pioneers of the Ethnic Music Centre in Perth, which subsequently became the Multicultural Arts Centre of WA and Kulcha.

Vale Albert Cheong.



## PURPOSE AND OBJECTS

### Purpose

- ✦ To meet the settlement, welfare, education and training, cultural, legal and related needs of culturally and linguistically diverse Western Australians;
- ✦ To undertake research and community education activities related to their needs; and
- ✦ To establish Foundations/Trusts for this purpose

### Objects

The Objects of the Association shall be:

- ✦ Alleviate poverty within migrant and refugee families through the provision of emergency relief and other available support services and initiatives.
- ✦ Provide appropriate cultural and linguistic services to address the needs of the diverse populace of WA with special emphasis on matters affecting their general settlement, welfare & education, training & employment, legal & health (including mental health).
- ✦ Provide culturally and linguistically appropriate services targeting specific needs of women, the elderly, youth and people with disabilities.
- ✦ Build the capacity of new and emerging ethnic groups and empower them to address issues of concern to them.
- ✦ Collaborate and assist ethnic groups whose aims and objects are compatible with those of the Association.
- ✦ Promote greater awareness of the needs and concerns of culturally and linguistically diverse Western Australians among all levels of the

Government and non-government sector and general public.

- ✦ Provide facilities for cultural activities.
- ✦ Advocate for and promote a united Australia which respects this land of ours, value Aboriginal and Torres Strait Islander and our multicultural heritage and provide justice and equity for all.
- ✦ Advocate for and promote a racism free society and provide support services for victims of racial discrimination, abuse and harassment.
- ✦ Undertake initiatives to better assist the Association to respond to natural and other disasters and humanitarian causes overseas.
- ✦ And such other Objects as the Association shall consider worthy and appropriate from time to time

## VISION AND VALUES

### Vision

- ✦ An inclusive society that values diversity

### Values

- ✦ Respect and acceptance of diversity
- ✦ Accountability
- ✦ Excellence
- ✦ Respect for staff, volunteers and clients
- ✦ Participation
- ✦ Continuous learning and improvement

# HIGHLIGHTS

## Multicultural Disability Service Programme (MDSP)

### Quality Audit Outcomes

It is extremely satisfying to note that MSC met all six standards and were also assessed as not having to meet further requirements.

Some comments made by the Quality auditor are outlined below:

- A strength of MDSP is the respect and dignity culturally and linguistically diverse participants receive. Participants and their families acknowledge that MDSP provides culturally appropriate support and information. All participants are offered support workers who speak their preferred language. Most families have a support worker who interprets and communicates information in a language other than English (their preferred language), enabling them to freely express themselves, and have authentic choice, control and involvement of their supports and services.
- MDSP works collaboratively with participants and their families, friends, key stakeholders, service providers, community organisations and cultural groups to enable their genuine participation and inclusion in valued roles in the community. Participants and their families provide unique examples of participants connecting to their local and cultural communities.
- All participants and their families involved in the quality evaluation stated that they guide their services, supports and activities. Staff have a sound knowledge of participants' needs, wants, and cultural relevance and the importance of promoting valued roles in identifying activities in the community and at home.
- All participants and their families involved in the evaluation stated that they lead and direct their services and supports. The staff are flexible in their approach to ensure they support the participant towards their unique needs and strengths.
- MDSP plan with their participants in many ways which have been developed in collaboration with them in a format they understand and that has meaning to them.
- MDSP has outstanding practices in relation to individual diversity and respect for culturally and linguistically diverse cultures. A majority

- of participants and their families said that they chose staff who spoke their native language and/or shared their religious beliefs and culture.
- MDSP have a range of opportunities to seek feedback with majority of participants and their families. Information is provided about making a complaint. Three participants who had made a complaint stated that they were satisfied with the outcome and that their complaint had been dealt with effectively and efficiently and without adverse consequences or loss of service. Although no one who participated in the evaluation required access to advocates, independent information, support, advice or representation to provide feedback, participants and their families said that they would feel confident to ask management if they required such access.
- MDSP ensures that their participants have a clear understanding of access and services available. Since all documentation is in English an interpreter is provided to explain the content, processes, services and if there are any potential barriers to accessing services. MDSP staff and management have an extensive network and referral base, with the majority of participants and their families identifying that MDSP has referred, collaborated and/or supported them to access another service to support achievement of their goals. Access and eligibility criteria is fair, equal, and transparent and is readily available on the web page and is printed on information brochures.
- MDSP's Continuous Improvement Plan along with MSC's sound governance practices and processes provide a foundation to deliver services in a safe environment by appropriately trained staff.
- MSC's vision, values & guiding principles are consistent with contemporary practice and have guided the recent implementation of the Multicultural Services Centre (MSC's) Disability Forum which supports a culture of self-directed services.

## Wellness Programme

### Annual Performance outcomes of HACC

The table below captures the program's service trend since 2011-12. Multicultural Wellness Program ended the year achieving 100% or more of the annual funding levels for CBDC and Social Support in all three contracted regions. This result is remarkable especially given that since 2012-13

our total annual funding levels have grown significantly. What is also exceptional is that this is the first time since MSC commenced the HACC program more than 25 years ago, that we have

achieved such positive outcomes. This augurs well for MSC given the changes that have to be addressed with HACC transitioning into CHSP.

Service Types	2011-12	% achieved	2012-13 % Achvd.	2013-14 % Achvd.	2014-15 % Achvd.	2015-16 % Achvd.	2016-17 % Achvd.	2017-18	2017-18 % Achvd.
CBDC North	3646	100.75	93.10	87.47	134.76	116.76	102.90%	4583	103.64
CBDC East	27994	77.41	66.16	58.90	73.44	81.68	98.62%	30236	100.78
CBDC S. East	6929	41.60	50.64	39.63	96.15	102.87	102.90%	6929	100.66
Transport North	1458	69.10	70.22	69.91	97.60	82.45	64.37%	2290	71.05
Transport East	8895	85.68	69.42	68.14	76.60	71.62	80.53%	11658	78.13
Transport S. East	2598	40.84	42.19	37.64	80.77	78.22	77.15%	2598	84.72
Social Support North	1134	76.10	103.53	81.43	103.70	99.30	100.04%	2284	102.41
Social Support East	3463	50.65	104.76	112.60	89.55	100.66	99.83%	8964	102.39
Social Support South East	940	46.28	112.23	100.17	112.21	101.35%	100.23	2222	100.00
<b>Total AFL</b>	57057							71764	



MSC Wellness Program Clients



## Approval of HCP provider status

MSC received accreditation as an Aged Care provider to deliver “Home Care Packages” for eligible clients to live independently in their own homes. The program officially commenced in March with clients slowly and steadily joining the program. HCP program has employed new support workers and is looking forward to increasing the client numbers in the new financial year. We have received positive feedback from the community and referral sources about opening a service tailored to meet the needs of frail aged people from CaLD backgrounds who choose to live in their homes.

## New Wellness Centre

The new Wellness Centre is located at 5 Bookham Street, Morley on a large block of 2294 m (more than half an acre). The facility is in an area of 421 m<sup>2</sup> (much bigger than our current Centre at 10 Farmer Street). In addition to this there is a warehouse area of 133 m<sup>2</sup> at the back and a vacant office area of 158 m<sup>2</sup> which was previously occupied by Noah’s Ark Toy Library.

## Software Development

MSC developed two database programs to facilitate the transition to CHSP and for the implementation of the HCP program. They incorporate options for recording staff professional development, corporate governance, contract compliance etc. The program software is titled **Care Manager** and the compliance/governance software is called **QStore** as it is a repository for all service quality related information. Qstore will replace the third party governance/compliance software “i.on my” we have been using for more than five years.

## Transitioning from HACC to CHSP

The Home and Community Care programme jointly funded by the state and commonwealth governments for the last 40 years will be managed by the Commonwealth Department of Health from 1st of July 2018. The program will have an increased focus on the Wellness and Enablement philosophies under the CHSP banner and Social Support Group Activity will replace HACC, CBDC and Social Support.

## Key Events - Italian Republic Day, Xmas in July, Holi Festival, Burmese National and Clients’ Xmas function

## Multicultural Housing Programme

MSC has been delivering Housing services jointly funded by the state and commonwealth government since 2009. The Multicultural Housing Services has three funded programs namely Private Rental Support Services, Multicultural Children Support Services and Multicultural Housing Services. All these programs have been extended until 30<sup>th</sup> of June 2019.

The Department of Communities, the funding body that manages the contract conducts regular desk top and face to face contract reviews to assess the service provision, reporting, financial aspects of the service, continuous improvement and any issues affecting the services. The six monthly progress reports submitted by MSC and the statistical summary recorded for the financial year 2017/18 demonstrated a high level of service provision to the target group of migrants who are homeless or at risk of becoming homeless. The strategies that are put in place to support the target group to access the MHSP services has been successful in achieving referrals exceeding the Department of Communities target numbers. The outcomes achieved for the service recipients and the referrals made to internal and external support services have been exemplary.

The MHSP service delivery model was supported by the Community Housing portfolio of 11 properties by MSC, 2 properties by CHL and 3 units under the My Home project as part of our Corporate Social Responsibility initiative. An exit plan has been devised to manage the non-extension of the contract in the unlikely scenario of the government not renewing the MHSP services.

The Consumer Satisfaction Survey was not conducted by the Department in the 2017/18 financial year.

## Multicultural Legal Centre

### Areas of law:

- ✦ Workers’ compensation claims advice and representation at WorkCover WA.
- ✦ Motor vehicle accident claims advice and representation at District Court and Insurance Commission of WA.
- ✦ Advice on Criminal injuries compensation claims.
- ✦ Advice on the role and function of the Public Trustee in the administration of Wills and Probate.

- Advice on challenging Wills on the grounds of unfairness or testamentary capacity.
- Wills and Power of Attorney document preparation
- Family Law advice and preparation of Applications for divorce, Parenting Orders, Consent Orders and Financial and Property Orders upon referrals from the Family Court's Registry Office, Citizens Advice Bureau, and other Community Legal Centres. Requests for assistance in this area of law continue at the rate of three to five per month.
- The total number of people receiving free legal advice, and or representation, since the date of commencement of the Legal Centre on 16 January 2017 to 30 June 2018 is **636** with a nominal value of **\$202,843.30**.

## My Health Our Health



*Welcome to Country at the MHOH video launch*

MHOH's main focus was on the launch of the Hepatitis video and getting voice overs done for the launch. The videos are in four languages including English. The other languages are Hazaragi, Acholi, and Karen. The launch went off very well with the meeting room packed with about 70 participants. The event was covered by West TV and streamed live on Facebook.

The MHOH program has far exceeded what it was contracted to do and the Department of Health has contracted an external evaluator to provide them information on our performance to inform their decision to exercise the extension options it has in March 2019.

**Individualised** ▸ **Innovative** ▸ **Integrated**

## Partners in Recovery

Partners in Recovery have had a year of changes. PIR will be undergoing a transition within the coming 12 months. The new focus and priority of our Support Facilitators is to assist consumers complete Access Request to the NDIA. Support Facilitators are helping consumers through this process, including filing appeals if necessary. The current referral process remains the same until stated otherwise.

Unfortunately we had to say farewell to Peter as his full time attention was required for the ever growing MDSP. However, Partners in Recovery at MSC can officially welcome Ramdas and Indi as Co-Program Managers.

PIR has maintained great success in the past 12 months, assisting consumers to reach their goals and continue to break down the ongoing stigma that is attached to mental illness. We are looking forward to the year ahead.

## Settlement Services Programme

The Settlement Services Program provides settlement support for eligible clients to promote economic and personal wellbeing and to increase independence and community connectedness. The programme aims to increase knowledge and ability of migrants and refugees to navigate and access mainstream services and to achieve self-reliance through the delivery of general settlement services including provision of casework, group information sessions and workshops, mentoring activities, employment activities including employment workshops and volunteering training, youth settlement services and community advocacy.

### Metro Settlement Service activities

- Group Information Sessions and Workshops**  
 SSP Metro has, per clients' requests, focused on high-quality information sessions relating to legal, health, and employment issues:
- Legal (Workers' Compensation & Motor Vehicle Accidents)
  - Money Matters (Budgeting)
  - Financial Matters (Scam & Identity Theft)
  - Family & Domestic Violence
  - Creative Paths to Employment
  - Job Interview Skills & Tips

## Citizenship Training

The Citizenship training program that started in 2015-16, significantly expanded in 2016-17 and continued at the same pace throughout 2017-18. The citizenship test resource book: "Our Common Bond" was used for participants to expand their knowledge about Australia and its people, Citizenship Rights and Responsibilities, the process for lodging an application for Citizenship and Australian Citizenship Test requirements.

## Emergency Relief

The ER Lottery west funding increased from \$179,800 (granted 22/12/2016) to \$211,939 (granted 03/11/2017).

There was no increase in the Commonwealth ER (Bunbury only) – This stayed at the same level of \$14,399 per financial year.

MSC Bunbury conducted two weekly Homework Help sessions (English and Maths) led by skilled volunteer tutors and in consent with the students' families, teachers, and school counsellors.

## Career Centre

The Career Centre in Cannington has had a very busy and successful year. Along with one to one career sessions for migrants, the Career Centre delivered 10 workshops throughout 2018 with another 2 planned for late October. We have had extremely positive feedback from participants. Locations have included four campuses of SM TAFE, three workshops from our Cannington branch and another two workshops delivered to community organisations. Topics have included effective job searching techniques (How to find a



Elizabeth and Zeljka (SSP) at the Multicultural Women's Expo at Lockridge



Finding Work in Perth Workshop held on 3 July 2018

Job in Perth), interview skills, LinkedIn & networking success and skills for success in the Australian workplace. Paul also arranged for a group of clients to attend a meatworks company in Narrogin and delivered workshops to small groups of individuals who wished to apply for work there. Topics included Australian workplace culture and duties / requirements of workers. Two clients from Eritrea obtained work. More will be start once their medicals and paperwork has been assessed. A great outcome for our clients.

## Bunbury Settlement Service Activities

MSC Bunbury has a solid, regular group of volunteers who assist with various activities and programs. The Centre has had an increase in interest from community members to contribute as volunteers. Volunteers are registered with appropriate security requirements, given thorough induction per MSC policy, and then allocated tasks according to their skills and availability.

## Corporate Social Responsibility

Whilst MSC is not a very large organisations its CSR activities are worth millions of dollars. Its main activity in this regard is its **My Home** project which has involved taking many long term residents of Graylands Hospital into MSC head leased properties the community. Some of these people



have stayed in these properties for more than four years and the dollar value of the bed days saved by them not being residents of the Graylands Hospital is worth well over 15 million.

Other activities include:

**Maitri Mental Health Program** which has provided clinical mental health services to many CaLD people without them paying any fee for the same and the **Multicultural Legal Centre** which provided **\$\$202,843.30** of cost free legal advice and representation in 2017-18.



*Group Info Session held on 3 October 2017 at Cannington*

## Assisted Rental Pathway Pilot

### ARPP wins Silver at the IPAA WA Achievement Awards

At the Institute of Public Administration Australia (WA) 2018 Achievement Award luncheon on Friday 29<sup>th</sup> June 2018, the Assisted Rental Pathways Pilot was the Silver Winner for Best Practice in Collaboration between Government and Non-Government Organisations. MSC is extremely proud to be one of four ARPP service providers partnering with the Government of Western Australia’s Department of Communities (Housing) in their efforts to build public housing applicants personal and financial capacities thus enabling them to move away from dependence on public housing. The Award was based on the following:

“Through the Assisted Rental Pathways Pilot, the Department of Communities partnered with four community services organisations to trial an innovative housing solution to divert people with capacity from social housing. The pilot is strongly person-centred and outcomes-focused. Participants receive rental subsidies, which reduce over a four-year period, and individualised assistance to help them build their personal and financial capacity. In its first full year of operation, the pilot has reduced reliance on welfare by empowering people to improve their circumstances and facilitating transition beyond social housing. To date, 238 participants and their

**Individualised** ▸ **Innovative** ▸ **Integrated**

families have been housed (633 people total). All, bar one, have sustained their tenancy. 188 people have been diverted from the social housing waitlist and 49 social houses have been freed for people with greater need. 76% of participants have reported positive changes in circumstance, with 30% reporting improvements in employment status and 30% increased involvement in education/training.”

### Increase in clients from 40-50

On 26th July 2017, the Department of Communities (Housing) confirmed an increase in our capacity from 40 to 50 participants for which a Variation to the contract was signed. While implementing the ARPP, whose objective is to assist participants to engage in productive economic activity thereby ceasing dependence on public housing and ensuring their independence and self-sufficiency, we see an enthusiasm in most participants to engage. There is clearly no one size fits all in both delivery and reporting parameters of case management as each client’s history, experiences, capacities, education and work experience, and, his/her aspirations are unique. Four participants have bought their own house and consequently transitioned out of the Pilot.

The holistic approach we take towards service provision will we hope give us more good stories in the future.



*Mat Jovanou, Manager Relationships and Agreements, Contracting Directorate, Department of Communities (2<sup>nd</sup> from left) and Natalia Gemmell, Manager Housing Policy, Policy & Service Design, Department of Communities (4<sup>th</sup> from left) with representatives of partner agencies, at the IPAA Award Ceremony.”*

## AHl WA Professional Excellence in Housing Award “joint winner”

The SHIP Assisted Rental Pathways Pilot was a joint winner in the Leading Innovation category of the 2017 AHl WA Professional Excellence in Housing Awards.

“Multicultural Services Centre (MSC) is one of four community service organisations contracted in November 2016 by the Department of Communities (formerly Housing Authority) WA to deliver services under the Assisted Rental Pathways Pilot (ARPP). The Pilot is an innovative, service-focused support package to enable eligible social housing tenants and public housing waitlist applicants to remain in the private housing market. Participants receive a tiered rental subsidy and individualised assistance to build their personal capacity, financial capacity and self-sufficiency. Between November 2017 and June 30, 2017 a target to house 200 participants was reached. The ARPP was one of two joint winners of the Australasian Housing Institute Professional Excellence in Housing Awards in Western Australia in the Leading Innovation category.

At the awards presentation in Perth on Tuesday 19th September 2017 where the Department of Communities picked up three prestigious awards, the Hon Peter Tinley AM MLA, Minister for Housing; Veterans Issues; Youth WA said “It is highly encouraging to see the standard of work that resulted in these awards and congratulations are due to all involved.”

The close collaboration between the Department of Communities WA and the community service organisations delivering the services, the Department’s constant support and encouragement, and the commitment of management and teams to the ARPP have contributed to this achievement.

## HR, Admin and Volunteer Staff

A big thank you to all HR, Admin and Volunteer staff for all their efforts in policy drafting and implementation, recruitment, induction and managing the entire employee life cycle, change management, reception duties, maintenance and a whole lot more. Special mention goes to all our volunteers who are ever so selfless and who exert themselves fully at the tasks that they do. Our volunteers bring in a lot of skills and knowledge that MSC depends on.

Individualised ▸ Innovative ▸ Integrated

## Family Dispute Resolution



*Laura and Nadia 2 of our 3 FDRPs who work at RAWA Family Relationships Centre in the City. Laura and Nadia have a very busy client schedule where they assist separated couples to arrange parenting matters in an amicable manner.*



*Volunteers - Sarah and Victor*

We currently have 36 volunteers and are grateful for their commitment to MSC and its clients..

# TREASURER'S REPORT

## 2017-2018



I am pleased to present the financial report as audited by MACRI Partners.

This report includes:

- ▀ Statement of Profit or Loss and other Comprehensive Income
- ▀ Statement of Financial Position (Consolidated)
- ▀ Statement of Change in Equity (Consolidated)
- ▀ Statement of Cash Flows (Consolidated)
- ▀ Statement of significant accounting policies and other explanatory notes

### Financial Health

Total income for MSCWA increased by \$1.09 million dollars (19%) from \$5.8 million in 2016-2017 to \$6.9 million in 2017-18. Contributing to this was an increase in grants, fee for service, SACs and rental property income.

Despite a substantial increase in wages and salaries of \$0.66 million (18%) the Centre ended the year with a healthy operational surplus after depreciation.

The Centre is dependent upon a number of state and commonwealth government grants, fortunately for MSCWA the sources of finances are still quite diverse and most importantly its fee base income from programs such as its Disability Services is steadily increasing. This augurs well for the changing community services environment which is based on consumer directed care and service provision is now increasingly open to private providers.

### Acknowledgements

MACRI Partners undertook this year's audit with their usual thoroughness and professionalism and I extend my special thanks to their audit team.

Finance Manager, Amy San Pe, as always, managed the accounts and related administration tasks meticulously and efficiently. I extend Amy and her staff my sincere thanks.

I also wish to thank Ramdas Sankaran, the CEO for managing the financial and administrative operations of the Centre prudently and with due diligence.

Finally I would like to thank the members of the board for their valuable contribution in monitoring the Centre's finances.

Sam Tassone  
Treasurer



**MULTICULTURAL SERVICES CENTRE  
OF WESTERN AUSTRALIA INC.  
ABN: 18 563 729 871**

**FINANCIAL REPORT  
FOR THE YEAR ENDED 30 JUNE 2018**

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**MULTICULTURAL SERVICES CENTRE**  
**OF WESTERN AUSTRALIA INC.**

**CERTIFICATION BY THE BOARD OF MANAGEMENT**

The Board of Management has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board of Management, the financial report as set out on pages 6 to 15 is in accordance with the requirements of Associations Incorporation Act 2015 of WA and Australian Charities and Not-for-profits Commission Act 2012 and:

- (1) comply with the Australian Accounting Standards applicable to Multicultural Services Centre of Western Australia Inc.;
- (2) gives a true and fair view of the financial position of Multicultural Services Centre of Western Australia Inc. as at 30 June 2018 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements; and
- (3) at the date of this statement, there are reasonable grounds to believe that Multicultural Services Centre of Western Australia Inc. will be able to pay its debts as and when they fall due.

This certification is made in accordance with a resolution of the Board of Management and is signed on its behalf by:

  
**Dr. Prabha Karan Krishnan**  
**CHAIRPERSON**

  
**Sam Tassone**  
**TREASURER**

**DATED THIS 5<sup>th</sup> DAY OF October 2018**

**AUDITOR'S INDEPENDENCE DECLARATION****TO THE MEMBERS OF: MULTICULTURAL SERVICES CENTRE OF WA INC.**

In accordance with the requirements of section 60.40 of the *Australian Charities and Not for Profits Commission Act 2012*, as lead auditor for the audit of the Multicultural Services Centre of WA Inc. for the year ended 30 June 2018, I declare that, to the best of my knowledge and belief, there have been:

- i. no contraventions of the auditor independence requirements of the Australian Charities and Not for Profits Commission Act 2012 in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

*Macri Partners*

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MACRI PARTNERS  
CERTIFIED PRACTISING ACCOUNTANTS  
SUITE 2, 137 BURSWOOD ROAD  
BURSWOOD WA 6100

*A Macri*

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A MACRI  
PARTNER

DATED THIS 8<sup>th</sup> DAY OF OCTOBER 2018



## INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF : MULTICULTURAL SERVICES CENTRE OF WA INC.

### *Report on the Audit of the Financial Report*

#### *Opinion*

We have audited the financial report of Multicultural Services Centre of WA Inc. (the registered entity), which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies, and the Certification by the Board of Management.

In our opinion, the financial report has been properly drawn up so as to present a true and fair view of the financial position of Multicultural Services Centre of WA Inc. as at 30 June 2018 and its financial performance for the year then ended in accordance with the accounting policies described in note 1 to the financial report and the requirements of *Associations Incorporation Act 2015* of WA and the *Australian Charities and Not-for-profits Commission Act 2012*.

#### *Basis for Opinion*

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

#### *Emphasis of Matter – Basis of Accounting*

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the registered entity's financial reporting responsibilities under the *Associations Incorporation Act 2015* of WA and *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.



## INDEPENDENT AUDITOR'S REPORT (Continued)

### *Responsibilities of the Board of Management for the Financial Report*

The Board of the registered entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Associations Incorporation Act 2015* of WA and *Australian Charities and Not-for-profits Commission Act 2012* and is appropriate to meet the needs of the members. The Board's responsibility also includes such internal control as the Board determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board is responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Board either intends to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

### *Auditor's Responsibilities for the Audit of the Financial Report*

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board.



### INDEPENDENT AUDITOR'S REPORT (Continued)

- Conclude on the appropriateness of the Board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

*Macri Partners*

MACRI PARTNERS  
CERTIFIED PRACTISING ACCOUNTANTS  
SUITE 2, 137 BURSWOOD ROAD  
BURSWOOD WA 6100

*Anthony Macri*

A MACRI  
PARTNER

PERTH  
DATED THIS <sup>14</sup> 8<sup>th</sup> DAY OF OCTOBER 2018.





MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
<b>INCOME</b>		
Grants	3,549,532	3,320,779
SACs Payment	262,548	111,180
Interest	29,190	42,070
Fees for Services	2,424,809	2,152,749
Other Income	657,006	206,343
<b>Total Income</b>	<u>6,923,085</u>	<u>5,833,121</u>
<b>EXPENDITURE</b>		
Employee Benefits Expenses	4,891,839	4,076,919
Depreciation	123,450	141,434
Expenses (Grants and Projects)	575,714	538,863
Other Expenses	605,311	583,531
<b>Total Expenditure</b>	<u>6,196,314</u>	<u>5,340,747</u>
<b>Surplus/(Deficit) before refund of Operational Surplus</b>	726,771	492,374
<b>Less: Refund of Operational Surplus</b>	-	63,796
<b>Surplus/(Deficit)</b>	<u>726,771</u>	<u>428,578</u>
Other Comprehensive Income	-	-
<b>Total Comprehensive Income/(loss) for the year</b>	<u><u>726,771</u></u>	<u><u>428,578</u></u>

This statement is to be read in conjunction with the accompanying notes.

**MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.**

**STATEMENT OF FINANCIAL POSITION (CONSOLIDATED)  
AS AT 30 JUNE 2018**

	NOTES	2018 \$	2017 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	1,759,516	2,202,564
Stock on Hand/ in Store (Food Voucher/Food)		4,195	3,905
Trade and other receivables	3	270,666	277,763
Prepayments	4	19,177	28,148
		2,053,554	2,512,380
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	5	4,366,717	3,874,618
<b>Total Fixed Assets</b>		4,366,717	3,874,618
<b>TOTAL ASSETS</b>		6,420,271	6,386,998
<b>CURRENT LIABILITIES</b>			
Trade and other payables	6	384,539	272,566
Borrowing (Interest Bearing) - Secured	9	113,362	250,000
Grants & Rent in advance/Unexpended Provisions	7	258,086	281,661
	8	522,758	479,138
		1,278,745	1,283,365
<b>NON-CURRENT LIABILITIES</b>			
Borrowing (Interest Bearing) - Secured	9	-	743,392
Provisions	8	273,014	218,500
<b>Total Non-Current Liabilities</b>		273,014	961,892
<b>TOTAL LIABILITIES</b>		1,551,759	2,245,257
<b>NET ASSETS</b>		4,868,512	4,141,741
<b>MEMBERS' FUND</b>			
Retained Surplus	10	4,868,512	4,141,741
<b>TOTAL MEMBERS' FUND</b>		4,868,512	4,141,741

This statement is to be read in conjunction with the accompanying notes.

**MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.**

**STATEMENT OF CHANGES IN EQUITY (CONSOLIDATED)  
FOR THE YEAR ENDED 30 JUNE 2018**

	Retained Surplus 2018	Retained Surplus 2017
	\$	\$
Opening balance as at 1 July (at beginning of year)	4,141,741	3,713,163
Surplus/(Deficit) for the year attributable to members of the entity	726,771	428,578
Closing balance as at 30 June (at end of year)	<u>4,868,512</u>	<u>4,141,741</u>

**STATEMENT OF CASH FLOWS (CONSOLIDATED)  
FOR THE YEAR ENDED 30 JUNE 2018**

	Note	2018 \$	2017 \$
<b><u>Cash Flows from Operating Activities</u></b>			
Grants		3,853,854	3,695,005
SACs		288,802	122,298
Refund of Operational Surplus		-	-63,796
Fees		2,644,156	2,290,999
Projects Receipt		26,200	2,200
Income for New Property		598,529	120,000
Interest (Receipt)		29,190	42,070
Other Receipts (Rental/Membership/Donation/etc.)		112,888	117,124
GST refund/(paid)		-461,602	-589,083
Interest (Payment)		-27,233	-2,729
Payments to Suppliers and Employees		-6,011,017	-5,128,307
Net Cash provided by (used in) operating Activities	<b>11(b)</b>	<u>1,053,767</u>	<u>605,781</u>
<b><u>Cash Flows from Investing Activities</u></b>			
Proceed of Sale of Assets		-	-
Payment for Property, Plant, Equipment and Vehicles		-615,549	-1,923,921
Net Cash provided by (Used in) Investing Activities		<u>-615,549</u>	<u>-1,923,921</u>
<b><u>Cash Flows from Financing Activities</u></b>			
Proceed from borrowing (Bendigo Bank)		-	1,000,000
Repayment of borrowing (Bendigo Bank)		-880,030	-10,377
Net Rental Deposits Received/(Paid)		-1,236	-
Net Cash provided by (Used in) Financing Activities		<u>-881,266</u>	<u>989,623</u>
Net Increase/(Decrease) in cash in hand		-443,048	-328,517
Cash at beginning of Financial Year		2,202,564	2,531,081
Cash at end of Financial year	<b>11(a)</b>	<u>1,759,516</u>	<u>2,202,564</u>

This statement is to be read in conjunction with the accompanying notes.



**MULTICULTURAL SERVICES CENTRE  
OF WESTERN AUSTRALIA INC.**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2018**

**1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES**

The financial statements have been prepared in order to meet the requirements of the *Associations Incorporation Act 2015 of WA* and the *Australian Charities and Not-for-profits Commission Act 2012*. The Board of Management has prepared the financial report on the basis that the association is a non-reporting entity and that this financial report should be prepared as a special purpose financial report.

The financial statements have been prepared in accordance with the requirements of the following mandatory Australian Accounting Standards and the significant accounting policies disclosed below, which the Board has determined as appropriate to meet the needs of members.

AASB 101 - Presentation of Financial Statements

AASB 107 - Statements of Cash Flows

AASB 108 - Accounting Policies, changes in Accounting Estimates and Errors

AASB 1048 - Interpretation of Standards

AASB 1054 - Australian Additional Disclosures

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historic costs and do not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of these financial statements:

**(a) Property, Plant & Equipment**

Property, plant and equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all fixed assets are depreciated over the useful life of the assets to the association commencing from the time the assets are held ready for use.



**MULTICULTURAL SERVICES CENTRE  
OF WESTERN AUSTRALIA INC.**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2018**

**(b) Impairment of Assets**

At the end of each reporting period, the Association reviews the carrying values of its tangible assets to determine whether there is any indication that those assets have been impaired.

If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less cost to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the statement of comprehensive income.

**(c) Income Tax**

The association is exempt from income tax.

**(d) Revenue and Other Income**

Revenue is measured at the fair value of the consideration received or receivable. Revenue from donations and subscriptions is recognised when the entity obtains control over the funds which is generally at the time of receipt. Unspent grant revenues are carried forward in the statement of financial position. Interest revenue is recognised when earned.

**(e) Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

**(f) Borrowing Costs**

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

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

**MULTICULTURAL SERVICES CENTRE  
OF WESTERN AUSTRALIA INC.**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2018**

**(g) Employee Provisions**

**Annual Leave**

Annual leave provision is made for the association's liability for employee benefits arising for the services rendered by employees to the end of the reporting period. Employee provisions have been measured at the amounts expected to be paid when the liability is settled.

**Long Service Leave**

Employees are eligible for long service leave after 10 years of service. A pro rata payout for accrued leave is available if leaving the association after 7 years of service.

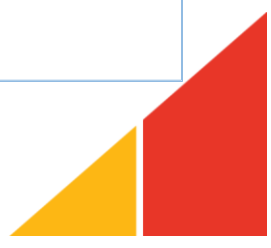
**(h) Consolidated Programs**

The following programs are included in the operations of the Centre for the year ended 30 June 2018:

1. Multicultural Services Centre (MSC), Counselling Services (MAITRI), Relationships Australia WA (RAWA), Multicultural Disability Services Program (MDSP) (Funded by Disability Services Commission and National Disability Insurance Agency), Partners in Recovery (PIR) (Funded by Black Swan Health Ltd), My Health Our Health (MHOH) Project (Funded by Department of Health), Workforce Development Centre (WDC) (Funded by Mercycare), Legal Services (MLC Legal), Migration Services (MLC Migration)
2. Settlement Services Programs (SSP Generalist) (Funded by Department of Social Services)
3. Multicultural Housing Services Program (MHSP), Multicultural Children Support Services Program (MCS), Private Rental Tenancy Support Services (PTS) (Funded by Department Communities)
4. Assist Rental Pathways Pilots (ARPP) (Funded by Department of Communities)
5. Multicultural Wellness Program (MWP/HACC) (Funded by WA Department of Health)
6. Home Care Package Services (MWP/HCP) (Funded by Department of Human Services)
7. Emergency Relief (ER) (Department of Social Services & Lotterywest)

**(i) Comparatives**

Where required, comparative figures have been adjusted to conform with changes in presentation for the current financial year.





**MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.**

**NOTES TO FINANCIAL STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2018**

	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
<b><u>2. CASH AND CASH EQUIVALENTS</u></b>		
Bendigo Bank - Cheque Account	874,962	1,338,759
Bendigo Bank - LSL Account	506,505	455,287
Bendigo Bank - Asset Replacement/Reserve Fund Account	296,179	226,448
Bendigo Bank - Non-Recurrent Fund Account	48,163	17,768
Bendigo Bank - Term Deposit Accounts	26,981	159,702
Cash on Hand	6,726	4,600
	<u>1,759,516</u>	<u>2,202,564</u>
<b><u>3. TRADE AND OTHER RECEIVABLES</u></b>		
<b>Accrued Income</b>		
SACs Payment for 2016-17 - MWP (HACC)	-	40,000
Services Fees Accrual - MWP (HACC)	14,631	21,172
Services Fees Accrual - MWP (HCP)	13,052	-
Services Fees Accrual - MDSP (NDIA)	15,760	13,240
Development Application Fees Refund from City of Vincent	-	295
	<u>43,443</u>	<u>74,707</u>
<b>Trade Debtors</b>		
Australian Taxation Office (GST)	49,510	32,440
ARPP grant from Housing Authority for 2017-18 & 2018-19	153,248	-
MLC (Migration) Service Fees	2,380	-
Bond from Clients/Others - MSC & MWP (HACC)	11,496	10,260
Rent - 5 Bookham Street, Morley/Bunbury Office	6,235	7,018
MDSP Service Fees	1,848	2,723
MSC - Former MHSP Staff's Annual Leave in advance repayment	-	261
PIR Payment for Supervision and Flexible Funding	1,513	-
Reimbursement for office expenses from ECC	993	1,494
5 Bookham Street, Morley (Stamp Duty Refund and Sponsorship)	-	148,860
	<u>227,223</u>	<u>203,056</u>
Total Trade and Other Receivables	<u>270,666</u>	<u>277,763</u>
<b><u>4. PREPAYMENTS</u></b>		
Insurance - Paid in Advance	8,060	13,462
Levy/Utilities/Security - Paid in Advance	82	283
MV Licence Fees - Paid in Advance	3,973	3,535
Rent - Paid in Advance	5,507	4,636
Subscriptions - Paid in Advance	1,555	6,232
	<u>19,177</u>	<u>28,148</u>



**MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.**

**NOTES TO FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2018**

	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
<b><u>5. PROPERTY, PLANT AND EQUIPMENT</u></b>		
Land at cost	1,915,262	1,915,262
Building at cost	2,495,553	1,897,388
Less: Accumulated Depreciation	-233,554	-195,606
	2,261,999	1,701,782
Motor Vehicle at Cost	721,415	721,415
Less: Accumulated Depreciation	-571,716	-499,231
	149,699	222,184
Plant and Equipment at Cost	277,689	283,548
Less: Accumulated Depreciation	-243,696	-254,135
	33,993	29,413
Leasehold Improvement	7,117	7,117
Less: Accumulated Depreciation	-1,353	-1,140
	5,764	5,977
Total Property, plant and equipment	4,366,717	3,874,618
<b><u>6. TRADE AND OTHER PAYABLES</u></b>		
Trade Creditors/Accruals	113,011	81,453
Australian Taxation Office (GST)	151,201	96,393
Payroll Liabilities	115,427	89,820
Bond Holdings	4,900	4,900
	384,539	272,566
<b><u>7. GRANTS &amp; RENT IN ADVANCE/UNEXPENDED</u></b>		
ARPP - Grant in Advance	103,309	84,983
ER - Grant from Lotterywest	9,320	84,243
MDSP - Service Fees in Advance/Unspent	111,058	82,220
MHSP - Brokerage Fund	-	6,215
MWP (HACC) - Fees in Advance (Retreat)	480	-
MWP (HCP) - Service Fees in Advance/Unspent	3,919	-
MSC - Grant in Advance (Community Grants Program)	30,000	-
MSC - Grant from Scanlon Foundation	-	24,000
	258,086	281,661



MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

NOTES TO FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
<b>8. PROVISIONS</b>		
<b>Current</b>		
Provision for Annual Leave	216,161	185,367
Provision for Long Service Leave	233,491	236,787
Provision for Payable/Redundancy	73,106	56,984
	<u>522,758</u>	<u>479,138</u>
<b>Non- Current</b>		
Provision for Long Service Leave	<u>273,014</u>	<u>218,500</u>
<b>9. BORROWINGS (INTEREST BEARING)</b>		
<b>Current - Loan (Secured)</b>	113,362	250,000
<b>Non-Current - Loan (Secured)</b>	-	743,392
Borrowings from Bendigo Bank for purchase of property 5 Bookham Street, MORLEY WA 6062 Secured over the property	<u>113,362</u>	<u>993,392</u>
<b>10. RETAINED SURPLUS</b>		
Retained Surplus - at beginning of financial year	4,141,741	3,713,163
Surplus/(Deficit) for year	726,771	428,578
Retained Surplus - at end of financial year	<u>4,868,512</u>	<u>4,141,741</u>



MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

NOTES TO FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
<b>11. CASH FLOW INFORMATION</b>		
<b>(a) Reconciliation of cash</b>		
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:		
Bendigo Bank - Cheque Account	874,962	1,338,759
Bendigo Bank - LSL Account	506,505	455,287
Bendigo Bank - Asset Replacement/Reserve Fund Account	296,179	226,448
Bendigo Bank - Non-Recurrent Fund Account	48,163	17,768
Bendigo Bank - Term Deposit Accounts	26,981	159,702
Cash on Hand	6,726	4,600
	<u>1,759,516</u>	<u>2,202,564</u>
<b>(b) Reconciliation of Cash Flow from Operations with Surplus/(Deficit) from Ordinary Activities</b>		
Surplus/(Deficit) from operations	726,771	428,578
Non-cash flow in profit from ordinary activities		
Depreciation	123,450	141,434
Assets Disposal/Refunds (Farmer St. Building)	-	71,558
Change in Assets & Liabilities		
(Increase)/Decrease in Stock on Hand/in Store	-290	628
(Increase)/Decrease in Trade Debtors	-5,861	-179,153
(Increase)/Decrease in Accrued Income	31,264	14,002
(Increase)/Decrease in Prepaid Expenses	8,971	-6,166
Increase/(Decrease) in Provision	98,134	185,680
Increase/(Decrease) in Trade Creditors & Accruals	33,590	-49,280
Goods and Services Tax - movements	37,738	-1,500
Cash flow from operations	<u>1,053,767</u>	<u>605,781</u>

**12. CONTINGENT LIABILITY**

No contingent liabilities existed at 30 June 2018.

**13. EVENTS AFTER THE REPORTING DATE**

There was no event between the reporting date and the date of signing this report, which would otherwise have materially affected the reporting figures.

**MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.**

**STATEMENT OF PROFIT OR LOSS (DETAILED)  
FOR THE YEAR ENDED 30 JUNE 2018**

	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Grants	3,549,532	3,320,779
SACs Payment	262,548	111,180
Donations	3,908	316
Fees for Services	2,424,809	2,152,749
Interest	29,190	42,070
Income for New Property	544,118	120,000
Other Incomes	3,583	15,684
Rental Income	105,397	70,343
<b>Total Income</b>	<u>6,923,085</u>	<u>5,833,121</u>
<b>EXPENDITURE</b>		
Accommodation	62,027	60,674
Accounting & Audit Fees	22,800	24,000
Activities	13,693	10,551
Advertising	1,018	1,166
Asset Disposal/Written Off	-	38,777
Bad Debts	285	241
Bank Charges	1,676	829
Cleaning	46,353	43,032
Computer Expenses	14,387	11,573
Community/Program Development	3,374	10,155
Conference/Seminar	4,181	1,746
Consultancy	9,359	14,573
Donation/Sponsorship	6,353	3,908
Dues and Subscription	12,768	12,793
Emergency Relief Grant - Distribution	176,946	153,399
Expenses for Brokerage Funds	16,288	13,272
Expenses for Project based Grants	125,715	111,767
Expenses (non-wage) for Services	256,765	260,425
Interest on Mortgage	27,233	6,498
Interpreting Services	9,184	-
Insurance - Association Liability, Business Combined, Legal	24,106	16,004
Insurance - Motor Vehicles, Composite	15,508	17,348
Insurance - Contents/Houses	975	1,084
Insurance - Employer Journey	1,190	2,078
Kitchen equipment	1,892	1,544
Maintenance - Equipment/Furniture	19,235	46,524
Marketing/Promotion	8,834	5,833
Meals (MWP/HACC)	38,962	40,317
Meeting Expenses - AGM/Board/General	1,424	2,982
Mileage/Parking/Taxi	76,968	48,761
Motor Vehicle Expenses	61,449	45,490
Other Expenses/Sundry	2,939	1,390
Balance c/fwd	<u>1,063,887</u>	<u>1,008,734</u>



MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

STATEMENT OF PROFIT OR LOSS (DETAILED)  
FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
Balance b/fwd	1,063,887	1,008,734
Postage/Photocopying/Printing/Stationery	20,302	20,151
Purchased Service	21,627	-
Rates and Taxes	18,420	10,397
Rental Expenses	65,314	64,714
Salaries & Wages	4,314,285	3,651,708
Security	3,585	4,032
Services Fees (Legal/CCI/etc.)	510	5,573
Staff Amenities & Others	17,333	15,466
Staff Training	13,880	14,998
Superannuation	402,115	293,871
Telephone/Fax/Internet	25,135	23,391
Utilities (Electricity/Gas/Water)	39,213	34,163
Workers Compensation Insurance	67,258	52,115
<b>Total Expenditure</b>	<u>6,072,864</u>	<u>5,199,313</u>
<b>Surplus/(Deficit) before Depreciation and Refund of Operational Surplus</b>	850,221	633,808
<b>Less: Depreciation</b>	<u>123,450</u>	<u>141,434</u>
<b>Surplus/(Deficit) before Refund of Operational Surplus</b>	726,771	492,374
<b>Less: Refund of Operational Surplus</b>	-	63,796
<b>Surplus/(Deficit)</b>	<u><u>726,771</u></u>	<u><u>428,578</u></u>





**MULTICULTURAL  
SERVICES CENTRE**

*OFFERING A DIVERSE RANGE OF  
SUPPORT SERVICES IN THE CLIENTS'  
PREFERRED LANGUAGE SINCE 1980*

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HACC Day Centre  
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Cannington WA 6107  
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Mirrabooka Office  
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Mirrabooka WA 6061  
Ph: 9344 7858  
Fax: 9207 3893

Bunbury Office  
9A Wittenoom Street  
Bunbury WA 6230  
Ph: 9791 5281  
Fax: 9791 5271

New Wellness Centre  
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Morley WA 6062

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