

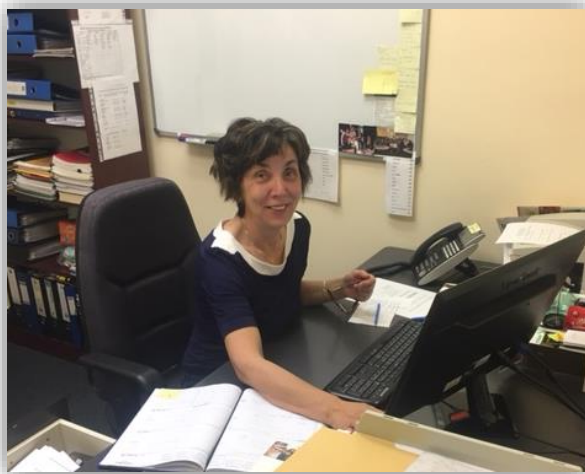
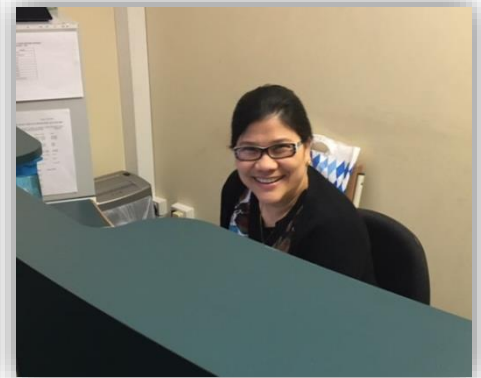
**Multicultural Services Centre  
of W.A. Inc**



# **Annual Report**

**2015-2016**

**MSC 2015/2016**



# **Annual Report 2015 – 2016**

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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 (formerly Panorama 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 Communities and Local Government (State)  
Department of Health (State)  
Department of Health and Ageing (Commonwealth)  
Department of Housing (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 2015-16

Aged & Community Services WA (ACSWA)  
Carers WA  
Chamber of Commerce and Industry  
Charity Link  
Community Employers Western Australia  
Consumers of Mental Health Western Australia  
Ethnic Communities Council of Western Australia  
Ethnic Disability Advocacy Centre  
Homelessness Australia  
Refugee Council of Australia  
Shelter WA  
Volunteering WA  
Volunteers South West  
Western Australia Association for Mental Health  
Western Australian Chinese Chamber of Commerce Inc.  
WA No Interest Loans Inc

## Sponsor

MSC Board and Staff extend special thanks to the Hon Nick Catania, Chair of North Perth Financial Services Pty Ltd. 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 also extend special thanks to the Hon. Alannah MacTiernan who has been championing our cause for the construction of a new Wellness Centre in North Perth.



# MSC Purpose and Objects

## Purpose

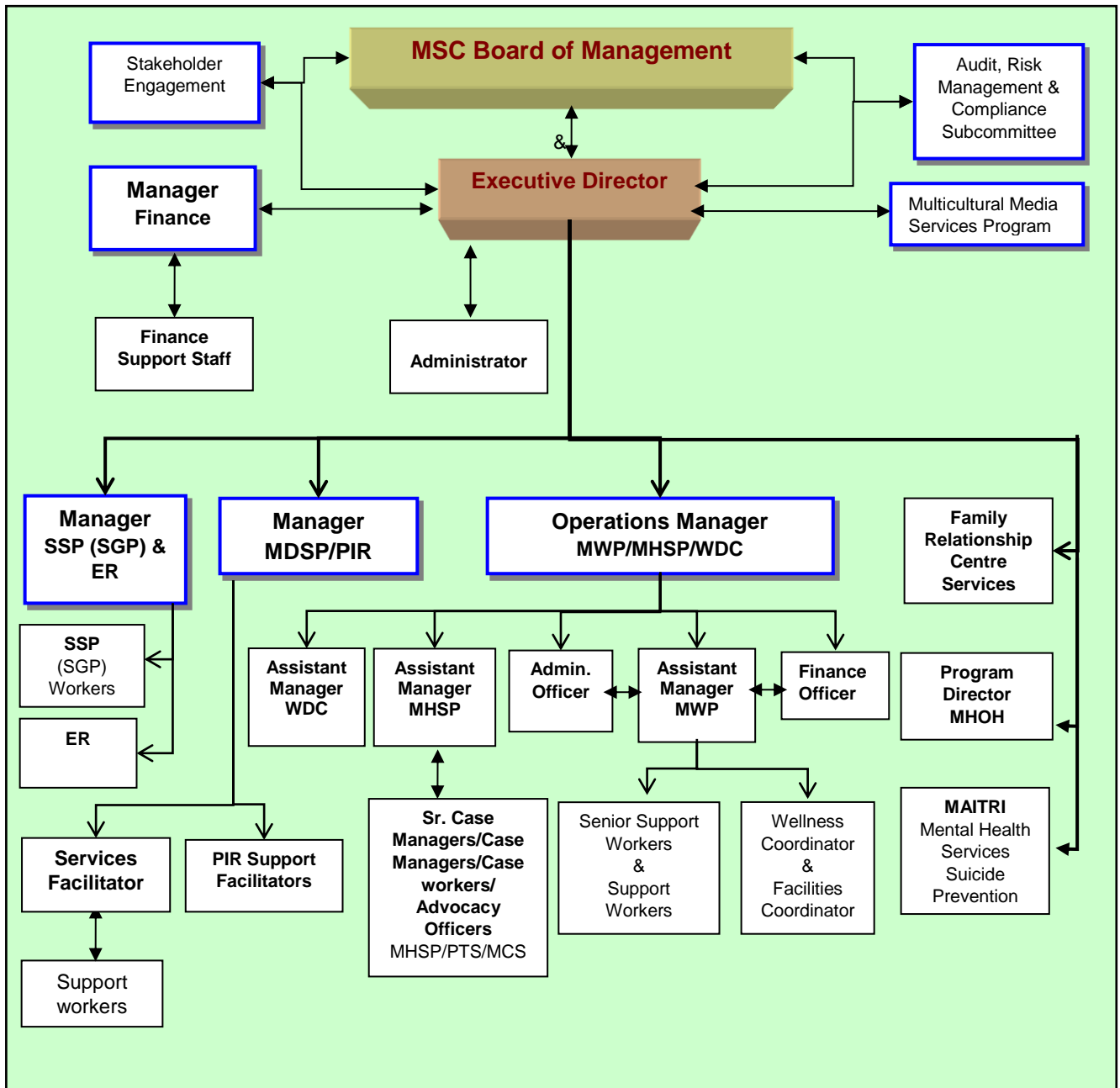
- To meet the settlement, welfare, education and training, cultural, legal and related needs of culturally and linguistically diverse Western Australians;
- To undertake research and community education activities related to their needs; and
- To establish Foundations/trusts for this purpose

## Objects

The Objects of the Association shall be:

- a) Alleviate poverty within migrant and refugee families through the provision of emergency relief and other available support services and initiatives.
- b) 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).
- c) Provide culturally and linguistically appropriate services targeting specific needs of women, elderly, youth and people with disabilities.
- d) Build the capacity of new and emerging ethnic groups and empower them to address issues of concern to them.
- e) Collaborate and assist ethnic groups whose aims and objects are compatible with those of the Association.
- f) 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.
- g) Provide Facilities for cultural activities.
- h) Advocate for and promote a united Australia which respects this land of ours, values Aboriginal and Torres Strait Islander and our multicultural heritage and provides justice and equity for all.
- i) Advocate for and promote a racism free society and provide support services for victims of racial discrimination, abuse and harassment.
- j) Undertake initiatives to better assist the Association to respond to natural and other disasters and humanitarian causes overseas.
- k) And such other Objects as the Association shall consider worthy and appropriate from time to time.

# MSC Organisational Chart 2016



**Notes:**

**WDC** -Workforce Development Centre  
**MWP**-Multicultural Wellness Program  
**MDSP**-Multicultural Disability Services Program  
**PIR** - Partners In Recovery Program

**MHSP**- Multicultural Housing Services Program  
**SSP (SGP)** – Settlement Services Program  
**ER**– Emergency Relief Program Services  
**MHOH** – My Health Our Health

## MSC Staff 2015 – 2016

Abdelrazig	Afeif	Bilingual Support Worker (MDSP)
Abel	Anne	Administration Assistant (MSC)
Abiraman	Kirija	Bilingual Support Worker (MDSP)
Ah Hon	Ying Hui	Bilingual Support Worker (MDSP)
Ahmadyar	Ahmad	Bilingual Support Worker (MDSP)
Ahmed Mahamud	Maryan	Bilingual Support Worker (MDSP)
Akora	Les Emma	Support Facilitator (PIR)
Akuak	Adau	Bilingual Support Worker (MDSP)
Amoo	Lucy	Bilingual Support Worker (MDSP)
Arevalo	Santiago	Bilingual Support Worker (MDSP)
Arok	Ator	Bilingual Support Worker (MDSP)
Aung	Alex	Finance Officer (MSC)
Aung	Leonard	Facilities Coordinator (MWP), Administrator / Project Manager (MSC)
Aya	Rose	Bilingual Support Worker (MDSP)
Bae	Hyeonjin	Accounts Assistant (MSC)
Benson	Raynold	Project Assistant (MHSP)
Benzoni	Laura	Family Dispute Resolution Practitioner (RAWA)
Bose	Devlin	Assistant Manager (MWP) / Coordinator - Administration (MSC)
Bujak Cirkovic	Vesna	Support Worker (MWP)
Brittain	Vicki	Bilingual Support Worker (MDSP)
Chau	Sam	Acting Senior Support Worker (MWP)
Dawa	Kelzang	Bilingual Support Worker (MDSP)
Dinh	Thi Lan	Support Worker (MWP)
Doukoshkan	Majid Jamshidi	Case Manager (MHSP)
Druskovich	Ojdana	Advocacy Officer (MHSP)
Eweama	Tanalay Rose	Bilingual Support Worker (MDSP)
Facchin	Anna	Support Worker (MWP)
Ghulam	Shakeela	Bilingual Support Worker (MDSP)
Grubic	Jadranka	Case Manager (MHSP-MCS)
Guled	Fatumo	Bilingual Support Worker (MDSP)
Hag Ali	Elhassan	Bilingual Support Worker (MDSP)
Healy	Lei	Support Facilitator (PIR)
Hossaini	Narges	Support Worker (MWP) & Bilingual Support Worker (MDSP)
Htoo	Michael	Support Worker (MWP)
Jha	Laila	Support Worker (MWP)
Joseph	Pius	Operations Manager (MHSP) & (MWP)
Kaur	Surinder	Support Worker (MWP)
Khaing	Yi Yi Win	Support Worker (MWP)
Khine	Ei Ei	Finance Officer (MSC) & (MWP)
Kiani	Feloora	Assistant Manager (SSP) & Support Facilitator (PIR)
Kompella	Venkata	Bilingual Support Worker (MDSP)
Kondo	Masahiro	Administration Officer (MWP)
Krishnasamy	Kopikaran	Bilingual Support Worker (MDSP)



Kuhn	Giorgia	Support Worker (MWP)
Kurubone	Gaston	Generic Case Manager (MHSP)
Kyaw	Saw Paul	Assistant Manager (WDC)
Le	Duyen Thi My	Bilingual Support Worker (MDSP)
Le	Ha Anh Thoa	Bilingual Support Worker (MDSP)
Le	Joanne Linh	Senior Support Worker (MWP)
Lee	Jimmy	Bilingual Support Worker (MDSP)
Lin	Charles	Bilingual Support Worker (MDSP) & Support Worker (MWP)
Liu	Fang	Support Worker (MWP)
Loncar	Nedzada	Senior Family Dispute Resolution Practitioner (RAWA)
Lu	Mei Yan	Support Worker (MWP)
Luu	Phung Thi Phi	Support Worker (MWP)
Makambwa	Tafadzwa Grace	Bilingual Support Worker (MDSP)
Malaviya	Rajyashree	Senior Support Worker (MWP)
Manicom	Pary	Wellness Coordinator (MWP)
Mapior	Peter	Manager (MDSP) & (PIR)
Meek	Daravann	Settlement Services Program Officer (SSP Bunbury)
Moe	Sein Aung	Case Worker (MHSP)
Moe	Than Naing	Bilingual Support Worker (MDSP)
Nguyen	Ha Thi Hong	Case Worker (MHSP)
Nguyen	Thi Thu Huong	Bilingual Support Worker (MDSP)
Nguyen	Trong Nghia	Bilingual Support Worker (MDSP)
Nguyen	Van Thi Khanh	Support Worker (MWP)
Novakovic-Stojanovic	Danica	Support Worker (MWP)
Nunez	Sebastian	Case Worker (MHSP)
O'hara	Kieran	Bilingual Support Worker (MDSP)
Papanna	Navya	Bilingual Support Worker (MDSP)
Paul	Benoy	Bilingual Support Worker (MDSP)
Pe	Amy San	Finance Manager
Pegrum	Audrey	Acting Settlement Services Assistant (SSP)
Pegrum	Joansy	Settlement Services Program Officer (SSP)
Popovic	Marija	Support Worker (MWP)
Press	Wayne	Case Manager (MHSP)
Prodanovic	Bojana	Administrative Assistant (MSC)
Prodanovic	Zeljka	Manager (SSP)
Rajagopalan	Chellamah	Bilingual Support Worker (MDSP)
Raygel	Deeqa	Bilingual Support Worker (MDSP)
Rifai	Aida	Bilingual Support Worker (MDSP) & Support Worker (MWP)
Sankaran OAM	Ramdas	Executive Director
Schipp	Esther	Project Officer (SSP Bunbury)
Sein	Thet War	Accounts Assistant (MWP) & (MSC)
Shapoor	Mohammad	Bilingual Support Worker (MDSP)
Sims	Ruth	Support Facilitator (PIR)

Singh	Naminder	Support Worker (MWP)
Soh	Florence	Support Facilitator (PIR)
Sokolovic	Stela	Senior Case Manager (MHSP)
Tajoldini	Farangis	Bilingual Support Worker (MDSP)
Tajoldini	Gloria	Bilingual Support Worker (MDSP)
Tang	Duyen	Support Worker (MWP)
Tassone	Iolanda	Support Worker (MWP)
Taurayi	Cynthia	Family Dispute Resolution Practitioner (RAWA)
Taylor	Adelin	Settlement Services Program Officer (SSP Bunbury)
Tha Ceu	John	Settlement Services Program Officer (SSP)
Thaw	Juliana	Support Worker (MWP)
Thuyasithu	-	Psychologist (MAITRI) & Support Facilitator (PIR)
Todter	Julie	Team Leader (SSP Bunbury)
Tran Thi Dang	Thanh	Support Worker (MWP)
Trimboli	Palmira	Support Worker (MWP)
Tway Kaw Paw	-	Support Worker (MWP)
Vu	Thong Hai	Support Worker (MWP)
Vyranathan	Thanusha	Bilingual Support Worker (MDSP)
Wang	Jing Li	Support Worker (MWP)
Warsame Dirie	Roda	Project Officer (MDSP) & Settlement Services Program Officer (SSP)
Yim	Siu Fun	Bilingual Support Worker (MDSP)
Zar	Min Yar	Facilities Coordinator (MWP)



**MSC Bunbury Staff - Adelin, Daravann & Julie with Ramdas & Zeljka**  
*Photo courtesy of Bunbury Mail*

## MSC Volunteers 2015 – 2016

Abel	Anne	Honorary Administrative Assistant (MSC)
Attar	Ghazal	Honorary Support Worker (MHSP-MCS)
Bae	Hyeonjin	Honorary Administrative/Accounts Assistant (MSC)
Byit	Thaw Ri	Honorary Administrative Assistant (SSP)
Campbell	Gerald	Honorary Support Worker (MWP)
Campbell	Susan	Honorary Support Worker (MWP)
Cheong	Albert	Treasurer - Board Member
Ghulam	Shakeela	Honorary Administrative Assistant (MSC)
Jha	Laila	Honorary Support Worker (MWP)
Jovicic	Branka	Honorary Support Worker (MWP)
Krishnan	Dr. Prabha Karan	Chairperson
Lone	Alexander	Board Member
Ludher	Swaran	Board Member
Mahar	Robert	Board Member
Mulugeta	Meseret	Honorary Administrative Assistant (MSC)
Nguyen	Oanh Thi Kieu	Honorary Support Worker (MWP)
Nguyen	Ha Thi Hong	Honorary Administrative Assistant (MSC)
Nunez	Sebastian	Honorary Administrative Assistant (MWP) & (MHSP)
Papanna	Navya	Honorary Administrative Assistant (MSC)
Parker	Farha	Honorary Support Worker (MWP)
Pegrum	Audrey	Honorary Administrative Assistant (MSC)
Pegrum	Carlyle	Honorary Administrative Assistant (MSC)
Pham	Fr. Hong	Honorary Support Worker (MWP)
Pham	Van Quat	Honorary Support Worker (MWP)
Pinto	Lily	Honorary Administrative Assistant (MSC)
Rajan	Sheila	Secretary – Board Member
Raymond OAM	Russell	Deputy Chairperson
Rodriguez Castro	Nuris	Honorary Support Worker (MWP)
Sehgal	Pyasee Suresh	Honorary Support Worker (MWP)
Sein	Thet War	Honorary Administrative/Accounts Assistant (MSC)
Tan	Patrick	Board Member
Tassone	Sam	Treasurer - Board Member
Tee Po	Tanay Tha	Honorary Support Worker (MHSP-MCS)
Thatmun	Kim Mung	Honorary Administrative Assistant (MSC)
Tin Thei	Fam Cuai Men	Honorary Support Worker (MHSP-MCS)
Ursich OAM	Kathy	Board Member
White	Gerard	Honorary Financial Advisor (MSC)
Windsor	Graeme	Board Member





# Languages Spoken by MSC Board, Staff and Volunteers

The Centre's staff, board and volunteers speak 62 languages and dialects as follows:

ACHOLI	AFRIKAANS	AMHARIC	ARABIC
BENGALI	BOSNIAN	BURMESE	CANTONESE
CHIN HAKHA	CHINESE	CROATIAN	CZECH
DARI	DUSUN	DINKA	FALAM
FARSI	FRENCH	GERMAN	GREEK
GUJARATI	HAKKA	HAZARAGI	HERERO
HINDI	HOKKIEN	HUNGARIAN	INDONESIAN
ITALIAN	JAPANESE	KADAZAN	KAREN
KHMER	KINYARWANDA	KIRUNDI	KOREAN
LINGALA	LUO	MACEDONIAN	MALAY
MALAYALAM	MANDARIN	MIZO	MON
MONTENEGRIN	OROMO	PASHTO	PUNJABI
RUSSIAN	SERBIAN	SINHALESE	SOMALI
SPANISH	SUDANESE ARABIC	SWAHILI	TAGALOG
TAMIL	TIGRINYA	UKRAINIAN	URDU
VIETNAMESE	YAPESE		

## MSC Board 2015 – 2016

### Office Bearers

<b>Chairperson</b>	Dr Prabha Karan Krishnan
<b>Deputy Chairperson</b>	Russell Raymond OAM
<b>Treasurer</b>	Albert Cheong / Sam Tassone
<b>Secretary</b>	Sheila Rajan

### Board Members

Kathy Ursich OAM	Swaranjit Singh Ludher	Robert Mahar
Graeme Windsor	Alexander Lone	Patrick Tan

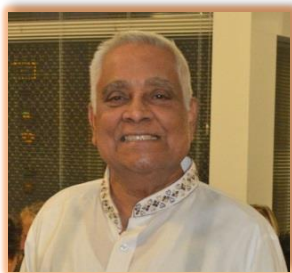
### Ex – Officio

Ramdas Sankaran OAM

## MSC Board Members 2015 – 2016



**Dr Prabha Karan Krishnan**



**Russell Raymond OAM**



**Swaranjit Singh Ludher**



**Sheila Rajan**



**Kathy Ursich OAM**



**Albert Cheong**



**Robert Mahar**



**Graeme Windsor**



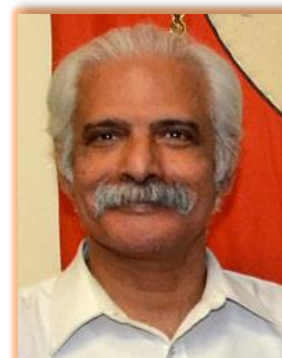
**Patrick Tan**



**Alexander Lone**



**Sam Tassone**



**Ramdas Sankaran OAM**

# Chairperson's Report

It is with immense pleasure that I provide my report for 2015-16 as the Chairperson of the Centre, as it has continued to grow and widen the diversity of the range of services that it already provides.



As our Executive Director has noted in his report the growth of the Centre is assured and that is hardly surprising; given the approach that the board and management have taken in recent years in preparing it for the substantial changes that were foreshadowed by the commonwealth and the states on how the community, aged care and disability sectors would be funded in the future.

The lack of state government support for the Centre's My Home project, which we have been managing without funding from any source for more than two years has been very disappointing. MSC has demonstrated its capacity to further expand this program but won't be doing so until funding is extended for the same.

MSC is very fortunate that it has attracted and retained members on its board of management who have substantial knowledge, skills and experience across a number of areas that are crucial for accountability and good governance. Our board members have made an important contribution in ensuring that we fulfil our obligations to our members and funding bodies diligently. I extend my special thanks to all board members and in particular to Russell Raymond OAM (Vice Chairperson), Sheila Rajan (Secretary), Albert Cheong (Treasurer) and Sam Tassone who replaced Albert Cheong for their substantial support.

I take this opportunity to pay special tribute to Albert Cheong who has been our Treasurer for about 15 years and has overseen the substantial growth in the Centre's financial position over that period.

We are equally fortunate that we have attracted and retained hardworking managers, coordinators and staff who together have 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 and our Executive Director for their commitment and contributions.

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

In the Acknowledgments section of this report we have listed a number of commonwealth, state and local government agencies as well as mainstream and multicultural service providers who have provided us invaluable support and assistance. I extend our gratitude to all of them. I wish to make special mention of the Bendigo Bank for the generous sponsorship that it is providing for the construction of our new Wellness Centre.

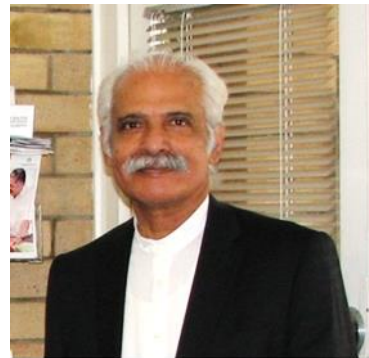
I extend special thanks to our families and partners for their support and understanding without which we could not have done what we have for the Centre.

**Dr. Prabha Karan Krishnan**



# Executive Director's Report

2015-16 was another very productive year for the Centre with all of its programs continuing to operate and with the addition of the My Health Our Health Program (MHOH). Also pleasing to note was the continuation of its record of meeting and or exceeding contracted KPIs. MSC's emphasis on continuous improvement and quality assurance have continued to pay rich dividends as evidenced by the outcomes of the Quality Review of our HACC program which was undertaken by CommunityWest and the Department of Child Protection and Family Services' Consumer Perception Survey. Further details of this and the Centre's other achievements in 2015-16 are outlined in the Highlights section of this report.



Despite not receiving a single referral from the State NDIS trial site, our Multicultural Disability Services Program has continued to grow thanks to the implementation of the NDIS by the Commonwealth trial site in the Hills region. Our program assisted a consumer with a complex disability from the Canberra program to move to Perth and we provided him a service that has resulted in substantial positive impact on him and his family.

MSC's MDSP and HACC programs' aforementioned operations, the cultural and linguistic diversity of its staff and MSC's longstanding commitment to provide services in the preferred language of the consumer have placed it in a strategic position to further grow given the consumer directed care approach being adopted by the disability and aged care sectors.

MSC's Chairperson, Dr. Prabha Karan Krishnan and office bearers Russell Raymond OAM, Sheila Rajan, Albert Cheong, and Sam Tassone who replaced Albert Cheong as Treasurer, together with other board members have extended me substantial support and assistance and set very clear directions for the Centre's future. I extend them my thanks and appreciation.

Special thanks are due to Pius Joseph our Operations Manager and to our Coordinators, Managers/Assistant Managers/Coordinators, Zeljka Prodanovic, Peter Mapior, Devlin Bose, Feloora Kiani, Lesley Akora, Paul Kyaw, Leonard Aung, and their staff for ensuring that MSC continued to exceed its contracted program outcomes. Dr. Indira Pattni's contribution to our successful MHOH bid was substantial. I thank her for the same and for the Suicide prevention work she undertook. Special thanks are also due 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.

MSC is very fortunate that it has many partners and funding bodies which we have listed on page 3 and I extend my gratitude to all of them for their substantial support and assistance. I extend special thanks to Terri Reilly the CEO of Relationships Australia, Mandy Drommer their Senior Manager, Family Dispute Resolution Services, Chris Hall, CEO of MercyCare, John Palmer their Manager, Placed Based Services, and Terina Grace the CEO of Black Swan Health for the special partnerships that these NGOs have with MSC.

Many volunteers continue to make significant contributions to our Reception, Administration, Housing, SSP, HACC and MHOH programs and I extend my appreciation to all of them. As always I end with special thanks to our partners and family members for their support and understanding. But for the added responsibilities that they have so graciously accepted, our goal to serve MSC and the community the way we do, would never have been realised.

**Ramdass Sankaran OAM**

# Highlights of 2015 – 2016

## My Health Our Health Program

The My Health Our Health program formally commenced on 1<sup>st</sup> April 2016 and aims to deliver culturally and linguistically appropriate Sexual Health and Blood Borne Virus (SHBBV) prevention and education services. The Department of Health has awarded us this contract which is worth \$200,000 plus GST per year for three years with the option of two one year extensions. The program was officially launched by the Hon John Day, Minister for Health and an empowering address was given by Dr Eman Sharobeem, National Community Engagement Manager of SBS Radio.

A program steering committee comprising representatives from the following was established to assist MSC in the roll out of this program.

- Department of Health WA
- WA Aids Council
- Sexual Health Quarters
- Hepatitis WA
- Ethnic Communities Council
- Ethnic Disability Advocacy Centre
- Magenta
- Ishar
- Faculty of Medicine UWA



*Dr Eman Sharobeem, the Hon. John Day, Ramdas, Zarrin, Indira & Victor Hunter*



*Minister for Health, the Hon. John Day launching the MHOH program*



*MHOH Launch Participants*



*Dr Eman Sharobeem delivering keynote speech*

## Multicultural Housing Services Program

The funding for all three housing programs by the Department of Child Protection and Family Services continued and extensions have been granted till June 2017.

Renewals of funding for the first two have been on an annual basis for about 5 years now in line with what has been happening in the sector as a whole. Hopefully the commonwealth and the states will soon reach agreement on the longer term funding to ensure more stable service provision in this sector.



*MHSP Staff - Sein, Ha, Ojdana & Sebastian*



*MHSP Staff - Gaston*

## Client perception survey

The Department of Child Protection and Family Services sent out the annual client perception survey in December 2015 to measure the quality of our service and the degree of satisfaction of the service recipients as part of the contracted outcome measurement strategy. This survey is a vital component of the Department's accountability to parliament for funds expended in the not-for-profit community service sector and is considered as a reflection of the level of satisfaction of service recipients during the year. The responses received from clients in our three housing services, being the Homeless Accommodation and Support Services (HASS), Multicultural Children Support Service (MCS) and the Private Tenancy Support Services (PTS), were extremely pleasing. The questions from the survey and a summary of the responses were as follows:

- A) **Did the Multicultural Services Centre's program meet your needs?**  
100% said MSC met their needs very well or well
- B) **Did the Multicultural Services Centre's program involve you in finding a way to meet your needs?**  
Apart from 10.5% who reported this as "N/A", 100% of those who responded said MSC involved them in finding a way to meet their needs very well or well.
- C) **How satisfied are you with the service you received from the Multicultural Services**  
100% said they were very well or well satisfied with the services received from MSC
- D) **As a result of coming to the Multicultural Services Centre, did you learn new skills to help you manage in the future?**  
100% said as a result of coming to MSC, they learnt new skills to help them manage in the future.
- E) **As a result of coming to the Multicultural Services Centre, how confident are you that you will be able to manage in the future?**  
100% of HASS and MCS clients said as a result of coming to MSC, they were very confident or confident that they will be able to manage in the future and 83% said the same in the case of PTS, the remaining 17% of PTS clients responded "Neither" to this question.
- F) **If the service you received involved providing care and safety to your family, how well did MSC support you?**  
100% said that in terms of providing care and safety to their family, MSC supported them very well or well.



**G) Please indicate your level of agreement with the following statements about how you felt working with MSC's programs.**

- I. **“The workers were always open in their dealings with me”**  
100% of PTS and MCS clients rated the above as very well or well. In the case of HASS, 97.5% rated likewise and the remainder responded “Neutral”
- II. **“The workers valued my knowledge of my own situation”**  
100% of HASS, PTS and MCS clients rated the above very well or well
- III. **“I trusted the workers”**  
100% of HASS, PTS and MCS clients rated the above very well or well
- IV. **“We worked in partnership in finding solutions to meet my needs”**  
100% of HASS, PTS and MCS clients rated the above very well or well

**Multicultural Disability Services Program**

The program is performing very well and the overall number of participants referred to MSC by the Commonwealth NDIS, WA NDIS and DSC has increased significantly over the last 12 months. As a result we have seen a steady increase in the number of Bilingual Support Workers in the Multicultural Disability Services Program, which now makes up over one third of our staff.

This year the program has also assisted 12 support workers to obtain a Certificate IV in Disability Services through Community Apprenticeship and the Training Alliance Group. MDSP is also currently a recognised NDIS Service Provider in Canberra, and providing support to one client who came to Perth from Canberra using the portability provisions of NDIS funding. The management of his complex disability condition has been so well managed that we hope to transfer him back to Canberra shortly and continue servicing him there until we organise a more stable local arrangement.

**Independent Living Centre Service Agreement**

MSC has met the requirements of the Independent Living Centre (ILC) in terms of standards of service delivery, governance, accountability etc. and we have entered into an Agreement with them which will enable our MDSP clients and their families to use their commonwealth funded respite services cost free. It also gives MSC the opportunity to provide respite services which will be paid by the ILC.



*MDSP Staff with trainer, Dr Barbara Meddin*

## **Multicultural Wellness Program**

### **Quality Review meets all 18 Standards**

The triennial Quality Review of the Centre's Multicultural Wellness Program by CommunityWest was conducted in June 2016. The quality consultants examined evidence to support the claims made in our Self-Assessment and Plan for Continuous Improvement which was sent earlier, and, conducted a Client Pathway Review – Verification of MDS Data. Their report stated:

“Evidence supported that standards of service provision demonstrated in the previous quality review visit have been maintained and all expected outcomes continue to be met. There were established processes for ensuring compliance, upholding privacy and confidentiality, collecting feedback, disseminating information, and providing a physically safe and comprehensively risk-aware service.”

“There are many staff of longstanding service with MSCWA and evidence demonstrated staff are passionate about their roles and the organisation is committed to making a positive difference to service users' lives...Evidence supported that they are well trained for their roles and responsive to service users' needs, the service user is at the centre of managerial decision-making and staff are committed to maintaining service users' independence and promoting reablement.”

“...service users are happy with the services, provided with a well-appreciated range of activities ("there is more choice of activities than before"). They feel welcome to voice their opinions about the services even if negative, are listened to, and take comfort in being able to spend time at the language-specific day centres conversing with people who speak their language and know about their culture. Management explained this was particularly important for people with memory loss who had reverted to their first language.”

“All evidence indicated that continuous improvement was at the forefront of MSCWA's strategic planning.”



*MWP Staff*



*MWP Manning Centre Indian Independence Day Celebration*



*MWP Staff and Clients*



## **Multicultural Wellness Program (HACC) Christmas Celebration 2015**

The Christmas Celebration on 17<sup>th</sup> December at The Rise in Maylands attended by 189 clients, relatives, guests, staff and volunteers was a resounding success.

In their inspirational addresses to the gathering, our special guests the Hon Ken Wyatt AM, MP, Assistant Minister for Health, Commonwealth of Australia and the Hon Alannah MacTiernan MP, Member for Perth; praised the work done by MSC. Ms Sue Harding, Department of Health endorsed their sentiments and added that she would volunteer her services to MSC when she retired.

Certificates welcoming 26 clients who were >90 years of age as of 17<sup>th</sup> December 2015 to the “90’s Club” were presented to those who were present. The recipients were extremely happy and proud with this achievement of theirs.

An impressive smorgasbord of pre and post lunch entertainment included Italian, Greek, and English songs by the Piero Band; traditional Indonesian dances by dancers from Rose Ngatikao’s Indonesian Dance Studio; the Katica & Drasko Yugoslav Band which had clients, and guests and staff dancing; an Indian classical dance by Ms Anupam Paliwal in the North Indian classical ‘Kathak’ dance style; popular Italian, English and Spanish singalong songs by Ms Gabriella Scornavacche, Singer and Performer; and performances by our Burmese and Vietnamese clients.



*Pius & Hon. Ken Wyatt presenting a 90's club certificate to a MWP client*



*Pius & Hon. Alannah MacTiernan presenting a 90's club certificate to a MWP client*



*Hon Ken Wyatt, Pius, Ramdas & Joansy with MWP clients*

## **Alchemy Technology Service Management System**

We replaced our old database with Alchemy Technology’s Service Management System (SMS) from 1<sup>st</sup> July. This “is a comprehensive management system that saves time, increases control, eliminates many inefficiencies, and improves records”. The exercise of preparation of monthly invoices for services provided to clients using the SMS has proven a success both in terms of accuracy and time saved. The use of this system and the i.on.my governance, risk and compliance software have contributed significantly to ensuring accountable, efficient and effective management of the program and the complimentary findings in this regard by the CommunityWest review.

### **Seniors Outdoor Fitness World Record Attempt**

Twenty three MWP consumers participated in the 2016 Seniors Outdoor Fitness World Record Attempt. The event was facilitated by People Who Care at Elizabeth Quay on 28<sup>th</sup> May. The record was smashed and our participation accounted for 16% of the total. Information on our various programs was disseminated at a stall set up at the venue.



*MWP staff & consumers at the world record attempt*



*MWP consumers participating in the world record attempt*

### **Settlement Services Program**

This program continued to exceed contracted outcomes and this is the last year when the services we offer in Perth and in Bunbury/the South West operate as two separate entities. From 2016-17 they will be integrated into one program and this will positively impact both services.

The SSP service aims to increase clients' independence, knowledge and ability to navigate and access mainstream services and promote self-reliance through the delivery of general settlement services, life skills, mentoring and volunteer programs, seminars and advocacy.

During May and June, over the period of four weeks, a series of eight training sessions on Australian Citizenship were held for the SSP clients originating from Burma. 24 clients enrolled into the Citizenship Training and the average attendance was 11 attendees per session. The program was successfully completed on 3<sup>rd</sup> June 2016, and we received enthusiastic feedback by participants.

The citizenship test resource book: "Our common bond" was used as training material. Handouts were given in English, and also in Karen and Burmese.

Participants expanded their knowledge about:

- Australia and its people
- Citizenship Rights and Responsibilities
- Process of lodging an application for Citizenship
- Australian Citizenship Test requirements



*Joansy with the participants of the SSP Citizenship Training*



### **CaLD Workforce Development Centre Program (WDC)**

This program has been funded by the state Department of Training and Workforce Development since April 2010 and it has been implemented by MercyCare in partnership with our centre. The department has extended the contract till end June 2018 and it is pleasing to note that MercyCare has extended their partnership with MSC for this period. Through this program, MSC and MercyCare have assisted hundreds of migrants and refugees to enhance their job search skills, which have led to concrete employment outcomes for them.



*WDC Staff - Paul Kyaw*

### **Partners in Recovery Program**

The Centre's Partners in Recovery program has continued to provide better support for people living with severe and persistent mental health issues and it accepted to become a member of the Consortium led by Black Swan Health that is responsible for managing the program as a whole. This program is funded by the commonwealth government through Black Swan Health and it is set to continue until the end of June 2018. This has allowed us to welcome two new support facilitators on fixed term contracts.

### **My Home Project**

MSC established this project as a Corporate Social Responsibility initiative to provide supported accommodation to residents of Graylands Hospital who according to the hospital were ready to be discharged but no agency was prepared to take them.

Through provision of much needed appropriately supported housing, 6 consumers with a diagnosed mental illness who have been helped by this project have substantially improved their quality of life. In achieving this outcome this project also significantly reduced the cost of service provision when compared to the cost of in-patient care at Graylands Hospital. As at the end of June 2016, after 2 years of servicing these consumers, this project has saved the WA Taxpayers more than \$10.5 million in the cost of bed days saved by these people staying out of Graylands Hospital. MSC is not claiming that the actual savings is more than \$ 10.5 million because these people are receiving some support from NGOs and from other community/mental health providers for their non-accommodation needs. But the effective savings that MSC has generated through accommodation service provision and related work is arguably very substantial.

The cost effectiveness of this project has clearly been well demonstrated by the savings accrued since it commenced, but sadly despite "innovation" being the mantra of the delivery of social services, this project is yet to attract a single cent from any government agency. It is even more disappointing when you consider the following excerpts taken from pages 20 and 21 of the Mental Health Commission's report, "Mental Health 2020: Making it personal and everybody's business."

"Having a stable form of accommodation is widely recognised as one of the most significant factors in achieving recovery for a person with a mental health problem and/or mental illness. A stable home helps people keep in touch with family and friends and form new relationships with neighbours and local communities. It provides a basis for other areas of a person's life to fall into place, such as getting back to work, finding a new job, or taking up sport, education and other activities. For many people who experience mental health problems and/or mental illness, finding and maintaining life in a stable home can prove difficult. Some people move from house to house or become homeless. People in rented homes can be at risk of losing their home during periods of mental health instability."

"Surveys estimate that in Western Australia, 43 percent of people in specialised mental health hospital beds could be discharged if housing and/or other appropriate support services were available." (Source Mental Health Division, Department of Health, 2009. 'Mental Health Inpatient Snapshot Survey Western Australia'. Internal working document, Perth, Western Australia.)

### **Suicide prevention projects**

The funding of \$70,000 was awarded by the Mental Health Commission for suicide prevention for people from CaLD communities in 3 primary areas and the fourth was for auspicing a training program as outlined below.

1. Men's group
2. Elderly and community groups
3. Postvention support group and individual counselling
4. Suicide Prevention Training (auspicing of grant for Samaritans)

A total of 672 individuals of various CaLD backgrounds participated in the project. Three hundred and forty five of them were females and three hundred and twenty seven were males.

Workshops, individual sessions, and group discussions were conveyed by a clinical psychologist, Dr. Indira Pattni, who has extensive experience in working with people from CaLD backgrounds together with having an in depth understanding of cross cultural differences. Her clinical psychological background was critical in the delivery of the workshops and management of the issues raised.

Overall, the feedback was encouraging with most participants requesting for more such workshops and opportunities to be better informed of support services and accessing them. The project was also able to offer added value to its intended objectives through referrals to other services provided by MSC and other agencies.

Important general findings include:

- The whole project was insightful in terms of how the information sharing was delivered on a subject perceived as a taboo in most CaLD communities.
- Any training offered to address issues such as suicide had to take into consideration the limited understanding and knowledge regarding the subject of mental health and suicide, in particular the associated medical conditions related to mental health and how that can be translated into serious medical concerns if primary mental health symptoms were not addressed.
- There was a significant difference between individuals from mainstream populations and those from CaLD communities in what they understand about mental health.
- Gaining trust of the participants was imperative for any future information sessions on subjects as sensitive as this one.
- Communities welcomed sessions that were in partnerships with organizations that understood their cultures. The requests for more similar information sharing sessions was an indicator of this. This approach only enhances partnerships with communities and trust building with service providers. For example, communities such as the Burundi, Somali, Sudanese and Karen invited the management of MSC to participate more regularly in their meetings and to get messages such as this across to their communities.
- These programs helped MSCWA gain an opportunity to support vulnerable individuals who would otherwise fall through the gaps of mental health systems.
- The project added to existing learning and this will help build on MSCWA's capacity to deliver programs most suited to the communities and their needs.

### **Assisted Rental Pathway Pilot:**

This pilot program is aimed at designing and delivering an Assisted Rental Pathway Pilot to reduce the current waitlist for public housing and encourage those already in public housing to move to the private rental market if their income levels are adequate for the same.

This program has a total budget of 14.1 million in funding to deliver up to 200 private rentals and individualised assistance. The Housing Authority is seeking 2 types of services (1) Private Rental Support and individualised assistance (2) Individualised assistance only. 60% of the budget is earmarked for providing rental subsidies to private landlords and 40% is for integrated individualised services.

It is expected that the DoH is going to award no more than three contracts and MSC had the option of partnering with a large community housing agency or going it alone but chose to go it alone given the following:

- The range of housing services we already provide and the breadth of services that potential program consumers can access in-house.
- Our HSS experience and the My House project experience which demonstrate our capacity to find private housing for potential clients, in the case of the latter without any subsidy from the government.
- We still have a number of agents and owners who will provide us excellent references and commitments to assist if our tender bid is successful.

The Co design workshops started in February 2016 which MSC participated in. There were three workshops and focus groups with clients and landlords subsequent to this and MSC attended one of them.

### **Project Sponsorships**

MSC was a major sponsor of the International Women's Day Celebratory Event organised by the Ethnic Communities Council of WA (ECCWA) on March 8<sup>th</sup>. It also assisted ECCWA to obtain other sponsorships and the event was a great success with more than 150 participants. The Hon Yvonne Henderson, former Minister and former Equal Opportunity Commissioner was one of the keynote speakers. An important outcome of the event was a decision to pursue the development of a CaLD Gender Equity Charter. ECCWA's leadership in this regard is commendable and MSC is pleased that it was able to provide the assistance it did.



*Nihal Iscel, Manager of Advocacy Services EDAC*



*Zeljka & Joansy with IWD 2016 participants*



*Zeljka with IWD 2016 participants*



*Performers at IWD 2016*

### **Refugee Council of WA Annual consultations**

MSC along with ECCWA assisted RCOA to hold its annual consultations one of which was held at our Mirrabooka office. We received the following response from them:

“Thank you so much for your hospitality and generosity with your time in enabling us to hold these consultations. We were very glad of the opportunity to meet with so many of our organisational members and others working in this area to discuss the issues that are of most importance to you in WA. It was a most productive trip for us, and we hope to keep in touch

with you in future through our policy networks, and other channels. We will of course be forwarding you a copy of the report once it is completed (in the new year).

Best regards,

Rebecca Langton  
Membership - Refugee Council of Australia”

### **Identify and Respond to Modern Slavery**

An introductory training on the dimensions, concepts & indicators of modern slavery in Australia was organised by the Salvation Army in partnership with FECCA, MSC, ECCWA, City of Stirling, Australian Red Cross and Australian Catholic Religious Against Trafficking in Humans. Heather Moore, the National Policy and Advocacy Coordinator for The Freedom Partnership, Salvation Army coordinated the initiative. It was held during Refugee Week and attended by 24 people from a variety of agencies including community legal centres, commonwealth and state government agencies and community services agencies.



*From L to R: Ruth Simms Vice President ECCWA, Nasreen Lang Social Work Student on placement at MSC, Ramdas Sankaran, MSC, Heather Moore, Salvation Army and Kathy Fagan, Australian Catholic Religious Against Trafficking in Humans.*

### **Social Work Student Placement**

Nasreen Lang, a social work student from Curtin University completed her placement at MSC and she was rated highly in terms of humility, professionalism, commitment, skills in individual and systemic advocacy and willingness to challenge traditional ways of doing things very respectfully. Her willingness to undertake work outside her placement hours and making herself available to undertake MSC related work post placement, in a voluntary capacity were also exemplary. MSC wishes her well for the future which will be bright indeed, if her placement outcomes are relied upon.

### **Sub-Group on Reporting Requirements and Service Agreement Administration**

The State department of Finance’s Funding and Contracting Services and Government Procurement branch established a Sub-Group on Reporting Requirements and Service Agreement Administration. MSC’s Executive Director was nominated by Community Employers of WA to be a member of this group and participated in its deliberations.

### **Finance and Administration Restructure**

The Finance and Administration sections that were operating under the stewardship of the Finance Manager were separated into two with the head of both reporting directly to the Executive Director.

### **Financial Health**

MSC had another good year as is evident from the Treasurer’s report and is well placed to continue its steady growth in the coming years.

### **Re-opening of the Morley Office**

Towards the end of 2015 the Midland Office was closed due to a decline in the demand for services from the area and our property at 64 Wellington Road, Morley was converted back into an office and reopened. Services offered at the Morley Office include our Settlement Services Program, Emergency Relief, Multicultural Housing Services Program, MAITRI, and on a needs basis our Multicultural Disability Services program.



# Treasurer's Report

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

- Statement of 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
- Statement of Income and Expenditure



## Financial Health

The annual turnover of the MSCWA was \$4.68 million in 2015-2016. The Centre's operational surplus was a healthy \$492,814 after depreciation.

A final mortgage payment of \$200,000 was made in the financial year on the Mirrabooka Office property.

The Centre is still significantly dependent upon a number of state and commonwealth government grants. Fortunately for MSCWA the sources of finances are still quite diverse and that provides us with a degree of stability in this tough economic environment.

## Acknowledgements

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

Amy San Pe, Financial Manager as always managed the accounts and related administration tasks meticulously and efficiently. I extend Amy and her staff my special 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.**

**FINANCIAL REPORT  
FOR THE YEAR ENDED 30 JUNE 2016**

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

**STATEMENT 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 5 to 14 is in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and :

- (1) Complies 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 2016 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 statement 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 17<sup>th</sup> DAY OF October 2016**

## 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 2016, 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  
CERTIFIED PRACTISING ACCOUNTANTS  
SUITE 2, 137 BURSWOOD ROAD  
BURSWOOD WA 6100

  
\_\_\_\_\_  
A MACRI  
PARTNER

DATED THIS 17<sup>th</sup> DAY OF OCTOBER 2016





## INDEPENDENT AUDITOR'S REPORT

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

#### ***Report on the Financial Report***

We have audited the accompanying financial report, being a special purpose financial report of Multicultural Services Centre of WA Inc. which comprises the statement of financial position as at 30 June 2016, statement of comprehensive income, statement of changes in equity, statement of cash flows, a summary of significant accounting policies and other explanatory notes as set out on pages 5 to 14, and the statement by the board of management.

#### ***Committee's Responsibility for the Financial Report***

The committee of the association is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are appropriate to meet the requirements of the Associations Incorporation Act 1987 of WA and the Australian Charities and Not-for-profits Commission Act 2012 and are appropriate to meet the needs of the members. The committee's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

#### ***Auditor's Responsibility***

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the management committee's financial reporting under the Associations Incorporation Act 1987 of WA and the Australian Charities and Not-for-profits Commission Act 2012. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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



**Independence**

In conducting our audit, we have complied with the independence requirements of Australian Professional and Ethical Standards Board.

**Audit Opinion**

In our opinion, the financial report of Multicultural Services Centre of WA Inc. presents fairly, in all material respects the financial position of Multicultural Services Centre of WA Inc. as of 30 June 2016 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of Associations Incorporation Act 1987 of WA and the Australian Charities and Not-for-profits Commission Act 2012.

**Basis of Accounting and Restriction on Distribution**

Without modifying our opinion, we draw attention to Note 1 to the financial statements, which describe the basis of accounting. The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.



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



**A MACRI**  
**PARTNER**

DATED THIS 17<sup>th</sup> DAY OF OCTOBER 2016.



**MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.  
STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2016**

	<b>2016</b>	<b>2015</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Grants	3,070,386	3,099,511
Interest	44,133	45,967
Fees for Services	1,495,128	1,034,933
Other Incomes	79,807	105,449
<b>Total Income</b>	<b><u>\$ 4,689,454</u></b>	<b><u>\$ 4,285,860</u></b>
<b>EXPENDITURE</b>		
Employee Benefits Expense	3,266,038	2,924,012
Depreciation	127,374	126,460
Expenses (Grants and Projects)	371,360	407,641
Other Expenses	431,868	489,037
<b>Total Expenditure</b>	<b><u>\$ 4,196,640</u></b>	<b><u>\$ 3,947,150</u></b>
<b>Net Surplus/(Deficit) before refund of Surplus (MWP/HACC)</b>	<b>\$ 492,814</b>	<b>\$ 338,710</b>
<b>Less: Refund of Prior Period Surplus (MWP/HACC)</b>	<b>\$ -</b>	<b>\$ 349,529</b>
<b>Net Surplus/(Deficit)</b>	<b><u>\$ 492,814</u></b>	<b><u>-\$ 10,819</u></b>
Other Comprehensive Income	\$ -	\$ -
<b>Total Comprehensive Income/(loss) for the year</b>	<b><u><u>\$ 492,814</u></u></b>	<b><u><u>-\$ 10,819</u></u></b>

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 2016**

	NOTES	2016 \$	2015 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	2,531,081	2,006,164
Stock on Hand/ in Store (Food Voucher/Food)		4,533	-
Trade and other receivables	3	96,469	53,555
Prepayments	4	21,982	22,323
		<u>\$ 2,654,065</u>	<u>\$ 2,082,042</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	5	2,163,689	2,113,423
<b>Total Fixed Assets</b>		<u>\$ 2,163,689</u>	<u>\$ 2,113,423</u>
<b>TOTAL ASSETS</b>		<u>\$ 4,817,754</u>	<u>\$ 4,195,465</u>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	6	333,469	61,823
Borrowing (Interest Bearing)	9	-	30,000
Grants & Rent in advance/Unexpended	7	239,512	186,489
Provisions	8	348,221	314,594
		<u>\$ 921,202</u>	<u>\$ 592,906</u>
<b>NON-CURRENT LIABILITIES</b>			
Borrowing (Interest Bearing)	9	-	170,000
Provisions	8	183,389	212,210
<b>Total Non-Current Liabilities</b>		<u>\$ 183,389</u>	<u>\$ 382,210</u>
<b>TOTAL LIABILITIES</b>		<u>\$ 1,104,591</u>	<u>\$ 975,116</u>
<b>NET ASSETS</b>		<u>\$ 3,713,163</u>	<u>\$ 3,220,349</u>
<b>MEMBERS' FUND</b>			
Retained Surplus	10	3,713,163	3,220,349
<b>TOTAL MEMBERS' FUND</b>		<u>\$ 3,713,163</u>	<u>\$ 3,220,349</u>

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 2016**

	Retained Surplus 2016 \$	Retained Surplus 2015 \$
Opening balance as at 1 July (at beginning of year)	3,220,349	3,231,168
Surplus/(Deficit) for the year attributable to members of the entity	492,814	-10,819
Closing balance as at 30 June (at end of year)	<u>\$ 3,713,163</u>	<u>\$ 3,220,349</u>

**MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.  
STATEMENT OF CASH FLOWS (CONSOLIDATED)  
FOR THE YEAR ENDED 30 JUNE 2016**

	Note	2016 \$	2015 \$
<b><u>Cash Flows from Operating Activities</u></b>			
Grants		3,430,447	3,446,602
Refund of Prior Period Surplus (MWP/HACC)		-	-349,529
Fees		1,624,554	1,165,424
Interest		44,133	45,967
Other Receipts (Rental/Membership/Donation/etc.)		75,125	32,551
GST refund/(paid)		-281,081	-304,715
Payments to Suppliers and Employees		<u>-3,996,037</u>	<u>-3,871,396</u>
Net Cash provided by (used in) operating Activities	<b>11(b)</b>	<u>897,141</u>	<u>164,904</u>
<b><u>Cash Flows from Investing Activities</u></b>			
Proceed of Sale of Assets		4,682	7,296
Payment for Property, Plant, Equipment and Vehicles		<u>-177,640</u>	<u>-134,237</u>
Net Cash provided by (Used in) Investing Activities		<u>-172,958</u>	<u>-126,941</u>
<b><u>Cash Flows from Financing Activities</u></b>			
Net Rental Deposits Received/(Paid)		734	38,660
Repayment of Loan (Mirrabooka Office)		<u>-200,000</u>	<u>-200,000</u>
Net Cash provided by (Used in) Financing Activities		<u>-199,266</u>	<u>- 161,340</u>
Net Increase/(Decrease) in cash in hand		524,917	-123,377
Cash at beginning of Financial Year		<u>2,006,164</u>	<u>2,129,541</u>
Cash at end of Financial year	<b>11(a)</b>	<u>\$ 2,531,081</u>	<u>\$ 2,006,164</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 2016**

**1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES**

The financial statements have been prepared in order to meet the requirements of the *Associations Incorporation Act 1987 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 1031 - Materiality  
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 2016**

**(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.

**MULTICULTURAL SERVICES CENTRE  
OF WESTERN AUSTRALIA INC.  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2016**

**(f) 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.

**(g) Consolidated Programs**

The following programs are included in the operations of the Centre for the year ended 30 June 2016:

1. Multicultural Services Centre (MSC), Counselling Service – MAITRI, RAWA - Relationships Australia, 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), Suicide Prevention Project (Funded by Mental Health Commission), MHOH Project (Funded by Department of Health), Workforce Development Centre (WDC) (Funded by Mercycare)
2. Settlement Services Programs (SSP Generalist & SSP Bunbury) (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 for Child Protection & Family Support)
4. Multicultural Wellness Program (MWP/HACC) (Funded by WA Department of Health)
5. Emergency Relief (ER) (Department of Social Services & Lotterywest)

**(h) 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 2016**

	2016	2015
	\$	\$
<b>2. CASH AND CASH EQUIVALENTS</b>		
Bendigo Bank - Cheque Account	993,546	838,238
Bendigo Bank - LSL Account	353,353	331,684
Bendigo Bank - Asset Replacement/Reserve Fund Account	254,232	249,282
Bendigo Bank - Non-Recurrent Fund Account	469,836	430,592
Bendigo Bank - Term Deposit Accounts	456,214	152,468
Petty Cash	3,900	3,900
	<u>\$ 2,531,081</u>	<u>\$ 2,006,164</u>
<b>3. TRADE AND OTHER RECEIVABLES</b>		
<b>Accrued Income</b>		
Services Fees Accrual - MWP(HACC)	16,903	17,429
	<u>\$ 16,903</u>	<u>\$ 17,429</u>
<b>Trade Debtors</b>		
Australian Taxation Office (GST)	15,797	1,226
Bond from Clients/Others - MSC & MWP (HACC)	10,760	13,774
MDSP (NDIA) Service Fees	-	11,355
MDSP (DSC) Service Fees	18,629	-
MSC - Former MHSP Staff's Annual Leave in advance repayment	1,511	-
MHSP - Brokerage Fund	1,100	-
MHSP - SACs Payment	17,393	-
PIR Payment for Supervision and Flexible Funding	1,885	8,952
Payment for Second Hand Furniture	-	335
Reimbursement for office expenses from ECC	1,428	190
Reimbursement for Rent and Utilities	11,063	-
Reimbursement for Workshop Expenses (SSP Bunbury)	-	294
	<u>\$ 79,566</u>	<u>\$ 36,126</u>
Total Trade and Other Receivables	<u>\$ 96,469</u>	<u>\$ 53,555</u>
<b>4. PREPAYMENTS</b>		
Insurance - Paid in Advance	8,759	7,813
Levy/Utilities - Paid in Advance	1,363	1,046
MV Licence Fees - Paid in Advance	2,389	2,515
Rent - Paid in Advance	4,614	1,166
Subscriptions - Paid in advance	4,857	9,783
	<u>\$ 21,982</u>	<u>\$ 22,323</u>

**MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.  
NOTES TO FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2016**

	2016 \$	2015 \$
<b><u>5. PROPERTY, PLANT AND EQUIPMENT</u></b>		
Land at cost	\$ 795,471	\$ 795,471
Building at cost	1,219,115	1,175,034
Less: Accumulated Depreciation	-172,827	-138,405
	<u>\$ 1,046,288</u>	<u>\$ 1,036,629</u>
Motor Vehicle at Cost	677,953	577,439
Less: Accumulated Depreciation	-397,663	-352,197
	<u>\$ 280,290</u>	<u>\$ 225,242</u>
Plant and Equipment at Cost	310,698	299,660
Less: Accumulated Depreciation	-275,249	-249,983
	<u>\$ 35,449</u>	<u>\$ 49,677</u>
Leasehold Improvement	7,117	7,117
Less: Accumulated Depreciation	-926	-713
	<u>\$ 6,191</u>	<u>\$ 6,404</u>
Total Property, plant and equipment	<u><u>\$ 2,163,689</u></u>	<u><u>\$ 2,113,423</u></u>
<b><u>6. TRADE AND OTHER PAYABLES</u></b>		
Trade Creditors/Accruals	176,651	20,174
Australian Taxation Office (GST)	81,250	-
Payroll Liabilities	70,168	33,969
Bond Holdings	5,400	7,680
	<u><u>\$ 333,469</u></u>	<u><u>\$ 61,823</u></u>

**MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.  
NOTES TO FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2016**

	<b>2016</b>	<b>2015</b>
	<b>\$</b>	<b>\$</b>
<b><u>7. GRANTS &amp; RENT IN ADVANCE/UNEXPENDED</u></b>		
ER - Grant from Lotterywest	72,127	17,738
MDSP - Service Fees in Advance	163,845	120,717
MHSP - Brokerage Fund	2,691	15,044
MSC - Ministerial Council Suicide Prevention Project	-	31,325
MSC - Rent in Advance	849	-
SSP Bunbury - Train the Trainer Project (City of Bunbury)	-	1,665
	<b>\$ 239,512</b>	<b>\$ 186,489</b>
<b><u>8. PROVISIONS</u></b>		
<b>Current</b>		
Provision for Annual Leave	134,681	144,436
Provision for Long Service Leave	169,964	119,474
Provision for Payable/Redundancy	43,576	50,684
	<b>\$ 348,221</b>	<b>\$ 314,594</b>
<b>Non- Current</b>		
Provision for Long Service Leave	<b>\$ 183,389</b>	<b>\$ 212,210</b>
<b><u>9. BORROWINGS (INTEREST BEARING)</u></b>		
<b>Current - Loan</b>		
	-	30,000
<b>Non-Current - Loan</b>		
	-	170,000
	<b>\$ -</b>	<b>\$ 200,000</b>
<b><u>10. RETAINED SURPLUS</u></b>		
Retained Surplus - at beginning of financial year	3,220,349	3,231,168
Surplus/(Deficit) for year	492,814	-10,819
Retained Surplus - at end of financial year	<b>\$ 3,713,163</b>	<b>\$ 3,220,349</b>

**MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.  
NOTES TO FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2016**

	<b>2016</b>	<b>2015</b>
	\$	\$
<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	993,546	838,238
Bendigo Bank - LSL Account	353,353	331,684
Bendigo Bank - Asset Replacement/Reserve Fund Account	254,232	249,282
Bendigo Bank - Non-Recurrent Fund Account	469,836	430,592
Bendigo Bank - Term Deposit Accounts	456,214	152,468
Cash on Hand	3,900	3,900
	<b>\$ 2,531,081</b>	<b>\$ 2,006,164</b>
<b>(b) Reconciliation of Cash Flow from Operations with Profit/ (loss) from Ordinary Activities</b>		
Profit/(Loss) from operations	492,814	-10,819
Non-cash flow in profit from ordinary activities		
Depreciation	127,374	126,460
(Profit)/Loss on Sale of Assets	-4,682	-7,296
Change in Assets & Liabilities		
(Increase)/Decrease in Stock on Hand/in Store	-4,533	-
(Increase)/Decrease in Trade Debtors	-17,649	31,599
(Increase)/Decrease in Accrued Income	-14,002	3,851
(Increase)/Decrease in Prepaid Expenses	635	14,545
Increase/(Decrease) in Provision	4,806	1,471
Increase/(Decrease) in Trade Creditors & Accruals	245,699	7,797
Goods and Services Tax - movements	66,679	-2,704
Cash flow from operations	<b>\$ 897,141</b>	<b>\$ 164,904</b>

**12. CONTINGENT LIABILITY**

No contingent liabilities existed at 30 June 2016.

**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.**  
**INCOME & EXPENDITURE STATEMENT (DETAILED)**  
**FOR THE YEAR ENDED 30 JUNE 2016**

	2016	2015
	\$	\$
<b>INCOME</b>		
Grants	3,070,386	3,099,511
Donations	30	1,744
Fees for Services	1,495,128	1,034,933
Interest	44,133	45,967
Other Incomes	6,606	9,622
Profit/(Loss) on Sale of Asset	4,682	7,296
Rental Income	68,489	86,787
<b>Total Income</b>	<b>\$ 4,689,454</b>	<b>\$ 4,285,860</b>
<b>EXPENDITURE</b>		
Accommodation	50,369	51,417
Accounting & Audit Fees	17,000	16,638
Activities	5,157	4,937
Advertising	1,674	965
Bad Debts	168	193
Bank Charges	1,025	1,425
Cleaning	35,810	35,598
Computer Expenses	7,867	10,035
Community/Program Development	6,665	7,164
Conference/Seminar	2,146	4,911
Consultancy	2,020	1,200
Donation/Sponsorship	1,937	544
Dues and Subscription	8,055	11,810
Electricity/Gas/Water	31,101	25,692
Emergency Relief Grant - Distribution	109,929	144,491
Expenses for Brokerage Funds	14,844	21,185
Expenses for Project based Grants	47,764	54,212
Expenses (non-wage) for Services	198,823	187,753
Fees (Legal/CCI/etc.)	379	698
Interest on Mortgage	4,345	15,892
Insurance - Association Liability, Business Combined, Legal	16,598	16,875
Insurance - Motor Vehicles, Composite	14,920	8,475
Insurance - Contents/Houses	1,117	1,314
Insurance - Employer Journey	2,221	2,360
Interpreting Services	-	255
Kitchen equipment	3,808	3,386
Library Books	-	450
<b>Balance c/fwd</b>	<b>585,742</b>	<b>629,875</b>

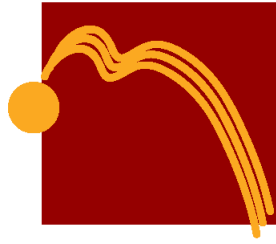
**MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.  
 DETAILED INCOME & EXPENDITURE STATEMENT  
 FOR THE YEAR ENDED 30 JUNE 2016**

	2016	2015
	\$	\$
<b>Balance b/fwd</b>	<b>585,742</b>	<b>629,875</b>
Maintenance - Houses	-	12,832
Maintenance - Equipment/Furniture	19,713	18,334
Meals (MWP/HACC)	39,245	36,233
Medical/Occupational Health & Safety	281	2,369
Meeting Expenses - AGM/Board/General	1,112	1,695
Mileage/Parking/Taxi	12,777	17,732
Motor Vehicle Expenses	38,923	50,822
Other Expenses/Sundry	412	1,038
Police Clearance/WWC check	297	873
Postage/Photocopying/Printing/Stationery	14,246	15,783
Rates and Taxes	8,443	7,503
Rental Expenses	61,775	88,802
Salaries & Wages	2,918,500	2,596,944
Security	3,367	2,373
Staff Amenities & Others	9,584	7,118
Staff Training	9,266	10,210
Superannuation	250,684	231,762
Telephone/Fax/Internet	24,576	26,084
Travel/Entertainment	-	2,062
Workers Compensation Insurance	70,323	60,246
<b>Total Expenditure</b>	<b><u>\$ 4,069,266</u></b>	<b><u>\$ 3,820,690</u></b>
<b>Net Surplus/(Deficit) before depreciation and Surplus (MWP/HACC)</b>	<b>\$ 620,188</b>	<b>\$ 465,170</b>
<b>Less: Depreciation</b>	<b><u>\$ 127,374</u></b>	<b><u>\$ 126,460</u></b>
<b>Net Surplus/(Deficit) before refund of Surplus (MWP/HACC)</b>	<b>\$ 492,814</b>	<b>\$ 338,710</b>
<b>Less: Refund of Prior Period Surplus (MWP/HACC)</b>	<b>\$ -</b>	<b>\$ 349,529</b>
<b>Net Surplus/(Deficit)</b>	<b><u><u>\$ 492,814</u></u></b>	<b><u><u>-\$ 10,819</u></u></b>

**MSCWA**  
Annual Christmas Party 2015







**Multicultural Services Centre  
of W.A. Inc**

**HEAD OFFICE**

No. 20 View Street  
North Perth WA 6006  
Ph: 9328 2699  
Fax: 9227 7638

**Mirrabooka Office**

14 Brewer Place  
Mirrabooka WA 6061  
Ph: 9344 7858  
Fax: 9207 3893

**HACC Day Centre**

10 Farmer Street  
North Perth WA 6006  
Ph: 9444 8283  
Fax: 9201 9112

**Cannington Office**

13/64-66 Kent Street  
Cannington WA 6107  
Ph: 9258 5188  
Fax: 9258 5388

**Bunbury Office**

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

**Morley Office**

64 Wellington Road  
Morley WA 6062  
Ph: 6150 9326  
Fax: 9275 3893

Email: [admin@mscwa.com.au](mailto:admin@mscwa.com.au)

Web: [www.mscwa.com.au](http://www.mscwa.com.au)

ABN:18 563 729 871