



MULTICULTURAL  
SERVICES CENTRE

# 2019 2020 Annual Report



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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:

Attorney General's Department (Commonwealth)	Department of Social Services (Commonwealth)
Black Swan Health	Department of Training and Workforce Development
City of Bayswater	Foodbank
City of Belmont	Lotterywest
City of Bunbury	National Disability Insurance Authority (Commonwealth)
City of Canning	Office of Multicultural Interests
City of South Perth	Relationships Australia (Western Australia)
City of Stirling	SecondBite
City of Swan	The Rise
City of Vincent	North Metropolitan TAFE
Department of Communities (State)	South Metropolitan TAFE
Department of Health (State)	
Department of Health and Ageing (Commonwealth)	

## **Peak bodies**

MSC is a member of the following peak bodies and extends its appreciation for the support and assistance it received during 2019-2020.

Carers WA
Chamber of Commerce and Industry
Charity Link
Community Employers WA
Community Languages WA
Consumers of Mental Health WA
Ethnic Communities Council of WA
Ethnic Disability Advocacy Centre
Leading Age Services Australia
National Disability Services
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.





# Chairperson's Report



2019-20 has been extraordinary globally and indeed for organisations such as ours that had to deal with significant social and economic impacts of COVID-19. MSC's resilience came to the rescue yet again and I am very pleased to report that as an agency we are in much better shape from various perspectives despite COVID-19 bringing to a grinding halt the operation of our largest program i.e. CHSP, in March 2020.

***“ This year we have provided information about our programs in far greater detail and it highlights the importance of the diversity and enormity of the services that our Centre has provided. ”***

Whilst we still mourn the loss of our long-time Chair, Russell Raymond OAM who passed away in August 2019, we have had to cope with the loss of another board member, Graeme Windsor who passed away on 4th August 2020. Their losses will continue to be felt for a long time given the substantial and important contributions that they made over a lengthy period.

The massive restructuring of the organisation to reduce the number of positions directly reporting to the CEO which commenced in 2018 has resulted in further changes and we expect the exercise to be completed by June 2021.

The Centre has continued to undertake a wide range of activities including some that are not undertaken by other multicultural services providers. This year we have provided information about our programs in far greater detail and it highlights the importance of the diversity and enormity of the services that our Centre has provided.

In my report last year, I expressed disappointment about our Centre missing out on the CaLD Jobs Skills Centre tender and I am extremely pleased to report that we won the tender for it for two years commencing 1st July 2020. The Department of Training and Workforce development also has two two-year extension options at its sole discretion.

As always, my fellow board members made a substantial contribution in ensuring that we fulfilled our obligations as board members diligently. I extend my special thanks to all and in particular to the office bearers, the late Russell Raymond OAM (Vice Chairperson), Sheila Rajan (Secretary) and Sam Tassone (Treasurer), for their substantial support. Robert Maher resigned after serving on the board for more than 10 years.

I extend my appreciation and thanks to him and the other board members, namely, Kathy Ursich OAM, Alexander Lone, Patrick Tan, the late Graeme Windsor, Jenny Au Yeong, Dr. Zarrin Siddique and Kim Luby.

The Executive/Senior management team comprising our CEO Ramdas Sankaran, our COO, Pius Joseph, our Executive Manager Corporate and Financial Services, Baily Fernandez and our Finance Manager, Amy San Pe and their staff have together ensured the continued growth and sustainability of the Centre. I commend and thank them and our many Volunteers who also play a very important role in many aspects of the Centre's operations for their commitment and contributions. This year they also played a major role in the production of our annual report and I wish to thank Angelica Punto and Gulivindala Sambhi.

As always, I wish to thank the diverse range of government agencies as well as mainstream and multicultural service providers who are listed in the Acknowledgments section of this report for their funding and their invaluable support and assistance.

Finally, I extend special thanks to our families and partners for without their support and understanding we could not have made the contribution that we all made.

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

# CEO's Report



2019-20 was a very momentous and productive year - momentous given our Centre, like agencies similar to ours globally, had to respond to the ravages of the COVID-19 pandemic; and productive because we ended the year with a healthy operational surplus and meeting/exceeding program targets, excepting for the Commonwealth Home Support Program which ground to a halt in March to comply with social distancing requirements.

Whilst MSC took all necessary precautions to Corona proof our offices, to their credit, our Support Workers in the aged and disability services area did not hesitate to continue providing support to consumers in their houses regardless of the threats posed by COVID-19. This not only ensured the health and wellbeing of our consumers but also made a significant contribution to MSC's financial health. COVID-19 not only highlighted the resilience of MSC but also its willingness, yet again, to readily respond to the needs of non-traditional constituencies. On this occasion, it was Australia's temporary residents, principally international students. They were excluded from the JobKeeper and JobSeeker programs and were in immense strife when they lost their employment, had their hours drastically reduced or found it impossible to obtain any employment. Thanks to the Department of Communities and Lotterywest, MSC was able to extend them access to its ER, housing and employment services programs.

The review of our organisational structure by Julian Keys, the Executive Director of Salary One, which was completed in 2018 is still evolving. Whilst its implementation did cause additional stress on the organisation and its staff, it is extremely pleasing to note that all programs are functioning well, and we continue to meet/exceed contracted outcomes in most cases. Most importantly, MSC's financial health is the best it has been for decades.

I am most grateful to MSC's Chairperson, Dr. Prabha Karan Krishnan and office bearers late Russell Raymond OAM, Sheila Rajan and Sam Tassone and other board members for their substantial support and assistance.

Special thanks are due to Pius Joseph our COO and Baily Fernandez our Executive Manager Corporate and Financial Services as well as Zeljka Prodanovic, Devlin Bose, Paul Kyaw, Stella Sokolovic, Nihal Iscel, Venessa Miler and their staff for ensuring that MSC continued to exceed its contracted program outcomes. Special thanks are also due to Amy San Pe 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 has forged many productive partnerships since its establishment in 1980. None has been as strong or as long lasting as the one with Relationships Australia, WA. To Terri Reilly its CEO, Mandy Drommer their Senior Manager, FDR Services, and Irina Spradbury, their Manager, FRC, I extend special thanks for their continued partnership. We continue to receive substantial support and assistance from many funding bodies

listed on page 1 of this report. To all of them, and especially the Department of Communities, Lotterywest, and the commonwealth departments of Health and Social Services, I extend special thanks.

As always, the contributions that Volunteers make to our programs including Reception, Administration, Housing and Wellness programs have been immense. They are too many to single out and I extend my thanks and appreciation to all of them.

***“COVID-19 not only highlighted the resilience of MSC but also its willingness yet again to readily respond to the needs of non-traditional constituencies.”***

I generally end with special thanks to our partners and family members for without their support and understanding and the added responsibilities that they accept we can never achieve what we do to serve the community. This has been especially so in a year when the world, our nation and state have all witnessed the devastating impact of COVID-19. But I have chosen to end my report by extending my thanks and appreciation to MSC's staff and in particular our Support Workers who continued to support our clients in their homes at great personal risk.

**Ramdas Sankaran OAM**  
CEO



“

***Thanks to you and your staff for looking after my mother this year. Your centre really makes a difference to her everyday life, she looks forward to spending time with her friends, the outings and getting to know the wonderful staff.***

”





# Languages & Dialects

The Centre's staff, board and volunteers speak 79 languages and dialects as follows:

Acholi	Afrikaans	Amharic	Arabic
Bengali	Bhojpuri	Bosnian	Burmese
Cantonese	Hakha Chin	Matu Chin	Mizo Chi
Siyin Chin	Mauritian Creole	Croatian	Czech
Dari	Dinka	Dusun	Falam
Farsi	French	German	Greek
Gujarati	Hakka	Hazaragi	Herero
Hindi	Hokkien	Hungarian	Indonesian
Italian	Japanese	Kadazan	Kannada
Karen	Khmer	Kinyarwanda	Kirundi
Korean	Kuku	Lingala	Luo
Macedonian	Malay	Malayalam	Mandarin
Mizo Chin	Mon	Montenegrin	Nepali
Oromo	Pashto	Persian	Punjabi
Russian	Serbian	Shan	Shona
Sinhalese	Somali	Spanish	South Sudanese Arabic
Sudanese Arabic	Swahili	Tagalog	Tamil
Telugu	Teochew	Thai	Tigrinya
Turkish	Tshiluba	Ukrainian	Urdu
Venetian	Vietnamese	Yapese	

# MSC Board

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**Dr. Prabha  
Karan Krishnan**  
*Chairman*

Dr. Prabha Karan Krishnan is a Medical Practitioner at the Graylands Hospital in Perth. He established the Overseas Trained Doctors Association and was instrumental in organising training courses, access to medical books etc. to assist them to sit the AMC exam. He has served on the boards of the Mirrabooka Multicultural Child Care Centre and the Perth Asian Community Centre. He has been the Chairman of MSC since 2010.



**Mr. Russell  
Raymond OAM**  
*Vice Chairman*

The late Mr. Russell Raymond OAM was a retired senior journalist who had substantial experience in the multicultural sector for over 30 years at the local, state and national levels. The positions that he held included President and Secretary, Ethnic Communities Council of WA, and Deputy Chair and Secretary of Federation of Ethnic Communities' Councils of Australia.



**Mr. Sam  
Tassone**  
*Treasurer*

Before recently retiring Sam Tassone was a lecturer in the Advanced Diploma of Accounting at North Metropolitan TAFE. He has lectured in Advanced Income Tax Law and Prepare Complex Corporate Financial Reports. He has been a consultant in traineeship and workplace training, and an international student mentor. He has extensive experience in tertiary education, accounting and finance portfolios.



**Ms. Sheila  
Rajan**  
*Secretary*

Ms. Sheila Rajan has substantial experience at senior levels of management within the Commonwealth Public Service including head of ATO's Prosecution Unit. She is currently a Mental Health Advocate and a Consultant undertaking projects in the employment, training and community sectors. She has extensive involvement in the multicultural sector.



**Dr Zarrin  
Siddique**  
*Member*

Dr Zarrin Siddique, MD Program Director at Vin University. She was the former Associate Professor in Health Professions Education, Faculty of Medicine UWA, the President of Pakistanis In Australia since 2011, former President and member of the management committee of the Ethnic Communities Council of WA and former Dy. Chair of the Federation of Ethnic Communities Councils of Australia.



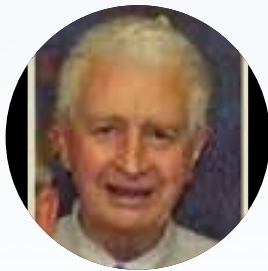
**Ms. Kim  
Luby**  
*Member*

Ms. Kim Luby is a Clinical Nurse Specialist at Sir Charles Gairdner Hospital with more than 30 years' experience in various sectors. She has extensive experience in the multicultural sector including as the former President of the Ethnic Communities Council of WA and former Dy. Chair of the Federation of Ethnic Communities Councils of Australia.



# MSC Board

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**Mr. Robert  
Mahar**  
*Member*

Mr. Robert Mahar is a professional social worker with substantial experience at the Senior Executive level within the Commonwealth Public Service including head of the Settlement Branch of DIMIA, in Perth. He served as the Chair of the South Perth Community Hospital and as the President of the Australian Association of Social Workers for many years.



**Ms. Jenny  
Au Yeong**  
*Member*

Ms. Jenny Au Yeong is a professional social worker with substantial experience in social work, disability and health services within the government and non-government sectors. She has provided substantial inputs to the review and development of disability related policies and programs at the state and national levels. She is the co-Founder and former CEO of the Ethnic Disability Advocacy Centre.



**Mr. Alexander  
Lone**  
*Member*

Mr. Alexander Lone is a Lead Auditor of Quality Assurance & Environmental Management Systems. He has substantial experience in the areas of integrated management systems design and implementation, risk management, development and implementation of continuous improvement activities etc. He has extensive involvement in providing settlement assistance to refugees from Burma.



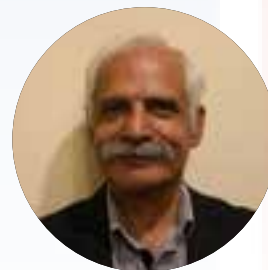
**Mr. Patrick  
Tan**  
*Member*

Mr Patrick Tan is a retired Project Development Engineer with over 20 years local government experience in project design, planning and management of land subdivision projects and various municipal engineering works.



**Mr. Graeme  
Windsor**  
*Member*

The late Mr. Graeme Windsor was a lawyer with the Australian Government Solicitor for 28 years and the Director of its Perth Office from December 1997 to January 2014.



**Mr. Ramdas  
Sankaran OAM**  
*Ex Officio Member*

Mr. Ramdas Sankaran OAM, CEO of MSC is a professional social worker with over 35 years' senior managerial experience within the Commonwealth and State public services and the community services sector. He has extensive experience in planning and implementing a range of grant and fee based programs and services.

# 2019 2020 Highlights





**MSC Staff**

Photo by G Sambi

## Impact of COVID-19

Like most organisations in Australia and globally, the COVID-19 pandemic had a significant impact on MSC's operations from the perspectives of both consumers and staff.

MSC developed a COVID-19 Safety Plan which was continually updated as required by the Executive Management team which met on a very frequent basis in the initial stages.

On a positive note, thanks to the rigorous implementation of the COVID-19 Safety Plan, especially in relation to social distancing, PPE etc., we are pleased to report that:

- Our staff and clients were well protected (totally incident free); and MSC developed new ways of working with clients which has proven to be more convenient for them and MSC; and
- MSC's staff continued to be employed throughout the COVID-19 "restriction period" and our staff numbers have steadily increased even before that period ended.

On the flip side CHSP which was MSC's Flagship program before COVID-19 came to a grinding halt in March 2020. But thanks to the Commonwealth we were allowed to use the funds approved for social support group activities for social support individual activities, which we have been wanting to do for several years but have not been able to obtain funding approval from the state or the commonwealth governments. To a much lesser extent our HCP and MDSP programs were also impacted adversely with a few clients cancelling their services.

However, the positives clearly outweigh the adverse impacts and our qualifying for the JobSeeker program was the most important one. We also qualified for other subsidies and furthermore are now much better equipped to undertake many client servicing and administration activities remotely.

## OMI Mental Health Grant

OMI approved a grant of \$50,000 to provide mental health services and resources to new and emerging as well as established CaLD communities and overseas students. The program will comprise inter alia: group workshops, individual counselling sessions, development of an online directory of bilingual mental health practitioners and a series of audio podcasts in community languages.

# Settlement Services Program (SETS)

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We trialled a service in Mandurah for five hours per week until end June and a service in the metro area for people of Afghani background. Both trials were very successful and so we have continued them in 2020-21.

## Corporate Social Responsibility (CSR)

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For some years now MSC has undertaken many CSR initiatives and during 2019-20 our efforts in this regard include the following:

### ***My Home***

Our Chair and CEO met with Ms Jennifer Mathews the Acting Mental Health Commissioner along with the head of Graylands Hospital. Whilst Ms Mathews was very sympathetic, she made it clear that the MHC did not have funds to support this project in the current financial year. However, she did say the project had great value and that she was working on a budget proposal for cabinet to consider on accommodation for those with mental health conditions. She indicated that we were welcome to provide her a summary of our project, which she could incorporate into her submission. Despite MSC implementing this program since 2013 and saving the WA taxpayer millions of dollars in bed days, it is yet to receive any funding for it. The project is costing MSC tens of thousands of dollars each year but the board has decided to continue it.

### ***Australian Temporary Residents Appeal***

Australian Temporary Residents especially were denied access to the JobKeeper and JobSeeker programs. Most of them especially overseas students were very adversely impacted by COVID-19 because they lost their jobs, had their hours drastically reduced or found it impossible to obtain employment. MSC in partnership with the Indian Society of WA launched an Appeal and raised more than \$5,000 for it.

### ***Australian Bush fire Appeal***

We raised just over \$2,000 and the funds will be given to a Bush Fire Brigade in the South West of WA.

### ***NDIS Funding increases for Clients***

Thanks to the advocacy work of our staff and substantial documentary evidence they were able to garner, clients have had their NDIS funding increases in some cases well over 150%; and in two cases well over 250%.

### ***Winning of the CaLD Job Skills Centre Tender***

MSC has been providing state government funded employment and training services for decades on its own and in more recent times in partnership with MercyCare. Having missed out on the above-mentioned tender two years ago, we are pleased that we were successful this time and our contract commenced in July 2020 for a two-year period. The Department of Training and Workforce Development can at its discretion extend the contract by exercising the two two-year options.

### ***Multicultural Support Worker Pool***

The Department of Communities provided MSC \$90,000 to establish the Multicultural Support Worker Pool. The funding provided was for a pool of 20-25 support workers and MSC established a pool of 42 workers, thus exceeding the project deliverable, significantly. MSC also contributed an additional \$77,297 for the implementation of the project.



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*Corporate Social Responsibility (CSR) continuation*

We organised 23 Training workshops that included inter alia:

National Standards for Disability Services, Person-Centred Service Delivery, Safeguarding and Serious Incidents reporting, Disability Awareness and Inclusion, Medication Competency, Personal safety and situational awareness, De-escalation Techniques and Manual Handling

We conducted a post project survey with participants and the key findings were:

- ▮ Nearly a third (31.7%) of the participants reported that they worked in at least one additional organisation.
- ▮ The survey participants expressed reduced isolation and greater work satisfaction.
- ▮ Participants comprising a team of ten that supported a service participant with complex conditions felt that their team was self-directing well.

The multilingual Support Worker Pool has impacted favourably on service quality, efficiency and sustainability of the organisation. From a sustainability perspective it is pertinent to note that about 85% of the 42 Support Worker Pool participants continue to work for our Centre. The project has also resulted in our establishing a Self-Directed Team of staff providing support for a client with complex conditions.

Team participants (10) were able to demonstrate improved self-direction and decision making and excellent communication when a situation demanded it. The direct supervisors of the multilingual Support Worker Pool participants are also of the view that the project has impacted favourably on service quality and efficiency because the staff are better informed and skilled and able to respond to clients' needs without necessarily seeking their assistance as often as they used to previously.

Without exception, participants indicated that this project has enhanced their knowledge, skills, and capacity to provide a better-quality service. The informal feedback from clients and their families suggests that service quality was enhanced. The December 2019 survey of our clients indicated that 71% of the participants surveyed rated that there was increased satisfaction with the support services received.

The Multicultural Support Worker Pool has been funded as a one-off project and the cost-benefits demonstrate that this should be ongoing, especially given the CaLD staff shortages in the sector. From a sector development perspective, WA needs an independent agency/mechanism to inform and guide CaLD, indigenous, and people with intellectual impairment/brain injury to make informed choices about service providers.



Photo by G Sambi



## Commonwealth Home Support Program (CHSP)

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East Metro is by far the location that accounts for the bulk of MSC's CHSP Social Support Group Services. We exceeded 100% in 2018/19 but was able to deliver just over 71% in 2019/20 despite a drop in the target Outcomes volume. Similar percentage drops also occurred in the North and South East metro regions.

The provision of transport services scenario was somewhat different with the outcomes for North Metro exceeding the previous year by more than 10% despite an increase in the target Outcomes volume. There was a 20+% fall in the outcomes achieved in the East region and less than 5% fall in the South East Metro region.

Considering our Day Centres were closed from 24th March to 6th June 2020, the above outcomes were pleasing.

## MDSP Quality Review

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Our MDSP program was quality audited 25 months ago by the Department of Communities and we were due for another audit in 11 months. However, the department has decided to audit all providers before the Commonwealth takes responsibility for this function in December 2020. We are pleased to advise that we met all six standards and there were no required actions. A more detailed response will be included in the 2020/21 annual report as the review was completed in September 2020.

## 64 Wellington Road, Morley Property Redevelopment

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The DA lodged with the City of Bayswater for two Robust Design SDA dwellings has been approved. The design and certification that we need to ensure that the plans fit in with NDIA requirements will be finalised shortly and we hope to commence the construction by December 2020.

## Restructure Update

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The position of Executive Manager Operations was created to replace the COO position. Additional changes will be made by March 2021 to ensure we have a cost effective and appropriate executive management structure.



# Multicultural Wellness Program Transitioning to the New Quality Standards

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The new Aged Care Standards became operational from 1st July 2019 and we took several steps to prepare for its implementation including a major upgrade of the MSC policy and procedures manual by Les Gevers, staff training, etc.

## Sector Transition Fund Phase 3

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MSC was granted \$80,000 plus GST by the Department of Communities to assist us to transition to the Australia-wide National Disability Insurance Scheme. This grant enabled us to offset some of the costs involved in the purchase of the new Nightingale CMS, the Policy and Procedures Manual that we are updating, some training initiatives, time we spend on getting registration for SDA, some therapy services etc.

## Event to celebrate the life of the late Russell Raymond OAM

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The passing of Russell on 25th August 2019, marked an end of a great era in the annals of both MSC and ECC. The Bendigo Bank, OMI, ECCWA and MSC were the sponsors of this event.

Thanks to the sponsors and the tremendous efforts of MSC staff, the speeches on that day by the Minister, Shadow Minister, Bob Cronin, Former OMI ED Dr. Leela de Mel and messages from the Hon Philip Ruddock, the event was a success. The efforts of Devlin Bose and Sein Aung Moe were particularly noteworthy for they produced the poignant, moving and heart-warming videos showed on that day.

The Board unreservedly commends Devlin Bose and Sein Aung Moe for the sterling work done in producing the videos for the celebration of the life of our late friend, Chair, Deputy Chair, and colleague, Russell Raymond OAM. It was a fitting tribute to a life well lived.

# Program Reports



“

*I spoke to my mum last night and she wished to express a big thank you for the Crown Towers excursion. She enjoyed herself over the two days and couldn't fault anything, the food, accommodation, companionship and the way they were treated was an experience she will never forget. Thank you so much for organising the excursion and hopefully there will be similar experiences in the future.*

”





Photos by G Sambi

## Be Kind to Your Mind

The Project funded by The Office of Multicultural Interests (OMI) of the Department of Local Government, Sport and Cultural Industries, Government of Western Australia was to raise awareness of suicide and ways to prevent it within new and emerging communities; and to empower community participants to provide support with skills for postvention in anticipation of starting support groups. Counselling was offered to any of the participants who needed immediate support.



**103**  
**WORKSHOP**  
**PARTICIPANTS**



**5**  
**SUPPORT**  
**GROUPS**



**14**  
**COMMUNITY**  
**LEADERS**

Seven workshops designed for specific communities were delivered to 103 participants aged 18 to 65 - four to Burmese, Afghani, Bosnian and Ethiopian, and three to a mixture of Chinese, Iranian, Karen, Vietnamese, African, German, Burmese, Thai, and Singaporeans. Five support groups DISCHARGED, GROW, ARBOR, Lifeline and ConnectGroups and 14 community leaders were invited to participate in the project. Five community leaders and one support group, DISCHARGED, worked closely with the Project team. DISCHARGED brought their non-clinical approach to the planning phase of our workshops: discussing accessible language, diversity, and non-judgmental/passive language. Importantly, they offered us insight into the realities of coping with

suicidality and self-destructive behaviours, including their experience with the health care system and other service providers. We drew upon their peer support group to provide our workshop participants with a real example.

All groups participating in the workshops demonstrated an increased knowledge of the topics discussed and a reduction of stigma. Participants commented, “The training is very valuable and gained a lot of knowledge (sic). This kind of workshop should continue, to gain more knowledge.”; “I have more confidence to help these people now. Thank you.”; “It was useful and sad to hear how suicide occurs in our community.”





MULTICULTURAL  
SERVICES CENTRE

Workshops on  
raising awareness  
and prevention of  
self-harm & suicide  
for new & emerging  
communities.

Assisting the  
establishment of  
support groups to  
enhance mental  
health and  
resilience.



Supported by

Department of Local Government,  
Sport and Cultural Industries  
Office of Multicultural Interests

# HAPPY MINDS & HELPING HANDS

WHERE  
**TBC**

DATE  
**TBC**

## WHAT

- Opportunity to share your knowledge & experience
- Learn about risk factors, signs of self-harm, & suicide.
- Learn where to find help
- Learn prevention strategies
- Start your own peer support group

Build your **confidence** to  
support your friends,  
family, and community to  
make **healthy choices**,  
improve **wellbeing**, and  
reduce risk of self-harm  
or suicide.

FOR MORE INFORMATION CONTACT [NADIA@MSCWA.COM.AU](mailto:NADIA@MSCWA.COM.AU) OR CALL (08) 9328 2699



# Community Housing Program (CHP)

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As a Community Housing provider, MSC continued to provide affordable rental housing to eligible clients (clients of CaLD background on low to moderate incomes).

Following a major renovation, in February 2020, one more 3-bedroom, 1-bathroom property, conveniently located at 16B Malawi Court, Joondalup was handed over by the Department of Communities to MSC to manage.

This increased the number of MSC managed CHP properties to 9, which are leased to eligible and suitable clients. Some of the accommodated clients were homeless and some were DV victims referred to MSC by women's refuge centres.

## Independent Disability Services (IDS)

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This service provides Support Coordination and Plan Management to NDIS participants. Since March 2020, (when IDS was established) we have been supporting more than 70 participants to get the reasonable and necessary services in personal care, home care, social supports and therapies they need as stated in their NDIS plans. We have worked collaboratively with several therapy and core service provider agencies to enable our participants to exercise choice and control when making referrals. During the life of their NDIS plans, the situation of our participants are monitored with regular contacts to check if they are receiving the quality supports that they need.

## My Home

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This program, which commenced in 2013 as a pilot project provided accommodation to four long-term Graylands Hospital patients in a head leased complex of three villa-units in Balga. One villa-unit was either partially or completely vacant throughout the year, and considering that no government or other external funding for this project has been received, MSC is incurring a considerable financial loss and the future of the program is uncertain.





## Housing Services

MSC delivers the following four distinct housing services funded by the Department of Communities:

### ***NAHA Homeless Accommodation and Support Services including brokerage***

The target group for this service is migrants who are homeless or at risk of homelessness. This includes single adult women and men, and families.

Service Agreement Commencement Date	1 October 2009
Service Agreement Cease Date	31 December 2012
Extension Options	<b>Extensions Given</b> The service was granted yearly extensions from 30 June 2013 to 30 June 2021.

### ***NPAH Private Tenancies- Culturally and Linguistically Diverse (CaLD)***

The target group for this service is families and individuals from a CaLD background in private rental tenancies who are at risk of eviction and homelessness.

Service Agreement Commencement Date	1 December 2009
Service Agreement Cease Date	31 December 2012
Extension Options	<b>Extensions Given</b> The service was granted yearly extensions from 30 June 2013 to 30 June 2021.

### ***NPAH Support for Children in Family Homeless Accommodation***

The target group for this service is dependent children, aged primarily 4-14 years who are living in, or being supported by, family supported accommodation services (NAHA/PTSS and SHAP).

Service Agreement Commencement Date	1 April 2010
Service Agreement Cease Date	31 December 2012
Extension Options	<b>Extensions Given</b> The service was granted yearly extensions from 30 June 2013 to 30 June 2021.

In addition to assisting clients to access affordable private rental accommodation, and to advocate for clients waiting for priority public rental accommodation, our staff provide tenancy education, referrals for employment services, and other wrap around support services. We have access to properties into which families can be placed for short-term transitional accommodation and offer minor immediate financial assistance including emergency relief and financial counselling.



Over the years, our dedicated Housing Services staff have been assisting individuals, families, and their children who were:

- at risk of homelessness and seeking support to maintain a rented home
- facing eviction and at risk of homelessness
- looking for accommodation other than emergency or short-term housing
- staying with family/friends or wherever they could while looking for stable accommodation
- having difficulty finding a home because of previous tenancy problems
- struggling with tenancy responsibilities, utility bills, rent payments, etc.
- unable to access or afford private rental accommodation; and/or
- eligible to be on the Department of Housing waiting list
- had a child between 4-14 needing support through social, recreational, school activities due to an insecure housing experience
- in need of support, advice, guidance and advocacy to find suitable accommodation.

### ***Assisted Rental Pathways Pilot (ARPP)***

The pilot which commenced in late 2016 - a partnership with private landlords as well as the community sector - was designed as an option for Western Australians in need of affordable housing. Eligible social housing applicants and tenants are provided with tailored assistance and a rent subsidy on their private rental property for up to four years to help them improve their circumstances. Four Community Service organisations, MSC being one of them, were funded to collaborate with The Department of Communities to deliver the program.

The ARPP is an innovative approach to social housing. Rather than just give people a roof above their heads, it focuses on participant empowerment and capacity building. Best practice is reflected in its commitment to getting people off the dependency mentality whereby they rely on public housing as a lifelong solution.

The program identifies those who are most in need but capable of successfully achieving the outcomes that the ARPP set down. Support that is tailored to the participants' need is intensive. It incorporates a holistic view that encompasses need, necessary intervention and results with the objective of meeting the participants' long term goals that will assist them in leading a better life. The approach stays away from being punitive and instead motivates the participants to engage and to explore their potential. During the process of implementation, there were signs of a shift in thinking on the part of participants who were ready to explore the various housing options available to them, from renting in the private rental market or even working towards home ownership.

The Pilot will transition back to the Department on the 30th November 2020. In a little over three years and seven months since its commencement to 30th June 2020, the Department referred 127 participants. Real Estate Agents or Landlords who participated in the Pilot benefitted from:

- Guaranteed rent subsidy for the term of the tenancy - The Department guaranteed a rent subsidy for the duration of a residential tenancy with a tenant for 12 months and renewable for a further 12-month term.
- Long-term residential tenancy agreements with tenants.
- Pre-qualified tenants - all tenants were assessed and deemed eligible to participate in the Pilot on the basis they would be good tenants and have no or minimal debt.
- Make-good provisions - Housing committed to pay landlords up to \$5,000 for any out of pocket expenses for property damage after the application of the tenancy bond and any insurance proceeds. A current landlord insurance policy was understandably a requirement.
- Annual rent adjustments - rent could be adjusted annually in accordance with the Australian Bureau of Statistics' Consumer Price Index Rent Index for Perth only, if applicable.

Thanks to the efforts of program staff in motivating participants, four bought their own houses and made an early exit from the ARPP.

# Lotterywest Emergency Relief (ER) Program

MSC has been running the Lotterywest ER program for many years, providing essential short-term financial assistance to eligible clients.

This year, due to the financial impact of COVID-19 on our clients, we revised the ER eligibility criteria to respond to clients' needs better and more adequately. For the first time MSC extended Lotterywest ER assistance to Australian Temporary Residents (ATR clients), the most vulnerable group who were not eligible to receive any Government/Centrelink support.

Eligible temporary visa holders such as international students, people on bridging or tourist visas or temporary employment visas, a majority of whom had lost their jobs or had reduced working hours were provided with Lotterywest ER assistance. This created an extremely high demand for all types of ER assistance, particularly with Coles Cards.

During the financial year 1st July 2019 to 30th June 2020, ER staff conducted 2,042 transactions and distributed a total of \$298,213.82. These are very impressive figures and reflect great outcomes for clients and staff.

Also, for the first time this year, MSC switched to eGift Coles Cards (electronic cards) instead of plastic ones. This enabled ER staff to minimise face to face contact with clients during the COVID-19 lockdown in WA.

## ***Increase in demand in raw numbers***

When the last Lotterywest ER grant for the 2019-2020 financial year which was approved on 4th March 2020 was implemented in late March 2020 we had just one client. The extension of the grant for Australian Temporary Residents (ATR) led to the first such client being serviced on 11th May. (Table 1). By the end of June we distributed \$94,452.57 to 799 ATR clients and \$55,007.89 to 311 PR/Citizens.

Month	Number of ATR Applicants	ATR Applicants Assistance \$	Number of PR/Citizens	PR/Citizens Assistance \$
March	0	\$0.00	1	\$190.51
April	0	\$0.00	58	\$11,906.76
May	111	\$16,823.15	116	\$20,487.88
June	688	\$77,629.42	136	\$22,422.74
<b>TOTAL</b>	<b>799</b>	<b>\$94,452.57</b>	<b>311</b>	<b>\$55,007.89</b>

*Table 1: Numbers of ATRs and Permanent Residents/Citizens Assisted with Assisted Amounts in \$*

Month	Number of International Students	Number of other ATR Applicants	Number of PR/Citizens
March	0	0	1
April	0	0	58
May	95	16	116
June	637	51	136
<b>TOTAL</b>	<b>732</b>	<b>67</b>	<b>311</b>

*The number of requests from ATRs increased more than 400% in June 2020*

The vast majority of the 732 ATRs assisted were international students. The reasons for the same are many, but the main ones are that international students are better organised and connected with each other than other ATRs, they have had access to information about our ER program via their educational institutions, student guilds, relevant ethnic organisations etc.

Very surprisingly, people from Bhutan accounted for about half of the total number of ATRs assisted. They were followed by those from the Philippines (and we understand that information about our ER program was posted on their Embassy website) and from Nepal. People from India and China are not represented proportionately given that they account for the largest numbers of international students in WA and across Australia. Other categories include the countries below and we received 5 or less clients from each - Bangladesh, Papua New Guinea, UAE, Myanmar, Indonesia, Iraq, Iran, Maldives, Mexico, Mauritius, Kenya, Zimbabwe, Turkey, Thailand, Germany, France, Egypt, Columbia, Brazil, Chile, Bahrain, and Argentina.

### ***Our new assessment process***

Due to social distancing requirements to be met, the vast majority of the cases were processed via phone and WhatsApp assessments. In the case of ATRs we also required them to complete an online form and provide us copies of the passport to confirm their identity as well as supporting documentation if they were seeking assistance with rental arrears and overdue utility bills. With regard to the former, they were required to email it separately for cyber security, privacy and confidentiality. Rental arrears, overdue utility bills etc. were paid directly to the owners/agents/utility providers. In the case of Coles vouchers, they were provided in digitalised form and an audit trail has been maintained to ensure accountability.

As per MSC's ER program policies, only in very extenuating circumstances have we helped a person more than once in six months. We believe that this should be waived in the case of Australian Temporary residents, as they have been excluded from JobSeeker and JobKeeper programs and in the overwhelming majority of cases, they had lost their jobs or had their hours drastically reduced and consequently they will continue to be in a desperate position for a long time. Changes to JobSeeker and JobKeeper that have been flagged by the government will further exacerbate this situation not just for ATRs but permanent residents and citizens of CaLD backgrounds.

### ***Referrals and case management by financial counsellors and other wrap around service for our clients***

Our ER service is effectively a case managed one with referrals being made to our housing and settlement services to address underlying factors. Access to financial counsellors has been limited since the onset of COVID-19. We have been able to offer mental health services to some applicants.

It is important to note that ATRs do not have access to HUGS concessions unlike permanent residents/citizens.

# Multicultural Disability Services Program (MDSP)

### Sector Update

The target group for this service is dependent children, aged primarily 4-14 years who are living in, or being supported by, family supported accommodation services (NAHA/PTSS and SHAP).

**Significant continued growth of new providers.** Growth of providers in WA in the three quarters 2, 3 and 4 of the 2019-20 financial year (as detailed in the NDIS Quarterly reports) is as follows:

- Quarter 2:** growth in quarter of active providers from 562 to 632 representing a 12% growth.
- Quarter 3:** growth in quarter of active providers from 632 to 692 representing a 13% growth.
- Quarter 4:** growth in quarter of active providers from 692 to 726 representing a 9% growth.

It is important to note that in three quarters WA had a growth of 29% of new providers in 9 months. This reflects the increased competition as well as the impact of an open market seeing a significant number of “for profit” entities enter. Of particular concern is the minimal increase in providers in the Kimberley, Pilbara, Goldfields and Greater Southern regions suggesting that most of these new organisations have begun operations within metro regions where MSC provides its services.

**Market concentration.** There has been an increase in market concentration whereby 85% of funding for supports went to the top 10 organisations from 25% to 33% between quarters 3 and 4 alone.

**Ongoing transition of participants** funded under WA NDIS and the Department of Communities to NDIA throughout this financial year. In July 2019, we had 59% of participants funded under NDIA. At the end of the financial period, this had risen to 91% funded under the national model. This is reflected in the participant numbers table below.

**Delay in WA transitioning** to being managed under the National Quality and Safeguarding Commission. The transition was scheduled for 1st July 2020 but has been moved to 1st December 2020.

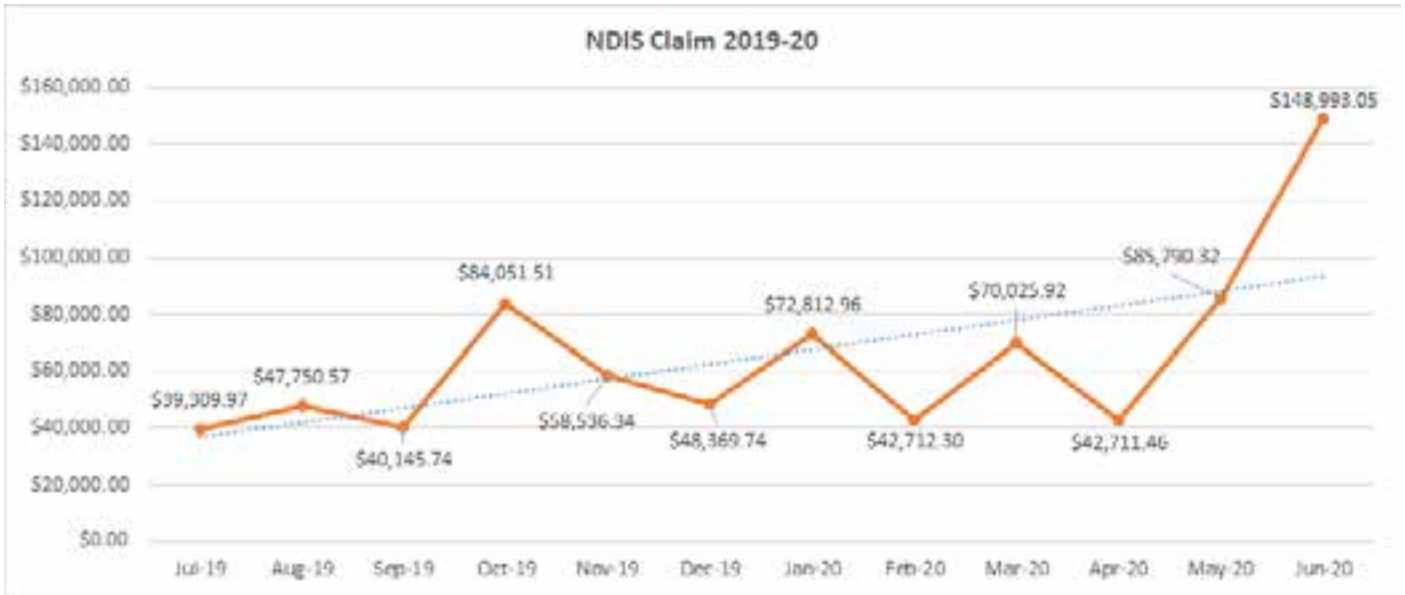
The **MDSP** has seen a significant growth in participant numbers in the 2019/20 financial year as noted in the table below. This represents a growth of approximately 70%. The new referrals were received from a variety of external sources and speaks to MSC’s reputation as a specialist service provider for people from CaLD backgrounds. Referrals were also received from multiple disability service organisations acknowledging MSC’s expertise in providing services to participants from a CaLD background.



No	Program	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20
1	NDIS	26	30	30	33	33	34	33	39	49	50	53	68
2	DSC	18	18	18	15	13	12	11	11	10	10	9	6
3	COS					1	1	1	1	1	1	1	1
	<b>TOTAL</b>	<b>44</b>	<b>48</b>	<b>48</b>	<b>48</b>	<b>47</b>	<b>47</b>	<b>45</b>	<b>51</b>	<b>60</b>	<b>61</b>	<b>63</b>	<b>75</b>

*MDSP Clients 2019-20*

The continued transition of participants from the state funded mechanism to NDIA has seen a significant increase in what MSC claims from NDIA each month. This is reflected in the tables below which provide a breakdown by total amount claimed, service hours provided, and total mileage claimed.



Service Hours	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	TOTAL
DSC	1,323	1,133	1,164	1,257	1,257	1,468	1,342	1,300	1,552	1,492	1,681	1,658	16,627
NDIS	803	748	832	1,058	946	804	954	964	1,420	1,337	1,575	2,204	13,645
Mileage	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19	DEC 19	JAN 20	FEB 20	MAR 20	APR 20	MAY 20	JUN 20	TOTAL
DSC	4,396	4,615	4,542	3,801	3,314	3,298	2,823	1,803	1,571	1,296	1,708	1,684	34,850
NDIS	1,499	1,248	1,283	1,932	1,572	2,341	2,979	3,221	4,297	2,942	4,089	6,929	34,332

*MDSP Service Report Summary 2019-20 (Service Hours / Mileage)*



### *Multicultural Disability Services Program continuation*

As a result of this growth in participants supported, we have seen an increase in the number of service coordinators and support workers working in the program. The Service Coordinators have increased to a team of four and Support Workers up to over 60 staff. It is essential to acknowledge and thank our Support Workers and Service Coordinators. Our Support Workers are the heart of the program as they directly support the participants, working closely with individuals in building trusting relationships while supporting them to achieve their goals in a safe and supportive environment. We would also like to thank our committed Service Coordinators. MSC is fortunate to have a committed and passionate group that are responsive and committed to the participants they support.

COVID-19 had a significant impact on service delivery between March and May 2020, with a number of participants requesting that services be placed on hold. The team worked tirelessly in that period ensuring staff were safe and flexible support delivery models were explored. The fact that almost all participants recommenced their services when WA eased the restrictions that were in place is a reflection on the quality of our services.

MSC continues to be able to attract quality support staff through word of mouth and referrals with minimal external advertising. This is critical to continue providing services in the language of the participant. As we move further down the national pathway and an increased need to demonstrate and evidence our practice from a quality and safeguarding perspective, we will need to ensure workers recruited can complete the necessary documentation and reporting while retaining the core point of difference we provide which is culturally appropriate care.

#### **Good News Story**

One of our long-term participants moved into his own independent unit. This was a significant change for him as he has lived with his family for all his life (26 years). His sister used to manage his finances on his behalf and he was totally dependent on her. The client will be supported to maintain his unit sourced through MSC and to follow the budget and goals set out for him. The unit included some items with others that were required including some furniture purchased through a donation from The Salvation Army. The client very much appreciated the gift voucher given by MSC saying that this had come at the perfect time. A successful SAT hearing was held on the 9th January 2020. This will benefit the participant as the Public Trust and Guardian will now manage his finances, and the Guardian will ensure that major decisions especially in relation to health, accommodation, and work are appropriate for him.

When signing the Service Agreement, the client chose to allocate the full amount of hours to MSC and to no longer divide them between two service providers. This is an increase of six hours per week. After obtaining a series of reports from specialists and allied health professionals, the LAC agreed to increase the support hours from 10 to 32 per week.

“

*Many thanks for a wonderful time at the party. It was great to see you all. Mum and Dad loved it very much. Great venue, great food and there was great singing and dancing done. I thought I would let you know, Mum and Dad are interested in coming back on the 13th January. They are itching to get back with their routine and friends.*

”



Christmas Party 2019





## Multicultural Wellness Program

MSC has been operating a wellness program for decades in the form of the Home and Community Care Program, (HACC). Its HACC program has been by far its largest program in terms of staff numbers and annual turnover. In 2018-19, the HACC program in Western Australia, transitioned into the Commonwealth Home Support Program (CHSP) and it continued to be MSC's flagship program. The HACC program and CHSP which replaced it had been trending upwards for a number of years. In 2018-19 we made a concerted effort to slow this upward trend as we were already exceeding funded targets to meet the service demands.

***“ Thank you so much for organising the excursion and hopefully there will be similar experiences in the future. Dad reports he had a really nice time meeting a few old friends from his past and making a few new ones. He had a lovely day, and is looking forward to next week. ”***

As you will note from table 1, East Metro is by far the location that accounted for the bulk of our CHSP Social Support Group Services. We exceeded 100% in 2018/19 but was able to deliver just over 71% in 2019/20, despite a drop in the target Outcomes volume. Similar percentage drops also occurred in the North and South East metro regions.

The provision of transport services scenario was somewhat different with the outcomes for North Metro exceeding the previous year by more than 10% despite an increase in the Target Outcomes volume. There was a 20+% fall in the outcomes achieved in the East region and less than 5 % fall in the South East Metro region.



Regions/ Service Types	Target 18/19	Outcomes Achieved 2018-19	Outcomes Achieved 2018-19 (%)	Funded Outcomes 18/19 & 19/20	Outcomes Achieved 2019-20	Outcomes Achieved 2019-20
<b>EAST METRO</b>						
Social Support	39,758	41,495	104.37%	34,797	24,976	71.78%
Transport	9,738	9,150	93.96%	9,768	6,948	71.13%
<b>NORTH METRO</b>						
Social Support	7,056	7,052	99.94%	9,614	7,119	74.05%
Transport	2,103	1,385	65.86%	2,511	1,967	78.34%
<b>SOUTH EAST METRO</b>						
Social Support	8,803	8,802	99.99%	10,675	8,681	81.32%
Transport	2,102	1,649	78.45%	2,481	1,860	74.97%

Table 1

The above occurred as a consequence of CHSP coming to a grinding halt in late March and our Day Centres being closed until early June. Hence the drops in service outcomes is understandable.

Fortunately, a slow but steady recovery occurred since May 2020 by service innovation such as the use of zoom for social support group activities.

Whilst the “100% flexibility provisions” that the Commonwealth extended CHSP agencies to address the COVID-19 impact, was of no practical use to us because we had to cease both our service types, we are pleased to report that it extended us the opportunity to provide Social Support Individual (SSI) activities as outlined in the table below.

#### SSI (APR 2020 – JUN 2020)

Regions/ Service Types	APR 20	MAY 20	JUN 20	Actual Achieved YTD
<b>EAST METRO</b>				
Domestic Assistance	0	22.5	0	<b>25.5</b>
Social Support Individual	16.5	185	25	<b>226.5</b>
<b>NORTH METRO</b>				
Domestic Assistance	0	0	0	<b>0</b>
Social Support Individual	8	83.5	21	<b>112.5</b>
<b>SOUTH EAST METRO</b>				
Domestic Assistance	0	6	0	<b>6</b>
Social Support Individual	18.5	300.75	106.5	<b>425.75</b>

#### Home Care Package Program

MSC's Home Care Package program commenced towards the end of 2016-17 with four clients. The program has since grown substantially as is evident from the table below. It is pleasing to note that this program is poised to grow even further in 2020-21.

Package Level	2017-18	2018-19	2019-20
Level 1	0	4	2
Level 2	3	8	15
Level 3	1	4	4
Level 4	0	5	12
<b>Totals</b>	<b>4</b>	<b>21</b>	<b>33</b>



NDIS Info Session on 20/02/2020 – Mirrabooka

## Settlement Engagement and Transition Support (SETS)

From July 1, 2019 following the 2019 elections, Settlement Services were transferred to the Department of Home Affairs. Whilst responsibility for the SETS grant moved, the Community Grants Hub of the Department of Social Services continues to administer the grant as part of the shared services arrangements between two departments. Consequently our grant is no longer managed by a local State Funding Arrangement Manager and is instead managed by a centralised Hub team within the South Australian office.

SETS Activity Requirements are to equip humanitarian entrants and other vulnerable migrants with the knowledge and skills to identify, understand and take action to address their identified settlement needs in their first five years in Australia.

SETS services have been operating five days a week from the following locations:

**Metro:** MSC offices at Cannington & North Perth; Outreach: South Metro TAFE Thornlie & North Metro TAFE Northbridge

**Regional:** MSC office in Bunbury located at the Milligan Community Learning and Resource Centre, Carey Park

Outreach services started on December 16, 2019 from Harvey Community Resource Centre (HCRC). In May 2020, SETS service delivery was expanded to include Mandurah and surrounding suburbs. The office has been shared with the Peel Multicultural Association. A great start of our service from Mandurah should be noted - 16 new clients accessed the service that commenced in mid-May 2020.

Bunbury SETS together with the Australian Red Cross and the Harvey Community Resource Centre started a new initiative with the aim of connecting migrant women. The “Connecting Women” grant received by the Red Cross is utilised to hold English classes and help migrant women connect with the community.



Murdoch University Open Day and Tour for Migrant / Refugee Youth

A group of SETS eligible migrant/refugee youth attended the Murdoch University Open Day on July 28, 2019. The youth were interested in business, accounting, engineering and general information regarding all available courses. The Open Day tour allowed students to explore subjects of interest and to test their skills in new ways. MSC staff assisted the group with sourcing relevant information, answering questions, engaging with goal-setting activities, and helping the attendees develop networks and connections with university staff.

### Other SETS Group Activities

MSC SETS staff Ms Joansy King provided presentations on acquiring Australian Citizenship to TAFE AMEP students in October and November 2019 at Fremantle, Mandurah, Langford, and Rockingham.

MSC SETS staff M George Idom provided presentations on MSC and SETS services to AMEP, Foundation Skills, and English as an Additional Language (EAL) students at North Metro TAFE, Northbridge Campus and South Metro TAFE, Thornlie Campus in March 2020.

In terms of individual client contacts, the number of individual clients recorded in DEX was 345 and individual client sessions was 995 - an average of 3 sessions per client. The average satisfaction score was 4.8. It is interesting to note that in Metro areas most of our clients live North of the River (NoR) despite the fact that the funding body's decision was that we cannot provide SETS services from a NoR office.

The highest number of individual client services was provided from our Cannington office (148) followed by our North Perth office (114) and Bunbury office (70). Not very many clients used the opportunity to access our SETS services from the North Metropolitan TAFE, Northbridge Campus and South Metropolitan TAFE, Thornlie Campus.

In terms of language, most clients (43.20%) spoke languages originating from Myanmar (Karen 31.3%, Chin-Hakka 6.4%, and Burmese 5.5%). The other major language groups were Dari (9%) and Arabic (7.8%).

## HIGHEST NUMBER OF CLIENTS in terms of Local Government Area

**69**  
City of Gosnells

**42**  
City of Bunbury

## ORIGIN OF CLIENTS

**43.2%**  
Myanmar

**11.6%**  
Afghanistan

**45.2%**  
Philippines, Thailand,  
Syria, India, Iraq,  
Eritrea, and Iran



### *Other SETS Group Activities continuation*

In March 2020, the emergence of the COVID-19 pandemic had the potential to jeopardise the achievement of program outcomes. MSC managed the sudden and rapid change in circumstances to permit staff to work from home, providing them the resources and support to enable core work to continue as much as possible.

On March 18, 2020, SETS Case Managers ceased all face-to-face client contacts and business was conducted by telephone and email only, with some of the Case Managers working from home. From May 11, face-to-face services as well as client group activities restarted.

On June 24, the English Conversation Group in Bunbury restarted. Precautions and recommendations regarding COVID-19 transmission were put into practice and continue to date. SETS staff participated through videoconferencing in COVID-19 Best Practice and Innovation facilitated by the CoP (Community of Practice), Samantha Chalmers, Senior Project and Policy Officer from the Migration Council Australia. The Settlement Engagement and Transition Support Community of Practice (SETS CoP) brings together service providers delivering the SETS program to collectively harness and maximise the sector's contribution to effective settlement of migrants and refugees in Australia. It is managed by the Migration Council Australia, Canberra.

## Migrant service to expand scheme

A service designed to help new migrants with their social participation is expanding throughout the South West.

Bunbury Multicultural Services Centre community worker Julie Todter works closely with migrants on the Settlement Engagement and Transition Support program and has been busy working on bringing it to Harvey.

"The SETS program focuses on social participation, economic and personal well-being, independence and community connectedness," Ms Todter said.

"What tends to happen with the migrants, particularly families that come to Western Australia, is the husband goes off to work and the mother and child are left at home, often experiencing isolation."

Ms Todter said with increased migrants in the region, it seemed like a good opportunity to bring the services to Harvey.



**The conversational English group meet weekly at the Bunbury Multicultural Services Centre, with the service soon coming to Harvey.**

"We run a conversational English group here," Ms Todter said.

"It is like a peer support group that gives people who are shy about their ability to speak English the chance to learn by experience and we also help people study for their driver's licence or citizenship tests."

The first SETS program will be held at the Harvey Community Resource Centre on December 16.

*Bunbury Herald article from 03/12/2019 re starting English classes in Harvey*



# Media Release



*The Australian Red Cross, the Multicultural Services Centre, the Harvey Community Resource Centre and Harvey community members make hand-creams as part of the Harvey Women's Program. Picture: Briana Fiore Credit: Briana Fiore/Harvey-Waroona Reporter/Picture: Briana Fiore*

## **Connecting to community**

**Briana Fiore** Harvey-Waroona Reporter  
Thursday, 20 February 2020 10:22AM

A new initiative aiming to connect women after migration has kicked off in the South West.

The Australian Red Cross, Bunbury Multicultural Services Centre and the Harvey Community Resource Centre have joined forces to help new migrants in Harvey and the surrounding areas.

Red Cross project officer Sian Gair said the Red Cross received a Connecting Women grant to hold English language classes and help migrant women connect with the community.

"Harvey has a great history of migration so we thought it was a beneficial place to hold the program," Mrs Gair said.

"Research says new migrants don't have Australian friends so the group is for new migrants to connect with established members of the community and hopefully make friends."

The Multicultural Services Centre in Bunbury is also helping with the Harvey Women's Program.

The centre has a Settlement Engagement and Transition Support program that helps new migrants build on their own capabilities, become self-reliant and participate equitably in Australian society.

Case manager Julie Todter said there was a new cohort of migrants in the South West, including many in Harvey.

"Usually it's a man who gets a skilled visa, they are working while their wife and children are at home. There's then a need for the women to improve their English to gain (access to the) community," Ms Todter said.

Ms Todter also said the group helped migrant women to get a driver's licence.

Harvey Community Resource Centre manager Tracey-Ann Davis said she was thrilled to host the women's group in such a multicultural community.

# Vale Graeme Windsor



Mr. Graeme Windsor who had been a board member of our Centre for many years passed away on Tuesday, 4th August 2020.

By way of background, Graeme was a Solicitor and Accredited Mediator and served as a Lawyer with the Australian Government Solicitor (AGS) for 28 years. He was the Director of its Perth Office from December 1997 - January 2014.

Graeme was the Dy. Convenor of the WA Law Society's Government/In house lawyers committee and was also a member of its Alternative Dispute Resolution Committee. Graeme was also a Lecturer, College of Law, in Perth.

Obituaries in memoriam remind us of "a gentle man known for his integrity, loyalty, love of family, friends, reading and music" and that he had "an amazing memory of past events, love of books and encyclopedic knowledge of music. A charming man with many cherished friends."

The MSC board adopted the following condolence motion unanimously:

"The board acknowledges the untimely passing of Graeme Windsor who has made a substantial contribution in diverse ways as a board member for several years. Graeme's knowledge, skills and expertise have played an important part in the deliberations of and the decision making in relation to many important issues considered by the board. On behalf of the board and staff of MSC, the board wishes to pay tribute to Graeme by dedicating its Mental Health and Suicide Prevention this year to cherish and honour Graeme's memory and contributions. The board and staff at its meetings in August 2020, will observe a minute's silence for the same."

***Vale Graeme Windsor***





MSC CEO with staff



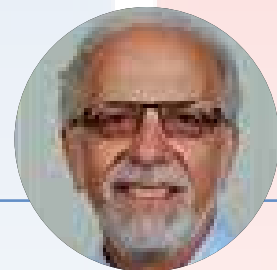


**Frank Paolino, Branch Manager  
Bendigo and Adelaide Bank,  
North Perth Branch addressing  
Volunteer Induction  
participants**

Photo by G Sambi



# Treasurer's Report



I am pleased to present the financial report as audited by MACRI Partners. This report includes the following as at 30th June 2020.:

- 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 about a million dollars (\$994,657) from 6.53 million in 2018-2019 to \$7.53 million in 2019-20. Contributing to this was a significant increase in fee for services income from \$2.74 million to \$3.12 million. This more than offset a small decrease in grant income (3.16%) and a sharp fall in interest income (54.55%).

I am very pleased to advise that the Centre ended the year with a significant operational surplus after depreciation of \$1.12 million i.e. just over 3.5. times of the previous year's surplus.

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 and Aged Care is steady. 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.

It is clear from the audited financial statements that COVID 19 did not have a material financial impact on MSC's resources and overall liquidity. The board will continue to monitor this on an ongoing basis and make changes to MSC's business continuity plans as required.

## **Acknowledgements**

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

Amy San Pe prepared and managed the accounts and related administration tasks meticulously and efficiently. I extend my sincere thanks to Amy and the Finance staff.

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

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

**Sam Tassone**  
*Treasurer*

# Financial Reports

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

**FINANCIAL REPORT**

**FOR THE YEAR ENDED 30 JUNE 2020**

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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.

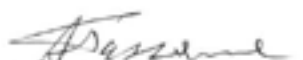
In the opinion of the Board of Management, the financial report as set out on pages 6 to 18 is in accordance with the requirements of Associations Incorporation Act 2015 of WA and Australian Charities and Not-for-profits Commission Act 2012 and:

- (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 2020 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 8<sup>th</sup> DAY OF October 2020**



## 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 2020, 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.

*Marni Partners*

MACRI PARTNERS  
CHARTERED ACCOUNTANTS  
SUITE 2, 137 BURSWOOD ROAD  
BURSWOOD WA 6100

*Anthony Macri*

A MACRI  
PARTNER

DATED THIS <sup>74</sup> 8 DAY OF OCTOBER 2020

## 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 2020, 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 2020 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)

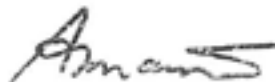
- Conclude on the appropriateness of the Board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. 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.



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MACRI PARTNERS  
CHARTERED ACCOUNTANTS  
SUITE 2, 137 BURSWOOD ROAD  
BURSWOOD WA 6100



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A MACRI  
PARTNER

PERTH  
DATED THIS 8<sup>TH</sup> DAY OF OCTOBER 2020.

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

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2020**

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Grants	3,311,876	3,419,956
SACs Payment	236,223	250,976
Interest	13,196	29,032
Fees for Services	3,115,398	2,735,138
Other Income	139,493	95,921
COVID-19 (Related)	713,000	-
Profit/(Loss) on Sale of Assets	-	3,506
<b>Total Income</b>	<u>7,529,186</u>	<u>6,534,529</u>
<b>EXPENDITURE</b>		
Employee Benefits Expenses	4,803,140	4,978,086
Depreciation	146,803	145,345
Expenses (Grants and Projects)	656,132	455,654
Other Expenses	807,792	712,756
<b>Total Expenditure</b>	<u>6,413,867</u>	<u>6,291,841</u>
<b>Surplus/(Deficit) before Other Comprehensive Income</b>	1,115,319	242,688
Other Comprehensive Income	-	-
<b>Total Comprehensive Income/(loss) for the year</b>	<u><u>1,115,319</u></u>	<u><u>242,688</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  
AS AT 30 JUNE 2020**

	NOTES	2020 \$	2019 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents - Cash Assets	2	3,080,257	2,002,059
Other Financial Assets	3	28,201	-
Stock on Hand/ in Store (Food Voucher/Food)		19,950	5,540
Trade and other receivables	4	440,050	117,473
Prepayments	5	49,594	19,985
		<u>3,618,052</u>	<u>2,145,057</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	6	4,350,693	4,436,393
<b>Total Fixed Assets</b>		<u>4,350,693</u>	<u>4,436,393</u>
<b>TOTAL ASSETS</b>		<u>7,968,745</u>	<u>6,581,450</u>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	7	460,890	301,802
Grants & Rent in advance/Unexpended	8	387,895	392,134
Provisions	9	645,453	584,018
		<u>1,494,238</u>	<u>1,277,954</u>
<b>NON-CURRENT LIABILITIES</b>			
Borrowing (Interest Bearing) - Secured	10	915	-
Provisions	9	226,946	187,411
Trade and other payables	7	20,127	4,885
<b>Total Non-Current Liabilities</b>		<u>247,988</u>	<u>192,296</u>
<b>TOTAL LIABILITIES</b>		<u>1,742,226</u>	<u>1,470,250</u>
<b>NET ASSETS</b>		<u>6,226,519</u>	<u>5,111,200</u>
<b>MEMBERS' FUND</b>			
Retained Surplus	11	6,226,519	5,111,200
<b>TOTAL MEMBERS' FUND</b>		<u>6,226,519</u>	<u>5,111,200</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  
FOR THE YEAR ENDED 30 JUNE 2020**

	Retained Surplus 2020 \$	Retained Surplus 2019 \$
Opening balance as at 1 July (at beginning of year)	5,111,200	4,868,512
Surplus/(Deficit) for the year attributable to members of the entity	1,115,319	242,688
Closing balance as at 30 June (at end of year)	<u>6,226,519</u>	<u>5,111,200</u>

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2020**

	Note	2020 \$	2019 \$
<b><u>Cash Flows from Operating Activities</u></b>			
Grants		3,522,063	3,733,100
SACs		259,845	276,073
Fees		3,168,710	2,938,504
Projects Receipt		121,000	110,715
Interest (Receipt)		13,196	29,032
COVID-19 (Related)		483,598	-
Other Receipts (Rental/Membership/Donation/etc.)		139,493	95,922
GST refund/(paid)		-378,426	-524,536
Interest (Payment)		-1,601	-4,237
Payments to Suppliers and Employees		-6,161,291	-6,088,388
Net Rental Deposits Received/(Paid)		-	1,236
Net Cash provided by (used in) operating Activities	<b>12(c)</b>	<u>1,166,587</u>	<u>567,421</u>
<b><u>Cash Flows from Investing Activities</u></b>			
Proceed of Sale of Assets		-	3,505
Investments in Term Deposit		-28,201	-
Payment for Property, Plant, Equipment and Vehicles		-61,103	-215,021
Net Cash provided by (Used in) Investing Activities		<u>-89,304</u>	<u>-211,516</u>
<b><u>Cash Flows from Financing Activities</u></b>			
Proceed from borrowing (Bendigo Bank)		915	-
Repayment of borrowing (Bendigo Bank)		-	-113,362
Net Cash provided by (Used in) Financing Activities		<u>915</u>	<u>-113,362</u>
Net Increase/(Decrease) in cash in hand		1,078,198	242,543
Cash at beginning of Financial Year		2,002,059	1,759,516
Cash at end of Financial year	<b>12(a)</b>	<u>3,080,257</u>	<u>2,002,059</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 2020**

**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 2020**

**(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 2020**

**(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 2020:

1. Multicultural Services Centre (MSC), Counselling Services (MAITRI), Relationships Australia WA (RAWA), Multicultural Disability Services Program (MDSP) (Funded by Department of Communities Disability Services (DoC) and National Disability Insurance Agency), Partners in Recovery (PIR) (Funded by Black Swan Health Ltd), Independent Disability Services (IDS), Continuity Of Support Program (CoS) (Funded by Department of Health), Legal Services (MLC Legal), Projects
2. Settlement Services Program (SETS) (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 Programs (CHSP/HCP/HACC) Funded by the Australian Government Department of Health/WA Department of Health)
6. Emergency Relief (ER) (Department of Social Services & Lotterywest)
7. Community Housing Program (CHP) (Funded by Department of Communities)

**(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 2020**

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>2. CASH AND CASH EQUIVALENTS</b>		
<b>Cash Assets</b>		
Bendigo Bank - Cheque Account	1,595,159	1,185,182
Bendigo Bank - LSL Account	547,750	494,049
Bendigo Bank - Asset Replacement/Reserve Fund Account	281,037	279,295
Bendigo Bank - Natural Disasters (Donation)	7,128	-
Bendigo Bank - Term Deposit Accounts	631,055	27,811
Bendigo Bank - Debit Cards Accounts	11,728	10,022
Cash on Hand	6,400	5,700
	<u>3,080,257</u>	<u>2,002,059</u>
<b>3. Other Financial Assets</b>		
Bendigo Bank - Term Deposit Account	28,201	-
	<u>28,201</u>	<u>-</u>
<b>4. TRADE AND OTHER RECEIVABLES</b>		
<b>Accrued Income</b>		
Services Fees Accrual - CHSP/HACC	27,008	16,172
Services Fees Accrual - HCP	2,229	26,251
Services Fees Accrual - MDSP (NDIA)	115,190	27,869
Services Fees Accrual - IDS	8,085	-
	<u>152,512</u>	<u>70,292</u>
<b>Trade Debtors</b>		
Australian Taxation Office (GST)	27,326	21,110
COVID-19 (Related)	229,402	-
Bond from Clients/Others - MSC & CHSP/HACC & CHP	16,019	13,409
Rent for 9A Wittenoom (Bunbury Office)	-	1,237
MDSP - NDIA Service Fees	9,810	-
PIR Payment for Flexible Funding	-	871
Refund from Bendigo Bank for loan repayment	-	4,134
Rent - 5 Bookham Street/73B Wellington Road	-	128
Reimbursement for office expenses from ECC	4,981	6,048
Reimbursement for Plumbing Costs (CHP)	-	244
	<u>287,538</u>	<u>47,181</u>
Total Trade and Other Receivables	<u>440,050</u>	<u>117,473</u>



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

**NOTES TO FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2020**

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>5. PREPAYMENTS</b>		
Insurance - Paid in Advance	2,865	-
Levy/Utilities/Security - Paid in Advance	1,108	913
MV Licence Fees - Paid in Advance	4,368	4,907
Rent - Paid in Advance	4,571	4,900
Services Fees - Paid in Advance	4,090	4,324
Subscriptions - Paid in Advance	23,262	4,941
Rate and Taxes	9,330	-
	<u>49,594</u>	<u>19,985</u>
 <b>6. PROPERTY, PLANT AND EQUIPMENT</b>		
Land at cost	<u>1,915,262</u>	<u>1,915,262</u>
 Building at cost	2,596,751	2,596,750
Less: Accumulated Depreciation	<u>-336,667</u>	<u>-284,732</u>
	<u>2,260,084</u>	<u>2,312,018</u>
 Motor Vehicle at Cost	776,490	776,491
Less: Accumulated Depreciation	<u>-697,649</u>	<u>-626,912</u>
	<u>78,841</u>	<u>149,579</u>
 Plant and Equipment at Cost	296,064	257,239
Less: Accumulated Depreciation	<u>-199,558</u>	<u>-197,705</u>
	<u>96,506</u>	<u>59,534</u>
 Total Property, plant and equipment	<u>4,350,693</u>	<u>4,436,393</u>
 <b>7. TRADE AND OTHER PAYABLES</b>		
<b>Current</b>		
Australian Taxation Office (GST)	130,368	100,311
Trade Creditors/Accruals	138,132	70,854
Payroll Liabilities	181,731	122,588
Bond Holdings	10,659	8,049
	<u>460,890</u>	<u>301,802</u>
 <b>Non-Current</b>		
Other Liabilities	<u>20,127</u>	<u>4,885</u>

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

**NOTES TO FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2020**

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>8. GRANTS &amp; RENT IN ADVANCE/UNEXPENDED</b>		
ARPP - Grant in Advance	106,354	85,353
ER - Grant in Advance (Lotterywest)	16,142	43,503
HCP - Unspent Fund (Clients)	193,569	57,353
HCP - Service Fees in Advance	2,510	-
MDSP - Service Fees in Advance (DoC & WA Individualised Services)	8,970	152,968
MHSP - Brokerage Fund - Unspent	6,334	4,313
MSC - Grant in Advance (Community Grants Program)	50,000	30,000
Rent in Advance	4,016	2,760
SETS - Grant in Advance	-	15,884
	<u>387,895</u>	<u>392,134</u>
<b>9. PROVISIONS</b>		
<b>Current</b>		
Provision for Annual Leave	248,576	218,568
Provision for Long Service Leave	320,804	306,638
Provision for Payable	76,073	58,812
	<u>645,453</u>	<u>584,018</u>
<b>Non- Current</b>		
Provision for Long Service Leave	<u>226,946</u>	<u>187,411</u>
<b>10. BORROWINGS (INTEREST BEARING)</b>		
<b>Non-Current - Loan (Secured)</b>	915	-
	<u>915</u>	<u>-</u>
<b>11. RETAINED SURPLUS</b>		
Retained Surplus - at beginning of financial year	5,111,200	4,868,512
Surplus/(Deficit) for year	1,115,319	242,688
Retained Surplus - at end of financial year	<u>6,226,519</u>	<u>5,111,200</u>

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

**NOTES TO FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2020**

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>12. 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	1,595,159	1,185,182
Bendigo Bank - LSL Account	547,750	494,049
Bendigo Bank - Asset Replacement/Reserve Fund Account	281,037	279,295
Bendigo Bank - Natural Disasters (Donation)	7,128	-
Bendigo Bank - Term Deposit Accounts	631,055	27,811
Bendigo Bank - Debit Cards Accounts	11,728	10,022
Cash on Hand	6,400	5,700
	<u>3,080,257</u>	<u>2,002,059</u>
<b>(b) Other Financial Assets</b>		
Bendigo Bank - Term Deposit Account	28,201	-
	<u>28,201</u>	<u>-</u>
<b>(c) Reconciliation of Cash Flow from Operations with Surplus/(Deficit) from Ordinary Activities</b>		
Surplus/(Deficit) from operations	1,115,319	242,688
Non-cash flow in profit from ordinary activities		
Depreciation	146,803	145,345
(Profit)/Loss on Sale of Assets	-	-3,505
Change in Assets & Liabilities		
(Increase)/Decrease in Stock on Hand/in Store	-14,410	-1,345
(Increase)/Decrease in COVID-19 (Related)	-229,402	-
(Increase)/Decrease in Trade Debtors	-4,739	151,642
(Increase)/Decrease in Accrued Income	-82,220	-26,849
(Increase)/Decrease in Prepaid Expenses	-29,609	-808
Increase/(Decrease) in Provision	100,970	-24,343
Increase/(Decrease) in Trade Creditors & Accruals	140,034	107,086
Goods and Services Tax - movements	23,841	-22,490
Cash flow from operations	<u>1,166,587</u>	<u>567,421</u>

### **13. CONTINGENT LIABILITY**

No contingent liabilities existed at 30 June 2020.

### **14. 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.

The Board of management cannot accurately estimate the potential impact on the operating results and near and long term financial results in light of the overall economic outlook especially, the impact of COVID-19 pandemic between the end of the financial year and the date of the financial report.

It is obvious from the audited financial statements that there has been no material financial impact on the association's resources and overall liquidity position. However, the Board will continue to monitor this on an ongoing basis, and make changes to the business continuity plans of the association, if and when required.



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

**STATEMENT OF PROFIT OR LOSS (DETAILED)  
FOR THE YEAR ENDED 30 JUNE 2020**

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Grants	3,311,876	3,419,956
SACs Payment	236,223	250,976
Donations	12,040	12,503
Fees for Services	3,115,398	2,735,138
Interest	13,196	29,032
COVID-19 (Related)	713,000	-
Other Incomes	343	505
Rental Income	127,110	82,913
Profit/(Loss) on Sale of Assets	-	3,506
<b>Total Income</b>	<b>7,529,186</b>	<b>6,534,529</b>
<b>EXPENDITURE</b>		
Accommodation	14,676	54,985
Accounting & Audit Fees	16,922	16,500
Activities	7,098	5,002
Advertising	5,218	2,494
Bad Debts	4,884	1,886
Bank Charges	1,587	1,500
Cleaning	36,075	41,948
Computer Expenses	27,442	26,493
Community/Program Development	1,901	1,900
Conference/Seminar	1,823	2,250
Consultancy	35,450	21,743
COVID-19 (Related)	126,931	-
Donation/Sponsorship	5,433	9,012
Dues and Subscription	33,334	8,912
Emergency Relief Grant - Distribution	303,383	151,785
Expenses for Brokerage Funds	5,278	10,202
Expenses for Project based Grants	84,800	109,835
Expenses (non-wage) for Services	262,671	183,832
Interest on Mortgage	14	2,737
Interpreting Services	1,891	2,073
Insurance - Association Liability, Business Combined, Legal	28,320	34,489
Insurance - Motor Vehicles, Composite	14,667	13,278
Insurance - Contents/Houses	-	1,050
Insurance - Employer Journey	2,020	1,374
Kitchen equipment	1,619	1,501
Maintenance (Houses)	17,830	8,771
Maintenance - Offices/Equipment/Furniture	39,870	72,653
Marketing/Promotion	823	4,347
Meals (CHSP/HACC)	33,144	28,604
Meeting Expenses - AGM/Board/General	903	1,526
Mileage/Parking/Taxi	68,522	68,260
Motor Vehicle Expenses	62,889	61,047
Other Expenses/Sundry	7,726	2,805
<b>Balance c/fwd</b>	<b>1,255,144</b>	<b>954,794</b>

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

**STATEMENT OF PROFIT OR LOSS (DETAILED)  
FOR THE YEAR ENDED 30 JUNE 2020**

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Balance b/fwd	1,255,144	954,794
Postage/Photocopying/Printing/Stationery	14,987	19,769
Purchased Service	599	14,159
Rates and Taxes	9,368	23,216
Rental Expenses	61,695	67,468
Salaries & Wages	4,358,989	4,510,475
Security	3,410	3,728
Services Fees (Legal/CCI/etc.)	1,011	308
Staff Amenities & Others	13,036	17,016
Staff Training	6,329	8,277
Superannuation	380,946	404,945
Telephone/Fax/Internet	46,353	18,825
Utilities (Electricity/Gas/Water)	51,992	40,850
Workers Compensation Insurance	63,205	62,666
<b>Total Expenditure</b>	<b>6,267,064</b>	<b>6,146,496</b>
<b>Surplus/(Deficit) before Depreciation</b>	<b>1,262,122</b>	<b>388,033</b>
<b>Less: Depreciation</b>	<b>146,803</b>	<b>145,345</b>
<b>Surplus/(Deficit)</b>	<b>1,115,319</b>	<b>242,688</b>



“

***Please accept our appreciation on  
the excellent service and care that you have  
given our parents throughout the years  
that they been attending.***

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