

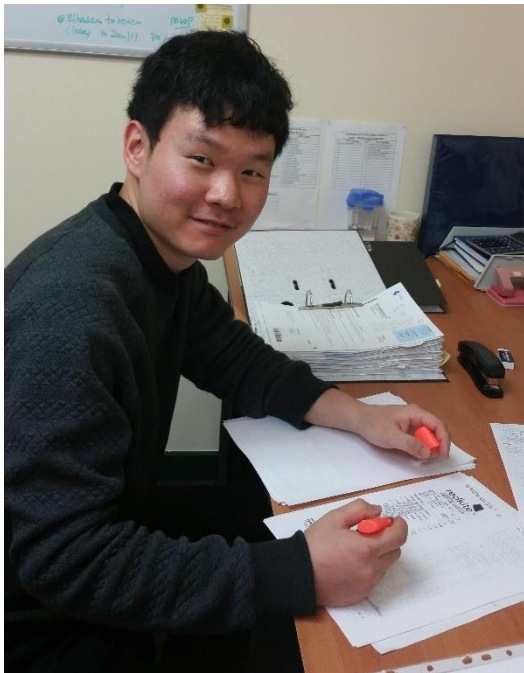
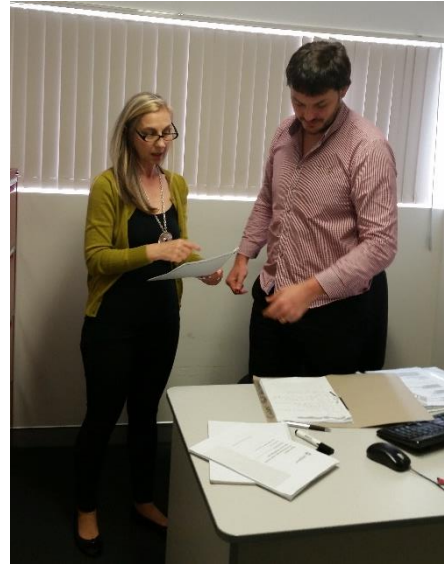


MULTICULTURAL
SERVICES CENTRE

Annual Report 2016-2017



MSC 2016 - 2017



Annual Report 2016 – 2017

Acknowledgements	3
MSC Purpose and Objects	4
MSC Organisational Chart 2017	5
MSC Staff 2016 – 2017	6
MSC Volunteers 2016 – 2017	9
Languages Spoken by MSC Personnel	10
MSC Board 2016 – 2017	10
MSC Board Members 2016 – 2017	11
Chairperson's Report	12
Executive Director's Report	13
Highlights of 2016 – 2017	14
Treasurer's Report	26
Financial Report	27

ACKNOWLEDGEMENTS

Partners and funding bodies

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

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

Peak bodies

MSC is a member of the following peak bodies and extends its appreciation for the support and assistance it received during 2016-17.

Aged & Community Services WA	Ethnic Disability Advocacy Centre
Carers WA	Refugee Council of Australia
Chamber of Commerce and Industry	Shelter WA
Charity Link	Volunteering WA
Community Employers WA	WA Association for Mental Health
Consumers of Mental Health WA	WA Chinese Chamber of Commerce Inc.
Ethnic Communities Council of WA	WA No Interest Loans Inc.

Sponsors

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

MSC Purpose and Objects

Purpose

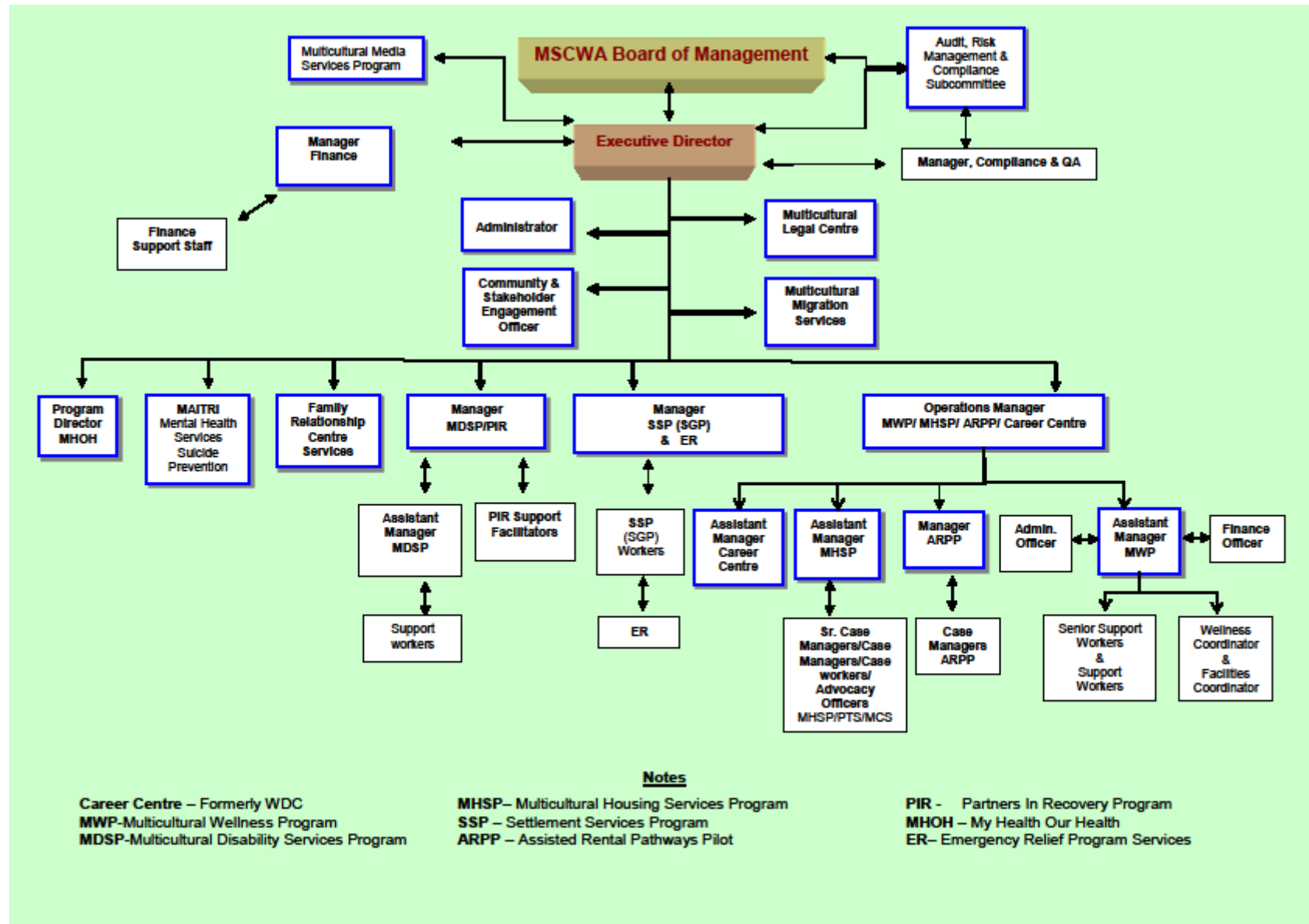
- To meet the settlement, welfare, education and training, cultural, legal and related needs of culturally and linguistically diverse Western Australians;
- To undertake research and community education activities related to their needs; and
- To establish Foundations/trusts for this purpose

Objects

The Objects of the Association shall be:

- a) Alleviate poverty within migrant and refugee families through the provision of emergency relief and other available support services and initiatives.
- b) Provide appropriate cultural and linguistic services to address the needs of the diverse populace of WA with special emphasis on matters affecting their general settlement, welfare & education, training & employment, legal & health (including mental health).
- c) Provide culturally and linguistically appropriate services targeting specific needs of women, the elderly, youth and people with disabilities.
- d) Build the capacity of new and emerging ethnic groups and empower them to address issues of concern to them.
- e) Collaborate and assist ethnic groups whose aims and objects are compatible with those of the Association.
- f) Promote greater awareness of the needs and concerns of culturally and linguistically diverse Western Australians among all levels of the government and non-government sector and general public.
- g) Provide facilities for cultural activities.
- h) Advocate for and promote a united Australia which respects this land of ours, value Aboriginal and Torres Strait Islander and our multicultural heritage and provide justice and equity for all.
- i) Advocate for and promote a racism free society and provide support services for victims of racial discrimination, abuse and harassment.
- j) Undertake initiatives to better assist the Association to respond to natural and other disasters and humanitarian causes overseas.
- k) And such other Objects as the Association shall consider worthy and appropriate from time to time

MSC Organisational Chart 2017



MSC Staff 2016 – 2017

Abdelrazig	Afeif	Support Worker (MDSP)
Abdullahi	Ayan	Support Worker (MDSP)
Abdullahi	Halima	Support Worker (MDSP)
Abel	Anne	Administration Assistant (MSC)
Aden	Udbi	Support Worker (MDSP)
Ah Hon	Ying Hui	Support Worker (MDSP)
Ahmed Mahamud	Maryan	Support Worker (MDSP)
Akhlaghi	Abdul Ali	Support Worker (MDSP)
Akuak	Adau	Support Worker (MDSP)
Arevalo	Santiago	Support Worker (MDSP)
Arok	Ator	Support Worker (MDSP)
Aung	Leonard	Administrator / Project Manager (MSC)
Aya	Rose	Support Worker (MDSP)
Bae	Hyeonjin	Finance Officer (MSC)
Benson	Raynold	Administration Assistant (MHSP)
Benzoni	Laura	Family Dispute Resolution Practitioner (RAWA)
Bose	Devlin	Manager (ARPP) / Assistant Manager (MWP)
Brittain	Vicki	Support Worker (MDSP)
Chau	Sam	Senior Support Worker (MWP)
Dawa	Kelzang	Support Worker (MDSP)
Dinh	Thi Lan	Support Worker (MWP)
Druskovich	Ojdana	Advocacy Officer (MHSP)
Enjambre	Ray Paulo	Support Worker (MDSP)
Eweama	Tanalay Rose	Support Worker (MDSP)
Facchin	Anna	Support Worker (MWP)
Farah	Khadra	Support Worker (MDSP)
Gatica-Lara	Leopoldo	Manager (MLC)
Guled	Arfoon	Support Worker (MDSP)
Guled	Fatumo	Support Worker (MDSP)
Hag Ali	Elhassan	Support Worker (MDSP)
Hossaini	Narges	Support Worker (MDSP)
Htoo	Michael	Support Worker (MWP)
Ismail	Rafeif	Community & Stakeholder Engagement Officer (MSC) / Team Facilitator (MDSP)
Jones	Elizabeth	Settlement Services Program Officer (SSP)
Joseph	Pius	Operations Manager
Kalamohan	Sujikala	Support Worker (MDSP)
Kaur	Surinder	Support Worker (MWP)
Khaing	Yi Yi Win	Support Worker (MWP)
Khine	Ei Ei	Senior Finance Officer (MSC) & (MWP)
Khor	Kheng	Support Worker (MDSP)
Kiani	Feloora	Assistant Manager (SSP) & Support Facilitator (PIR)
Kondo	Masahiro	Administration Officer (MWP)

Krishnasamy	Kopikaran	Support Worker (MDSP)
Kuhn	Giorgia	Senior Support Worker & Activities Officer (MWP)
Kuirajak	Nyibol	Support Worker (MDSP)
Kurubone	Gaston	Senior Case Manager (MHSP)
Kyaw	Saw Paul	Assistant Manager (WDC)
Lang	Nabeel	Program Manager (Migration)
Le	Duyen	Support Worker (MDSP)
Lea	Tamar	Support Facilitator (PIR)
Lin	Charles	Support Worker (MDSP & MWP)
Liu	Fang	Support Worker (MWP)
Loncar	Nedzada	Senior Family Dispute Resolution Practitioner (RAWA) & Support Facilitator (PIR)
Lu	Mei Yan	Support Worker (MWP)
Luu	Thi Phi Phung	Support Worker (MWP)
Makambwa	Tafadzwa Grace	Support Worker (MDSP)
Malaviya	Rajyashree	Senior Support Worker (MWP)
Manicom	Pary	Wellness Coordinator (MWP)
Mapior	Peter	Manager (MDSP) & (PIR)
Mariano	Maria	Support Worker (MWP)
McCormick	Rachel	Support Facilitator (PIR)
Meek	Daravann	Settlement Services Program Officer (SSP)
Moe	Sein Aung	Case Manager (MHSP), Information & Technology Support Officer (MSC)
Moe	Than Naing	Support Worker (MDSP)
Mohamed	Hamdi	Support Worker (MDSP)
Mohamud	Siciid	Support Worker (MDSP)
Mohammed	Elham Ali	Support Worker (MDSP)
Muhammad Isa	Serafina	Administration Officer (MDSP)
Mulugeta	Meseret	Administration Assistant (MSC)
Mulumba	Alphonse	Case Manager (ARPP)
Nazari	Hafizullah	Support Worker (MDSP)
Ng	Guan Khai	Career Counsellor (WDC)
Nguyen	Ha Thi Hong	Case Manager (MHSP)
Nguyen	Thi Thu Huong	Support Worker (MDSP)
Nguyen	Thuan An	Support Worker (MDSP)
Nguyen	Trong Nghia	Support Worker (MDSP)
Nguyen	Van Thi Khanh	Support Worker (MWP)
Nunez	Sebastian	Case Manager (MHSP)
O'hara	Kieran	Support Worker (MDSP)
Papanna	Navya	Support Worker (MDSP)
Paul	Benoy	Support Worker (MDSP)
Pe	Amy	Finance Manager
Pegrum	Audrey	Administration Assistant (MSC)
Pegrum	Joansy	Settlement Services Program Officer (SSP)
Popovic	Marija	Support Worker (MDSP)

Porteria	Victorino	Support Worker (MDSP)
Pritchard	Niaz	Support Worker (MDSP)
Prodanovic	Zeljka	Manager (SSP & ER)
Rajagopalan	Chellamah	Support Worker (MDSP)
Rezai	Somayyeh	Support Worker (MDSP)
Rifai	Aida	Support Worker (MDSP & MWP)
San	Michael	Support Worker (MDSP)
Sankaran OAM	Ramdas	Executive Director
Schura	Monica	Support Worker (MDSP)
Sein	Thet War	Administration Assistant (MSC)
Shapoor	Mohammad	Support Worker (MDSP)
Singh	Naminder	Support Worker (MDSP)
Soe	Khu Doh	Support Worker (MDSP)
Sokolovic	Stela	Senior Case Manager (MHSP)
Soodin	Vandana	Support Worker (MDSP)
Tajoldini	Farangis	Support Worker (MDSP)
Tang	Duyen	Support Worker (MWP)
Tassone	Iolanda	Support Worker (MWP)
Taurayi	Cynthia	Family Dispute Resolution Practitioner (RAWA)
Taylor	Adelin	Settlement Services Program Officer (SSP)
Tha Ceu	John	Settlement Services Program Officer (SSP)
Thaw	Juliana	Support Worker (MWP)
Ticheli	Maria Lina	Assistant Manager (MWP)
Todter	Julie	Team Leader (SSP)
Tran Thi Dang	Thanh	Support Worker (MDSP)
Trimboli	Palmira	Support Worker (MWP)
Tsalis	Louie	Support Worker (MWP)
Vu	Thong Hai	Support Worker (MWP)
Wang	Jing Li	Support Worker (MWP)
Warsame Dirie	Roda	Assistant Manager (MDSP)
Wong	Beek Yoong	Finance Officer (MSC)
Yarankunze	Oscar	Support Worker (MDSP)
Yim	Siu Fun	Support Worker (MDSP)
Zar	Min Yar	Facilities Officer (MWP)



MWP Staff

MSC Volunteers 2016 – 2017

Abel	Anne	Honorary Administrative Assistant (MSC)
Bentel	Erica	Honorary Support Worker (MHSP - MCS)
Byit	Thaw Ri	Honorary Administrative Assistant (MSC)
Campbell	Gerald	Honorary Support Worker (MWP)
Campbell	Susan	Honorary Support Worker (MWP)
Chen	Yihui Emerline	Honorary Support Worker (MWP)
Handa	Madhu	Honorary Support Worker (MWP)
Jovicic	Branka	Honorary Support Worker (MWP)
Kingsley	Marian	Honorary Support Worker (MHSP - MCS)
Krishnan	Dr. Prabha Karan	Chairperson
Lau	Pui Yan	Honorary Support Worker (MWP)
Lone	Alexander	Board Member
Ludher	Swaran	Board Member
Lwin	Zaw	Honorary Support Worker (MWP)
Mahar	Robert	Board Member
Maw	Aye Aye	Honorary Administrative Assistant (MSC) & (SSP)
Moo	Sonia	Honorary Support Worker (MWP)
Mulugeta	Anteneh	Honorary Administrative Assistant (MSC)
Mulugeta	Meseret	Honorary Administrative Assistant (MSC)
Nunez	Sebastian	Honorary Administrative Assistant (MHSP)
Papanna	Navya	Honorary Administrative Assistant (MSC)
Parker	Farha	Honorary Support Worker (MWP)
Paliwal	Anupam	Honorary Support Worker (MWP)
Pham	Fr. Hong	Honorary Support Worker (MWP)
Pham	Van Quat	Honorary Support Worker (MWP)
Pinto	Lily	Honorary Administrative Assistant (MSC)
Rahimi	Sara	Honorary Support Worker (MHSP)
Rajan	Sheila	Secretary – Board Member
Raymond OAM	Russell	Deputy Chairperson
Rodriguez Castro	Nuris	Honorary Support Worker (MWP)
Saligram	Sonia	Honorary Support Worker (MWP)
Sein	Thet War	Honorary Administrative Assistant (SSP) & (MHSP)
Tan	Patrick	Board Member
Tassone	Sam	Treasurer - Board Member
Tha	Ywa Hay	Honorary Support Worker (MWP)
Thatmun	Kim Mung	Honorary Administrative Assistant (MSC) & (MHSP)
Tsalis	Louie	Honorary Support Worker (MWP)
Ursich OAM	Kathy	Board Member
Wai	A Pay	Honorary Support Worker (SSP)
White	Gerard	Honorary Financial Advisor (MSC)
Windsor	Graeme	Board Member
Wong	Beek Yoong	Honorary Accounts Assistant (MSC)
Yin	Dan	Honorary Administrative Assistant (MHSP)

Languages Spoken by MSC Personnel

The Centre's staff, board and volunteers speak 65 languages and dialects as follows:

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

MSC Board 2016 – 2017

Office Bearers

Chairperson	Dr Prabha Karan Krishnan
Deputy Chairperson	Russell Raymond OAM
Treasurer	Sam Tassone
Secretary	Sheila Rajan

Board Members

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

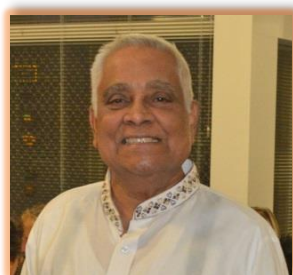
Ex – Officio

Ramdas Sankaran OAM

MSC Board Members 2016 – 2017



Dr Prabha Karan Krishnan



Russell Raymond OAM



Sheila Rajan



Sam Tassone



Robert Mahar



Patrick Tan



Kathy Ursich OAM



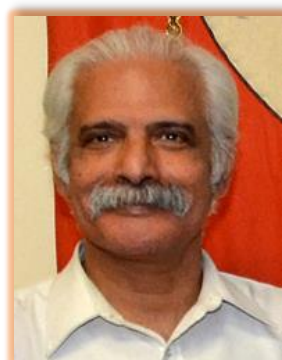
Graeme Windsor



Swaranjit Singh Ludher



Alexander Lone



Ramdas Sankaran OAM

CHAIRPERSON'S REPORT

2016-17 has been a wonderful year and it is with immense pride that I provide this report. The Centre, has continued to grow and widen the diversity of the range of services that it already provides.

The highlights section of the annual report provides several examples of the great strides our Centre is making to address the needs of migrants and refugees.



I wish to draw your attention to the Assisted Rental Pathways Pilot (ARPP), the Multicultural Legal Centre and the Migration services. I understand that despite a late start we met our ARPP target before the deadline and we were rewarded with a 25% increase in the clientele to be serviced. With regard to the other two, we have started these programs without funding from any source as we believe there is an unmet demand for these services.

Another very welcome development was the decision of the current state government to overturn the decision of its predecessor to require us to spend substantial monies to do a feasibility study to purchase and renovate 5 Bookham Street in Morley for our Wellness Centre. This project will now be completed by end December 2017 and we thank the state government for its tremendous support.

As I have highlighted in previous reports, our board members have substantial knowledge, skills and experience across a number of areas that are crucial for accountability and good governance and they continue to play an important role in ensuring MSC diligently meets its obligations to our members and funding bodies. I extend my special thanks to all board members and in particular to Russell Raymond OAM (Vice Chairperson), Sheila Rajan (Secretary), and Sam Tassone (Treasurer) for their substantial support. I thank all other board members for their continued support.

MSC has attracted and retained several hardworking managers, coordinators and staff who together have ensured the continued growth and stability of the Centre and I commend them and our astute Executive Director for their commitment and contributions.

Centre's such as ours are dependent on Volunteers to undertake several tasks which are very important our administration and service provision and we are fortunate we have had many who have done that with pride and perfection. I extend my special thanks to them.

We have listed a number of Commonwealth, State and local government agencies as well as mainstream and multicultural service providers who have provided us invaluable support and assistance in the Acknowledgments section of this report. In addition we have also listed the names of a number of parliamentarians and Ministers who have supported the Centre in its bid to construct a new Wellness Centre. I extend our gratitude to all of them.

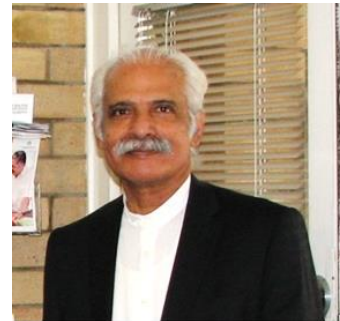
I wish to make special mention of the Bendigo Bank for the generous sponsorship that it is providing for the construction of our new Wellness Centre.

As always, I extend special thanks to our families and partners but for whose support and understanding we could not have done what we have for the Centre.

Dr. Prabha Karan Krishnan

EXECUTIVE DIRECTOR'S REPORT

MSC has had several very good years in recent times and 2016-17 was no exception. We added new programs such as the Assisted Rental Pathways Pilot, the Multicultural Legal Centre and the Migration services and continued to grow our Disability and HACC programs. It was also a year which witnessed the continuation of MSC's record of meeting and or exceeding contracted KPIs. Further details of this and the Centre's other achievements in 2016-17 are outlined in the Highlights section of this report.



MSC's staffing increased substantially in 2016-17 (now 100+) largely due to the growth in our Disability Services and to a lesser extent the new programs that commenced in 2017. This growth and the emphasis we place on continuous improvement and quality assurance resulted in more resources being devoted to staff development and HR. Whilst the significant changes in the community services, aged and disability sectors, and to a much lesser extent the multicultural sector, have taken its toll on many agencies leading to closures, mergers etc., MSC'S future is very bright as funding based on consumer directed care is better than block funding. MSC's service delivery philosophy based on providing services in the preferred language of the consumer and its effective implementation through staff who speak the relevant language and come from or have a good understanding of the consumer's culture has been, and will continue to be, the key to our success.

MSC's Chairperson, Dr. Prabha Karan Krishnan and office bearers Russell Raymond OAM, Sheila Rajan, and Sam Tassone along with six board members have extended me substantial support and assistance in setting strategic directions for the Centre and in fulfilling my role and responsibilities. I am most grateful for the same.

Special thanks are due to Pius Joseph our Operations Manager, and to the Managers/Assistant Managers of our various programs, Zeljka Prodanovic, Peter Mapior, Devlin Bose, Feloora Kiani, Paul Kyaw, Lina Ticheli, Roda Dirie, Leonard Aung, and their staff for ensuring that MSC continued to exceed its contracted program outcomes. Special thanks are also due to Dr Indira Pattni for the success of the My Health Our Health program and to Amy San Pe our Finance Manager and her staff, for MSC has continued to receive unqualified audit statements; and fulfil all its contractual financial reporting requirements.

I extend my gratitude to the many partners and funding bodies which we have listed on page 3 for their substantial support and assistance. I extend special thanks to Terri Reilly the CEO of Relationships Australia and Mandy Drommer their Senior Manager, Family Dispute Resolution Services; Chris Hall, CEO of MercyCare and John Palmer their Manager Placed Based Services; and Terina Grace the CEO of Black Swan Health for their support and assistance.

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

Ramdas Sankaran OAM

Highlights of 2016 - 2017

MULTICULTURAL WELLNESS PROGRAM

New Premises

For several years MSC has been seeking to upgrade its Farmer Street, North Perth venue, initially by an extension to the building and refurbishment of the existing facilities, and subsequently by the construction of a purpose built facility on Woodville Reserve in North Perth. Thanks to the Deputy Premier and Minister for Health, the Hon Roger Cook MLA who repurposed the grant which was approved for the Farmer Street project, we have now purchased 5 Bookham Street in Morley, and are renovating it for a Wellness Centre.

Lotterywest increased their initial grant by \$75,000 and the Department of Infrastructure and Regional Development provided us \$20,000 subject to the renovations of the building being completed by end December 2017. Bendigo Bank provided a sponsorship of \$100,000 already and we expect a further \$50,000.

We wish to express our gratitude and appreciation to the Hon Roger Cook and Mesdames MacTiernan, Sanderson and Baker for their support in obtaining the commitment of the ALP to do what the Minster did, if they won the March 2017 state election.



The new Wellness Centre

Service Usage Trend

The program has been steadily trending upward for the last four years (as highlighted by the service usage table below, thanks to the program management and staff and the many changes they made to program planning and service delivery.

Centre Based Day Care	2013/14	2014/15	2015/16	2016/17
East Metropolitan Region	58.90%	73.44%	81.68%	98.16%
South East Metropolitan Region	39.63%	96.15%	102.87%	102.22%
North Metro region	87.47%	134.76%	116.76%	102.90%

Social Support	2013/14	2014/15	2015/16	2016/17
East Metropolitan Region	112.6%	89.55%	100.66%	99.83%
South East Metropolitan Region	100.17%	112.21%	99.30%	100.23%
North Metro region	81.43%	103.70%	101.35%	100.04%

The above trend clearly demonstrates that the demand for our services is growing and that MSC will be very well placed when consumer directed care becomes a reality in the aged care sector in the coming years.

HACC Christmas Celebration 2016

This year's Christmas Celebration was a fitting finale to a successful 2016 and a testament to what can be achieved with proper planning and implementation. The event was held on December 16th at The Platinum Restaurant in Westminster and attended by 200 clients, staff and dignitaries including Hon. Alannah MacTiernan; Hon. Amber-Jade Sanderson MLC; Cr Barry McKenna, Mayor, City of Bayswater; Gerrie Williams, Senior Portfolio Officer, Department of Health WA; and Gerhard Bakker, Managing Director, Madina Village Community Services Ltd.

A packed entertainment programme of professional entertainers, aspiring young performers including the Vietnamese Angel Choir, Echoes of Italy performed by Eddie Staszak on the accordion accompanied by Roberto Balsamo; Bollywood dance performers Ram and Sunita; Ler Pwe Soe whose sensational voice took him to the semi-finals of X-Factor, the Katica & Drasko Yugoslav Band; and Les Amis, a dance group of women from Burundi.



Ms Eleni Evangel presenting an award to a client with Ramdas, Pius and Pary



Vietnamese Angel Choir performance



MWP staff Pary, volunteer Sue with MWP client



MWP Staff Yi Yi with clients



MWP clients and staff dancing



Performance by Ler Pwe Soe

Carers Forum

This year's event funded by Carers WA was held on October 19th during Carers Week and was designed as an information sharing forum to enable carers to share their experiences with one another and with other stakeholders. Carers WA, EDAC, and Advocare were provided stalls to promote the scope of their services and to supply information to participants, and speakers from these agencies were invited to inform carers of the Carers Charter and support services available to them. Two carers of MSC clients addressed the gathering with stories of their lived experiences. The guest of honour for the event was Janine Freeman, MLA. A lunch was hosted to thank carers for the work that they do and each of the carers was given a Certificate of Appreciation.



Kathy Ursich OAM, Giorgia and a carer at the forum



MWP Staff with Carers at the Forum

"Celebration in Action" for Seniors Week

"Celebration in Action" was organised with funding from COTA during Seniors Week 2016 on Wednesday November 9th at City of Belmont Centenary Park Community Centre, Belmont. The activities for the event were designed to ensure participation in an atmosphere of celebration while being both physically and mentally engaging. The aim was to achieve both individual and group benefits thus supporting the objectives of Seniors Week which is to engage seniors in activities and initiatives that encourage active ageing and facilitate artistic, cultural and celebratory expression within the community. Fifty seven participants interacted in a meaningful and mutually beneficial way with the facilitators and other participants. They exhibited the joy of experiencing increased energy levels, positive social interaction and being part of a group that came together with the common objective of staying fit and healthy. The event was publicised in house; through our networks; in the Have a Go News; and the Community Newspaper Group's Southern Gazette. The City of Belmont took an active part by sending a group of their HACC program clients to join in the celebrations. Members of the public attended as well.



MWP Clients enjoying "Drumbeat" during Seniors Week



MWP staff and clients doing Tai Chi

2017 WA Volunteer of the Year Awards

Rajyashree Malaviya, a Senior Support Worker at the Multicultural Wellness Program's Manning Centre received the Award for the top WA Volunteer for Multicultural Communities on May 10th as part of the National Volunteer Week held at the Hyatt Regency Hotel under the auspices of Volunteering WA. Ramdas Sankaran MSC CEO, Operations Manager Pius Joseph and Assistant Manager (HACC) Lina Ticheli represented MSC at the Gala dinner where the winner was selected from a formidable team of finalists with a high level of skills sets and experience working in the CaLD sector.



Rajyashree Malaviya

Excellence in Care Award

Fr Quang Hong Pham, a volunteer at the Multicultural Wellness Program's Westminster Centre, was selected as Finalist in the category of "Volunteer of the Year" at the 2017 ACSA Excellence in Care Awards. He attended the Gala, held on June 9th at the Crown Ballroom in Burswood and was supported by Ramdas, Pius, Lina and three other staff members of the Vietnamese community. He was one of the finalists in this category with other remarkable volunteers and enjoyed the recognition of his incredible contribution as a volunteer from the Vietnamese Catholic community.



Left to right - Pius, Lina, Fr Hong, Lan, Sr Joanne, Sam & Ramdas



Left to right - Lan, Ramdas, Sr Joanne, Fr Hong, Lina & Sam

Italian Republic Day Carnival.

On June 2nd HACC clients had the opportunity to celebrate the Italian Republic Day for the first time with more than 200 attendees at 10 Farmer Street, North Perth. This event was the first of its kind in terms of its magnitude and our Italian clients especially were pleased to celebrate with traditional food and entertainment. Clients from other backgrounds as well as other members of the local community were also delighted to partake in the celebration. The program included a Zumba Gold class, followed by two dance performances and games throughout the day to offer entertainment to all. Lunch was provided by Italian food trucks.

West TV journalist Ms. Angelina Albuquerque's report on the event captured every special moment of the Celebration and included interviews with HACC clients, staff, performers and Board Members. The Italian Republic Day was televised as part of the WTV undercurrent program and the video was screened to clients and staff members at our Centres.



MWP clients enjoying a Zumba Gold class



MWP Clients enjoying performances

MULTICULTURAL DISABILITY SERVICES PROGRAM

The Multicultural Disability Services Program provides individualised and culturally appropriate personal support to people living with a disability. Such support includes community living, accommodation, alternatives to employment, and intensive family support as well as after school options.

Over the past 12 months the overall number of participants being actively provided services by MSC and funded by the Commonwealth NDIS, WA NDIS and DSC has seen a very rapid increase.

The exponential growth in the number of participants has also resulted in an increase in the number of support workers in the program and MDSP is now MSC's largest program in terms of staff numbers with over 40 part time and casual support workers.

CaLD Reference Committee

NDIA has established a CaLD reference group to advise it on service delivery and other issues that impact on CaLD clients and I accepted their invitation to be the Chair of this Committee. NDIA has recommended to DSC that this subcommittee should continue if the agreement that was entered into by the State and Commonwealth governments to implement NDIS in WA was proceeded with by the ALP if it won government.

MY HEALTH OUR HEALTH PROGRAM

The My Health Our Health program is funded by the Department of Health to provide culturally and linguistically appropriate sexual health and blood borne virus prevention and education services to a high risk migrant population in WA by:

- Providing information sessions that are culturally appropriate and provided in their preferred language to community groups
- Providing service providers and bilingual workers the relevant knowledge and skills to deliver their services in a culturally and linguistically appropriate manner
- Initiating peer mentoring in several community groups
- Producing resources to provide information to community groups and service providers

The program which commenced in April 2015 has far exceeded contracted outcomes and, most importantly, its achievements with regard to "testing" for Hepatitis B and C is commendable for this was not part of our contractual obligations.

In collaboration with Royal Perth Hospital, Clinipath, and several General Practitioners and their Surgeries, the My Health Our Health program has facilitated testing for Hepatitis B and Hepatitis C to 349 migrants and refugees in the Perth Metropolitan area as well as regional areas.

Hepatitis B & C Information Video

The program has facilitated the production of a video resource aimed at raising awareness of Hepatitis B and C amongst CaLD populations that includes information on transmission, symptoms of the viruses, and where to access treatment as well as what treatment may involve. The video has been viewed by focus groups consisting of various CaLD community members throughout its production process, from the pilot to the final version to gauge their feedback on its effectiveness and suitability to their communities. Feedback from medical professionals and the programs Steering Committee was obtained as well prior to finalising the video. Feedback on the final video has been very positive and the video has been produced in three different formats to use as an educational resource, on social media and for promotional purposes.

Regional Information Sessions and Testing

Over the three day trip in the Great Southern region, nine community groups were provided information sessions on Hepatitis B and C at five different centres and 130 people accessed testing, after which an extensive follow through process was undertaken which involved service providers, community leaders and participants. The success of this initiative is partly because of the assistance and commitment from agencies in the region, and the collaboration and cooperation between all parties involved to achieve the common purpose of providing information and access to testing which would normally be difficult for communities to access.



Regional Information Session participants

MULTICULTURAL HOUSING SERVICES PROGRAM

The funding for all three housing programs by the Department of Child Protection and Family Services continued and extensions have been granted till September 2017. Due to a shift in the rental market which has been favourable for tenants in the past year, many housing service providers have seen a decrease in the number of clients needing assistance to obtain rental accommodation. However, the Multicultural Housing Services Program (MHSP) is still receiving clients and assisting with matters such as financial assistance, emergency relief and finding alternative rental accommodation that is more affordable.

Client Perception Survey

The Department of Child Protection and Family Services Client perception survey results which were published during the year were very positive and a true reflection of the exceptional level of service provided by MSC and a testament to the superior quality of customer service demonstrated by MHSP staff working in all three programs funded under the NAHA and NPAH state and federal bilateral agreements. The Private Rental Tenancy Support Service Outcomes were particularly pleasing as 100% of clients reported that services met their private rental housing needs. All of them agreed that MSC involved them in finding a way to meet their needs, and all of them were very satisfied or satisfied with the service that they received. All of them indicated that they learned new skills to help them manage their private rental issues in future, and 100% were confident or very confident that they will be able to manage their rental property related matters in future as a result of participating in the service.

The percentage of clients who agreed with the following statement are in the table below:

Statement	Strongly agree	Agree
The workers were always open in their dealings with me	70%	30%
The workers valued my knowledge of my own situation	60%	40%
I trusted the workers	70%	30%
We worked in partnership in finding solutions to meet my needs	60%	40%

SETTLEMENT SERVICES PROGRAM

The Settlement Services Program aims to increase independence, knowledge and the ability to navigate and access mainstream services and to promote self-reliance among migrants and refugees through the delivery of general settlement services including:

- Provision of casework
- Group Information sessions and workshops
- Mentoring activities
- Employment activities including Employment workshops & Volunteering training
- Youth Settlement services
- Community advocacy

Citizenship Training

The Citizenship training program that started in 2015-16 significantly expanded in 2016-17. Three groups of clients, with approximately 30 enrolled in each group, attended eight Citizenship training sessions over a period of four weeks facilitated by our SSP Worker Joansy Pegrum.

The citizenship test resource book: "Our common bond" was used for participants to expand their knowledge about Australia and its people, Citizenship Rights and Responsibilities, the process of lodging an Application for Citizenship, and Australian Citizenship Test requirements.



Citizenship training participants in Morley



Citizenship training participants in Cannington

Bunbury Settlement Service activities

SSP Bunbury staff held a peer support group called "Picnic in the Park" on January 18th which included activities such as Laughter Yoga and children's activities. The objective of the picnic was to engage clients and their families with MSC services and to provide a friendly and welcoming environment for clients to come together, get acquainted with one another as well as to generate an interest in future involvement with MSC in Bunbury.



Picnic in the Park Event

Hepatitis B and C Information Sessions

In collaboration with MSC's My Health Our Health program, a total of four information sessions were conducted for Burmese and Karen migrants and refugees where they were provided information on Hepatitis B and C including symptoms, transmission, treatment and access to testing. This collaboration proved very successful given that the majority of participants accessed testing and an extensive follow up strategy was implemented by the My Health Our Health program to ensure that participants received the correct information and advice.

CAREER CENTRE (FORMERLY WORKFORCE DEVELOPMENT CENTRE)

The Career Centre, formerly the Workforce Development Centre (WDC) is funded by the state Department of Training and Workforce Development since April 2010 until June 2018 and has been implemented by MercyCare in partnership with MSC to deliver professional services to Culturally and Linguistically Diverse (CaLD) clients and assist them in developing their career opportunities through:

- Career Counselling and information
- Identifying skills and training and developing Career Pathways
- Providing education, training and professional development information
- Assisting in the job application process and interview techniques
- Referrals and networking with external agencies and stakeholders.



Career counselling group information session

Employment in Carey Baptist College

Carey Baptist College is a private school in Harrisdale with over 1000 students and through the Career Centre the school has employed 10 refugees from Burma as cleaners and also invested in them with relevant workplace training.

Regional Services

MSC has developed strong links in the Albany and Katanning regions to obtain employment and settlement opportunities for migrants and refugees in these areas. Clients have been employed by the West Australian Meat Marketing Company (WAMMCO) who have engaged some aged over 60 and also offer a Certificate 1 and 2 in Meatworks through a registered RTO. Others have gained employment at the Katanning Hospital, as auto mechanics in the area, as well as at the Bathgate Farm which is a medium sized farm in Albany. The Karen refugee communities in Katanning and Albany are working together to develop their community through initiatives such as food sharing, driving lessons, home and vehicle repairs, and the purchase of shared housing.



Paul Kyaw – Career Centre



Meeting with Rainbow Coast in Albany

Job opportunities in Moora, Dandaragan and Cataby

Paul Kyaw, the Assistant Manager of the Career Centre visited Moora, Dandaragan and Cataby in October 2016 in search of job opportunities and possible settlement for migrants and refugees given the success of the work in Katanning and Albany. All three towns are approximately two hours north of Perth. Moora has large citrus and mango plantations, Dandaragan has a piggery and a camel farm where they are domesticating wild camels for dairy farming. Cataby is a small town with a newly built beef abattoir. The area has been

branded as the “Sleeping Tiger of WA” and could provide several job opportunities for migrants and refugees looking to move to a regional area.

PARTNERS IN RECOVERY

The Partners in Recovery (PIR) program is a national mental health initiative funded by the Commonwealth Government through Black Swan Health until the end of June 2018. The aim of the program is to facilitate the recovery of people with severe and persistent mental illness and complex needs, by connecting and linking them to the services and support they need

The Program has continued to work with local communities to ensure that people with persistent mental illness are recognised for their strengths and are treated as valued members of society by supporting people throughout their recovery process, including supporting them to improve their own health and wellbeing, make positive choices and accomplish goals that are important to them.

Support Facilitators have helped individuals to:

- Find the right places to get help
- Facilitate the coordination of services involved in recovery
- Advocate when necessary
- Make sure service providers are meeting the needs of the individual
- Help individuals or carers to understand how best to access services and support in the community.

MY HOME PROJECT

This project was established by MSC more than four years ago as a corporate social responsibility initiative with the purpose of providing supported accommodation to residents of Graylands Hospital who were ready to be discharged but had no agency to provide supported accommodation. Through this initiative, MSC has saved WA taxpayers \$10.5 million in the cost of bed days as a result of these clients staying out of Graylands Hospital. Despite this fact, the project is still unfunded and MSC is continuing to actively source funding for it.

MSC has written to the Mental Health Commissioner about this matter as well as met with Dr. Neale Fong, the Chair of the Ministerial Advisory Council on Suicide Prevention to discuss funding for this project and explore how best the issue of suicides within ethnic communities could be addressed. Dr. Fong advised us to write to the Minister for Mental Health, the Hon Roger Cook rather than the Mental Health Commissioner and this has been done.

REFUGEE COUNCIL OF WA ANNUAL CONSULTATIONS

MSC and ECCWA in partnership with RCOA have organised two consultations that focussed on four key issues:

- Australia’s response to international refugee needs
- Australia’s Refugee and Humanitarian Program
- Settlement support for all humanitarian entrants
- Australia’s asylum policies

One consultation held on September 13th 2016 at ECCWA for service providers and ethnic associations was attended by about 35 people, and the other held the following day at the MSC Mirrabooka office was attended by 11 individuals.

ASSISTED RENTAL PATHWAY PILOT

The Assisted Rental Pathways Pilot commenced in November 2016 and is designed to reduce the current waitlist for public housing and encourage those already in public housing to move to the private rental market if their income levels are adequate for the same. The Department of Communities (Housing), formerly the Housing Authority has contracted four agencies for the pilot and initially MSC was allocated 40 clients.

The program from MSC's perspective has gotten off to an amazing start and the Department of Communities (Housing) has offered us 10 additional places for the program which is a 25% increase of our current allocation. MSC was the first agency to reach the KPI set by the Department and this offer is acknowledgment of that excellent outcome.

Family hails Pathways to renting

Lucy Jarvis

A BUTLER family has praised help from a State Government initiative that enabled them to find a private rental to suit their needs.

Oscar Yarankunze, his wife Violette Myongere and their four children moved into the rental in March after joining the Assisted Rental Pathways Pilot.

Housing Minister Peter Tinley visited them this month to promote the program, which had helped more than 200 social housing applicants and tenants move into private rentals by June 30.

The pilot is a partnership with private landlords as well as the community sector to tailor assistance and discounts on private rentals for up to four years.

The Department of Communities has been delivering the program in partnership with Centrecare, Multi-Cultural Services WA, Outcare and the Salvation Army.

Mr Yarankunze said his family was grateful for the assistance that helped get them off the public housing waitlist, with the goal to help them save a deposit to buy their own home in the future.

"This is a good program that can allow people to have their own house," he said.

One of his four children has an intellectual disability and Mr Yarankunze said through the program they had been able to find a place that suited his needs.

Mr Tinley said the Government was working with community and private sectors to offer a range of affordable housing options.

"This initiative addresses people's needs, capability and aspirations,

rather than simply providing social housing for life," he said. "Participants are offered tailored support to help their

progress to independence in the

private rental market.

"This may include connecting with employment and training services, developing financial skills and broadening support networks."

"The program is about helping people so that they can help themselves."

Mr Yarankunze said he had studied public health and his wife had studied health science in Adelaide before moving to Perth in late 2015.

However, he said despite both having degrees and recently doing certificates, they had only been able to secure part-time work.

"The program is not possible without getting a job," he said, adding without secure jobs, it could be a challenge.

Landlords who agree to participate are guaranteed rent for the duration of a residential tenancy agreement.



Housing Minister Peter Tinley with Oscar Yarankunze, wife Violette Myongere and Deborah, Jerry, Perfect and Brilliant.

Picture: Martin Kennealey

www.communitypix.com.au d471476

Newspaper Article about the ARPP Program

ROYAL COMMISSION INTO INSTITUTIONAL RESPONSES TO CHILD SEXUAL ABUSE

The Royal Commission hosted a multicultural forum for people from culturally and linguistically diverse backgrounds in Perth on Wednesday July 20th. MSC representatives were not available to attend the event but has raised with the Commission via email an issue of serious concern which is currently not being addressed. The issue being referred to is the alleged sexual abuse of children prior to their migration to Australia. MSC is aware of one such case and it is possible there are many more. The Police are unable to address this issue on the basis that it did not occur in Australia. MSC has drawn this to their attention and has also expressed its concern that currently there are no psychological services for young women who are in such situations. MSC will be meeting with the Director General of Child Protection and Family Services to discuss this.

MULTICULTURAL LEGAL CENTRE AND MIGRATION PROGRAM

The Multicultural Legal Centre opened in December 2016 at our 4 View Street, North Perth office and is the only one of its kind in Western Australia. The Legal Centre provides legal advice and representation in the client's language, in several areas of law including Personal injury, Worker's compensation, Motor vehicle accidents, Criminal injury compensation, Employment contracts, Leases, Power of Attorney as well as Wills and Probate. The Legal Centre operates on a semi-commercial basis and fees are mutually agreed upon with the client during the first consultation. The Legal Centre is managed by Leo Gatica-Lara who is the Principle Solicitor. Leo has extensive experience in supporting the multicultural community with a background in social work and has been a lawyer for 15 years.

MSC also commenced its semi-commercial migration services in March 2017 from its 4 View Street, North Perth office and has appointed Nabeel Lang, a registered migration agent to manage this program. Nabeel has worked as an agent for Centrelink for many years.



Leo Gatica-Lara – Solicitor MLC



Nabeel Lang - Migration Service

ABORIGINAL RECONCILIATION PLAN

MSC adopted an Aboriginal Reconciliation statement many years ago but did not develop an Action Plan and therefore we drafted and adopted the MSC Aboriginal Reconciliation Plan this year. From operational and strategic directions perspectives, it was timely for us to develop and adopt such a plan given the diversity and range of programs and services we now offer as well as the moral and ethical reasons for us doing what we can to bridge the gap between indigenous and non-indigenous Australians.

The important areas for priority consideration for MSC in reference to the plan are as follows:

- Increase Aboriginal and Torres Strait Islander recruitment and retention
- Increase Aboriginal and Torres Strait Islander supplier diversity

- Include other unique opportunities and actions related to our core business and vision for reconciliation
- Enhance the knowledge and understanding of CaLD Western Australians, especially those from new and emerging communities, about indigenous cultures, and promote interactions between them and indigenous people.

CHILD PROTECTION POLICY

Our Child Protection policy was drafted by Dr. Barbara Meddin who has decades of experience in the social welfare sector as a social worker and policy executive, especially with regard to Child Protection. Adopting a policy of this nature is crucial from an insurance policy perspective and indeed from a safety/security perspective of clients and their families in the case of our PIR and Disability Services program.

Dr Meddin has recommended that we seriously consider mandatory reporting although current legislation in this regard only applies to nurses, doctors and teachers and we do not employ any of them. It is likely that the Royal Commission into Institutional Responses to Child Sexual Abuse will recommend that mandatory reporting be extended to other professionals/workers and MSC will be looking to adopt the policy in the coming year and, in doing so, provide staff and volunteers with relevant training from Dr Meddin.

SCANLON FOUNDATION GRANT AND MULTICULTURAL SMALL BUSINESS DEVELOPMENT PROGRAM

MSC was successful in receiving funding from the Scanlon Foundation to implement the Multicultural Small Business Development program and provide assistance in the development of new small businesses for CaLD community members. This initiative will promote social cohesion in the City of Stirling as well as give migrants and refugees the chance to start their own business and share their culture with the wider community. The City of Stirling has extended its assistance with the program as well as offered to allow participants in the project access to the commercial kitchen and facilities at their meals on wheels kitchen if they wished to explore the possibility of providing meals on wheels to the City's clients.

Treasurer's Report

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

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



Financial Health

The annual turnover of the MSC increased by a million dollars from \$4.68 million in 2015-2016 to \$5.8 million in 2016-17. The Centre ended the year with a healthy operational surplus of \$428,578 after depreciation.

It should be noted that besides the healthy operational surplus, MSC also purchased 5 Bookham Street in Morley for \$1.853 million. A further six to seven hundred thousand dollars will be spent on renovations so the building can be used as a Wellness Centre.

MSC has previously demonstrated it has the capacity to pay off mortgages well before the contracted mortgage terms. MSC's objective is the repay the mortgage of \$1m for Morley property well before its due date.

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

Acknowledgements

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

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

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

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

Sam Tassone
Treasurer

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

**FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2017**

<u>INDEX</u>	<u>PAGE NUMBER</u>
CERTIFICATION BY THE BOARD OF MANAGEMENT	1
AUDITOR'S INDEPENDENCE DECLARATION	2
INDEPENDENT AUDITOR'S REPORT	3-5
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME	6
STATEMENT OF FINANCIAL POSITION (CONSOLIDATED)	7
STATEMENT OF CHANGES IN EQUITY (CONSOLIDATED)	8
STATEMENT OF CASH FLOWS (CONSOLIDATED)	8
NOTES TO THE FINANCIAL STATEMENTS	9-15
STATEMENT OF PROFIT OR LOSS (DETAILED)	16-17

MULTICULTURAL SERVICES CENTRE
OF WESTERN AUSTRALIA INC.

CERTIFICATION BY THE BOARD OF MANAGEMENT

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

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

- (1) comply with the Australian Accounting Standards applicable to Multicultural Services Centre of Western Australia Inc.;
- (2) gives a true and fair view of the financial position of Multicultural Services Centre of Western Australia Inc. as at 30 June 2017 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 16th DAY OF October 2017

MACRI



PARTNERS

Certified Practising Accountants

PARTNERS

Anthony Macri FCPA
Domenic Macri CPA
Connie De Felice CA

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 2017, I declare that, to the best of my knowledge and belief, there have been:

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

MACRI PARTNERS

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

A MACRI
PARTNER

DATED THIS 17th DAY OF OCTOBER 2017



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 2017, 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 2017 and its financial performance for the year then ended in accordance with the accounting policies described in note 1 to the financial report and the requirements of *Associations Incorporation Act 2015* of WA and the *Australian Charities and Not-for-profits Commission Act 2012*.

Basis for Opinion

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

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

Emphasis of Matter – Basis of Accounting

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



INDEPENDENT AUDITOR'S REPORT (Continued)

Responsibilities of the Board of Management for the Financial Report

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

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

Auditor's Responsibilities for the Audit of the Financial Report

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

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

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



INDEPENDENT AUDITOR'S REPORT (Continued)

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

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

MACRI PARTNERS

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



A MACRI
PARTNER

PERTH

DATED THIS 17th DAY OF OCTOBER 2017.

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2017**

	2017	2016
	\$	\$
INCOME		
Grants	3,320,779	2,936,790
Interest	42,070	44,133
Fees for Services	2,152,749	1,495,128
Other Income	317,523	213,403
Total Income	<u>5,833,121</u>	<u>4,689,454</u>
EXPENDITURE		
Employee Benefits Expenses	4,076,919	3,266,038
Depreciation	141,434	127,374
Expenses (Grants and Projects)	538,863	371,360
Other Expenses	583,531	431,868
Total Expenditure	<u>5,340,747</u>	<u>4,196,640</u>
Surplus/(Deficit) before refund of Operational Surplus	492,374	492,814
Less: Refund of Operational Surplus	63,796	-
Surplus/(Deficit)	<u>428,578</u>	<u>492,814</u>
Other Comprehensive Income	-	-
Total Comprehensive Income/(loss) for the year	<u><u>428,578</u></u>	<u><u>492,814</u></u>

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

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**STATEMENT OF FINANCIAL POSITION (CONSOLIDATED)
AS AT 30 JUNE 2017**

	NOTES	2017 \$	2016 \$
CURRENT ASSETS			
Cash and cash equivalents	2	2,202,564	2,531,081
Stock on Hand/ in Store (Food Voucher/Food)		3,905	4,533
Trade and other receivables	3	277,763	96,469
Prepayments	4	28,148	21,982
		<u>2,512,380</u>	<u>2,654,065</u>
NON-CURRENT ASSETS			
Property, plant and equipment	5	3,874,618	2,163,689
Total Fixed Assets		<u>3,874,618</u>	<u>2,163,689</u>
TOTAL ASSETS		<u>6,386,998</u>	<u>4,817,754</u>
CURRENT LIABILITIES			
Trade and other payables	6	272,566	333,469
Borrowing (Interest Bearing) - Secured	9	250,000	-
Grants & Rent in advance/Unexpended	7	281,661	239,512
Provisions	8	479,138	348,221
		<u>1,283,365</u>	<u>921,202</u>
NON-CURRENT LIABILITIES			
Borrowing (Interest Bearing) - Secured	9	743,392	-
Provisions	8	218,500	183,389
Total Non-Current Liabilities		<u>961,892</u>	<u>183,389</u>
TOTAL LIABILITIES		<u>2,245,257</u>	<u>1,104,591</u>
NET ASSETS		<u>4,141,741</u>	<u>3,713,163</u>
MEMBERS' FUND			
Retained Surplus	10	4,141,741	3,713,163
TOTAL MEMBERS' FUND		<u>4,141,741</u>	<u>3,713,163</u>

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

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**STATEMENT OF CHANGES IN EQUITY (CONSOLIDATED)
FOR THE YEAR ENDED 30 JUNE 2017**

	Retained Surplus 2017 \$	Retained Surplus 2016 \$
Opening balance as at 1 July (at beginning of year)	3,713,163	3,220,349
Surplus/(Deficit) for the year attributable to members of the entity	428,578	492,814
Closing balance as at 30 June (at end of year)	<u>4,141,741</u>	<u>3,713,163</u>

**STATEMENT OF CASH FLOWS (CONSOLIDATED)
FOR THE YEAR ENDED 30 JUNE 2017**

	Note	2017 \$	2016 \$
<u>Cash Flows from Operating Activities</u>			
Grants		3,695,005	3,283,492
SACs		122,298	146,955
Refund of Operational Surplus		-63,796	-
Fees		2,290,999	1,624,554
Projects Receipt		2,200	-
Income for New Property		120,000	-
Interest (Receipt)		42,070	44,133
Other Receipts (Rental/Membership/Donation/etc.)		117,124	75,125
GST refund/(paid)		-589,083	-281,081
Interest (Payment)		-2,729	-
Payments to Suppliers and Employees		-5,128,307	-3,996,037
Net Cash provided by (used in) operating Activities	11(b)	<u>605,781</u>	<u>897,141</u>
<u>Cash Flows from Investing Activities</u>			
Proceed of Sale of Assets		-	4,682
Payment for Property, Plant, Equipment and Vehicles		-1,923,921	-177,640
Net Cash provided by (Used in) Investing Activities		<u>-1,923,921</u>	<u>-172,958</u>
<u>Cash Flows from Financing Activities</u>			
Proceed from borrowing (Bendigo Bank)		1,000,000	-
Repayment of borrowing (Bendigo Bank)		-10,377	-
Net Rental Deposits Received/(Paid)		-	734
Repayment of Loan (Mirrabooka Office)		-	-200,000
Net Cash provided by (Used in) Financing Activities		<u>989,623</u>	<u>-199,266</u>
Net Increase/(Decrease) in cash in hand		-328,517	524,917
Cash at beginning of Financial Year		2,531,081	2,006,164
Cash at end of Financial year	11(a)	<u>2,202,564</u>	<u>2,531,081</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 2017**

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 2017**

(b) Impairment of Assets

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

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

(c) Income Tax

The association is exempt from income tax.

(d) Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable.

Revenue from donations and subscriptions is recognised when the entity obtains control over the funds which is generally at the time of receipt.

Unspent grant revenues are carried forward in the statement of financial position.

Interest revenue is recognised when earned.

(e) Goods and Services Tax (GST)

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

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017**

(f) Employee Provisions

Annual Leave

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

Long Service Leave

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

(g) Consolidated Programs

The following programs are included in the operations of the Centre for the year ended 30 June 2017:

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

(h) Comparatives

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

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**NOTES TO FINANCIAL STATEMENT
FOR THE YEAR ENDED 30 JUNE 2017**

	2017	2016
	\$	\$
<u>2. CASH AND CASH EQUIVALENTS</u>		
Bendigo Bank - Cheque Account	1,338,759	993,546
Bendigo Bank - LSL Account	455,287	353,353
Bendigo Bank - Asset Replacement/Reserve Fund Account	226,448	254,232
Bendigo Bank - Non-Recurent Fund Account	17,768	469,836
Bendigo Bank - Term Deposit Accounts	159,702	456,214
Cash on Hand	4,600	3,900
	<u>2,202,564</u>	<u>2,531,081</u>
<u>3. TRADE AND OTHER RECEIVABLES</u>		
Accrued Income		
SACs Payment for 2016-17 - MWP (HACC)	40,000	-
Services Fees Accrual - MWP (HACC)	21,172	16,903
Services Fees Accrual - MDSP (NDIA)	13,240	-
Development Application Fees Refund from City of Vincent	295	-
	<u>74,707</u>	<u>16,903</u>
Trade Debtors		
Australian Taxation Office (GST)	32,440	15,797
Bond from Clients/Others - MSC & MWP (HACC)	10,260	10,760
Rent - 5 Bookham Street, Morley	7,018	-
MDSP (DSC) Service Fees	2,723	18,629
MSC - Former MHSP Staff's Annual Leave in advance repayment	261	1,511
MHSP - Brokerage Fund	-	1,100
MHSP - SACs Payment	-	17,393
PIR Payment for Supervision and Flexible Funding	-	1,885
Reimbursement for office expenses from ECC	1,494	1,428
Reimbursement for Rent and Utilities	-	11,063
5 Bookham Street, Morley (Stamp Duty Refund and Sponsorship)	148,860	-
	<u>203,056</u>	<u>79,566</u>
Total Trade and Other Receivables	<u>277,763</u>	<u>96,469</u>
<u>4. PREPAYMENTS</u>		
Insurance - Paid in Advance	13,462	8,759
Levy/Utilities - Paid in Advance	283	1,363
MV Licence Fees - Paid in Advance	3,535	2,389
Rent - Paid in Advance	4,636	4,614
Subscriptions - Paid in advance	6,232	4,857
	<u>28,148</u>	<u>21,982</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017**

	2017	2016
	\$	\$
<u>5. PROPERTY, PLANT AND EQUIPMENT</u>		
Land at cost	1,915,262	795,471
Building at cost	1,897,388	1,219,115
Less: Accumulated Depreciation	-195,606	-172,827
	<u>1,701,782</u>	<u>1,046,288</u>
Motor Vehicle at Cost	721,415	677,953
Less: Accumulated Depreciation	-499,231	-397,663
	<u>222,184</u>	<u>280,290</u>
Plant and Equipment at Cost	283,548	310,698
Less: Accumulated Depreciation	-254,135	-275,249
	<u>29,413</u>	<u>35,449</u>
Leasehold Improvement	7,117	7,117
Less: Accumulated Depreciation	-1,140	-926
	<u>5,977</u>	<u>6,191</u>
Total Property, plant and equipment	<u><u>3,874,618</u></u>	<u><u>2,163,689</u></u>
<u>6. TRADE AND OTHER PAYABLES</u>		
Trade Creditors/Accruals	81,453	176,651
Australian Taxation Office (GST)	96,393	81,250
Payroll Liabilities	89,820	70,168
Bond Holdings	4,900	5,400
	<u>272,566</u>	<u>333,469</u>
<u>7. GRANTS & RENT IN ADVANCE/UNEXPENDED</u>		
ER - Grant from Lotterywest	84,243	72,127
MDSP - Service Fees in Advance	82,220	163,845
MHSP - Brokerage Fund	6,215	2,691
ARPP - Grant in Advance	84,983	-
MSC - Rent in Advance	-	849
MSC - Grant from Scanlon Foundation	24,000	-
	<u>281,661</u>	<u>239,512</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017**

	2017	2016
	\$	\$
8. PROVISIONS		
Current		
Provision for Annual Leave	185,367	134,681
Provision for Long Service Leave	236,787	169,964
Provision for Payable/Redundancy	56,984	43,576
	<u>479,138</u>	<u>348,221</u>
Non- Current		
Provision for Long Service Leave	<u>218,500</u>	<u>183,389</u>
9. BORROWINGS (INTEREST BEARING)		
Current - Loan (Secured)	250,000	-
Non-Current - Loan (Secured)	743,392	-
Borrowings from Bendigo Bank for purchase of property	<u>993,392</u>	<u>-</u>
5 Bookham Street, MORLEY WA 6062		
Secured over the property		
10. RETAINED SURPLUS		
Retained Surplus - at beginning of financial year	3,713,163	3,220,349
Surplus/(Deficit) for year	428,578	492,814
Retained Surplus - at end of financial year	<u>4,141,741</u>	<u>3,713,163</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017**

	2017	2016
	\$	\$
11. CASH FLOW INFORMATION		
(a) Reconciliation of cash		
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	1,338,759	993,546
Bendigo Bank - LSL Account	455,287	353,353
Bendigo Bank - Asset Replacement/Reserve Fund Account	226,448	254,232
Bendigo Bank - Non-Recurrent Fund Account	17,768	469,836
Bendigo Bank - Term Deposit Accounts	159,702	456,214
Cash on Hand	4,600	3,900
	<u>2,202,564</u>	<u>2,531,081</u>
(b) Reconciliation of Cash Flow from Operations with Surplus/(Deficit) from Ordinary Activities		
Surplus/(Deficit) from operations	428,578	492,814
Non-cash flow in profit from ordinary activities		
Depreciation	141,434	127,374
Assets Written Off/Refunds (Farmer St. Building)	71,558	-
(Profit)/Loss on Sale of Assets	-	-4,682
Change in Assets & Liabilities		
(Increase)/Decrease in Stock on Hand/in Store	628	-4,533
(Increase)/Decrease in Trade Debtors	-179,153	-17,649
(Increase)/Decrease in Accrued Income	14,002	-14,002
(Increase)/Decrease in Prepaid Expenses	-6,166	635
Increase/(Decrease) in Provision	185,680	4,806
Increase/(Decrease) in Trade Creditors & Accruals	-49,280	245,699
Goods and Services Tax - movements	-1,500	66,679
Cash flow from operations	<u>605,781</u>	<u>897,141</u>

12. CONTINGENT LIABILITY

No contingent liabilities existed at 30 June 2017.

13. EVENTS AFTER THE REPORTING DATE

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

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**STATEMENT OF PROFIT OR LOSS (DETAILED)
FOR THE YEAR ENDED 30 JUNE 2017**

	2017	2016
	\$	\$
INCOME		
Grants	3,320,779	2,936,790
SACs Payment	111,180	133,596
Donations	316	30
Fees for Services	2,152,749	1,495,128
Interest	42,070	44,133
Income for New Property	120,000	-
Other Incomes	15,684	11,288
Rental Income	70,343	68,489
Total Income	5,833,121	4,689,454
EXPENDITURE		
Accommodation	60,674	50,369
Accounting & Audit Fees	24,000	17,000
Activities	10,551	5,157
Advertising	1,166	1,674
Asset Disposal/Written Off	38,777	-
Bad Debts	241	168
Bank Charges	829	1,025
Cleaning	43,032	35,810
Computer Expenses	11,573	7,867
Community/Program Development	10,155	6,665
Conference/Seminar	1,746	2,146
Consultancy	14,573	2,020
Donation/Sponsorship	3,908	1,937
Dues and Subscription	12,793	8,055
Emergency Relief Grant - Distribution	153,399	109,929
Expenses for Brokerage Funds	13,272	14,844
Expenses for Project based Grants	111,767	46,290
Expenses (non-wage) for Services	260,425	177,796
Interest on Mortgage	6,498	4,345
Insurance - Association Liability, Business Combined, Legal	16,004	16,598
Insurance - Motor Vehicles, Composite	17,348	14,920
Insurance - Contents/Houses	1,084	1,117
Insurance - Employer Journey	2,078	2,221
Kitchen equipment	1,544	3,808
Maintenance - Equipment/Furniture	46,524	19,713
Marketing/Promotion	5,833	-
Meals (MWP/HACC)	40,317	39,245
Meeting Expenses - AGM/Board/General	2,982	1,112
Mileage/Parking/Taxi	48,761	35,278
Motor Vehicle Expenses	45,490	38,923
Other Expenses/Sundry	1,390	709
Balance c/fwd	1,008,734	666,741

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**STATEMENT OF PROFIT OR LOSS (DETAILED)
FOR THE YEAR ENDED 30 JUNE 2017**

	2017	2016
	\$	\$
Balance b/fwd	1,008,734	666,741
Postage/Photocopying/Printing/Stationery	20,151	14,246
Rates and Taxes	10,397	8,443
Rental Expenses	64,714	61,775
Salaries & Wages	3,651,708	2,918,500
Security	4,032	3,367
Services Fees (Legal/CCI/etc.)	5,573	379
Staff Amenities & Others	15,466	9,865
Staff Training	14,998	9,266
Superannuation	293,871	250,684
Telephone/Fax/Internet	23,391	24,576
Utilities (Electricity/Gas/Water)	34,163	31,101
Workers Compensation Insurance	52,115	70,323
Total Expenditure	<u>5,199,313</u>	<u>4,069,266</u>
Surplus/(Deficit) before Depreciation and Refund of Operational Surplus	633,808	620,188
Less: Depreciation	<u>141,434</u>	<u>127,374</u>
Surplus/(Deficit) before Refund of Operational Surplus	492,374	492,814
Less: Refund of Operational Surplus	63,796	-
Surplus/(Deficit)	<u><u>428,578</u></u>	<u><u>492,814</u></u>

MSC 2016 - 2017





MULTICULTURAL SERVICES CENTRE

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Bunbury Office
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New Wellness Centre
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ABN: 18 563 729 871

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MULTICULTURAL SERVICES CENTRE

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