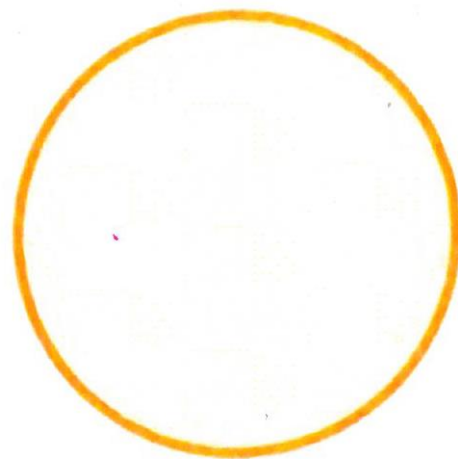


**Multicultural Services Centre
of W.A. Inc**



ANNUAL REPORT 2010-2011



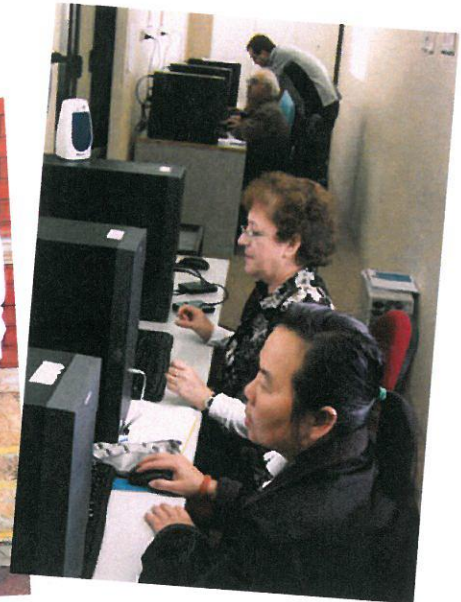
Resettled Karen refugees at the Kat-tanning abattoir



English class



The HSS Accommodation Program Team



WDC Computer Class



Bunbury SGP Program X'mas



MHSP Program staff member at work

ANNUAL REPORT 2010-2011

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This is an abbreviated report in accordance with MSCWA's Environmental Policy Statement requiring it to minimize the negative impacts it may have on the environment, through efficient use of resources, and reduction in emissions and waste. The full report can be accessed from the MSCWA website at www.mscwa.com.au and a CD of the same will be made available on request.

ACKNOWLEDGEMENTS

We wish to acknowledge the grants and in-kind support received from the Commonwealth, State and other agencies which include the following, and thank them for the same:

Advocates for Survivors of Child Abuse
Aged and Community Services Western Australia
Anglicare
Association for Services to Torture and Trauma Survivors
Brian Balen
Chamber of Commerce and Industry
Consumers of Mental Health WA Inc
Department for Child Protection
Department for Communities
Department of Training and Workforce Development
Department of Families, Housing, Community Services and Indigenous Affairs
Department of Health and Ageing
Department of Health, Western Australia
Department of Housing, Western Australia
Department of Immigration and Citizenship
Ethnic Communities Council of Western Australia
Ethnic Disability Advocacy Centre
Fremantle Multicultural Centre
Ishar Multicultural Women's Health Centre
Lotterywest
Macri and Partners
Metropolitan Migrant Resource Centre
Mercy Community Services
Mental Health Commission
Multicultural Mental Health Australia
Office of Multicultural Interests
Perth Primary Care Network
Refugee Council of Australia
Relationships Australia (Western Australia)
Snap Printing East Perth
St. Hilda's Anglican Church, North Perth
St. Vincent de Paul Society
Town of Vincent
UnitingCare West
Volunteering WA
WA No Interest Loan Network Inc

We also wish to acknowledge the support of all those who have served on our Board of Management, project steering committees, and assisted us in other operational matters, particularly those who had a direct input to our various programs and our administration. Without their voluntary assistance MSCWA could not have achieved its objectives. We extend special thanks to all of them.

Special thanks are also due to the consumers of the various services that we offered. They are the Centre's raison d'être and without their support and input we would not have been able to deliver high quality services.

Purpose of MSCWA

- 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.

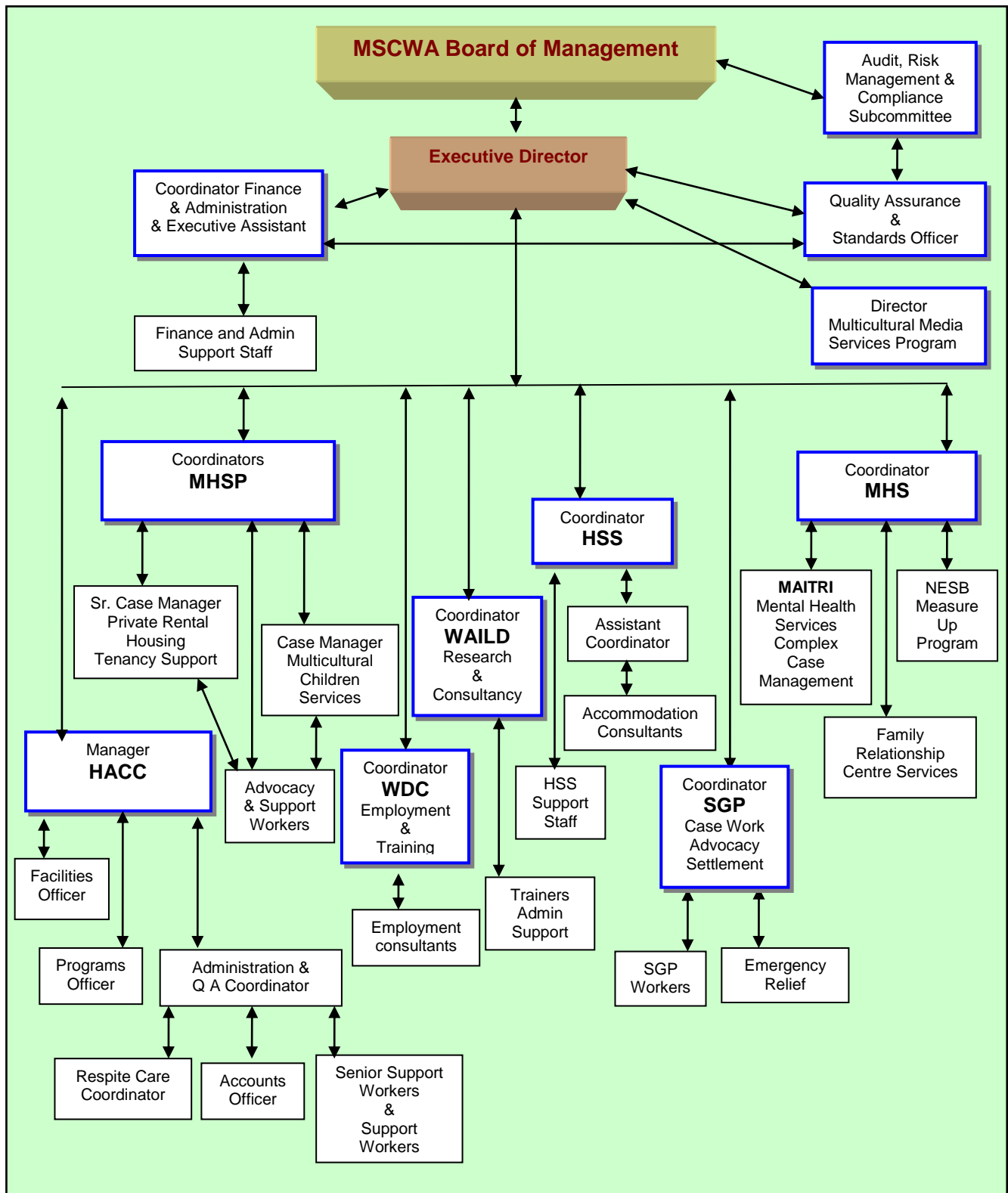
Objects of MSCWA

- To alleviate poverty within migrant and refugee families through the provision of emergency relief and other available support services and initiatives.
- To 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).
- To provide culturally and linguistically appropriate services targeting specific needs of women, elderly, youth and people with disabilities.
- To build the capacity of new and emerging ethnic groups and empower them to address issues of concern to them.
- Collaborate and assist ethnic groups whose aims and objects are compatible with those of the Association.
- Promote greater awareness of the needs and concerns of culturally and linguistically diverse Western Australians among all levels of the government and non-government sector and general public.
- Provide Facilities for cultural activities.
- Advocate for and promote a united Australia which respects this land of ours, values Aboriginal and Torres Strait Islander and our multicultural heritage and provides justice and equity for all.
- Advocate for and promote a racism free society and provide support services for victims of racial discrimination, abuse and harassment.
- Undertake initiatives to better assist the Association to respond to natural and other disasters and humanitarian causes overseas.
- And such other Objects as the Association shall consider worthy and appropriate from time to time.

54 LANGUAGES AND DIALECTS SPOKEN BY MSCWA BOARD MEMBERS, STAFF AND VOLUNTEERS

AFRIKAANS	AMHARIC	ARABIC
BENGALI	BOSNIAN	BURMESE
CANTONESE	CHIN	CHINESE
CROATIAN	CZECH	DARI
DINKA	FARSI	FRENCH
GERMAN	GREEK	GUJARATI
HERERO	HINDI	HOKKIEN
HUNGARIAN	INDONESIAN	ITALIAN
JAPANESE	KAREN	KHMER
KINYARWANDA	KIRUNDI	LINGALA
LUO	MACEDONIAN	MALAYALAM
MANDARIN	MONTENEGRIN	OROMO
PASHTO	PORTUGUESE	PUNJABI
RUSSIAN	SERBIAN	SINHALESE
SLOVAK	SOMALI	SPANISH
SUDANESE ARABIC	SWAHILI	TAGALOG
TAMIL	THAI	TIGRINYA
UKRAINIAN	URDU	VIETNAMESE

MSCWA ORGANISATIONAL CHART 2011



CHP – Community Housing Program

HSS- Humanitarian Settlement Strategy

MHSP – Multicultural Housing Services Program

SGP – Settlement Grants Program

WAILD – Western Australian Institute of Learning and Development

HACC – Home and Community Care

MHS- Multicultural Health Services Program

SAAP – Supported Accommodation Assistance

WDC Workforce Development Centre

MSCWA BOARD OF MANAGEMENT

Position	Name
Chairperson	Prabha Karan Krishnan
Deputy Chairperson	Kathy Ursich
Treasurer	Albert Cheong
Secretary	Sheila Rajan
Member	Russell Raymond
Member	Peter Kalaf
Member	Pendo Mwaiteleke
Member	Robert Mahar
Member	Leela De Mel
Member	Swaran Ludher
Member	Alexander Lone
Member	Nicholas Agocs
Ex- Officio	Ramdas Sankaran Executive Director



Seated front row (L to R): Prabha Karan, Kathy, Leela
Back row (L to R): Alex, Ramdas, Peter, Sheila, Pendo, Swaran, Nick
Russell (top R), Albert (centre R), Robert (Bottom R)

MSCWA STAFF

Adupa-Ekwang	Francis	Coordinator (WDC)
Akora	Les Emma	Family Relationships Adviser
Aung	Leonard	Accommodation Officer (IHSS-HSS)
Babich	Anka Anna	Support Worker (HACC)
Benson	Raynold	Administrative Assistant (IHSS-HSS) & (MSC)
Bhandari	Ekta	Support Worker (HACC)
Blackham	Sandra	Accommodation Officer (IHSS-HSS)
Bose	Devlin	Coordinator (IHSS-HSS)
Caceres	Paola Joanna	Employment Officer (WDC)
Chaiyahan	Laksamee	Administrative Assistant (MSC)
Chakrabarti	Shobhana	Manager (HACC)
Chau	Sam	Support Worker (HACC)
Cocila	Rina	Support Worker (HACC)
Cokis	Erifili	Support Worker (HACC)
D'Ortona	Maria	Employment Officer (WDC)
Dann	Simon Paul	Psychologist
De Souza	Stephen	Coordinator (HACC)
Del Borrello	Angela	Support Worker (HACC)
Dinh	Thi Lan	Support Worker (HACC)
Doshi	Jyoti Ajay	Support Worker (HACC)
Drommer	Josef	Family Relationships Adviser
Druskovich	Ojdana	Advocacy Officer (MHSP)
Gouillou	Gaelle	Advocacy Officer (MHSP)
Grubic	Jadranka	Advocacy Officer (MHSP)
Iscl	Nihal	Family Relationships Adviser
Joseph	Carol Jane	Coordinator (MAITRI/MHS)
Khaing	Yi Yi Win	Support Worker (HACC)
Kiani	Feloora	Coordinator (MHSP)
Kondo	Masahiro	Administrative & Accounts Assistant (MSC)
Kovincic	Marina	Administrative Assistant (HACC)
Kurubone	Gaston	Case Worker (IHSS – OAA) & Advocacy Officer (MHSP)
Kyaw	Saw Paul	Settlement Grants Programme Worker (Burma) & Employment Officer (WDC)
Latt	Maung Maung Zaw	Support Worker (HACC)
Le	Joanne Linh	Support Worker (HACC)
Li	Xiaobing	Accounts & Administrative Assistant (MSC)
Loh	Li Meng Adeline	Advocacy Officer (MHSP)
Loncar	Nedzada	Family Relationships Adviser
Lu	Mei Yan	Support Worker (HACC)
Luboya	Pierre	Settlement Grants Programme Worker (Generalist)
Luu	Phung Thi Phi	Support Worker (HACC)
Macri	Roberto	Driver/Support Worker (HACC)
Malaviya	Rajyashree	Support Worker (HACC)
Manicom	Pary	Quality Assurance and Standards Officer /Client Support (HACC)
Mbewe	Lameck	Support Worker (HACC)

Moe	Sein Aung	Administration Officer (IHSS-HSS)
Meek	Daravann	Settlement Grants Programme Worker (Bunbury)
Mehta	Maya Chinmay	Support Worker (HACC)
Naran	Puspavati	Support Worker (HACC)
Nguyen	Anna	Support Worker (HACC)
Nguyen	Thu-Van	Support Worker (HACC)
Opacic	Anica	Support Worker (HACC)
Otor	John Ajak	Support Worker (HACC)
Osman	Nazik	Settlement Grants Programme Worker (Generalist) / Emergency Relief
Paine	Amanda	Administrative Assistant (HACC)
Pegrum	Audrey	Administrative Assistant (MAITRI)
Pegrum	Joansy	Settlement Grants Programme Worker (Generalist)
Press	Wayne	Coordinator - Accommodation Programs (SAAP,CHP & MHSP)
Prodanovic	Bojana	Administrative Assistant (MSC)
Prodanovic	Zeljka	Coordinator - Settlement Grants Programs & Emergency Relief
Ramirez	Raul	Support Worker (HACC)
Rebello	Helena	Coordinator (ER – FMP)
Rifai	Aida	Support Worker (HACC)
Roobleh	Sahardeed	Advocacy Officer (MHSP)
Rose	Wendy	Manager (MAITRI/MHS)
Rozario	Jeffrey	Assistant Coordinator (HACC)
S'Win	Shwe	Support Worker (HACC)
Safo	Heatham	Settlement Grants Programme Worker (Generalist)
Saied	Mai	Settlement Grants Programme Worker (Generalist)
San Pe	Amy	Coordinator – Administration / Finance & Executive Assistant
Sankaran	Ramdas	Executive Director
Sharif	Mohamed	Administration Assistant (MSC)
Sippl	Alessandra	Client Services Officer (HACC)
Sokolovic	Stela	Accommodation Officer (IHSS-HSS)
Tassone	Iolanda	Support Worker (HACC)
Tayal	Vivita	Support Worker (HACC)
Tha Ceu	John	Settlement Grants Programme Worker (Burma)
Thomas	Aloysius	Support Worker (HACC)
Thuyasithu		Psychologist
Vu	Thong Hai	Support Worker (HACC)
Wang	Jing Li	Support Worker (HACC)

MSCWA VOLUNTEERS

1st July 2010 to 30th June 2011

Abdalla Marwa	Honorary Administrative Assistant	Nguyen Henry	HACC
Agocs Nicholas	Board Member	Nguyen Sr To	HACC
Aye Thein Thein	Honorary Administrative Assistant	Nguyen Trang	HACC
Aung Leonard	Honorary Administrative Assistant	Nietrzeba Candice	SGP (Bunbury)
Baker Penny	SGP (Bunbury)	Omer Fatima	Honorary Administrative Assistant
Bentel Erica	MSC	Onesmo Ruth	Honorary Administrative Assistant
Berman Ruth	WDC	Otim Andrew	Honorary Administrative Assistant
Bhandari Ekta	HACC	Ortuondo Francisco	IHSS/HSS
Cafarelli Rosa	HACC	Panaia Carmela	HACC
Cheong Albert	Treasurer	Pegrum Audrey	Honorary Administrative Assistant
Daya Daksha	HACC	Pegrum Carlyle	Honorary Administrative Assistant
De Mel Leela	Board Member	Pham Fr. Hong	HACC
Di Marco Giovina	HACC	Pinto Lily	Honorary Administrative Assistant
Dolinska Aska	MHSP	Press Ayden	Honorary Administrative Assistant
Doshi Jyoti	HACC	Press Catherine	Honorary Administrative Assistant
Famiano Maria	HACC	Prodanovic Bojana	Honorary Administrative Assistant
Ferro Anna	HACC	Rajan Sheila	Secretary & Administration Support
Garraway Sibylla	Honorary Administrative Assistant	Raymond Russell	Board Member & Administration Support
Ghulam Shakiba	Honorary Administrative Assistant	Sachs Adele	WDC
Henney Jeanette	Honorary Administrative Assistant	See Alice	MHSP
Jama Adam Guled	Honorary Administrative Assistant	Sein Win Win	Honorary Administrative Assistant
Judson Diane	SGP (Bunbury)	Sigismondi Lavinia	HACC
Kalaf Peter	Board Member	Soe Myat Nilar	MAITRI/MHS
Khalil Ihlam	Honorary Administrative Assistant	Stanisheff Vessa	HACC
Kiani Dayyan	Honorary Administrative Assistant	Tan David	HACC
Kogiopoulos Christina	HACC	Tombek Mary	Honorary Administrative Assistant
Kondo Masahiro	Honorary Administrative Assistant	Taylor Adelin	SGP (Bunbury)
Kpeda Kukuyo	Honorary Administrative Assistant	Truman Terry	Honorary Administrative Assistant
Krishnan Dr. Prabha	Karan - Chairperson	Urfig Marion	WDC
Leontarou Despina	HACC	Ursich Kathy	Deputy Chairperson & Administration Support
Lone Alexander	Board Member	Win Kay-Thi	SGP
Loyalka Rashmi	HACC	Win Saida Sein	SGP
Ludher Swaran	Board Member	Ziat Angie	HACC
Mahar Robert	Board Member		
Martin Sue	SGP (Bunbury)		
Moo Per Kaw	Honorary Administrative Assistant		
Mwaiteleke Pendo	Board Member		

CHAIRPERSON'S REPORT

It gives me great pleasure to provide my first report as the Chairperson of the Centre.

I took over as Chairperson in October 2011 from Russell Raymond OAM who was the Chairperson for the eight preceding years. Russell also served in that capacity for a further nine years previously. Not surprisingly his has been a hard act to follow.



But the task has been made that much easier and enjoyable thanks to the excellent support I have had from my fellow board members, in particular the other office bearers, namely Kathy Ursich OAM the Vice Chairperson, Albert Cheong the Treasurer, and Sheila Rajan the Secretary. To each of them and the other board members I extend my special thanks.

My involvement in the multicultural sector is not new but I have returned to it after a lengthy period. Having served on a couple of boards/management committees of community based organisations along with Ramdas Sankaran I was confident that the executive support that the board and I would get from him in fulfilling our roles and responsibilities was guaranteed. I have also never served on a board nor do I know of many boards that have such a diversity of knowledge, skills and experience that the MSCWA board has.

It was hardly surprising that 2010-11 has been a very productive year thanks to the trifecta of a solid management board, an experienced Executive Director, and several hardworking coordinators and staff all of whom are very committed to the Centre. I extend my profound gratitude to all of them for the excellent achievements as summarized in the Highlights section of this report.

Volunteers played an important role in the operations of community sector agencies and our Centre is no exception in this regard. I offer my special thanks to all of them for their dedicated service.

Our Centre could not have achieved its unrivalled status as the most diversified multicultural services provider but for the support and assistance of a range of commonwealth, state and local government agencies as well as mainstream and multicultural service providers who are listed in the acknowledgment section of this report. I extend our gratitude to all of them.

I acknowledge the importance of the support and understanding of our families and partners in the work that we do. On your behalf I extend special thanks to our partners and families.

Dr. Prabha Karan Krishnan
Chairperson

EXECUTIVE DIRECTOR'S REPORT

The fourth decade of the Centre's operations started on a productive and promising note; exemplified by the winning of the Accommodation Services component of the Humanitarian Settlement Strategy tender and the NESB Measure Up three year project. Another important feature was the adoption of several amendments to the Constitution. These and other new projects are outlined in the highlights section that follows this report.



In October 2010 after 17 years (8 years without a break) Russell Raymond OAM stepped down as Chair and Dr. Prabhakaran Krishnan was elected to that position. The other board members Kathy Ursich, Albert Cheong and Sheila Rajan retained their positions of Vice Chair, Treasurer and Secretary respectively. It has been a privilege to serve under Russell's chairmanship and I look forward to a similar relationship with Dr. Krishnan. The office bearers and the board members between them have a diverse range of professional qualifications and experience and have played a pivotal role in guiding the Centre as it continues to grow in strength. I am very grateful for the trust, support and assistance I have been extended by all members of the board.

The Centre's Program Coordinators/Managers Amy, Carol, Devlin, Feloora, Francis, Shobhana, Steve, Wayne, Wendy and Zeljka continued to ensure that the range and quality of services that the Centre provides remain unrivalled. I extend my special thanks to them and their respective staff for their commitment and initiative in achieving this objective. Their combined efforts have ensured that our Centre continues to enjoy a high profile and professional reputation in WA and nationally. The centre continues to receive unqualified audit statements and effectively fulfils all financial reporting requirements of funding bodies thanks to our Finance and Administration Program which is coordinated by Amy San Pe. I thank Amy and her staff for their vital contribution.

Our reception, administration and HACC programs in particular could not have achieved their objectives but for our volunteers, and I thank them for their contribution.

My thanks are also extended to our many partners and funding bodies, which include Relationships Australia (WA), the St Vincent de Paul Society, Mercy Community Services, the Commonwealth and State Departments of Health, the Department for Child Protection, the Department for Communities, the Commonwealth Attorney General's Department, the Department for Immigration and Citizenship, the Department of Training and Workforce Development, the Department for Family, Housing, Community Services and Indigenous Affairs, and Multicultural Mental Health Australia. I am grateful for their substantial support and assistance.

I end as always by extending special thanks to our partners and family members for their support and understanding. We could not have indulged in our passion of serving the community but for the added responsibilities they so graciously accept.

Ramdas Sankaran
Executive Director

HIGHLIGHTS 2010-11

1 Changes to Constitution

At the October 2010 AGM, the objects of the constitution were overhauled and four in particular are worthy of mention for they either sharply changed the focus of how we operate or opened up new and exciting opportunities for growth. They are:

- Alleviate poverty within migrant and refugee families through the provision of emergency relief and other available support services and initiatives.
- Advocate for and promote a united Australia which respects this land of ours, values Aboriginal and Torres Strait Islander and our multicultural heritage and provides justice and equity for all.
- Advocate for and promote a racism free society and provide support services for victims of racial discrimination, abuse and harassment.
- Undertake initiatives to better assist the Association to respond to natural and other disasters and humanitarian causes overseas.

2 Program Performance

As in previous years all programs exceeded their annual performance outcomes and in some cases quite substantially so.

3 New Programs and Services

3.1 NESB Measure up and Multicultural Health Services Program

The Centre will receive a total of \$276,000 over a three year period for the implementation of the NESB Measure up project. Our successful bid for the project opened up an excellent opportunity for MSC to diversify its services into the Health services area which the board seized by amalgamating the NESB Measure up project and Maitri to establish the Multicultural Health Services Program. Wendy Rose who was recruited for the implementation of the former was appointed the Coordinator of the MHS Program.

3.2 HSS Service Provision

For 5+ years on a subcontract basis MSCWA was the IHSS Accommodation Services Provider for the Perth Northern Suburbs and Regional and Rural North contract region. It chose to bid for the Accommodation component of the HSS program (which included the supply of Household goods) and was successful. The contract commenced in April 2011 and is for a period of 3+3+1. This program will soon overtake the HACC program as the largest in terms of annual turnover. However the former still accounts for nearly 50% of MSCWA's staffing.

3.3 Settlement Grants Program (SGP)

The Centre's Bunbury Grant which was previously funded on an annual basis was funded for a three year term commencing July 2011. The Centre's other two SGP grants are also for three year periods.

4 Financial Management Program - Vulnerable Groups

This FaHCSIA funded project exceeded the contracted outcomes by about 25% and not surprisingly the Centre received another three-year grant to continue this program albeit on a smaller scale.

5 HACC Program Review and Restructure

The initial step of the Program Review and Restructure commenced with the upgrading of the Coordinator's position to Manager and Shobhana Chakrabarti's appointment to it in March 2011. The new staff structure comprising the HACC Manager, Administration and Quality Assurance Coordinator, Facilities Officer, Programs Officer, and Respite Services Coordinator has been created and filled. The restructure is already paying rich dividends with regard to:

- Quality Assurance especially Risk Management
- Greater focus on the Wellness Approach
- Effective management of facilities
- Making service provision more cost effective and efficient and more responsive to client needs
- Providing a clear pathway for continuous improvement and service expansion.

6 Aged and Community Services Western Australia (ACSWA) Excellence in Care Awards

Anka Babich, Senior Care Support Worker was nominated by MSCWA for the 2011 Employee of the Year and won the Award. She will take part in the National Award the same category, scheduled to be held in Sydney in September 2011.



Anka Babich (back row second from left) with the Hon Helen Moreton, Minister for Mental Health, HACC staff, and the MSCWA Executive Director

7 Leadership and Partnership Forum

This forum was established by the Department of Child protection and comprises senior officers of that department including the Director General and CEOs or executive staff of about 15-20 community sector agencies, including the Executive Director of MSCWA. The inaugural forum was held on November 18, at the University Club of Western Australia.

8 DEEWR Panels - Indigenous Employment Program

The Department of Education, Employment and Workplace Relations (DEEWR) offered a three year extension of its Deed of Standing Offer 2009-2012 to all current Members of the Indigenous Employment Program for the Employment Panel and the Economic Development and Business Support Panel respectively. MSCWA accepted the offer.

9 Carnarvon Flood Relief

The Centre donated \$1,000 to the City of Perth, Lord Mayor's Distress Relief Fund (LMDRF) for victims of the Gascoyne floods.

10 Everyone's Business: Have your say on mental health reform in WA

West Australians were invited to comment on mental health reform in WA with regard to the WA Mental Health Towards 2020: Consultation Paper that was released by Minister for Mental Health, Dr Graham Jacobs, in July 2010. The Consultation Paper was prepared following widespread consultation led by Pricewaterhouse Coopers (PwC) with key stakeholders in 2009. The Mental Health Commission sought community feedback on the Consultation Paper to assist in the development of the final policy and strategic directions document, which will outline the State Government's policy for mental health and provide a blueprint for mental health priorities and reform in WA over the next decade. MSCWA joined other multicultural service providers to provide a joint submission under the auspices of ECCWA and it also provided a submission of its own.

11 Mental Health Good Outcomes Awards 2010

For the third year the Centre sponsored the Aboriginal and CALD Mental Health Award. Sheila Rajan was one of the judges and there were a number of entries. The winner was the Ethnic Disability Advocacy Centre (EDAC). The Runners up were ISHAR Multicultural Carers Support and Skills Development Program and the Fremantle Multicultural Centre Mental Health Access Service.

**The Hon Graham Jacobs,
Minister for Mental Health,
with Jenny Au Yeong,
Chief Executive Officer,
EDAC and Angelo
Cianciosi, President, EDAC**



12 Interpreting is no Laughing Matter

The Centre produced a powerful DVD on interpreting as an entry for NAATI's Short Film Competition. However, we chose not to enter the competition and retain it as a training and promotional tool. It highlights the importance of using professional interpreters and illustrates the dire consequences when you do not use one and it does this effectively by strategic use of humour.

13 Suicide Prevention Project

With funding obtained from Multicultural Mental Health Australia the Centre has developed a training manual to raise the awareness of community leaders of the warning signs of suicide and how they can assist their communities in dealing with it.

14 WA Women's Hall of Fame

To mark the 100th anniversary of International Women's Day members of the public were called on to nominate their most influential and inspiring women, and organisers received hundreds of suggestions for the final top 100 list. The ceremony for the induction into the WA Women's Hall of Fame took place on 7th March 2011 at Perth Convention Centre.

After a brief video message from Australia's first female Prime Minister, the inductees were announced and among them were Janet Holmes-a-Court, Allannah MacTiernan, Lisa Scaffidi, Georgina Rinehart, Carmen Lawrence, Professor Fiona Stanley, Julie Bishop, Helen Cattalini and Lesley Akora refugee advocate, author and Dispute Resolution Practitioner at Perth Family Relationships Centre (MSCWA staff member).

Lesley's substantial achievements include establishing the 'African voice', African Community of WA's (ACWA) first newsletter; the establishment of the ACWA Office and employment of two African Women Support Workers to address the settlement problems of women of African ethnic background in W.A.; and the establishment of African Crisis Accommodation and the Mothers for Excellence- African Tutoring and Annual Graduation Celebration for African kids.



**Nihal Iscael (L) and
Lesley Akora (R) at
Lesley's induction into the
WA Women's Hall of Fame**

TREASURER'S REPORT



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

- Consolidated Balance Sheet for 2010-2011;
- Consolidated Income Statement for 2010-2011;
- Statement of Cash Flows;
- Summary of significant accounting policies and other explanatory notes;

Financial Health

The Income and Expenditure statement shows an operational deficit of \$53,682. However, if “unspent Non-recurrent Grant and Prior Period Surplus” of \$466,424 to the Department of Health (HACC), is taken into account the Centre had an operational surplus of \$412,742 compared to the \$257,648 for the previous year. This result is largely due to our successful grant applications and sound financial management.

The Centre's sources of finances are quite diverse and it is still significantly dependent upon a number of State and Commonwealth government agencies. However, its efforts to pursue non-grant income are now paying dividends. It is income from such sources that the Centre can rely upon to start or expand services which do not attract government funding; and hence our efforts to pursue non-grant income should not diminish.

Acknowledgements

I wish to thank MACRI Partners who undertook this year's audit with their usual thoroughness and professionalism.

I acknowledge the contributions of all members of the board and thank them for their assiduousness in monitoring the finances of the Centre and ensuring its financial health.

Special thanks are due to Amy San Pe, the Coordinator-Finance and Executive Assistant, who managed the accounts and related administration tasks meticulously and efficiently.

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

Albert Cheong
Treasurer

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

FINANCIAL REPORT

30 JUNE 2011

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MULTICULTURAL SERVICES CENTRE OF
WA INC.

STATEMENT BY OFFICE BEARERS

In the opinion of the Management Committee, the financial report as set out on pages 4 to 17:

- (1) Presents a true and fair view of the financial position of Multicultural Services Centre of WA Inc. as at 30 June 2011 and its performance for the year ended on that date in accordance with the accounting policies used and described in Note 1.
- (2) At the date of this statement, there are reasonable grounds to believe that Multicultural Services Centre of WA Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Management Committee and is signed on behalf of the Committee by:



Dr. Prabha Karan Krishnan

CHAIRPERSON



Ramdas Sankaran

EXECUTIVE DIRECTOR

DATED THIS 3rd DAY OF October 2011

INDEPENDENT AUDIT REPORT

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

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report of Multicultural Services Centre of WA Inc. which comprises the balance sheet as at 30 June 2011, income statement, statement cash flows, a summary of significant accounting policies and other explanatory notes as set out on pages 4 to 11.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Multicultural Services Centre of WA Inc. and are appropriate to meet the needs of the members. The committee's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

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

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

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

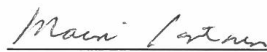
Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

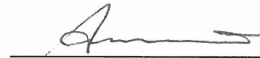


Audit Opinion

In our opinion, the financial report of Multicultural Services Centre of WA Inc. presents fairly, in all material respects the financial position of Multicultural Services Centre of WA Inc. as of 30 June 2011 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.



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



A MACRI
PARTNER

DATED THIS 14th DAY OF OCTOBER 2011.



MULTICULTURAL SERVICES CENTRE OF WA INC.
CONSOLIDATED BALANCE SHEET
AS AT 30 June 2011

	NOTES	2011 \$	2010 \$
CURRENT ASSETS			
Cash and cash equivalents	2	1,522,507	1,588,801
Trade and other receivables	3	211,493	173,904
Prepayments	4	42,711	22,783
		<u>\$ 1,776,711</u>	<u>\$ 1,785,488</u>
NON-CURRENT ASSETS			
Property, plant and equipment	5	1,426,125	1,488,533
Total Fixed Assets		<u>\$ 1,426,125</u>	<u>\$ 1,488,533</u>
TOTAL ASSETS		<u>\$ 3,202,836</u>	<u>\$ 3,274,021</u>
CURRENT LIABILITIES			
Trade and other payables	6	184,612	97,177
Grants & Rent in advance/Unexpended	7	184,071	269,831
Provisions	8	291,490	170,440
		<u>\$ 660,173</u>	<u>\$ 537,448</u>
NON-CURRENT LIABILITIES			
Borrowing (Interest Bearing)	9	500,000	646,520
Provisions	8	157,926	151,634
Total Non-Current Liabilities		<u>\$ 657,926</u>	<u>\$ 798,154</u>
TOTAL LIABILITIES		<u>\$ 1,318,099</u>	<u>\$ 1,335,602</u>
NET ASSETS		<u>\$ 1,884,737</u>	<u>\$ 1,938,419</u>
MEMBERS' FUND			
Retained Profits	10	1,884,737	1,938,419
TOTAL MEMBERS' FUND		<u>\$ 1,884,737</u>	<u>\$ 1,938,419</u>

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

**MULTICULTURAL SERVICES CENTRE OF WA INC.
CONSOLIDATED INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2011**

	2011	2010
	\$	\$
Income	4,299,864	3,682,850
Expenditure	-3,887,122	-3,425,202
Net Surplus/(Deficit) before refund of Unspent Non Recurrent Grant and Prior Period Surplus (HACC)	412,742	257,648
Less: Refund of Unspent Non Recurrent Grant & Prior Period Surplus (HACC)	466,424	-
Net Surplus/(Deficit)	-53,682	257,648
Retained Profits - at beginning of year	1,938,419	1,680,771
Retained Profits - at end of year	<u>\$ 1,884,737</u>	<u>\$ 1,938,419</u>

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

**MULTICULTURAL SERVICES CENTRE OF WA INC.
CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2011**

	2011	2010
	\$	\$
<u>Cash Flows from Operating Activities</u>		
Grants	2,793,834	2,472,658
Refund of Unspent Non Recurrent Grant & Prior Period Surplus (HACC)	-466,424	-
Fees	1,603,577	1,443,171
Interest	42,015	23,299
Rent	86,807	88,287
Consultancy/Project Fees & Other Receipts	55,069	48,130
GST refund/ (paid)	-300,220	-269,146
Payments to Suppliers and Employees	-3,686,514	-3,185,203
Net Cash provided by (used in) operating Activities 11(b)	<u>128,144</u>	<u>621,196</u>
<u>Cash Flows from Investing Activities</u>		
Proceed of Sale of Assets	-	16,364
Payment for Property, Plant, Equipment and Vehicles	-187,865	-186,875
Net Cash provided by (Used in) Investing Activities	<u>-187,865</u>	<u>-170,511</u>
<u>Cash Flows from Financing Activities</u>		
Net Rental Deposits Received/(Paid)	-6,573	11,823
Net Cash provided by (Used in) Financing Activities	<u>-6,573</u>	<u>11,823</u>
Net increase/(Decrease) in cash in hand	-66,294	462,508
Cash at the beginning of Financial Year	1,588,801	1,126,293
Cash at end of Financial year 11(a)	<u>\$ 1,522,507</u>	<u>\$ 1,588,801</u>

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

**MULTICULTURAL SERVICES CENTRE OF WA INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011**

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial report is a special purpose report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act 1987 of WA. The Board of Management has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does 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 otherwise stated, have been adopted in the preparation of this financial report:

(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 lives of the assets to the association commencing from the time the asset is held ready for use.

(b) Income Tax

The association is exempt from income tax.

(c) 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 balance sheet.

Interest revenue is recognised when earned.

(d) 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 expenses. Receivables and payables in the balance sheet are shown inclusive of GST.

**MULTICULTURAL SERVICES CENTRE OF WA INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011**

(e) Employee Entitlements

The amounts expected to be paid to employees for their pro-rata entitlement including annual leave and long service leave are accrued to the end of the reporting period having regard to experience of employee departures and period of service.

(f) Consolidated Programs

The following programs are included in the operations of the Centre for the year ended 30 June 2011:

1. Multicultural Services Centre (MSC), Counselling Service – MAITRI, Complex Case Support (DIAC) and RAWA - Relationships Australia, Integrated Humanitarian Settlement Strategy (MMRC) and Humanitarian Settlement Services (DIAC)
2. Settlement Grants Programs (SGP, SGP Burma & SGP Bunbury) (Funded by DIAC)
3. Support Accommodation Assistance Program (SAAP) (Funded by DCP)
4. Multicultural Housing Advocacy (MHSP, MHSP - Children Support Services, MHSP - Private Tenancy Support Services) (Funded by DCP)
5. Home and Community Care Program (HACC) (Funded by HDWA)
6. Local Government and Community Housing Program (CHP)
7. Workforce Development Centre (WDC) - (Mercy Community Services)
8. Emergency Relief (ER) (Funded by FaHCSIA & Lotterywest)

(g) Comparatives

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

MULTICULTURAL SERVICES CENTRE OF WA INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

	2011	2010
	\$	\$
2. CASH AND CASH EQUIVALENTS		
Commonwealth Bank	830,482	1,021,158
Commonwealth Bank - Cash Management Account	233,140	194,253
Commonwealth Bank - Asset Replacement/Maintenance Account	450,985	365,490
Petty Cash - HACC	2,400	2,400
Petty Cash - MSC	5,500	5,500
	<u>\$ 1,522,507</u>	<u>\$ 1,588,801</u>
3. TRADE AND OTHER RECEIVABLES		
Accrued Income		
Rent/Utilities Reimbursement (SAAP and CHP)	1,609	1,495
Rent/Utilities Reimbursement (IHSS)	-	1,527
Services Fees Accrual (HACC)	9,682	9,569
	<u>\$ 11,291</u>	<u>\$ 12,591</u>
Trade Debtors		
Bond from Clients/Others (IHSS, SAAP & CHP, HACC)	31,330	29,000
HSS Service Fees from Dept. of Immigration and Citizenship	119,809	
IHSS Service Fees from MMRC	36,531	75,708
Complex Case Support (DIAC)	-	28,995
Cross Cultural Training from WA Primary Care Network	440	-
Grant (CPI) from Mercy Employment (WDC)	4,092	-
Reimbursement for Cleaning Materials/Postage from ECC	850	1,660
Reimbursement for Catering/Room Hire from RAWA	-	496
Room Hire from Community First International	-	704
Stigma Reduction Project from Mental Health Commission	-	5,500
Suicide Prevention Project from Multicultural Mental Health Service	7,150	19,250
	<u>\$ 200,202</u>	<u>\$ 161,313</u>
Total Trade and Other Receivables	<u>\$ 211,493</u>	<u>\$ 173,904</u>

MULTICULTURAL SERVICES CENTRE OF WA INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

	2011 \$	2010 \$
4. PREPAYMENTS		
Cleaning Fees (HACC) - Paid in Advance	-	30
Employment Expenses - Prepaid for 01.07.11 (HACC)	3,161	-
Insurance- Paid in Advance	7,984	4,364
Levy - Paid in Advance	162	-
MV Licence Fees - Paid in Advance	820	-
Rent - Paid in Advance	29,263	18,389
Subscriptions- Paid in advance	1,321	-
	<u>\$ 42,711</u>	<u>\$ 22,783</u>
5. PROPERTY, PLANT AND EQUIPMENT		
Land at cost	<u>\$ 795,471</u>	<u>\$ 795,471</u>
Building at cost	465,124	465,124
Less: Accumulated Depreciation	<u>-41,735</u>	<u>-27,781</u>
	<u>\$ 423,389</u>	<u>\$ 437,343</u>
Motor Vehicle at Cost	471,762	471,762
Less: Accumulated Depreciation	<u>-346,605</u>	<u>-286,893</u>
	<u>\$ 125,157</u>	<u>\$ 184,869</u>
Plant and Equipment at Cost	264,922	241,312
Less: Accumulated Depreciation	<u>-182,814</u>	<u>-170,462</u>
	<u>\$ 82,108</u>	<u>\$ 70,850</u>
Total Property, plant and equipment	<u>\$ 1,426,125</u>	<u>\$ 1,488,533</u>
6. TRADE AND OTHER PAYABLES		
Trade Creditors/Accruals	139,837	16,204
Australian Taxation Office (GST)	2,962	10,055
Payroll Liabilities	35,193	60,055
Bond Holdings	6,620	10,863
	<u>\$ 184,612</u>	<u>\$ 97,177</u>

MULTICULTURAL SERVICES CENTRE OF WA INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

	2011 \$	2010 \$
7. <u>GRANTS & RENT IN ADVANCE/UNEXPENDED</u>		
ER Grant from Lotterywest and Dept. of FaHCSIA	33,787	103,531
MSC NESB Grant from Department of Health	27,828	-
MHA Grant from DCP	112,967	100,400
MSC - Suicide Prevention Project	-	17,500
MSC - Stigma Reduction Project	-	3,805
MSC - Mediation RAWA	-	42,815
MSC - Bunbury Art Project (Lotterywest)	8,899	-
SAAP/CHP and OAA - Rent in Advance	590	1,780
	<u>\$ 184,071</u>	<u>\$ 269,831</u>
8. <u>PROVISIONS</u>		
Current		
Accrued Wages	24,590	-
Provision for Annual Leave	152,470	115,884
Provision for Long Service Leave	75,214	42,619
Provision for Relief/Redundancy Workers	39,216	11,937
	<u>\$ 291,490</u>	<u>\$ 170,440</u>
Non- Current		
Provision for Long Service Leave	<u>\$ 157,926</u>	<u>\$ 151,634</u>
9. <u>BORROWINGS (INTEREST BEARING)</u>		
Non- Current - Loan	<u>\$ 500,000</u>	<u>\$ 646,520</u>
Borrowing from Commonwealth Bank/ANZ for purchase of property - 64 Wellington Road, Morley WA 6062 and 14 Brewer Place, Mirrabooka WA 6061. Secured over the properties.		
10. <u>RETAINED PROFITS</u>		
Retained Profits at the beginning of the financial year	1,938,419	1,680,771
Profit / (Loss) for year	-53,682	257,648
Retained Profits end of the financial year	<u>\$ 1,884,737</u>	<u>\$ 1,938,419</u>

**MULTICULTURAL SERVICES CENTRE OF WA INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011**

	2011 \$	2010 \$
11. <u>CASH FLOW INFORMATION</u>		
(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 balance sheet as follows:		
Cash at bank	830,482	1,021,158
Cash at bank - Cash Management Account	233,140	194,253
Cash at bank - Asset Replacement/Maintenance Bank Account	450,985	365,490
Cash on Hand	7,900	7,900
	<u>\$ 1,522,507</u>	<u>\$ 1,588,801</u>
(b) Reconciliation of Cash Flow from Operations with Profit/ (loss) from Ordinary Activities		
Profit / (Loss) from operations	-53,682	257,648
Non-cash flow in profit from ordinary activities		
Depreciation	103,753	104,774
Profit/(Loss) on Sale of Assets	-	-16,364
Change in Assets & Liabilities		
(Increase)/Decrease in Stock on Hand	-	280
(Increase)/Decrease in Trade Debtors	-36,672	-19,669
(Increase)/Decrease in Accrued Income	1,283	1,988
(Increase)/Decrease in Prepaid Expenses	-19,798	8,751
Increase/(Decrease) in Provision	127,342	53,072
Increase/(Decrease) in Trade Creditors & Accruals	13,011	227,637
Goods and Services Tax - movements	-7,093	3,079
Cash flow from operations	<u>\$ 128,144</u>	<u>\$ 621,196</u>

12. CONTINGENT LIABILITY

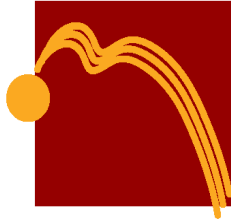
No contingent liabilities existed at 30 June 2011

MULTICULTURAL SERVICES CENTRE OF WA INC.
DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2011

	2011	2010
	\$	\$
INCOME		
Grants:		
- Recurrent Grant	2,354,333	1,965,575
- Non-Recurrent Grant	251,200	103,288
Brokerage Funds	34,480	4,487
Donations	5,800	-
Fees for Services	1,505,243	1,440,488
Interest	42,015	23,299
Other Income	14,592	42,893
Membership Fees MSC	197	150
Profit / (Loss) on Sale of Asset	-	16,364
Rent	92,004	86,306
Total Income	\$ 4,299,864	\$ 3,682,850
EXPENDITURE		
Accommodation	68,389	49,663
Accounting & Audit Fees	18,943	20,550
Activities	4,862	8,254
Advertising	1,626	573
Bad Debts	242	-
Bank Charges	2,780	2,941
Centrelink Fees	219	238
Cleaning	27,893	26,449
Computer Expenses	7,470	13,894
Community / Program Development	6,980	4,729
Conference / Seminar	-150	671
Consultancy	6,749	589
Donation / Sponsorship	1,350	-
Dues and Subscription	4,921	5,906
Electricity/Gas/Water	22,844	17,987
Emergency Relief Distribution	194,609	96,475
Expenses for Brokerage Funds	53,388	4,952
Expenses for English Classes	3,320	4,480
Expenses for PFE program	-	19,115
Expenses for Project based Grants	29,959	21,448
Expenses (non-wage) for Services	521,461	495,356
Expenses - Book "Has a Book Got a Spine"	636	1,634
Interest on Mortgage	48,442	26,255
Insurance - Association Liability, Business Combined, Legal	13,735	9,810
Insurance - Motor Vehicles, Composite	7,698	6,965
Insurance - Contents/Houses	4,775	3,488
Balance c/fwd	1,053,141	842,422

**MULTICULTURAL SERVICES CENTRE OF WA INC.
DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2011**

	2011	2010
Balance b/fwd	1,053,141	842,422
Kitchen equipment	1,679	3,360
Library Books	830	353
Maintenance - Houses	29,429	30,161
Maintenance - Equipment/Furniture	20,843	14,132
Meals (HACC Clients)	48,907	45,302
Medical	139	796
Meeting Expenses - AGM/Board/General	2,030	2,369
Mileage	13,484	7,204
Motor Vehicle Expenses	33,399	33,044
Other Expenses/Sundry	2,469	-
Parking/Taxi	3,030	3,344
Postage/Photocopying/Printing/Stationery	24,346	27,639
Purchased Service (Bus Hire)	130	1,375
Rates and Taxes	17,403	19,534
Salaries & Wages	2,270,946	2,035,265
Security	2,559	4,024
Staff Amenities & Others	12,682	14,609
Staff Training	527	1,714
Superannuation	179,445	167,666
Telephone / Fax / Internet	29,651	30,789
Travel / Entertainment	752	9,167
Workers Compensation	35,548	26,159
Total Expenditure	\$ 3,783,369	\$ 3,320,428
 Net Surplus/(Deficit) before depreciation, Unspent Non Recurrent Grant and Prior Period surplus (HACC)	 \$ 516,495	 \$ 362,422
 Less: Depreciation	 \$ 103,753	 \$ 104,774
 Net Surplus/(Deficit) before refund of Unspent Non Recurrent Grant and Prior Period Surplus (HACC)	 \$ 412,742	 \$ 257,648
 Less: Refund of Unspent Non Recurrent Grant and Prior Period Surplus (HACC)	 \$ 466,424	 -
Net Surplus/ (Deficit)	<u><u>-\$ 53,682</u></u>	<u><u>\$ 257,648</u></u>



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

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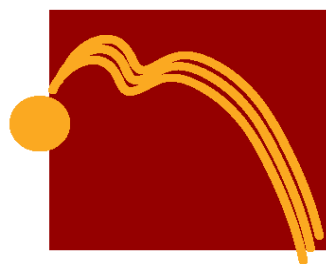
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**Multicultural Services Centre
of W.A. Inc**