

Multicultural Services Centre
of W.A. Inc.

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ANNUAL REPORT 2011-2012



Front cover – Some of the programs implemented by the Centre

Across

- 2 **MHSP** – Multicultural Housing Support Program
- 4 **MSCWA** – Multicultural Services Centre of WA
- 7 **DASP** – Disability Accommodation Support Program
- 8 **MCS** – Multicultural Children's Support Service
- 9 **SGP** – Settlement Grants Program
- 11 **ER** – Emergency Relief

Down

- 1 **FMP** – Financial Management Program
- 3 **HSS** – Humanitarian Settlement Services
- 4 **MWP** – Multicultural Wellness Program
- 5 **WDC** – Workplace Development Centre
- 6 **MAITRI** – Mental Health Services
- 8 **MMS** – Multicultural Media Services
- 10 **PTS** – Private Rental Tenancy Support Services



ANNUAL REPORT 2011-2012

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MSCWA PURPOSE AND OBJECTS

Purpose

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

Objects

The Objects of the Association shall be:

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

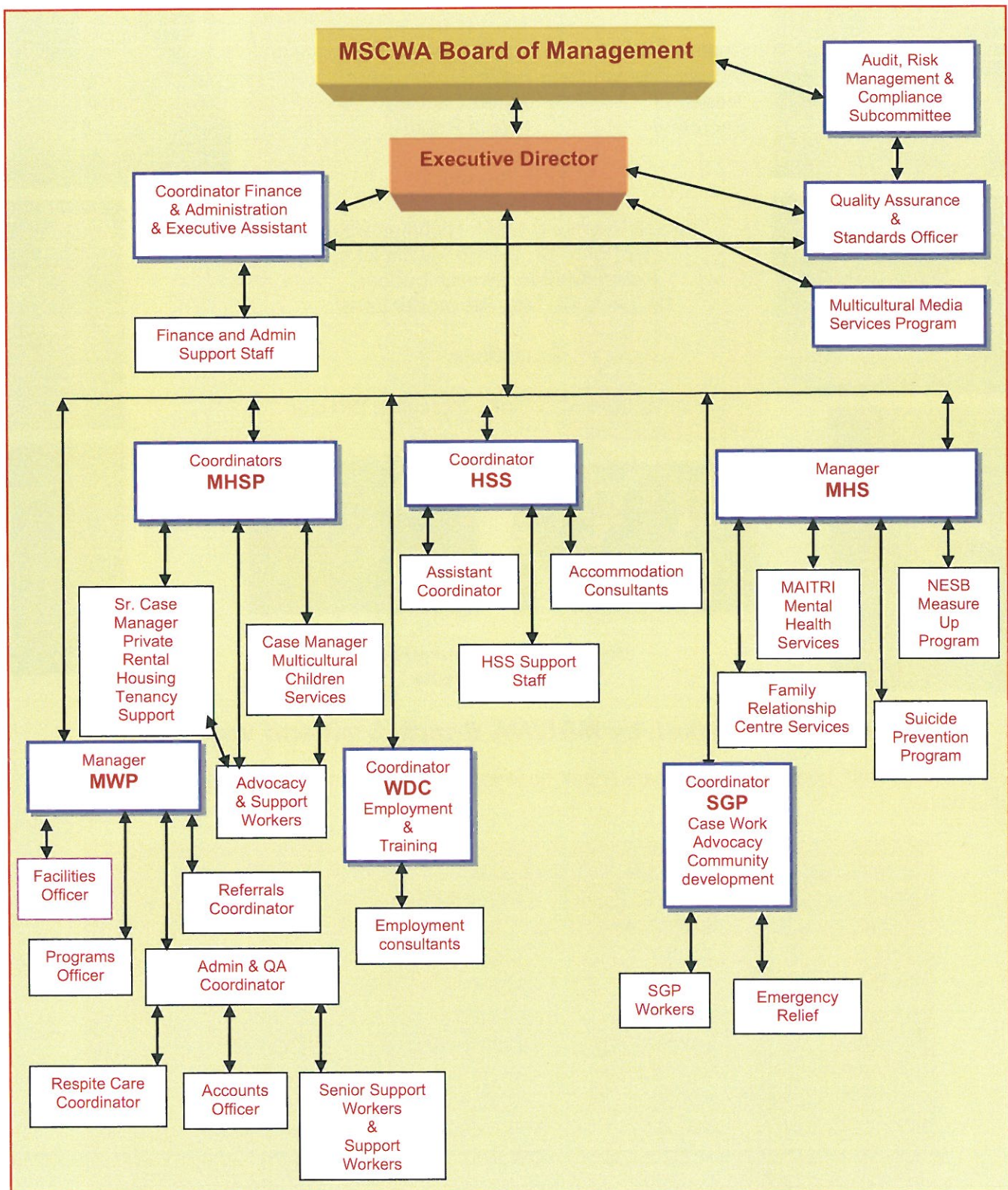
ACKNOWLEDGEMENTS

MSCWA is what it is today because of the substantial support and assistance of a number of local, state and commonwealth government agencies, ethno-specific and multicultural organisations, mainstream agencies and individuals. As they are too numerous to acknowledge individually, the Board and Staff of MSCWA extend all of them special thanks.

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.

The Centre acknowledges the important contributions that Consumers and Carers make to the various services that we offer. They are the Centre's raison d'etre and without their support and input we would not have been able to deliver high quality services. We extend them our special thanks.

MSCWA ORGANISATIONAL CHART 2012



HSS- Humanitarian Settlement Strategy
MHSP – Multicultural Housing Services Program
SGP – Settlement Grants Program

MHS- Multicultural Health Services Program
MWP– Multicultural Wellness Program
WDC Workforce Development Centre

MSCWA BOARD

Office Bearers

Chairperson	Dr. Prabha Karan Krishnan
Deputy Chairperson	Kathy Ursich OAM
Treasurer	Albert Cheong
Secretary	Sheila Rajan

Board Members

Russell Raymond OAM, Nicholas Agocs,
Peter Kalaf, Dr. Pendo Mwaiteleke,
Robert Mahar, Swaran Ludher,
Dr. Leela De Mel, Alexander Lone

Ex- Officio

Ramdas Sankaran OAM, Executive Director



Board Members and others at
MSCWA Events

Languages Spoken by MSCWA Board, Staff and Volunteers

The Centre's staff, board and volunteers speak no fewer than 60 languages and dialects as per the table below.

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

MSCWA STAFF 2011-12

Adupa-Ekwang	Francis	Coordinator (WDC)
Akora	Les Emma	Family Relationships Adviser (RAWA) & Senior Case Manager (DASP)
Babich	Anka Anna	Support Worker (HACC)
Baez	Irene	Support Worker (HACC)
Benjamin	Olive	Programs Officer (DASP)
Benson	Raynold	Administration Assistant (MSC)
Blackham	Sandra	Assistant Coordinator (HSS)
Bose	Devlin	Coordinator (HSS)
Calabro	Giovanna	Support Worker (HACC)
Ceranic	Zeljka	Administration Officer (HSS)
Chakrabarti	Shobhana	Manager (MHS)
Chau	Sam	Support Worker (HACC)
Chirenda	Dzivisai	Case Manager (MHSP - MCS)
Cokis	Erifili	Support Worker (HACC)
De Souza	Stephen	Administration and Quality Assurance Coordinator (HACC)
Del Borrello	Angela	Respite Care Coordinator/Senior Support Worker (HACC)
Dinh	Thi Lan	Support Worker (HACC)
Doshi	Jyoti Ajay	Support Worker (HACC)
Drommer	Josef	Family Relationships Adviser (RAWA)
Druskovich	Ojdana	Advocacy Officer (MHSP)
Fung	Rebecca	Family Relationships Adviser (RAWA)
Ghulam	Shakiba	Community Support Worker (HSS/ER-FMP)
Gouillou	Gaelle	Manager (HACC)
Grubic	Jadranka	Case Manager (MHSP - MCS)
Hirsch	Lorna	Program Officer - Suicide Prevention Program (MHS)
Htoo	Michael	Support Worker (HACC)
Iscl	Nihal	Family Relationships Adviser (RAWA)
Khaing	Yi Yi Win	Support Worker (HACC)
Khine	Ei Ei	Senior Accounts Assistant - Finance
Kiani	Feloora	Coordinator (MHSP)
Kondo	Masahiro	Administrative & Accounts Assistant (MSC)
Kovincic	Marina	Support Worker/Administration Assistant (HACC)
Kurubone	Gaston	Advocacy Officer (MHSP)
Kyaw	Saw Paul	Settlement Grants Program Officer (Burma) & Employment Officer (WDC)
Latt	Maung Mang Zaw	Support Worker (HACC)
Le	Joanne Linh	Senior Support Worker (HACC)
Li	Xiaobing	Accounts & Administrative Assistant (MSC)
Lian	David Siang	Community Support Worker (HSS/ER-FMP)
Lin	Charles	Administration Assistant (HSS)
Liu	Fang	Accounts Assistant (HACC & MSC)
Loncar	Nedzada	Family Relationships Adviser (RAWA)

Lu	Mei Yan	Support Worker (HACC)
Luu	Phung Thi Phi	Support Worker (HACC)
Macri	Roberto	Coordinator Day Centre Services and Facilities (HACC)
Malaviya	Rajyashree	Support Worker (HACC)
Manicom	Pary	Senior Support Worker (HACC)
Meek	Daravann	Settlement Grants Program Officer (Bunbury)
Moe	Sein Aung	Administration Officer (HSS)
Mohideen	Nafisa	Case Manager/Housing Advocate (MHSP)
Naran	Puspavati	Care Support Worker (HACC)
Nguyen	Anna	Support Worker (HACC)
Nguyen-Chilton	Thi Kim	Support Worker (HACC)
Opacic	Anica	Support Worker (HACC)
Otor	John Ajak	Support Worker (HACC)
Paine	Amanda	Accounts Assistant (HACC)
Parker	Yusuf	Settlement Grants Worker (SGP)
Pe	Amy San	Coordinator - Financial Services & Executive Assistant
Pegrum	Joansy	Settlement Grants Program Officer (Generalist)
Pham	Thi Thuy Van	Support Worker (HACC)
Press	Wayne	Coordinator (SAAP, CHP & MHSP)
Prodanovic	Bojana	Administrative Assistant (MSC)
Prodanovic	Zeljka	Coordinator - Settlement Grants Program
Ramirez	Raul	Support Worker (HACC)
Rifai	Aida	Support Worker (HACC)
Roobleh	Sahardeed	Case Manager (MHSP-PTS & MHSP)
Rose	Wendy	Coordinator (MHS)
Rozario	Jeffrey	Assistant Coordinator (HACC)
Safo	Heatham	Case Manager (ER-FMP) & Administration Support Officer (HSS)
Saied	Mai	Settlement Grants Program Officer (Generalist)
Sankaran	Ramdas	Executive Director
Soe	Myat Nilar	Programs Officer (NESB)
Sokolovic	Stela	Accommodation Officer (HSS)
Tassone	Iolanda	Support Worker (HACC)
Tayal	Vivita	Care Support Worker (HACC)
Taylor	Adelin	Settlement Grants Program Officer (Bunbury)
Tha Ceu	John	Settlement Grants Program Officer (Burma)
Thuyasithu		Psychologist
Tran	Thanh Thi Dang	Support Worker (HACC)
Tsuzuki	Keiko	Coordinator - Referrals, CCC & CSIA (HACC)
Vu	Thong Hai	Support Worker (HACC)
Wang	Jing Li	Support Worker (HACC)
Warner	Vikki	Programs Officer (HACC)
Zar	Min Yar	Operational Support Worker (HSS)

MSCWA VOLUNTEERS 2011-12

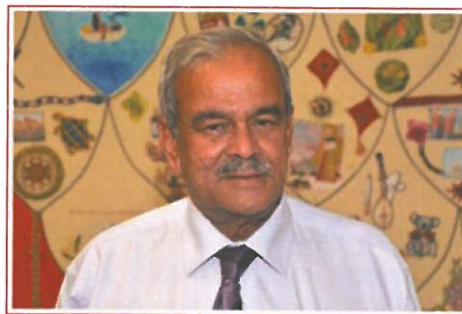
Agocs	Nicholas	Board Member
Aung	Leonard	Honorary Administrative Assistant (MSC)
Aye	Thein Thein	Honorary Administrative Assistant (MSC)
Baker	Penny Anne	SGP (Bunbury)
Benson	Raynold	Honorary Administrative Assistant (MSC)
Bentel	Erica	MSC
Berman	Ruth	WDC
Brockman	Jan	SGP (Bunbury)
Cheong	Albert	Treasurer - Board Member
De Mel	Leela	Board Member
Di Marco	Giovina	HACC
Dolinska	Aska	MHSP
Doshi	Jyoti	HACC
Famiano	Maria	HACC
Ferro	Anna	HACC
Ghulam	Shakiba	Honorary Administrative Assistant (MSC & MHSP)
Ghulam	Shakeela	Honorary Administrative Assistant (MSC)
Goodman	Russlyn	SGP (Bunbury)
Hamid	Syafrina	MHSP
Henney	Jeanette	Honorary Administrative Assistant (MSC)
Indu	Shan	HACC
Isaia	Rajendran	Honorary Administrative Assistant (MHSP)
Joan	Stela	Honorary Administrative Assistant (MSC)
Johnston	Deidre	SGP (Bunbury)
Kalaf	Peter	Board Member
Kalpana	Naik	HACC
Kogiopoulos	Christina	HACC
Kpede	Kukuyo	Honorary Administrative Assistant (MHSP)
Krishnan	Dr. Prabha Karan	Chairperson
Lane	Meg	SGP (Bunbury)
Larki	Parisa	MHSP
Lay	Mu	MHSP
Leontarou	Despina	HACC
Lone	Alexander	Board Member
Loyalka	Rashmi	HACC
Ludher	Swaran	Board Member
Mahar	Robert	Board Member
Manish	Ahmad	Honorary Administrative Assistant (MSC)

Martin	Sue	SGP (Bunbury)
Mayank	Goldy	MHSP
Mu	Tha	Honorary Administrative Assistant (MSC)
Mupanduki	Vimbai	SGP (Bunbury)
Mwaiteleke	Dr. Pendo	Board Member
Nguyen	Henry	HACC
Nguyen	Sr To	HACC
Nguyen	Trang	HACC
Omer	Fatima	Honorary Administrative Assistant (MHSP)
Onesmo	Ruth	Honorary Administrative Assistant (MHSP)
Ortuondo	Francisco	HSS
Panaia	Carmela	HACC
Pegrum	Carlyle	Honorary Administrative Assistant (MSC)
Pham	Fr. Hong	HACC
Pinto	Lily	Honorary Administrative Assistant (MSC)
Press	Ayden	Honorary Administrative Assistant (MSC)
Press	Catherine	Honorary Administrative Assistant (MSC)
Prodanovic	Bojana	Honorary Administrative Assistant (MSC)
Pushpa	Naran	HACC
Rajan	Sheila	Secretary – Board Member & Administration Support
Raymond	Russell	Board Member & Administration Support
Ripani	Albana	Honorary Administrative Assistant (MSC)
See	Alice	MHSP
Seydalzadeh	Mahboubbeh	MHSP
Sigismondi	Lavinia	HACC
Stanisheff	Vessa	HACC
Tabassum	Sheriff	HACC
Tan	David	HACC
Tee	Ta Nay Tha	MHSP
Urfig	Marion	WDC
Ursich	Kathy	Deputy Chairperson – Board Member & Administration Support
Vivita	Tayal	HACC
Win	Kay-Thi	SGP
Win	Saida Sein	SGP
Yassini	Antoine	MHSP
Ziatis	Angie	HACC

CHAIRPERSON'S REPORT

2011-12 was yet another spectacular year for MSCWA marked by:

- Securing DSC approval as a Disability Accommodation Support Service provider
- Commencement of the first phase of our Suicide Prevention Program
- Re-funding of our Financial Management Program for another three years
- Re-funding of the Relationship Australia led consortium of which MSC is a member for another three years to operate the Family Relation Centre in Perth
- Lotterywest approval of substantial funding to renovate our Mirrabooka office at 14 Brewer Place, Mirrabooka.



We had hoped to celebrate the 30th Anniversary in June 2012 but it has been postponed to December 2012. The publication that will be released on that occasion has a section on 'What makes MSCWA tick' and the factors identified below have made my tasks as Chairperson easy:

- MSCWA being multicultural not just in name but in terms of service diversity as well as cultural and linguistic diversity of its staff, board and volunteers
- Attracting and retaining quality board members and staff
- Its Flat management structure and the exceptional work of the Centre's Finance and Administration section
- Attracting substantial "voluntary input" from board members and others
- Its Corporate Citizenship responsibilities
- The partnerships it has entered into and its membership of peak bodies

I extend my special thanks to all Board members and in particular the other office bearers, namely Kathy Ursich OAM the Vice Chairperson, Albert Cheong the Treasurer, and Sheila Rajan the Secretary, for the substantial support they have extended.

On behalf of the board I acknowledge the significant contribution and commitment of our Executive Director, Ramdas Sankaran and our hardworking coordinators and staff who together have ensured the continued growth and stability of the Centre.

I also extended special thanks to all volunteers for their dedicated service for they continue to play a very important role in the operations of our Centre.

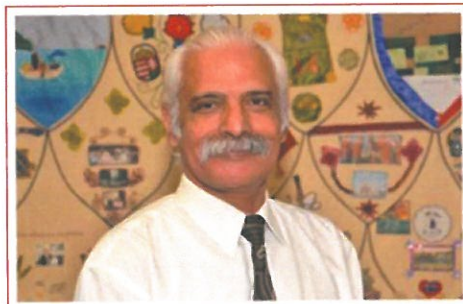
Our Centre could not have achieved its unrivalled status as the most diversified multicultural services provider but for the support and assistance of a range of commonwealth, state and local government agencies as well as mainstream and multicultural service providers who are listed in the acknowledgment 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. Prabhakaran Krishnan
Chairperson

EXECUTIVE DIRECTOR'S REPORT

As the highlights section that follows this report shows 2011-12 has been a very productive year for the Centre.



There has been a substantial increase in the annual turnover resulting from a full year's operation of the HSS Accommodation program. Whilst this program is by far the largest in terms of turnover, it is also proven to be the most difficult in terms of implementation for a variety of reasons unique to it. By far the biggest challenge has been posed by the scarcity of affordable rental accommodation and the ever increasing costs of utilities. From a professional perspective the most gratifying developments have been the commencement of our Disability Services Commission approved "Live Smart" Disability Accommodation Support program, the first multicultural program of its kind in WA and possibly Australia; and the training Program for service providers on stigma reduction and suicide prevention that we will be conducting in Miyagi, adjacent to Fukushima, Japan. The latter is hopefully the first of many initiatives that the Centre will undertake to achieve its object to "Undertake initiatives to better assist the Association to respond to natural and other disasters and humanitarian causes overseas."

The engaging and robust relation I enjoyed under the Chairmanship of Russell Raymond OAM has continued under Dr. Prabha Karan Krishnan and I extend him, the other office bearers Kathy Ursich OAM, Albert Cheong and Sheila Rajan; and all board members my special thanks for the trust, support and assistance I have been extended.

The Centre's program coordinators/Managers Amy, Devlin, Feloor, Francis, Gaelle, Shobhana, 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. It is their combined efforts that has ensured the high profile and professional reputation that our Centre enjoys as a quality service provider in WA and nationally. Thanks to our finance and administration section which is coordinated by Amy San Pe we continue to fulfill all financial reporting requirements of funding bodies and receive unqualified audit statements. I thank Amy and her staff for the very important support and assistance they provide to all programs.

Volunteers continued to play an important role especially in relation to our reception, administration and HACC programs and I thank them for their contribution.

I am grateful for the substantial support and assistance provided by our many partners and funding bodies, which include Relationships Australia (WA), 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, Indigenous Affairs, the Mental Health Commission and Centrecare. I am grateful for their substantial support and assistance. I extend my thanks to all of them.

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, OAM Executive Director

HIGHLIGHTS 2011-12

1 Live Smart

Live Smart Program the Centre's latest program provides accommodation support services for ethnic people with disabilities. The disadvantages and vulnerabilities of disability and ethnic minority status are substantial and we are proud to be the first and only multicultural service provider to be approved by the Disability Services Commission to provide this long overdue service. This program has immense potential and could soon develop to be our largest program. Hopefully, this is also the harbinger of many more services that our Centre will offer ethnic people with disabilities, their families and carers.

2 Mirrabooka Office and Lotterywest Grant

The Centre acquired 14 Brewer Place in Mirrabooka to extend a range of services to migrants and refugees resident in that area and surrounding suburbs. Lotterywest approved substantial funding to renovate the property and cover the costs of IT, furniture and equipment to support the Centre's operations from that office.

3 Suicide Prevention

The Centre secured funding from the WA State government's One Life Suicide Prevention Program to engage a part time coordinator to undertake community consultations and develop a project proposal for the second phase. The second phase funding has also been approved and the Centre will roll out Western Australia's and possibly Australia's most comprehensive Suicide Prevention Program for migrants and refugees in 2012-13.

4 Living Treasure Choir

The Living Treasure Choir was formed in 2012 and comprises HACC clients with a HACC staff providing instrumental support on the guitar.

**The Living Treasure Choir
performing at an ACSWA/
MSCWA Forum**



5 Extension of Programs

5.1 Financial Management Program

FaHCSIA re-funded the above program for another three years based on the outcomes that the Centre was able to deliver with the initial grant.

5.2 Family Relation Centre

The Relationship Australia led consortium of which the Centre is a member was re-funded for another three years to operate the Family Relation Centre in Perth.

5.3 Bunbury SGP grant

DIAC has funded this project for three more years commencing 2011-12

6 Sensory Garden



The Sensory Garden at the Farmers Street HACC Centre was inaugurated by Deanne Reagan Smith, HACC Project Officer on 7th November during Seniors Week.



Deanne Reagan Smith, Kathy Ursich and guests at Sensory Garden Launch



Eric, the SWAP IT DON'T STOP IT Campaign Mascot at MSCWA Events



7 Community Housing Limited Partnership

The Centre entered into a "tripartite agreement" with the Department of Housing and Community Housing Limited (CHL) to manage the Homeswest properties that had been assigned to the Centre more than 15 years ago on a title deed and lease basis. The title deeds were returned to the Department of Housing and the properties will be head leased for an initial period of 12 months. CHL will manage the properties whilst the Centre will continue to provide the support services for the tenants. If the partnership between CHL and the Centre works out as we expect it will, at the end of 12 months the head leases will be transferred to CHL.

8 Stigma Reduction Program

Mental Health Commission funded the Centre to conduct nine workshops in nine CaLD communities. These workshops were facilitated by a Community Trainer from that particular culture with the assistance of a MSCWA SOS Trainer. The training materials were adapted to the cultural needs of the community prior to delivery and hopefully this has spurred mental health promotion and prevention activities with those communities.

9 Wellness Centre

The Centre obtained funding from the Health Department of Western Australia to refurbish 10 Farmer Street HACC Day Centre and to build a Wellness Centre adjacent to it. Matching funding will be sought from Lotterywest and hopefully the City of Vincent will provide the Centre a long term lease at well below market rentals.



Bingo at the Day Centre

10 Cross Cultural Healthy Lifestyle project

Healthways has funded the Centre to undertake train a trainer workshops to enable bilingual workers promote Healthy Lifestyle initiatives within their communities. The training manual will be produced in DVD format. This project is being undertaken in partnership with FOODBank and the Heart Foundation.

11 Media Services Program

Social Messaging is an important part of what this program is designed to deliver. The first production a DVD on the importance of using professional interpreters which we undertook last year prompted us to establish the program. In the pipeline are other topics such as mental health, family mediation, racism and consumer protection. The program obtained \$10,000 to make a 20 minute documentary to encourage regional re population amongst CaLD communities based on the success of preliminary projects in Katanning and emerging projects in Dalwalinu. Using local images and interviews the DVD will show and explain the benefits of regional re population to clients, businesses and local government. We are approaching other sources for an additional \$40,000 to undertake this production.

12 Overseas Projects

Last year the Centre amended its constitution to add the following to its objects: "Undertake initiatives to better assist the Association to respond to natural and other disasters and humanitarian causes overseas."

A three-day training program on stigma reduction and suicide prevention and intervention for service providers in Miyagi, adjacent to Fukushima, Japan, is hopefully the first of many initiatives that the Centre will undertake to achieve this object. The workshops funded by the Department of Foreign Affairs and Trade are scheduled to be presented in March 2013.

TREASURER'S REPORT

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

- Consolidated Balance Sheet for 2011-2012;
- Consolidated Income Statement for 2011-2012;
- Statement of Cash Flows;
- Summary of significant accounting policies and other explanatory notes



Financial Health

2011-12 was a good year for the Centre from a financial perspective, as reflected by a very healthy operational surplus of \$494,322 after depreciation. This result is largely due to sound financial management and a further diversification of the Centre's source of finances which is still significantly dependent upon a number of State and Commonwealth government agencies. The Centre expanded its funding sources and they were in the areas of disability accommodation support, suicide prevention and overseas projects. All of these sources have significant growth potential.

The year ahead is looking promising with a number of new projects in the pipeline.

Acknowledgements

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

The members of the board have diligently monitored the finances of the Centre to ensure its financial health. I acknowledge their contributions and thank them for the same.

Amy San Pe, the Coordinator-Finance and Executive Assistant, as always managed the accounts and related administration tasks meticulously and efficiently and I extend her my special thanks.

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

Albert Cheong, JP
FIPA, CTA, FFCS (Lond.)
Treasurer

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

FINANCIAL REPORT

30 JUNE 2012

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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 13:

- (1) Presents a true and fair view of the financial position of Multicultural Services Centre of WA Inc. as at 30 June 2012 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 2nd DAY OF October 2012

INDEPENDENT AUDITOR'S REPORT

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

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report of Multicultural Services Centre of WA Inc. which comprises the balance sheet as at 30 June 2012, income statement, statement of 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 2012 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

Basis of Accounting and Restriction on Distribution

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

MACRI PARTNERS

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

Aman S

A MACRI
PARTNER

DATED THIS 10th DAY OF OCTOBER 2012.

MULTICULTURAL SERVICES CENTRE OF WA INC.
CONSOLIDATED BALANCE SHEET
AS AT 30 JUNE 2012

	NOTES	2012 \$	2011 \$
CURRENT ASSETS			
Cash and cash equivalents	2	1,654,909	1,522,507
Trade and other receivables	3	608,785	211,493
Prepayments	4	67,856	42,711
		<u>\$ 2,331,550</u>	<u>\$ 1,776,711</u>
NON-CURRENT ASSETS			
Property, plant and equipment	5	1,536,214	1,426,125
Total Fixed Assets		<u>\$ 1,536,214</u>	<u>\$ 1,426,125</u>
TOTAL ASSETS		<u>\$ 3,867,764</u>	<u>\$ 3,202,836</u>
CURRENT LIABILITIES			
Trade and other payables	6	347,844	184,612
Grants & Rent in advance/Unexpended	7	293,885	184,071
Provisions	8	280,390	291,490
		<u>\$ 922,119</u>	<u>\$ 660,173</u>
NON-CURRENT LIABILITIES			
Borrowing (Interest Bearing)	9	435,100	500,000
Provisions	8	131,486	157,926
Total Non-Current Liabilities		<u>\$ 566,586</u>	<u>\$ 657,926</u>
TOTAL LIABILITIES		<u>\$ 1,488,705</u>	<u>\$ 1,318,099</u>
NET ASSETS		<u>\$ 2,379,059</u>	<u>\$ 1,884,737</u>
MEMBERS' FUND			
Retained Profits	10	2,379,059	1,884,737
TOTAL MEMBERS' FUND		<u>\$ 2,379,059</u>	<u>\$ 1,884,737</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 2012**

	2012	2011
	\$	\$
Income	6,413,675	4,299,864
Expenditure	-5,919,353	-3,887,122
Net Surplus/(Deficit) before refund of Unspent Non Recurrent Grant and Prior Period Surplus (HACC):	494,322	412,742
Less: Refund of Unspent Non Recurrent Grant & Prior Period Surplus (HACC)	-	466,424
Net Surplus/(Deficit)	494,322	-53,682
Retained Profits - at beginning of year	1,884,737	1,938,419
Retained Profits - at end of year	<u>\$ 2,379,059</u>	<u>\$ 1,884,737</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 2012**

	Note	2012	2011
		\$	\$
<u>Cash Flows from Operating Activities</u>			
Grants		3,276,565	2,793,834
Refund of Unspent Non Recurrent Grant & Prior Period Surplus (HACC)		-	-466,424
Fees		3,310,093	1,603,577
Interest		51,024	42,015
Rent		63,300	86,807
Consultancy/Project Fees & Other Receipts		34,011	55,069
GST refund/ (paid)		-340,059	-300,220
Payments to Suppliers and Employees		-5,985,181	-3,686,514
Net Cash provided by (used in) operating Activities	11(b)	<u>409,753</u>	<u>128,144</u>
<u>Cash Flows from Investing Activities</u>			
Proceed of Sale of Assets		37,182	-
Payment for Property, Plant, Equipment and Vehicles		-283,296	-187,865
Net Cash provided by (Used in) Investing Activities		<u>-246,114</u>	<u>-187,865</u>
<u>Cash Flows from Financing Activities</u>			
Net Rental Deposits Received/(Paid)		-31,237	-6,573
Net Cash provided by (Used in) Financing Activities		<u>-31,237</u>	<u>-6,573</u>
Net Increase/(Decrease) in cash in hand		132,402	-66,294
Cash at the beginning of Financial Year		1,522,507	1,588,801
Cash at end of Financial year	11(a)	<u>\$ 1,654,909</u>	<u>\$ 1,522,507</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 2012

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 accrual 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 life of the assets to the association commencing from the time the assets are 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 2012**

(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 2012:

1. Multicultural Services Centre (MSC), Counselling Service – MAITRI, and RAWA - Relationships Australia and Humanitarian Settlement Services (DIAC)
2. Settlement Grants Programs (SGP, SGP Burma & SGP Bunbury) (Funded by DIAC)
3. Supported Accommodation Assistance Program (SAAP) (Funded by DCP)
4. Multicultural Housing Advocacy (MHSP, MHSP – Multicultural Children Services Program, 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 2012

	2012 \$	2011 \$
2. CASH AND CASH EQUIVALENTS		
Commonwealth Bank	1,202,015	830,482
Cash at bank - Cash Management Call Account - LSL	222,863	233,140
Commonwealth Bank - Asset Replacement/Maintenance Account	222,131	450,985
Petty Cash - HACC	2,400	2,400
Petty Cash - MSC	5,500	5,500
	<u>\$ 1,654,909</u>	<u>\$ 1,522,507</u>
3. TRADE AND OTHER RECEIVABLES		
Accrued Income		
Rent/Utilities Reimbursement (SAAP and CHP)	1,329	1,609
Services Fees Accrual (HACC)	11,324	9,682
	<u>\$ 12,653</u>	<u>\$ 11,291</u>
Trade Debtors		
Australian Taxation Office (GST)	250	-
Bond from Clients/Others (HSS, SAAP & CHP, HACC)	68,237	31,330
HSS Service Fees from Dept. of Immigration and Citizenship	422,106	119,809
IHSS Service Fees from MMRC	-	36,531
Cross Cultural Training from WA Primary Care Network	-	440
Cross Cultural Healthy Lifestyle Project from Healthway	83,885	-
Grant (CPI) from Mercy Employment (WDC)	-	4,092
RAWA Training Fees	1,110	-
Reimbursement for Cleaning Materials/Postage from ECC	8,044	850
Reimbursement for Conference Fees from Dept. of Immigration and Citizenship	987	-
Stamp Duty Reimbursement from Scarborough Toyota	11,513	-
Suicide Prevention Project from Multicultural Mental Health Service	-	7,150
	<u>\$ 596,132</u>	<u>\$ 200,202</u>
Total Trade and Other Receivables	<u>\$ 608,785</u>	<u>\$ 211,493</u>

MULTICULTURAL SERVICES CENTRE OF WA INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2012

	2012 \$	2011 \$
4. PREPAYMENTS		
Employment Expenses - Prepaid for 01.07.11 (HACC)	-	3,161
Insurance- Paid in Advance	6,437	7,984
Levy - Paid in Advance	-	162
MV Licence Fees - Paid in Advance	-	820
Rent - Paid in Advance	60,639	29,263
Subscriptions- Paid in advance	780	1,321
	<u>\$ 67,856</u>	<u>\$ 42,711</u>
5. PROPERTY, PLANT AND EQUIPMENT		
Land at cost	\$ 795,471	\$ 795,471
Building at cost	465,124	465,124
Less: Accumulated Depreciation	-55,689	-41,735
	<u>\$ 409,435</u>	<u>\$ 423,389</u>
Motor Vehicle at Cost	491,782	471,762
Less: Accumulated Depreciation	-257,084	-346,605
	<u>\$ 234,698</u>	<u>\$ 125,157</u>
Plant and Equipment at Cost	307,267	264,922
Less: Accumulated Depreciation	-217,702	-182,814
	<u>\$ 89,565</u>	<u>\$ 82,108</u>
Leasehold Improvement	7,117	-
Less: Accumulated Depreciation	-72	-
	<u>7,045</u>	<u>-</u>
Total Property, plant and equipment	<u>\$ 1,536,214</u>	<u>\$ 1,426,125</u>
6. TRADE AND OTHER PAYABLES		
Trade Creditors/Accruals	255,464	139,837
Australian Taxation Office (GST)	23,032	2,962
Payroll Liabilities	57,058	35,193
Bond Holdings	12,290	6,620
	<u>\$ 347,844</u>	<u>\$ 184,612</u>

MULTICULTURAL SERVICES CENTRE OF WA INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2012

	2012 \$	2011 \$
7. <u>GRANTS & RENT IN ADVANCE/UNEXPENDED</u>		
ER Grant from Lotterywest and Department of FaHCSIA	33,509	33,787
MSC NESB Grant from Department of Health	5,763	27,828
MHSP Grant from Department for Child Protection	149,159	112,967
MSC - One Life Suicide Prevention Strategic Project (Centrecare)	10,431	-
MSC - Cross Cultural Healthy Lifestyle Project (Healthway)	75,489	-
MSC - Mediation RAWA	12,810	-
MSC - Bunbury Art Project (Lotterywest)	-	8,899
SAAP/CHP and OAA - Rent in Advance	1,724	590
WDC - Community and Welfare Grant (City of Vincent)	5,000	-
	<u>\$ 293,885</u>	<u>\$ 184,071</u>
8. <u>PROVISIONS</u>		
Current		
Accrued Wages	-	24,590
Provision for Annual Leave	153,229	152,470
Provision for Long Service Leave	91,377	75,214
Provision for Redundancy/Relief Workers	35,784	39,216
	<u>\$ 280,390</u>	<u>\$ 291,490</u>
Non- Current		
Provision for Long Service Leave	<u>\$ 131,486</u>	<u>\$ 157,926</u>
9. <u>BORROWINGS (INTEREST BEARING)</u>		
Non- Current - Loan		
Borrowings from Commonwealth Bank/ANZ for purchase of property - 64 Wellington Road, Morley WA 6062 and 14 Brewer Place, Mirrabooka WA 6061.	<u>\$ 435,100</u>	<u>\$ 500,000</u>
Secured over the properties.		
10. <u>RETAINED PROFITS</u>		
Retained Profits at the beginning of the financial year	1,884,737	1,938,419
Profit / (Loss) for year	494,322	-53,682
Retained Profits end of the financial year	<u>\$ 2,379,059</u>	<u>\$ 1,884,737</u>

MULTICULTURAL SERVICES CENTRE OF WA INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2012

	2012 \$	2011 \$
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 balance sheet as follows:		
Cash at bank	1,202,015	830,482
Cash at bank - Cash Management Call Account - LSL	222,863	233,140
Cash at bank - Asset Replacement/Maintenance Bank Account	222,131	450,985
Cash on Hand	7,900	7,900
	<u>\$ 1,654,909</u>	<u>\$ 1,522,507</u>
(b) Reconciliation of Cash Flow from Operations with Profit/ (loss) from Ordinary Activities		
Profit / (Loss) from operations	494,322	-53,682
Non-cash flow in profit from ordinary activities		
Depreciation	108,307	103,753
Profit/(Loss) on Sale of Assets	-37,182	-
Change in Assets & Liabilities		
(Increase)/Decrease in Trade Debtors	-360,415	-36,672
(Increase)/Decrease in Accrued Income	280	1,283
(Increase)/Decrease in Prepaid Expenses	-25,145	-19,798
Increase/(Decrease) in Provision	-37,540	127,342
Increase/(Decrease) in Trade Creditors & Accruals	247,306	13,011
Goods and Services Tax - movements	19,820	-7,093
Cash flow from operations	<u>\$ 409,753</u>	<u>\$ 128,144</u>

12. CONTINGENT LIABILITY

No contingent liabilities existed at 30 June 2012

**MULTICULTURAL SERVICES CENTRE OF WA INC.
DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2012**

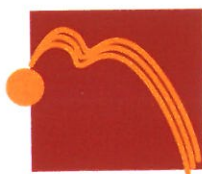
	2012	2011
	\$	\$
INCOME		
Grants:		
- Recurrent Grant	2,441,421	2,354,333
- Non-Recurrent Grant	503,487	251,200
Brokerage Funds	28,154	34,480
Donations	-	5,800
Fees for Services	3,251,874	1,505,243
Interest	51,024	42,015
Other Income	5,676	14,592
Membership Fees MSC	181	197
Profit / (Loss) on Sale of Asset	37,182	-
Rent	94,676	92,004
Total Income	\$ 6,413,675	\$4,299,864
EXPENDITURE		
Accommodation	56,901	68,389
Accounting & Audit Fees	20,570	18,943
Activities	6,148	4,862
Advertising	1,877	1,626
Bad Debts	1,620	242
Bank Charges	2,963	2,780
Centrelink Fees	224	219
Cleaning	30,954	27,893
Computer Expenses	25,259	7,470
Community / Program Development	4,576	6,980
Conference / Seminar	3,388	-150
Consultancy	5,366	6,749
Donation / Sponsorship	-	1,350
Dues and Subscription	4,081	4,921
Electricity/Gas/Water	22,319	22,844
Emergency Relief Grant - Distribution	153,735	194,609
Expenses for Brokerage Funds	31,895	53,388
Expenses for English Classes	3,080	3,320
Expenses for Project based Grants	77,586	29,959
Expenses (non-wage) for Services	2,199,850	521,461
Expenses - Book "Has a Book Got a Spine"	2,920	636
Interest on Mortgage	39,030	48,442
Insurance - Association Liability, Business Combined, Legal	15,900	13,735
Insurance - Motor Vehicles, Composite	10,340	7,698
Insurance - Contents/Houses	4,981	4,775
Insurance - Employer Journey	356	-
Balance c/fwd	2,725,919	1,053,141

**MULTICULTURAL SERVICES CENTRE OF WA INC.
DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2012**

	2012	2011
Balance b/fwd	2,725,919	1,053,141
Interpreting Services	343	-
Kitchen equipment	1,577	1,679
Library Books	42	830
Maintenance - Houses	54,147	29,429
Maintenance - Equipment/Furniture	14,829	20,843
Meals (HACC Clients)	20,152	48,907
Medical	1,548	139
Meeting Expenses - AGM/Board/General	2,306	2,030
Mileage	13,509	13,484
Motor Vehicle Expenses	37,751	33,399
Other Expenses/Sundry	2,494	2,469
Parking/Taxi	2,700	3,030
Postage/Photocopying/Printing/Stationery	24,781	24,346
Purchased Service	2,200	130
Rates and Taxes	24,518	17,403
Salaries & Wages	2,495,480	2,270,946
Security	2,477	2,559
Staff Amenities & Others	31,622	12,682
Staff Training	6,438	527
Superannuation	211,863	179,445
Telephone / Fax / Internet	30,277	29,651
Transfer Fund of Long Term Provisions to Community Housing	62,386	-
Travel / Entertainment	784	752
Workers Compensation	40,903	35,548
Total Expenditure	\$ 5,811,046	\$3,783,369
Net Surplus/(Deficit) before depreciation, Unspent Non Recurrent Grant and Prior Period surplus (HACC)	\$ 602,629	\$ 516,495
Less: Depreciation	\$ 108,307	\$ 103,753
Net Surplus/(Deficit) before refund of Unspent Non Recurrent Grant and Prior Period Surplus (HACC)	\$ 494,322	\$ 412,742
Less: Refund of Unspent Non Recurrent Grant and Prior Period Surplus (HACC)	\$ -	\$ 466,424
Net Surplus/ (Deficit)	\$ 494,322	-\$ 53,682



Multicultural Services Centre
of W.A. Inc.



Multicultural Services Centre
of W.A. Inc.

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