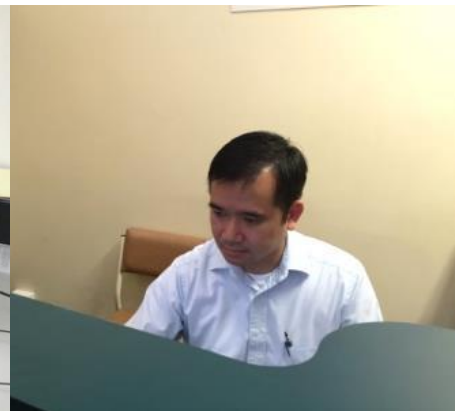
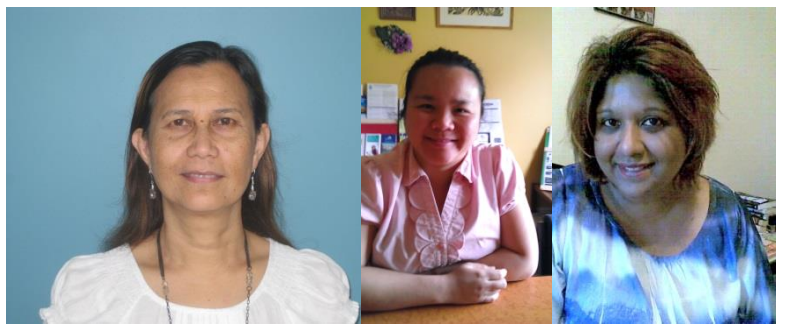




**Multicultural Services Centre  
of W.A. Inc**

**MSC**

**ANNUAL REPORT 2014-2015**



MSC staff

## **ANNUAL REPORT 2014 – 2015**

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## **ACKNOWLEDGEMENTS**

### **Partners and funding bodies**

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

Black Swan Health (formerly Panorama Health)  
City of Bayswater  
City of Belmont  
City of Bunbury  
City of Canning  
City of Stirling  
City of Swan  
City of Vincent  
Attorney General's Department (Commonwealth)  
Department for Child Protection and Family Support (State)  
Department of Communities and Local Government (State)  
Department of Health (State)  
Department of Health and Ageing (Commonwealth)  
Department of Housing (State)  
Department of Human Services (Commonwealth)  
Department of Immigration and Border Protection (Commonwealth)  
Department of Social Services (Commonwealth)  
Department of Training and Workforce Development  
Disability Services Commission (State)  
Lotterywest  
Mental Health Commission  
MercyCare  
Office of Multicultural Interests (State)  
Relationships Australia (Western Australia)  
Shire of Katanning

### **Peak bodies**

MSC is a member of the following peak bodies and extends its appreciation for the support and assistance it received during 2014-15

Chamber of Commerce and Industry  
Charity Link  
Community Employers Western Australia  
Consumers of Mental Health Western Australia  
Ethnic Communities Council of Western Australia  
Ethnic Disability Advocacy Centre  
Settlement Council of Australia  
Western Australia Association for Mental Health  
Western Australian Chinese Chamber of Commerce Inc.  
WA No Interest Loans Inc.

### **Sponsor**

MSC Board and Staff extend special thanks to the Bendigo Bank, North Perth Branch management and staff and their Community Banking staff for the excellent banking services and generous sponsorship provided.

## **MSC PURPOSE AND OBJECTS**

### **Purpose**

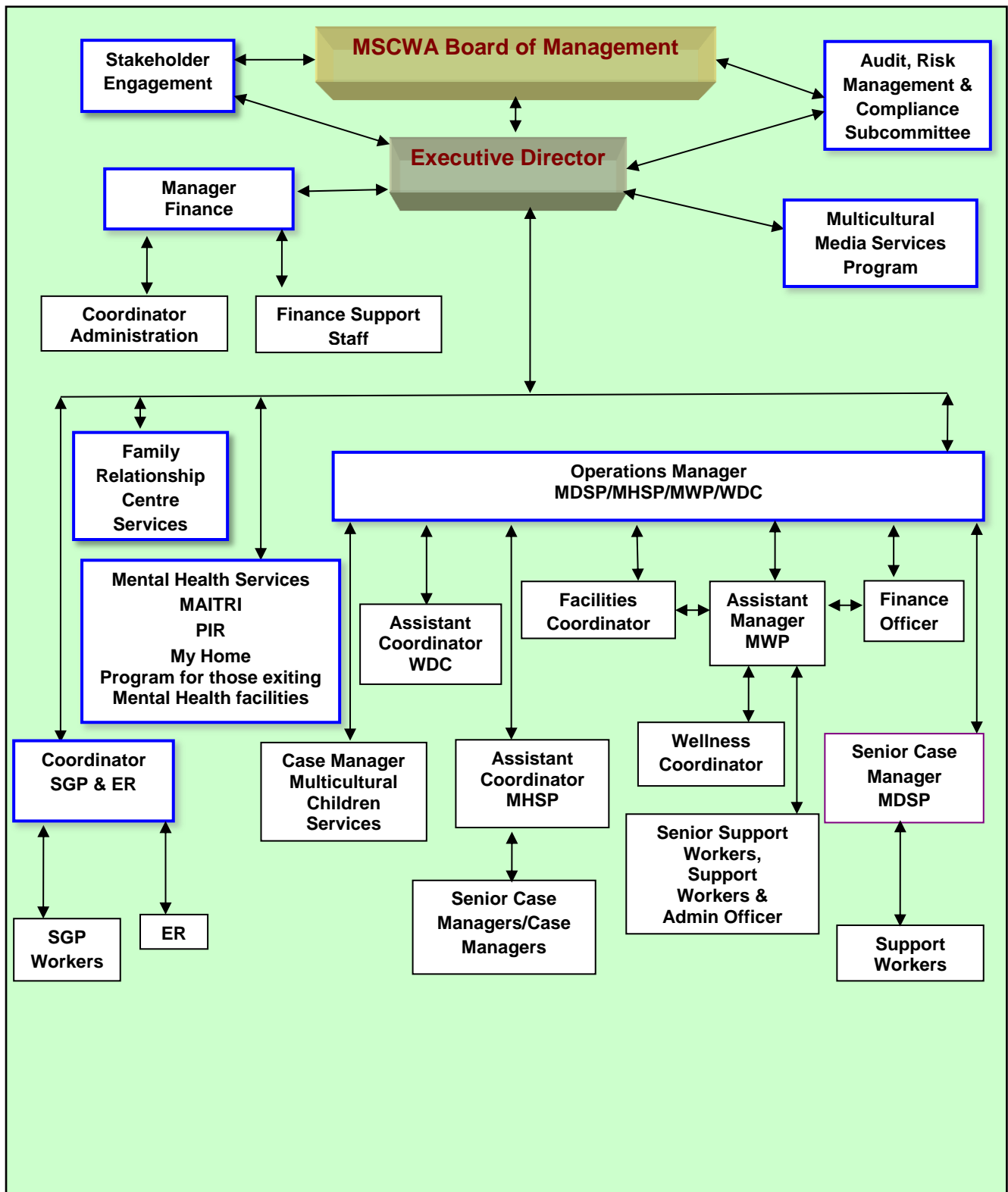
- To meet the settlement, welfare, education and training, cultural, legal and related needs of culturally and linguistically diverse Western Australians;
- To undertake research and community education activities related to their needs; and
- To establish Foundations/trusts for this purpose

### **Objects**

The Objects of the Association shall be:

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

## MSC ORGANISATIONAL CHART 2014 - 2015



**ER** – Emergency Relief Program  
**MHSP** – Multicultural Housing Services Program  
**PIR** – Partners in Recovery Program  
**WDC** – Workforce Development Centre Program

**MDSP** – Multicultural Disability Services Program  
**MWP** – Multicultural Wellness Program  
**SGP** – Settlement Grants Program

## MSC STAFF 2014 – 2015

Aden	Fadumo	Bilingual Support Worker (MDSP)
Adupa-Ekwang	Francis	Senior Case Manager (MHSP) & Support Facilitator (PIR)
Ahmed Mahamud	Maryan	Bilingual Support Worker (MDSP)
Akora	Les Emma	Senior Case Manager (MDSP)
Aung	Alex	Accounts/Finance Officer
Aung	Leonard	Facilities Coordinator (HACC)
Aya	Rose	Bilingual Support Worker (MDSP)
Benson	Raynold	Project Assistant (MHSP) & Administration Assistant (MSC)
Benzoni	Laura	Family Dispute Resolution Practitioner (RAWA)
Blackham	Robert	Maintenance Officer
Bose	Devlin	Assistant Manager (HACC)/Coordinator - Administration
Bujak Cirkovic	Vesna	Support Worker (HACC)
Ceranic	Zeljka	Administration Officer (HSS)
Chau	Sam	Support Worker (HACC)
Dinh	Thi Lan	Support Worker (HACC)
Doukoshkan	Majid Jamshidi	Case Manager (MHSP)
Drommer	Josef	Family Dispute Resolution Practitioner (RAWA)
Druskovich	Ojdana	Advocacy Officer (MHSP)
Facchin	Anna	Support Worker (HACC)
Ghulam	Shakeela	Bilingual Support Worker (MDSP)
Giacchetti	Giorgia	Support Worker (HACC)
Grubic	Jadranka	Case Manager (MHSP-MCS)
Hag Ali	Elhassan	Bilingual Support Worker (MDSP)
Htoo	Michael	Support Worker (HACC)
Jha	Laila	Support Worker (HACC)
Joseph	Pius	Operations Manager (MHSP) & (HACC)
Khaing	Yi Yi Win	Support Worker (HACC)
Khine	Ei Ei	Finance Officer (MSC) & (HACC)
Kiani	Feloora	Assistant Coordinator (MHSP/SGP) & Support Facilitator (PIR)
Kitching	Bronwyn Louise	Coordinator (MHSP)
Kondo	Masahiro	Senior Administrative & Accounts Assistant (MSC)/ Administration Officer (HACC)
Kovincic	Marina	Referrals Coordinator (HACC)
Kurubone	Gaston	Advocacy Officer (MHSP)
Kyaw	Saw Paul	Assistant Coordinator (WDC)
Le	Joanne Linh	Senior Support Worker (HACC)
Lee	Jimmy	Bilingual Support Worker (MDSP)
Li	Xiaobing	Accountant (HACC)
Lin	Charles	Bilingual Support Worker (MDSP) & Support Worker (HACC)
Liu	Fang	Support Worker (HACC)
Loncar	Nedzada	Family Dispute Resolution Practitioner (RAWA)
Lu	Mei Yan	Support Worker (HACC)
Luu	Phung Thi Phi	Support Worker (HACC)
Malaviya	Rajyashree	Senior Support Worker (HACC)

Manicom	Pary	Wellness Coordinator (HACC)
Meek	Daravann	Settlement Grants Program Officer (SGP Bunbury)
Moe	Sein Aung	Administration Assistant (HACC)
Muhammad Isa	Serafina	Project Officer (MDSP)
Nguyen	Van Thi Khanh	Support Worker (HACC)
Novakovic-Stojanovic	Danica	Support Worker (HACC)
Pe	Amy San	Finance Manager
Pegrum	Joansy	Settlement Grants Program Officer (SGP)
Prodanovic	Bojana	Administrative Assistant
Prodanovic	Zeljka	Coordinator (SGP)
Raman	Saranya	Support Worker (HACC)
Raygel	Deeqa	Bilingual Support Worker (MDSP)
Rifai	Aida	Bilingual Support Worker (MDSP) & Support Worker (HACC)
Safo	Heatham	Case Manager (ER-FMP)
Sankaran OAM	Ramdas	Executive Director
Schipp	Esther	Project Officer (SGP Bunbury)
Singh	Naminder	Support Worker (HACC)
Sokolovic	Stela	Senior Case Manager (MHSP)
Tang	Duyen	Support Worker (HACC)
Tassone	Iolanda	Support Worker (HACC)
Taurayi	Cynthia	Family Dispute Resolution Practitioner (RAWA)
Taylor	Adelin	Settlement Grants Program Officer (SGP Bunbury)
Tha Ceu	John	Settlement Grants Program Officer (SGP)
Thaw	Juliana	Support Worker (HACC)
Thuyasithu		Psychologist (MAITRI) & Support Facilitator (PIR)
Tran Thi Dang	Thanh	Support Worker (HACC)
Vu	Thong Hai	Support Worker (HACC)
Wang	Jing Li	Support Worker (HACC)
Warsame Dirie	Roda	Project Officer/Bilingual Support Worker (MDSP) & Settlement Grants Program Officer (SGP)
Zar	Min Yar	Facilities Assistant/Support Worker (HACC)





## MSC VOLUNTEERS 2014 – 2015

Al-Ani	Lina	MHSP
Al-Oyoun	Kawther (Kathy)	Honorary Administrative Assistant (MSC/MHSP)
Arisoambolanoro	Aline	Honorary Administrative Assistant (MSC) & (HACC)
Attar	Ghazal	MHSP
Aye	Moe Moe	Honorary Administrative Assistant
Bae	Hyeonjin	Honorary Administrative/Accounts Assistant
Benson	Raynold	Honorary Administrative Assistant
Campbell	Gerald	HACC
Campbell	Susan	HACC
Cheong	Albert	Treasurer - Board Member
Ghulam	Shakeela	Honorary Administrative Assistant
Henney	Jeanette	Honorary Administrative Assistant
Hossaini	Narges	Honorary Administrative Assistant
Jha	Laila	HACC
Jovicic	Branka	HACC
Kondo	Masahiro	Honorary Administrative Assistant (HACC)
Krishnan	Dr. Prabha Karan	Chairperson
Lapore	Rosella	HACC
Lee	Romana	Board Member
Lu	Mei Yan	Honorary Accounts Assistant
Ludher	Swaranjit Singh	Board Member
Mahar	Robert	Board Member
Mulugeta	Anteneh	Honorary Administrative Assistant
Mulugeta	Meseret	Honorary Administrative Assistant
Mwaiteleke	Dr. Pendo	Board Member
Nguyen	Thi Hong Ha	Honorary Administrative Assistant
Nunez	Sebastian	Honorary Administrative Assistant (HACC)
Parker	Farha	HACC
Pegrum	Carlyle	Honorary Administrative Assistant
Pham	Fr. Hong	HACC
Pham	Van Quat	HACC
Pham	Thi Thuy Van	MHSP
Pinto	Lily	Honorary Administrative Assistant
Prodanovic	Bojana	Honorary Administrative Assistant
Rajan	Sheila	Secretary – Board Member & Administration Support
Raman	Saranya	HACC
Raymond OAM	Russell	Deputy Chairperson & Administration Support
Say	Naw Be Be	HACC
Sehgal	Pyasee Suresh	HACC
Soliman	Hala	MHSP
Taylor	Adelin	SGP Bunbury
Tee Po	Tanay Tha	MHSP
Thaw	Juliana	HACC
Tin Thei	Fam Cuai Men	MHSP
Ursich OAM	Kathy	Board Member, Administration Support (MSC) & (HACC)
Windsor	Graeme	Board Member

## LANGUAGES SPOKEN BY MSC BOARD, STAFF & VOLUNTEERS

The Centre's staff, board and volunteers speak 61 languages and dialects as follows:

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

## MSC BOARD 2014 – 2015

### Office Bearers

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

### Board Members

<b>Romana Lee</b>	<b>Swaranjit Singh Ludher</b>	<b>Robert Mahar</b>
<b>Kathy Ursich OAM</b>	<b>Dr. Pendo Mwaiteleke</b>	<b>Graeme Windsor</b>

### Ex- Officio

**Ramdas Sankaran OAM, Executive Director**



Robert Mahar (R) recipient of certificate of Appreciation signed by the Dy. Premier, the Hon Dr. Kim Hames, for more than ten years continuous service as MSC board member, along with (L to R) Kathy Ursich and Eleni Evangel, Member for Perth, who made the presentation

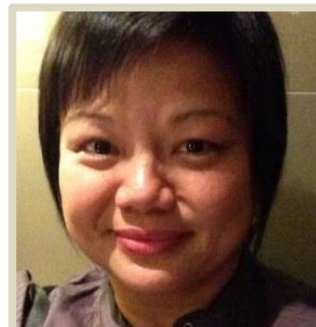
## MSC BOARD MEMBERS 2014 – 2015



Albert Cheong



Dr Prabha Karan Krishnan



Romana Lee



Swaranjit Singh Ludher



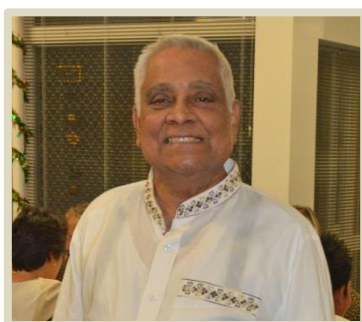
Robert Mahar



Dr Pendo Mwaiteleke



Sheila Rajan



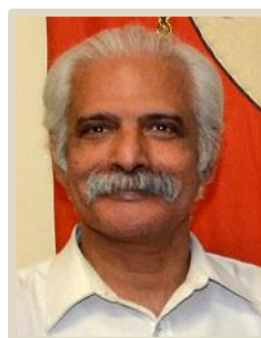
Russell Raymond OAM



Kathy Ursich OAM



Graeme Windsor



Ramdas Sankaran OAM

## CHAIRPERSON'S REPORT



I am pleased to provide my fifth annual report as the Chairperson of the Centre.

As I foreshadowed in my last year's report, the resilience that this centre is famous for was evident yet again with it securing additional funding for a number of programs and ending the year with an operational surplus.

At the cheque presentation of the Lotterywest grant for the construction of the new Wellness Centre, it was pleasing to note the comments that the Treasurer and Minister for Multicultural Interests made, i.e., "For more than 30 years, MSC has initiated many activities, services and programs that have assisted migrants to Western Australia. These programs and services have made a positive and tangible difference to the lives of many West Australians from culturally and linguistically diverse backgrounds."

It is pertinent to note that MSCWA members voted unanimously to amend the constitution to enable the Centre to extend innovative services to people of non-CaLD backgrounds as long as the financial benefits accruing from such activities was being channelled back into the Centre's program and services for Western Australians of CaLD backgrounds. The My Home project which provides supported accommodation for people exiting Graylands hospital with nowhere to live is an example of this.

My fellow board members have made an important contribution in ensuring that we fulfil our obligations as board members diligently and I extend my special thanks to all and in particular to the office bearers, Russell Raymond OAM (Vice Chairperson), Sheila Rajan (Secretary) and Albert Cheong (Treasurer), for the substantial support they have extended.

The Executive Director, Ramdas Sankaran and our hardworking managers, coordinators and staff have together ensured the continued growth and stability of the Centre as evidenced by the information provided in the Highlights section of this report. On behalf of the board I commend them for their commitment and contribution.

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

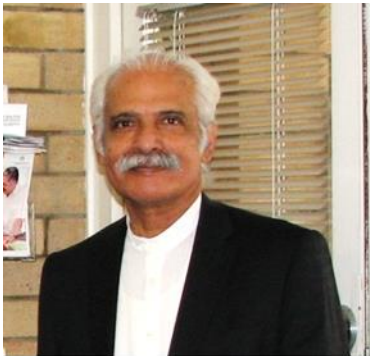
A range of commonwealth, state and local government agencies as well as mainstream and multicultural service providers who are listed in the Acknowledgments section of this report have provided us invaluable support and assistance. I extend our gratitude to all of them.

The support and understanding of our families and partners are important in the work that we do and I extend them special thanks for the same.

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



## EXECUTIVE DIRECTOR'S REPORT



2014-15 was a very productive year for the Centre with increases in its HACC and Settlement Grants Program and Partners in Recovery Program funding and the continuation of its record of meeting and or exceeding contracted KPIs. Further details of the Centre's achievements are outlined in the Highlights section of this report.

MSC was the only multicultural services provider which was registered with both National Disability Insurance Authority and the Disability Services Commission and our continued work in Suicide prevention and the steady growth of our Multicultural Disability Services Program have been particularly pleasing.

MSC's Chairperson, Dr. Prabha Karan Krishnan and office bearers Russell Raymond OAM, Sheila Rajan and Albert Cheong together with other board members have extended me substantial support and assistance and set very clear directions for the Centre's future and I am very grateful for the same.

Special thanks are due to Pius Joseph our Operations Manager and to our Coordinators, Assistant Managers/Coordinators, Devlin Bose, Feloor Kiani, Lesley Akora, Paul Kyaw, Sithu Thuyasithu, and Zeljka Prodonovic, and their staff for ensuring that MSC continued to exceed its contracted program outcomes.

Special thanks are also due to Amy San Pe our Finance Manager and her staff whose efforts have ensured that the Centre continues to receive unqualified audit statements and effectively fulfils all its contractual financial reporting requirements.

I thank our many partners and funding bodies listed on page 2 of this report for their substantial support and assistance. I extend special thanks to Terri Reilly the CEO of Relationships Australia, Mandy Drommer their Senior Manager - Family Dispute Resolution Services, Chris Hall, CEO of MercyCare, John Palmer their Manager Placed Based Services, and Terena Grace the CEO of Panorama Health for the special partnerships that these NGOs have had with MSC.

I extend my appreciation for the significant contribution that many volunteers continue to make to our Reception, Administration, Housing and HACC programs. I have never singled anyone out in this regard but am doing so on this occasion to acknowledge and thank Dr. Indira Pattni and Jenny Au Yeong for their support and assistance. Indira's contribution with regard to drafting funding submissions, training, psychological assistance etc. was very substantial and Jenny's contribution was crucial in achieving the positive DSC Quality Audit outcomes outlined in the Highlights section of this report.

As always I end with special thanks to our partners and family members for their support and understanding. But for the added responsibilities that they have so graciously accepted, our goal to serve the community the way we do would never have been realised.

**Ramdas Sankaran**  
**Executive Director**

## HIGHLIGHTS 2014-2015

### 1 Multicultural Mental Health Services

#### 1.1 Expansion of Partners in Recovery program (PIR)

The Centre was able to expand its PIR program through additional funding obtained from Black Swan Health (formerly called Panorama Health) to employ a Support Facilitator. We applied for funding to employ two support facilitators but considering that they received nine applications for up to 22 Support Facilitators and only had funding for five, we did exceedingly well.

#### 1.2 PIR Award

The Centre was presented an award by Black Swan Health in recognition of the systemic work that it undertakes in mental health



**Representatives of various organisations providing PIR services that received the Black Swan Health Award**

#### 1.3 Launch of My Home Project

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

Through provision of much needed, appropriately supported housing for consumers with a diagnosed mental illness this project has made a significant contribution to the psychosocial rehabilitation of people living with major mental illness ready to exit high care residential psychiatric facilities. It has not only improved their quality of life but also significantly reduced the cost of service provision when compared to the cost of in-patient care at Graylands Hospital. MSC has implemented this service without funding from any external sources until

it secured funding from Panorama Health Network under the Partners in Recovery Program to employ a Support Facilitator who now has the “case coordination” responsibilities for these residents. However, all other expenses continue to be met by MSC as a corporate social responsibility initiative. MSC has expanded the intake to six ex-Graylands residents and has the capacity to take more. However, unless it is able to attract funding to cover some of these costs, it cannot expand the program to address the unmet demand.

The program was formally launched on 10<sup>th</sup> October 2014 by the Mental Health Commissioner, Timothy Marney and the coverage by West TV can be viewed from the link below <http://youtu.be/rMHQZKfhbol>

The above presentation was aired several times on West Television in Perth. This project is still unfunded despite the significant savings it has resulted in to the WA Taxpayer\* and the benefits referred to in the You Tube presentation by Dr. Nathan Gibson the Chief Psychiatrist of WA and Tim Marney the Mental Health Commissioner of WA.

The cost effectiveness of the project is well demonstrated by the savings accrued since the program commenced, as a consequence of six residents having stayed in our head leased accommodation for well over 2000 bed days’ dollars as at 30<sup>th</sup> June 2015. This is equivalent to over 4 million dollars @ \$1,984 per bed day as per the Western Australian Patient Fees and Charges Manual 2013-14. We are not claiming that the actual savings is more than \$4 million because these people are receiving support under PIR and from other community/mental health providers for their non-accommodation needs. But the effective savings that MSC has generated through accommodation service provision and related work is arguably very substantial.



**Tim Marney, the Mental Health Commissioner of WA unveiling the “MY HOME” plaque along with Dr. Nathan Gibson the Chief Psychiatrist of WA and Ramdas Sankaran, Executive Director of MSC**





**Recipients of Commendation Certificates for work done on MY HOME**



**Guests at launch of MY HOME**



#### **1.4 Suicide prevention projects**

We successfully sought \$70,000 from the Mental Health Commission for four suicide prevention projects including the establishment of two postvention support groups each side of the river. We agreed to auspice the Samaritan's grant application of \$15,000 for suicide prevention training for their staff and this was also granted. Dr. Indra Pattni who drafted our funding submissions will also be shouldering substantial responsibility with regard to project evaluation and report writing.

### **2 Multicultural Disability Services Program (MDSP)**

#### **2.1 National Disability Insurance Scheme (NDIS) Trial**

The Centre participated in the Disability Services Commission's (DSC) My Way Trial in Bussellton and the Lower South West and the National Disability Insurance Authority's trial in the Hills region. Whilst we did not receive a single referral from the former we received 14 referrals from the latter. MSC is the only NDIA registered Language services provider.

#### **2.2 DSC Funding for Purchase of vehicle**

The Centre was successful in obtaining a DSC vehicle grant of \$64,220 including GST for the purchase of a Toyota HIACE 2.7L PET C/Bus with relevant modifications for a hoist to securely transport consumers without their having to get off their wheel chairs.

### **3 Multicultural Wellness Program (HACC)**

#### **3.1 HACC Growth funding**

The department of Health approved \$43,426 for the expansion of our East Metro and \$33,120 for the expansion of our North Metro program for a full financial year. Fifty percent of these amounts were provided for the service period January to June 2015.



**HACC Centre Based Day Care consumers, staff and volunteers**

An application for Growth Funding in the amount of \$406,760 was submitted in June 2015 to the Department of Health. The funds we are seeking are for expansion of services that will effectively address the unmet needs of individuals of Vietnamese background in the North region (as our current AUL is not adequate to meet the needs of those currently accessing

our services). Further it will address the unmet needs of the following groups that currently have no access to ethno-linguistic HACC services:

- Christian Dari, Farsi, Arabic and Swahili speakers from the Middle East and Africa
- Islamic people from Afghanistan, African countries and the Middle East.



**HACC Centre Based Day Care consumer and staff with Hon Alannah MacTiernan MP**

### 3.2 Client Perception Survey

The results of the Survey of HACC consumers that we undertook in early 2014/5 show that their satisfaction with the HACC service is very high. Ratings of satisfaction ranged between 91 and 96 on matters such as:

- MWP met health, socialisation and independence needs
- Satisfaction with range of Wellness activities and services received from MWP
- Workers are always open and respectful in their dealings
- Workers value knowledge of clients' own situation and support them in decision making
- Clients trust in the knowledge and experience of workers
- MSC and clients work together to meet clients' health and wellness needs
- MWP maintains confidentiality of client information
- Clients are included in the planning, delivery and review of the services provided
- Client feedback is given due attention and consideration
- Clients can provide feedback without fear of retribution
- Clients knowledge of how to access a client advocate or support person



**HACC consumers with artist Louise Collier and staff in an Art Therapy session**

## **4 Multicultural Housing Services Program**

### **4.1 Grant renewal**

On 23<sup>rd</sup> March Minister Scott Morrison granted an extension of NPAH funded programs for a further two years from 1 July 2015 to 30 June 2017. Accordingly, the Department of Child Protection and family Support (CPFS) confirmed two extensions of 12 months each for 2015-16 and 2016-17 on all current NAHA funded programs for MSC.

### **4.2 Service Review**

The Private Tenancy Support Service and the Children's Services components of the program were reviewed by the funding body and as expected both of them have been assessed as more than meeting funding outcomes as was the case of the review of the other component of the program which was conducted four months earlier.

## **5 Settlement Grants Program (SGP)**

MSC's Settlement Grants Program in Perth and in Bunbury are now funded until end June 2018. We have added a youth component to our program in Bunbury and employment related activities will feature in both Bunbury and Perth programs.

## **6 Food Literacy Program**

MSC Children's Services facilitated 3 sessions of the Food Literacy Program in collaboration with Australian Red Cross to increase prevalence of healthy eating behaviours amongst children of CaLD background in low socio economic circumstances.



**Some Food Literacy Program participants**

The program focussed on basic food budgeting, skills on choosing and preparing healthy meals. The 15 participants were mainly children from Middle Eastern and African cultural heritage.

## **7 DSC Quality Audit**

The DSC quality audit of MSC's Multicultural Disability Services Program commenced on 11<sup>th</sup> May and Natalie Georgeff, the Quality Evaluator provided the following feedback:

"Congratulations, the Centre did very well and sets a high standard in terms of policies and practices for human/disability rights, individual diversity and cultural connections. The level of collaboration with other organisations and positive outcomes in terms of wellbeing is also



to be commended. There are no Required Actions, but I have noted four service improvements and other matters.”

Based on the information provided by individuals, their families, friends, carers, advocates, staff and management; and through documentation and observations made by the Evaluation team, MSC’s performance met all six National Standards.

## **Summary of findings**

### **Good Practices**

#### **Person-centred practice/s**

- The Centre is underpinned by contemporary human rights principles and practice, including freedom of expression, freedom from restriction and individual advocacy.
- The Program provides holistic and individualised services and support with positive outcomes, in particular emotional wellbeing and inclusion.

#### **Business practice/s**

- The Disability Service Standards and the Consumer Rights and Responsibilities Charter are best practice examples of policy and procedure development.
- The Centre has excellent principles, policies and practice in relation to individual diversity, respecting culturally and linguistically diverse cultures and promoting people’s cultural and community connection. Their Vision is ‘an inclusive society that values diversity’.

#### **Other good practices noted**

- The Centre works in partnership with an extensive network of organisations aimed at supporting wellbeing, employment, learning, social activities and cultural community connection.
- Information is accessible, translated or interpreted as required, so that consumers understand the criteria and processes regarding access to, and use of, a service or support.

**Required Actions** (RA) focus on the minimum satisfactory level of service and refer to action necessary to address matters that have serious implications for the safety, wellbeing and dignity of people with disability. They may also relate to legal requirements and duty of care issues as reflected in all the National Standards for Disability Services. RAs are a major gap in meeting Standards.

**There were no Required Actions identified during the quality evaluation.**

#### **Service Improvements Suggestions were:**

- Improve awareness and develop a specific policy and procedure about contemporary support strategies based on minimal restrictions e.g. the Code of Practice for the Elimination of Restrictive Practices and the Positive Behaviour Framework.
- Further improve person-centred planning by enhancing consumers’ awareness and understanding about person centred planning concepts and approaches e.g. goal setting and future planning and follow up with recommendations to improve the quality of individual plans.
- Enact the Disability Advisory Group

#### **General statements Standard 1**

The Centre is underpinned by contemporary human rights principles and practice, including freedom of expression, freedom from restriction and individual advocacy. The MSC Disability Service Standards and the Consumer Rights and Responsibilities Charter are best practice examples of policy and procedure development. Consumers are treated with understanding, dignity and respect, in particular, support for emotion and mental wellbeing.



**General statements Standard 2**

The Program facilitates the connection of individuals in their chosen communities. This includes involvement in activities that are relevant to their needs, interests and preferences. The Centre works in partnership with an extensive network of organisations aimed at supporting wellbeing, employment, learning, social activities and cultural community connection.

**General statements Standard 3**

The Centre has excellent principles, policies and practice in relation to individual diversity, respecting culturally and linguistically diverse cultures and promoting people's cultural and community connection. Their Vision is 'an inclusive society that values diversity'. The Multicultural Disability Services Program (MDSP) provides holistic and individualised services and support with positive outcomes related to wellbeing and inclusion.

**General statements Standard 4**

Consumers are actively supported to provide feedback and make a complaint using a range of mechanisms and without fear of adverse consequences. The Centre uses feedback and complaints to foster an organisational culture of continuous improvement.

**General statements Standard 5**

Service access to the Multicultural Disability Services Program is fair and transparent. Information is accessible and translated or interpreted as required, so that consumers understand the criteria and processes regarding access to, and use of, a service or support. One of the key strengths of the Program is their membership of peak bodies, referral network and level of collaboration with other organisations to promote alternative service choices if they cannot meet a consumer's needs.

**General statements Standard 6**

MSCWA has clearly communicated organisational values that are consistent with contemporary human rights and the National Standards.

**8 Feedback from Service Provider****Feedback from Relationships Australia Western Australia**

The email below from Mandy Drommer, Senior Manager - Family Dispute Resolution Services highlights the significance of the partnership arrangements that we have in place with them.

"I thought I would pass onto you my feedback re the Cultural Awareness training Nadia and Laura have provided to staff of Perth FRC.

They provided three workshops, all of which were interactive, inclusive and informative.

Their standard of presentation along with their knowledge and approach to the topic was excellent.

Everyone has really benefited from the training, and this will go a long way to providing better client service and outcomes for clients.

This has been a real demonstration of the benefit of our partnership.

Kind Regards  
Mandy"

### Feedback from HACC Program consumers

Consumer satisfaction with the HACC Program Social Support is reflected in the emails below:

- (1) "Thanks for giving us a wonderful time in Mandurah getaway. We enjoyed every moment while we were there, singing, talking, walking, eating delicious food, going on cruise, cheese and chocolate factory, miniature village, Clifton lake, old cottage and weekend market. You all looked after us very well staying cool and relaxed while keeping everybody's demand in mind.

L and R were with me in my chalet. They made me happy and special. We also shared our knowledge of health. I really had great time with them. I appreciate that. Thanks again. Looking forward to go for another retreat."

- (2) "I would like to take this opportunity on behalf of my Mum to convey her thanks to all who organised these trips for such a wonderful outing for the seniors.

The Carers were excellent and provided a safe and happy environment. They went far beyond to make our trip a happy and memorable one.

They all deserve EXCELLENCE AWARDS. Thanks and God Bless."

### 9 Happy Makan

MSC launched WA's first halal food service of hot meals on 7<sup>th</sup> March 2015 for City of Stirling (CoS) residents who are homeless and on low incomes. CoS provided \$1,400 worth of cooking equipment for this project and cost free access to its commercial kitchen and Multicultural Centre facilities for this project. About twenty five people volunteered to assist with the cooking, serving and cleaning. The Training Alliance Group donated \$500 for this project and several others donated smaller amounts.



Happy Makan Volunteers

### 10 Update of Policy and Procedures Manuals

Sebastian Nunez who has a degree in law and several years of legal practice is currently an overseas student at Murdoch University doing his MBA has updated the Centre's Policy and Procedures Manual and the HACC manual.

### 11 Worksafe audit

MSC was chosen at random by Work Safe to be part of the reviews they were undertaking on policies, procedures, incidence etc. relating to bullying and harassment. Work Safe received a comparatively higher number of complaints from NFP sector employees about

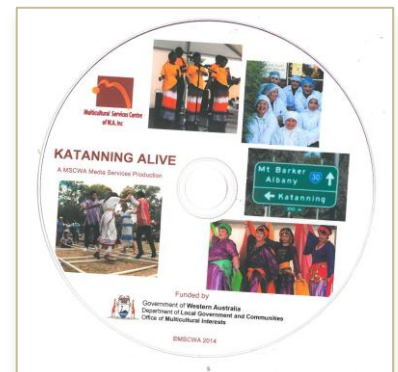
inappropriate workplace behaviour including workplace bullying, violence, aggression, psychological injuries etc. at work.

A Senior inspector from Work Safe visited our head office to interview the Executive Director or his representative and to assist the organisation to meet our occupational safety and health duties in relation to psychological hazards arising from inappropriate workplace conduct (including bullying) by providing information and ensuring that we as an employer understand our obligations. Pius Joseph, the Operations Manager represented the Executive Director in this audit. The summary outcomes were as follows:

- a) MSC Policy and Procedure Manual pages 47, 49 and 51 relating to new staff induction, code of conduct and grievance procedure were assessed as satisfactory.
- b) i.onmy, our online HR and Governance System (currently used in HACC) was viewed by the Work Safe inspector and commended as a suitable process and control mechanism.
- c) A line manager and a staff member were also interviewed by the Work Safe inspector to identify whether employees and supervisors have received appropriate information and training on workplace behaviour and management of inappropriate workplace behaviour.

## 12 Katanning Alive Launch

The DVD that MSC produced as a tool to enhance repopulation of regional areas across Western Australia was launched by the Hon. Tuck Waldron MLA, Minister for Sports at that time. Other key attendees included Hon Rick Wilson MP Member for Tangney, and **Robert Godfrey**, Deputy, Shire President of Katanning.



**Hon Tuck Waldron MLA speaking at the Katanning Alive Launch while (L to R) Juaini Taylor, Paul Kyaw, and Robert Godfrey Deputy Shire President look on**

The DVD was produced by Brian Balen, the Director of MSC's Media Services and can be viewed at: <https://www.dropbox.com/s/asrluza7viqbctf/Katanning%20Alive%20160314.mp4>

# **TREASURER'S REPORT**

## **Treasurer's Report**

### **2015 Annual Report**

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

- Consolidated Balance Sheet for 2014-2015;
- Consolidated Income Statement for 2014-2015;
- Statement of Cash Flows;
- Summary of significant accounting policies and other explanatory notes



### **Financial Health**

The annual turnover of the Centre was \$4.2 million in 2014-15, and the considerable decrease was largely due to the loss of the Humanitarian Settlement Services Program. Despite the fall in income and added expenses, the Centre's operational surplus was healthy i.e. \$338,710 after depreciation.

A \$200,000 payment was made in 2014-15 to the ANZ Bank to reduce the mortgage for the Mirrabooka Office property.

The Centre is still significantly dependent upon a number of state and commonwealth government sources but fortunately the sources of finance are still quite diverse and that provides us a degree of stability in current economic circumstances.

### **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 Finance Manager, as always managed the accounts and related administration tasks meticulously and efficiently and I extend her and her staff 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 (London)**  
**Treasurer**



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

**FINANCIAL REPORT**

**30 JUNE 2015**

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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 2015 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 09<sup>th</sup> DAY OF October 2015**

## 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 2015, income and expenditure 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 2015 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**  
**CERTIFIED PRACTISING ACCOUNTANTS**  
SUITE 2, 137 BURSWOOD ROAD  
BURSWOOD WA 6100



**A MACRI**  
**PARTNER**

DATED THIS 14<sup>th</sup> DAY OF OCTOBER 2015.





**MULTICULTURAL SERVICES CENTRE OF WA INC.**  
**CONSOLIDATED BALANCE SHEET**  
**AS AT 30 JUNE 2015**

	NOTES	2015 \$	2014 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	2,006,164	2,129,541
Stock on Hand (Food Voucher)		-	-
Trade and other receivables	3	53,555	118,759
Prepayments	4	22,323	36,868
		<u>\$ 2,082,042</u>	<u>\$ 2,285,168</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	5	2,113,423	2,105,646
<b>Total Fixed Assets</b>		<u>\$ 2,113,423</u>	<u>\$ 2,105,646</u>
<b>TOTAL ASSETS</b>		<u>\$ 4,195,465</u>	<u>\$ 4,390,814</u>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	6	61,823	108,268
Borrowing (Interest Bearing)	9	30,000	-
Grants & Rent in advance/Unexpended	7	186,489	126,045
Provisions	8	314,594	333,444
		<u>\$ 592,906</u>	<u>\$ 567,757</u>
<b>NON-CURRENT LIABILITIES</b>			
Borrowing (Interest Bearing)	9	170,000	400,000
Provisions	8	212,210	191,889
<b>Total Non-Current Liabilities</b>		<u>\$ 382,210</u>	<u>\$ 591,889</u>
<b>TOTAL LIABILITIES</b>		<u>\$ 975,116</u>	<u>\$ 1,159,646</u>
<b>NET ASSETS</b>		<u>\$ 3,220,349</u>	<u>\$ 3,231,168</u>
<b>MEMBERS' FUND</b>			
Retained Surplus	10	3,220,349	3,231,168
<b>TOTAL MEMBERS' FUND</b>		<u>\$ 3,220,349</u>	<u>\$ 3,231,168</u>

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

**MULTICULTURAL SERVICES CENTRE OF WA INC.  
CONSOLIDATED INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2015**

	<b>2015</b>	<b>2014</b>
	<b>\$</b>	<b>\$</b>
Income	4,199,073	6,024,297
Expenditure	<u>-3,860,363</u>	<u>-5,553,471</u>
Net Surplus/(Deficit) before refund of Prior Period Surplus (HACC/MWP)	338,710	470,826
Less: Refund of Prior Period Surplus (HACC/MWP)	<u>-349,529</u>	<u>-</u>
Net Surplus/(Deficit)	-10,819	470,826
Retained Surplus - at beginning of year	<u>3,231,168</u>	<u>2,760,342</u>
Retained Surplus - at end of year	<u><u>\$ 3,220,349</u></u>	<u><u>\$ 3,231,168</u></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 2015**

	<b>Note</b>	<b>2015</b>	<b>2014</b>
		<b>\$</b>	<b>\$</b>
<b><u>Cash Flows from Operating Activities</u></b>			
Grants		3,446,602	3,421,483
Refund of Prior Period Surplus (HACC/MWP)		- 349,529	-
Fees		1,165,424	3,115,414
Interest		45,967	33,521
Consultancy/Project Fees & Other Receipts		32,551	32,636
GST refund/ (paid)		-304,715	-400,636
Payments to Suppliers and Employees		<u>-3,871,396</u>	<u>-5,640,549</u>
Net Cash provided by (used in) operating Activities	<b>11(b)</b>	<u>164,904</u>	<u>561,869</u>
<b><u>Cash Flows from Investing Activities</u></b>			
Proceed of Sale of Assets		7,296	11,000
Payment for Property, Plant, Equipment and Vehicles		<u>-134,237</u>	<u>-133,548</u>
Net Cash provided by (Used in) Investing Activities		<u>-126,941</u>	<u>-122,548</u>
<b><u>Cash Flows from Financing Activities</u></b>			
Net Rental Deposits Received/(Paid)		38,660	18,040
Repayment of Loan (Mirrabooka Office)		<u>-200,000</u>	<u>-</u>
Net Cash provided by (Used in) Financing Activities		<u>-161,340</u>	<u>18,040</u>
Net Increase/(Decrease) in cash in hand		-123,377	457,361
Cash at beginning of Financial Year		<u>2,129,541</u>	<u>1,672,180</u>
Cash at end of Financial year	<b>11(a)</b>	<u><u>\$ 2,006,164</u></u>	<u><u>\$ 2,129,541</u></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 2015**

**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 2015**

**(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 2015:

1. Multicultural Services Centre (MSC), Counselling Service – MAITRI, RAWA - Relationships Australia , Multicultural Disability Services Program (MDSP) (Funded by Disability Services Commission and National Disability Insurance Agency) , Partners in Recovery (PIR), Suicide Prevention Project (Funded by Mental Health Commission)
2. Settlement Grants Programs (SGP Generalist & SGP Bunbury) (Funded by Department of Social Services)
3. Multicultural Housing Services Program - MHSP, Multicultural Children Support Services Program -MCS, Private Rental Tenancy Support Services - PTS (Funded by Department for Child Protection & Family Support)
4. Home and Community Care Program (HACC-MWP) (Funded by WA Department of Health)
5. Workforce Development Centre (WDC) - (Mercy Community Services)
6. Emergency Relief (ER) (Department of Social Services & 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 2015**

**2015**  
**\$**

**2014**  
**\$**

**2. CASH AND CASH EQUIVALENTS**

Bendigo Bank - Cheque Account	838,238	1,370,537
Bendigo Bank - LSL Account	331,684	284,014
Bendigo Bank - Asset Replacement/Reserve Fund Account	249,282	471,090
Bendigo Bank - Non-Recurrent Fund Account	430,592	-
Bendigo Bank - Term Deposit Account	152,468	-
Petty Cash	3,900	3,900
	<u>\$ 2,006,164</u>	<u>\$ 2,129,541</u>

**3. TRADE AND OTHER RECEIVABLES**

**Accrued Income**

Services Fees Accrual - HACC(MWP)	17,429	9,820
	<u>\$ 17,429</u>	<u>\$ 9,820</u>

**Trade Debtors**

Australian Taxation Office (GST)	1,226	-
Bond from Clients/Others - HSS & HACC (MWP)	13,774	44,754
HSS Service Fees from Dept. of Immigration and Citizenship	-	37,024
MDSP (NDIA) Service Fees	11,355	-
Project Payment from Mental Health Carer's ARAFM	-	4,180
Indexation from Relationship Australia	-	4,244
Payment for Supervision and Flexible Funding from Perth North Metro	8,952	-
Payment for Second Hand Furniture	335	-
Reimbursement for Cleaning Materials/Postage from ECC	190	5,126
RAWA - Staff Training Fees	-	1,945
Room Hire from Central Institute of Technology	-	2,200
Reimbursement for Workshop Expenses (SGP Bunbury)	294	-
Services Fees (MDSP) from Disability Services Commission	-	9,466
	<u>\$ 36,126</u>	<u>\$ 108,939</u>
Total Trade and Other Receivables	<u>\$ 53,555</u>	<u>\$ 118,759</u>

**4. PREPAYMENTS**

Honorarium - Paid in Advance	-	172
Insurance - Paid in Advance	7,813	9,416
Levy/Utilities - Paid in Advance	1,046	296
MV Licence Fees - Paid in Advance	2,515	2,684
Rent - Paid in Advance	1,166	17,343
Subscriptions - Paid in advance	9,783	6,957
	<u>\$ 22,323</u>	<u>\$ 36,868</u>

**MULTICULTURAL SERVICES CENTRE OF WA INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	<b>2015</b>	<b>2014</b>
	<b>\$</b>	<b>\$</b>
<b><u>5. PROPERTY, PLANT AND EQUIPMENT</u></b>		
Land at cost	\$ 795,471	\$ 795,471
Building at cost	1,175,034	1,175,034
Less: Accumulated Depreciation	-138,405	-103,983
	<u>\$ 1,036,629</u>	<u>\$ 1,071,051</u>
Motor Vehicle at Cost	577,439	493,976
Less: Accumulated Depreciation	-352,197	-337,722
	<u>\$ 225,242</u>	<u>\$ 156,254</u>
Plant and Equipment at Cost	299,660	299,846
Less: Accumulated Depreciation	-249,983	-223,594
	<u>\$ 49,677</u>	<u>\$ 76,252</u>
Leasehold Improvement	7,117	7,117
Less: Accumulated Depreciation	-713	-499
	<u>\$ 6,404</u>	<u>\$ 6,618</u>
Total Property, plant and equipment	<u><u>\$ 2,113,423</u></u>	<u><u>\$ 2,105,646</u></u>
<b><u>6. TRADE AND OTHER PAYABLES</u></b>		
Trade Creditors/Accruals	20,174	40,479
Australian Taxation Office (GST)	-	1,478
Payroll Liabilities	33,969	66,311
Bond Holdings	7,680	-
	<u><u>\$ 61,823</u></u>	<u><u>\$ 108,268</u></u>

**MULTICULTURAL SERVICES CENTRE OF WA INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	2015 \$	2014 \$
<b>7. GRANTS &amp; RENT IN ADVANCE/UNEXPENDED</b>		
ER - Grant from Lotterywest and Department of Social Services	17,738	8,718
HACC (MWP) - Service Fees in Advance	-	20
MDSP - Service Fees in Advance	120,717	20,166
MDSP - Payment for Motor Vehicle	-	59,596
MHSP - Brokerage Fund from Department for Child Protection & Family Support	15,044	28,488
MSC - Mediation RAWA	-	4,057
MSC - Ministerial Council Suicide Prevention Project	31,325	-
SGP Bunbury - Train the Trainer Project (City of Bunbury)	1,665	-
WDC - Community and Welfare Grant (City of Vincent)	-	5,000
	<u>\$ 186,489</u>	<u>\$ 126,045</u>
<b>8. PROVISIONS</b>		
<b>Current</b>		
Provision for Annual Leave	144,436	183,126
Provision for Long Service Leave	119,474	92,125
Provision for Redundancy/Relief Workers	50,684	58,193
	<u>\$ 314,594</u>	<u>\$ 333,444</u>
<b>Non- Current</b>		
Provision for Long Service Leave	<u>\$ 212,210</u>	<u>\$ 191,889</u>
<b>9. BORROWINGS (INTEREST BEARING)</b>		
<b>Current - Loan</b>	30,000	-
<b>Non- Current - Loan</b>	170,000	400,000
	<u>\$ 200,000</u>	<u>\$ 400,000</u>
Borrowings from ANZ for purchase of property 14 Brewer Place, Mirrabooka WA 6061 Secured over the property		
<b>10. RETAINED SURPLUS</b>		
Retained Surplus - at beginning of financial year	3,231,168	2,760,342
Surplus/(Deficit) for year	-10,819	470,826
Retained Surplus - at end of financial year	<u>\$ 3,220,349</u>	<u>\$ 3,231,168</u>

**MULTICULTURAL SERVICES CENTRE OF WA INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	2015 \$	2014 \$
<b>11. CASH FLOW INFORMATION</b>		
<b>(a) Reconciliation of cash</b>		
Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to items in the balance sheet as follows:		
Bendigo Bank - Cheque Account	838,238	1,370,537
Bendigo Bank - LSL Account	331,684	284,014
Bendigo Bank - Asset Replacement/Reserve Fund Account	249,282	471,090
Bendigo Bank - Non-Recurrent Fund Account	430,592	-
Bendigo Bank - Term Deposit Account	152,468	-
Cash on Hand	3,900	3,900
	<u>\$ 2,006,164</u>	<u>\$ 2,129,541</u>
<b>(b) Reconciliation of Cash Flow from Operations with Profit/ (loss) from Ordinary Activities</b>		
Profit / (Loss) from operations	-10,819	470,826
Non-cash flow in profit from ordinary activities		
Depreciation	126,460	158,644
(Profit)/Loss on Sale of Assets	-7,296	-11,000
Change in Assets & Liabilities		
(Increase)/Decrease in Stock on Hand	-	950
(Increase)/Decrease in Trade Debtors	31,599	170,570
(Increase)/Decrease in Accrued Income	3,851	-4,145
(Increase)/Decrease in Prepaid Expenses	14,545	44,926
Increase/(Decrease) in Provision	1,471	3,858
Increase/(Decrease) in Trade Creditors & Accruals	7,797	-264,582
Goods and Services Tax - movements	-2,704	-8,178
Cash flow from operations	<u>\$ 164,904</u>	<u>\$ 561,869</u>

**12. CONTINGENT LIABILITY**

No contingent liabilities existed at 30 June 2015.



**MULTICULTURAL SERVICES CENTRE OF WA INC.**  
**DETAILED INCOME & EXPENDITURE STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	<b>2015</b>	<b>2014</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Grants	3,078,326	3,110,439
Brokerage Funds	21,185	31,219
Donations	1,744	600
Fees for Services	1,034,933	2,836,701
Interest	45,967	33,521
Other Incomes	9,622	817
Profit / (Loss) on Sale of Asset	7,296	11,000
<b>Total Income</b>	<b><u>\$ 4,199,073</u></b>	<b><u>\$ 6,024,297</u></b>
<b>EXPENDITURE</b>		
Accommodation	51,417	41,157
Accounting & Audit Fees	16,638	20,100
Activities	24,679	24,782
Advertising	965	2,131
Bad Debts	193	39
Bank Charges	1,425	1,792
Cleaning	35,598	33,664
Computer Expenses	10,035	8,676
Community / Program Development	7,164	10,863
Conference / Seminar	4,911	300
Consultancy	1,200	6,791
Donation / Sponsorship	544	2,182
Dues and Subscription	11,810	11,764
Electricity/Gas/Water	25,692	24,528
Emergency Relief Grant - Distribution	144,491	199,253
Expenses for Brokerage Funds	21,185	33,699
Expenses for Project based Grants	54,212	42,662
Expenses (non-wage) for Services	170,026	1,671,629
Interest on Mortgage	15,892	25,971
Insurance - Association Liability, Business Combined, Legal	16,875	17,855
Insurance - Motor Vehicles, Composite	8,475	12,256
Insurance - Contents/Houses	1,314	1,798
Insurance - Employer Journey	2,360	1,133
Interpreting Services	255	178
Kitchen equipment	3,386	3,456
Legal Fees	698	800
Library Books	450	40
<b>Balance c/fwd</b>	<b><u>631,890</u></b>	<b><u>2,199,499</u></b>

**MULTICULTURAL SERVICES CENTRE OF WA INC.  
DETAILED INCOME & EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2015**

	<b>2015</b>	<b>2014</b>
	<b>\$</b>	<b>\$</b>
<b>Balance b/fwd</b>	<b>631,890</b>	<b>2,199,499</b>
Maintenance - Houses	12,832	38,935
Maintenance - Equipment/Furniture	18,334	13,705
Meals (HACC/MWP)	36,233	29,687
Medical	2,369	1,811
Meeting Expenses - AGM/Board/General	1,695	966
Mileage	16,981	13,277
Motor Vehicle Expenses	50,822	37,525
Other Expenses/Sundry	1,038	452
Parking/Taxi	751	382
Police Clearance/WWC check	873	2,166
Postage/Photocopying/Printing/Stationery	15,783	21,149
Rates and Taxes	7,503	7,704
Salaries & Wages	2,596,944	2,679,768
Security	2,373	2,907
Staff Amenities & Others	7,118	8,594
Staff Training	10,210	3,887
Superannuation	231,762	232,216
Telephone / Fax / Internet	26,084	28,235
Travel / Entertainment	2,062	-
Workers Compensation	60,246	71,962
<b>Total Expenditure</b>	<b>\$ 3,733,903</b>	<b>\$ 5,394,827</b>
<b>Net Surplus/(Deficit) before depreciation and Surplus (HACC/MWP)</b>	<b>\$ 465,170</b>	<b>\$ 629,470</b>
<b>Less: Depreciation</b>	<b>\$ 126,460</b>	<b>\$ 158,644</b>
<b>Net Surplus/(Deficit) before refund of Surplus (HACC/MWP)</b>	<b>\$ 338,710</b>	<b>\$ 470,826</b>
<b>Less: Refund of Prior Period Surplus (HACC/MWP)</b>	<b>\$ 349,529</b>	<b>\$ -</b>
<b>Net Surplus/ (Deficit)</b>	<b>-\$ 10,819</b>	<b>\$ 470,826</b>

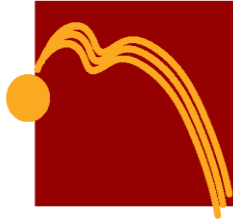


## **Certificate of Recognition**

**Lesley Emma Akora**

**Emerging Leader  
Award Nominee**





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

**HEAD OFFICE**

**No. 20 View Street**

North Perth WA 6006

Ph 9328 2699

Fax 9227 7638

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

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

ABN: 18 563 729 871

**No. 4 View Street**

North Perth WA 6006

Ph 9328 1544

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

**10 Farmer Street**

North Perth WA 6006

Ph 9444 8283

Fax 9201 9112

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

**13/64-66 Kent Street**

Cannington WA 6107

Ph 9258 5188

Fax 9258 5388

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

**9A Wittenoom Street**

Bunbury WA 6230

Ph 08 9791 5281

Fax: 08 9791 5271

**14 Brewer Place**

Mirraboooka WA 6061

Ph 9344 7858

9207 1651

9440 5980

Fax 9207 3893

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

**Suite 30A, 8-12 Stafford Street**

Midland WA 6056

Ph 08 6162 2605