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ANNUAL REPORT 2013-2014

SETTLEMENT GRANTS PROGRAM ACTIVITY



**Information Session by a Representative of the Department of Commerce on
Tenants' Rights in Western Australia - February 2014**



**Cooking Demonstration
May 2014**



Information Session on Polling

ANNUAL REPORT 2013 – 2014

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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

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
MercyCare
Office of Multicultural Interests (State)
Relationships Australia (Western Australia)
St Vincent De Paul Society

Peak bodies

MSC is a member of the following peak bodies and extends its appreciation for the support and assistance it received during 2013-14:

Aged and Community Services Western Australia
Chamber of Commerce and Industry
Charity Link
Community Employers Western Australia
Community Housing Coalition of Western Australia
Consumers of Mental Health Western Australia
Ethnic Communities Council of Western Australia
Ethnic Disability Advocacy Centre
Refugee Council of Australia
Secretariat of National Aboriginal and Islander Child Care Inc.
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

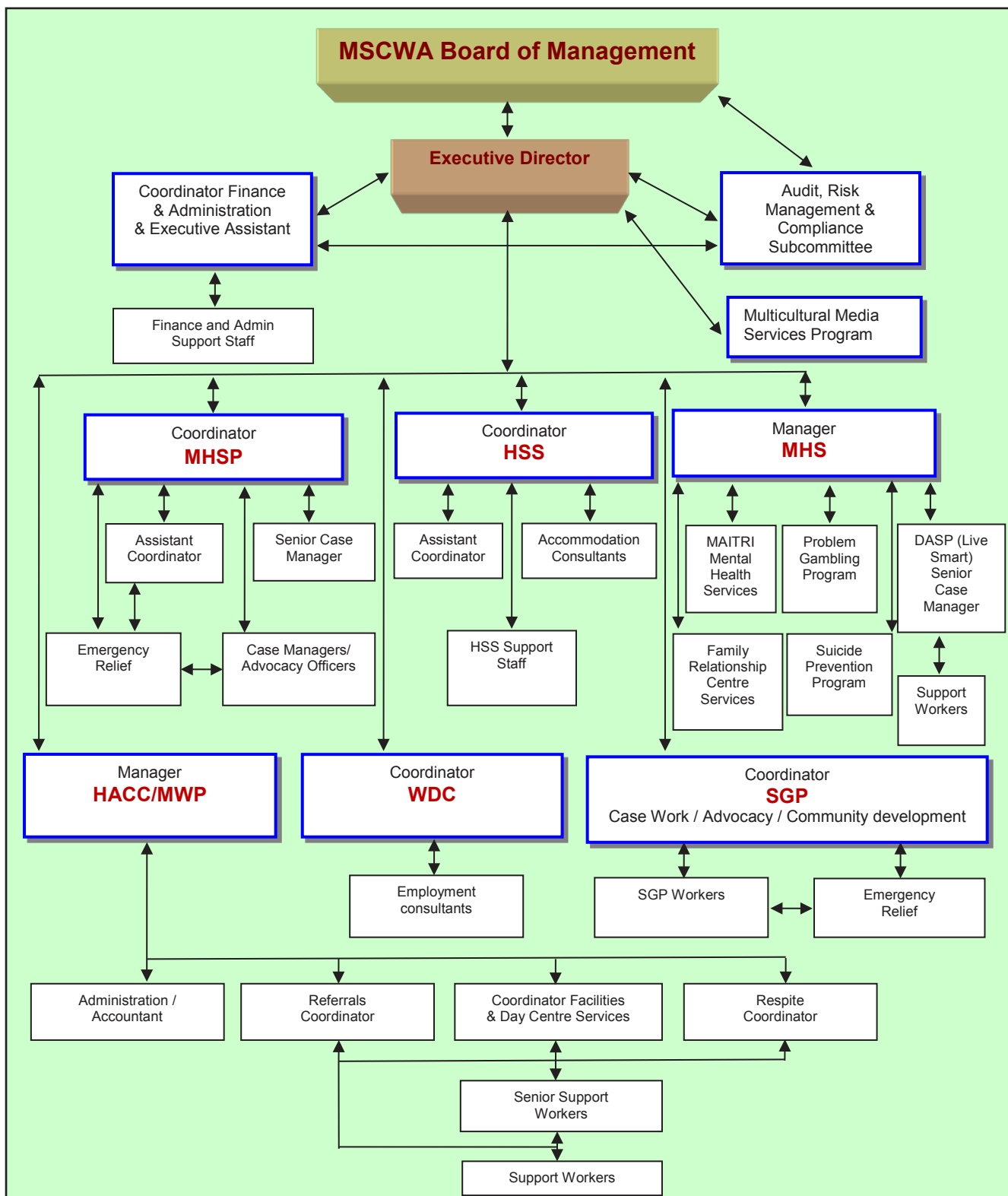
- To meet the settlement, welfare, education and training, cultural, legal and related needs of culturally and linguistically diverse Western Australians;
- To undertake research and community education activities related to their needs; and
- To establish Foundations/trusts for this purpose

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



HACC/MWP - Home and Community Care / Multicultural Wellness Program

HSS - Humanitarian Settlement Services Program

MHS- Multicultural Health Services Program

MHSP - Multicultural Housing Services Program

SGP - Settlement Grants Program

WDC - Workforce Development Centre Program

MSC STAFF 2013 – 2014

Adson	Erin	Project Officer (SGP Bunbury)
Adupa-Ekwang	Francis	Senior Case Manager (MHSP)
Ahmed Mahamud	Maryan	Bilingual Support Worker (MDSP)
Akora	Les Emma	Senior Case Manager (MDSP), Coordinator (Problem Gambling Project)
Aung	Alex	Administration Assistant (HSS)
Aung	Leonard	Accommodation Officer (HSS) & Facilities Coordinator / Senior Support Worker(MWP)
Babich	Anka Anna	Support Worker (MWP)
Benson	Raynold	Administration Assistant (MSC)
Benzoni	Laura	Bilingual Family Dispute Resolution Practitioner (RAWA)
Bose	Devlin	Coordinator (HSS) & Assistant Manager (MWP)
Bujak Cirkovic	Vesna	Support Worker (MWP)
Caldieri	Fabia	Senior Support Worker (MWP)
Ceranic	Zeljka	Administration Officer (HSS)
Chakrabarti	Shobhana	Manager (MHS)
Chidambaranadar Baskaran	Chidambara Raj	Family Relationships Advisor (RAWA)
Cokis	Erifili	Support Worker (MWP)
Del Borrello	Angela	Respite Care Coordinator/Senior Support Worker (MWP)
Dinh	Thi Lan	Support Worker (MWP)
Doukoshkan	Majid Jamshidi	Case Manager (MHSP)
Drommer	Josef	Family Relationships Advisor (RAWA)
Druskovich	Ojdana	Advocacy Officer (MHSP)
Ghulam	Shakiba	Community Support Worker (HSS/ER-FMP)
Giacchetti	Giorgia	Support Worker (MWP)
Gouillou	Gaelle	Manager (MWP)
Grubic	Jadranka	Case Manager (MHSP-MCS)
Hag Ali	Elhassan	Bilingual Support Worker (MDSP)
Htoo	Michael	Support Worker (MWP)
Joseph	Pius	Executive Officer & Manager (MWP/MDSP)
Khaing	Yi Yi Win	Support Worker (MWP)
Khalaf	Noreye	Bilingual Support Worker (MDSP)
Khine	Ei Ei	Senior Accounts Assistant (MSC/HSS) & Finance Officer (MWP)
Kiani	Feloora	Assistant Coordinator (MHSP)
Kitching	Bronwyn Louise	Coordinator (MHSP)
Kondo	Masahiro	Senior Administrative & Accounts Assistant (MSC/HSS)
Kovincic	Marina	Referrals Coordinator (MWP)
Kurubone	Gaston	Advocacy Officer (MHSP)
Kyaw	Saw Paul	Coordinator (WDC)
Le	Joanne Linh	Senior Support Worker (MWP)
Li	Xiaobing	Accountant (MWP)
Lian	David	Community Support Worker (HSS/ER-FMP)
Lin	Charles	Administration Assistant (HSS) & Bilingual Support Worker (MDSP)
Liu	Fang	Support Worker (MWP)

Loncar	Nedzada	Family Relationships Adviser (RAWA)
Lu	Mei Yan	Support Worker (MWP)
Luu	Phung Thi Phi	Support Worker (MWP)
Macri	Roberto	Coordinator Day Centre Services and Facilities (HACC)
Malaviya	Rajyashree	Senior Support Worker (MWP)
Manicom	Pary	Wellness Coordinator (MWP)
Meek	Daravann	Settlement Grants Program Officer (SGP Bunbury)
Mekhail Mosa	Marina	Bilingual Support Worker (MDSP)
Nguyen	Van Thi Khanh	Support Worker (MWP)
Pe	Amy San	Coordinator – Finance & Administration, Executive Assistant
Pegrum	Joansy	Settlement Grants Program Officer (SGP)
Pham	Thi Thuy Van	Support Worker (MWP)
Prodanovic	Bojana	Administrative Assistant (MSC)
Prodanovic	Zeljka	Coordinator (SGP)
Raygel	Deeqa	Bilingual Support Worker (MDSP)
Rifai	Aida	Support Worker (MWP/MDSP)
Safo	Heatham	Case Manager (ER-FMP) & Administration Support Officer (HSS)
Saied	Mai	Settlement Grants Program Officer (SGP)
Sankaran	Ramdas	Executive Director
Schipp	Esther	Project Officer (SGP Bunbury)
See	Alice	Support Worker (MWP)
Soe	Myat Nilar	Programs Officer (NESB)
Sokolovic	Stela	Assistant Coordinator (HSS)
Tassone	Iolanda	Support Worker (MWP)
Taylor	Adelin	Settlement Grants Program Officer (SGP Bunbury)
Tha Ceu	John	Settlement Grants Program Officer
Thuyasithu		Psychologist (MAITRI)
Tjandra	Yonathan	Accounts Assistant (MSC)
Tran Thi Dang	Thanh	Support Worker (MWP)
Vu	Thong Hai	Support Worker (MWP)
Wang	Jing Li	Support Worker (MWP)
Warsame Dirie	Roda	Project Officer (MDSP/ SGP)
Zar	Min Yar	Operational Support Worker (HSS) & Facilities Assistant / Support Worker (MWP)

MSC VOLUNTEERS 2013 – 2014

Al-Oyoun	Kawther (Kathy)	Honorary Administrative Assistant (MSC) & MHSP
Attar	Ghazal	MHSP
Bakit	Mawahib	Honorary Administrative Assistant (MSC)
Benson	Raynold	Honorary Administrative Assistant (MSC)
Campbell	Gerald	MWP
Campbell	Susan	MWP
Cheong	Albert	Treasurer - Board Member
Ghulam	Shakeela	Honorary Administrative Assistant (MSC)
Henney	Jeanette	Honorary Administrative Assistant (MSC)
Jha	Laila	MWP

Kheadra	Nabeel	Honorary Administrative Assistant (MSC)
Krishnan	Dr. Prabha Karan	Chairperson
Lee	Romana	Board Member
Ludher	Swaran	Board Member
Lumsdaine	Ian	MHSP
Mahar	Robert	Board Member
Mulugeta	Meseret	Honorary Administrative Assistant (MSC)
Mwaiteleke	Dr. Pendo	Board Member
Naw	Pa Mu Paw	Honorary Administrative Assistant (MSC)
Oreskovich	Nada	MWP
Pegrum	Carlyle	Honorary Administrative Assistant (MSC)
Pham	Quang Hong	MWP
Pham	Van Quat	MWP
Pinto	Lily	Honorary Administrative Assistant (MSC)
Prodanovic	Bojana	Honorary Administrative Assistant (MSC)
Rajan	Sheila	Secretary – Board Member & Administration Support
Raman	Saranya	MWP
Raymond OAM	Russell	Deputy Chairperson & Administration Support
Soliman	Hala	MHSP
Tee Po	Tanay Tha	MHSP
Tin Thei	Fam Cuai Men	MHSP
Tran	Kim Dung	MWP
Ursich OAM	Kathy	Board Member & Administration Support
Wah	Naw Paw	Honorary Administrative Assistant (MSC)
Win	Khaing Zin Thu	Honorary Administrative Assistant (MSC)
Wynaden	Joharna	Board Member
Zulkipli	Mohamed Fareez	Honorary Administrative Assistant (MSC)

LANGUAGES SPOKEN BY MSC BOARD, STAFF & VOLUNTEERS

The Centre's staff, board and volunteers speak 60 languages and dialects as follows:

ACHOLI	AFRIKAANS	AMHARIC	ARABIC
BENGALI	BOSNIAN	BURMESE	CANTONESE
CHIN HAKHA	CHINESE	CROATIAN	CZECH
DARI	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
MIZO	MON	MONTENEGRIN	OROMO
PASHTO	PUNJABI	RUSSIAN	SERBIAN
SINHALESE	SOMALI	SPANISH	SUDANESE ARABIC
SWAHILI	TAGALOG	TAMIL	TIGRINYA
UKRAINIAN	URDU	VIETNAMESE	YAP



Farewell to Coordinator, Multicultural Housing Support Program, Bronwyn Kitching



Hon. Elizabeth Behjat MLC with MSC staff at ECCWA International Women's Day celebrations



Regular weekly craft sessions at MSC's Bunbury Office – bag and card making

MSC BOARD

Office Bearers

Chairperson
Deputy Chairperson
Treasurer
Secretary

Dr. Prabha Karan Krishnan
Russell Raymond OAM
Albert Cheong
Sheila Rajan

Board Members

Kathy Ursich OAM
Robert Mahar
Joharna Wynaden

Dr. Pendo Mwaiteleke,
Swaranjit Ludher,
Romana Lee

Ex- Officio

Ramdas Sankaran OAM, Executive Director

MSC BOARD MEMBERS



Pendo Mwaiteleke



Kathy Ursich OAM



Albert Cheong



Swaranjit Ludher



Dr Prabha Karan Krishnan



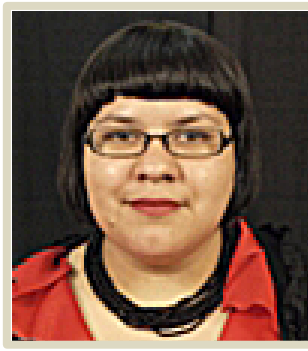
Russell Raymond OAM



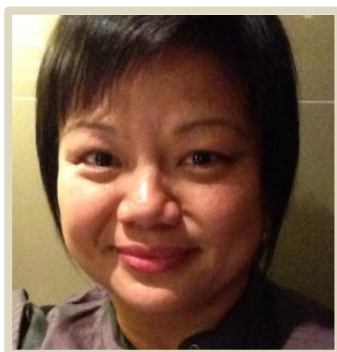
Sheila Rajan



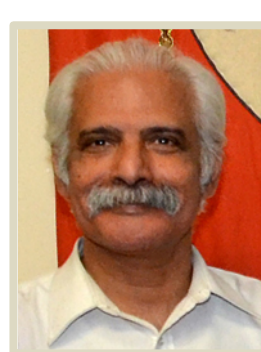
Robert Mahar



Johanna Wynaden



Romana Lee



Ramdas Sankaran OAM

CHAIRPERSON'S REPORT

It gives me great pleasure to provide my fourth report as the Chairperson of the Centre. The four year period has witnessed a spectacular hike in the annual turnover of the Centre followed by a significant drop in the annual turnover in 2013-14.

Such remarkable changes in financial fortunes are not new to the Centre through its 32 years of operations.



There are many traits that set this Centre apart from similar agencies and resilience is one of them. I therefore have no doubts that the Centre will continue to explore and establish niche areas of operation that addresses the needs, concerns and aspirations of CaLD Western Australians.

It was particularly pleasing that without any funds from government or any external agency, the Centre established a supported accommodation service for people exiting Graylands hospital with nowhere to live. The model of supported accommodation using head leased private rental properties is an innovative cost effective way of addressing the accommodation needs of such people and hopefully before long this program will be funded by the government.

As a mental health practitioner, it was equally pleasing to note that the Centre submission to become a Partners in Recovery service agency was successful.

I extend my special thanks to all board members and in particular the other office bearers, namely Russell Raymond 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 managers, coordinators and staff who together have ensure the continued growth and stability of the Centre.

My special thanks are extended to all volunteers for they continue to play a very important role in the operations of our Centre.

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 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 special thanks to our partners and families, on your behalf.

Dr. Prabha Karan Krishnan
Chairperson

EXECUTIVE DIRECTOR'S REPORT

2013-14 is a year that won't be easily forgotten not because of the loss of the Humanitarian Settlement Service which was its largest program in terms of annual turnover (30% in 2013-14) but because of the resilience that the Centre demonstrated in addressing it. A loss of this magnitude would have paralysed the operations of most agencies of a similar size. But by refocussing its attention and efforts on other areas of service provision, MSC has ensured that its growth will continue in a much more sustained way. It was extremely pleasing that Centre was able to offer alternative employment to all but one of its HSS staff, a feat that much larger organisations have not been able to achieve when such drastic changes have occurred.



MSC has been very fortunate in having a very experienced, stable board of management for many years and under Dr. Krishnan's leadership they have continued to guide MSC very effectively. To him and the other office bearers Russell Raymond OAM, Sheila Rajan and Albert Cheong, I express my gratitude for their significant contribution and support. Some board members are called upon to make contributions over and above their obligations and this was so in the case of Robert Mahar and Kathy Ursich. To them and all board members I convey my appreciation.

The restructuring of MSC programs continued to evolve and changes were made to maximise the resources available for service delivery and lessen the number of positions reporting directly to me. (Highlights section refers). I extend my thanks to Pius Joseph, Devlin Bose, Feloor Kiani, Sithu Thuyasithu, Paul Kyaw, Zeljka Prodanovic, Lesley Akora and their staff for ensuring that MSC continued to exceed its contracted program outcomes.

The Centre continues to receive unqualified audit statements and effectively fulfils all financial reporting requirements of funding bodies thanks to our Finance and Administration section which is managed by Amy San Pe. I thank Amy and her staff for their vital contribution.

Special thanks are due to Sheila Rajan and Pius Joseph (who were Acting Executive Directors whilst I was recovering from heart surgery) and Amy San Pe who together ensured MSC's smooth operations in my absence.

I extend my appreciation to our many partners and funding bodies listed on page 2 of this report. I thank them for their substantial support and assistance.

Volunteers continue to play an important role in our Reception, Administration, Housing and HACC programs and I thank them for their invaluable contribution. I end as always by extending special thanks to our partners and family members for their support and understanding. We could not have indulged in our passion of serving the community but for the added responsibilities they so graciously accept.

Ramdas Sankaran
Executive Director

HIGHLIGHTS 2013-2014

Multicultural Mental Health Services

An important milestone in the further growth of the Centre's mental health program was its successful bid to obtain funding from North Metro Medicare Local to engage a Support Facilitator to implement the Partners in Recovery program. The program commenced July 2014.

My Home

The Graylands hospital was seeking suitable accommodation for two long term residents who in their view were capable of living in the community as their condition had been stabilised. These residents had been in Graylands hospital for 20 and 2 years respectively and could have moved out much sooner had suitable alternative accommodation been available to them in the community and had a service provider with relevant capacity agreed to take them.

MSC took up the challenge to explore the implementation of an integrated psychosocial recovery program for such residents using the mental health and supported housing expertise it has developed over many years through its Maitri Mental Health program, its Multicultural Disability Services Program and its many housing services programs. This is another important milestone particularly as it was established with no government or other external funding.

Nomination for Onelife National Award for Suicide Prevention

The Centre's 'Be Kind to Your Mind' innovative suicide prevention project developed for CALD communities residing in the Perth metro area with a specific focus on new and emerging communities was nominated for the above award. Whilst it was not a winner in the category it was nominated, some of the products of that program such as the Wallet Card, DVDs of Post-Traumatic Stress Disorders etc. continue to be used as resource materials by many.



Multicultural Disability Services Program (MDSP)

The above program of the Centre is participating in the Disability Services Commission's (DSC) My Way and the National Disability Insurance Authority's NDIS Trials in Bussellton and Kwinina and the Hills region in the east of Perth respectively.

The Centre was also 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 and for a wheel chair based client to securely use this vehicle without having to get off the wheel chair.

An Independent Evaluator from the Panel Contract of Independent Evaluators of the Disability Services Commission was commissioned to undertake the Quality Management Framework Quality Evaluation of the services provided by MSCWA. Based on observations and corroborative evidence examined as part of this assessment, the Evaluator assessed that the service point (i.e. MSCWA) meets Disability Services Standards 1 to 7 and 9. The only inadequacy/shortcoming that the Evaluator identified with regard to Standard 8 was that the program did not have a medication policy and it was recommended that the program develops and implements policies and procedures in consultation with consumers around the handling and administration of medication.

We accepted the need to formulate such a policy in consultation with consumers and agreed did it to DSC's satisfaction before 30th June 2014. It is pertinent to note that MSC or its support workers were not required to provide /assist with the taking of medication for any client as evidenced by the funding applications/support plans.

Jobs Forum

Agriculture based employers in regional areas and the WA Vegetable Growers Association have approached us to address labour demands in the outer northern suburbs of Perth and regional areas; following a Jobs Forum we hosted involving Employers, Training providers and 80 CaLD job seekers keen on entry level jobs. This resulted in 23 securing employment and 25 receiving subsidised training. Many Humanitarian Program entrants come from regional and rural areas in their countries of origin and prefer to live in non-metropolitan areas.

The services, provided were career guidance, information on training options, access to computer training, employability workshops, and referrals to other agencies as well as linking them with mentors. This involved partnership arrangements with employers and/or employer groups with TAFEs and/or other educational institutions which provide training and/or work experience opportunities as well as enhanced access to key government services like the Adult Migrant English Programme. Pictured below are Forum participants boarding a bus to New Norcia arranged by Gilmac Pty Ltd.



Bunbury Rallies behind MSC Bunbury

MSC is the only Settlement Grants Program (SGP) service in Bunbury and surrounding areas and the two grants it received from the commonwealth were scheduled to end on 30th June as the annual funding round that should have been advertised in October 2013 did not eventuate.

The possible closure of the Bunbury SGP drew unsolicited support from many individuals who signed a petition addressed to the Minister for Social Services and letters of support from several agencies.

Minister Andrews extended the grants for a further six months and his department of Social Services then advertised the funding round which has provided MSC the opportunity to apply for funding to operate this program post December 2014.

MSC again expresses its gratitude to the individuals and agencies who extended their support to ensure the continued operation of its Bunbury service.

Funding grant to save centre

By **JAMES TAYLOR**

FEARS that Bunbury's sole migrant services centre would close have been quelled, with Federal funding expected to be approved for the state-wide organisation in the coming weeks.

If confirmed Multicultural Services Centre of WA will receive funding that would allow the local branch to remain open until December this year.

The centre, operating for five years, provides a range of support services to refugees and migrants settling in the South West – including guidance on where to find English lessons, filling out job and rental applications and school homework.

The nearest service that offers a similar level of support was located in Perth.

Multicultural Services Centre of WA executive director Ramdas Sankaran said the organisation was committed to keeping Bunbury's branch running.

"This is a group that is vital for the region," Mr Sankaran said.

Mr Sankaran said rather than closing the centre, he hoped services could be expanded beyond just providing settlement support.

Branches in Perth offer mental health services, a multicultural disability program, a health and wellbeing program and workforce development.

"We'd like to see some of these extra services extended to Bunbury," he said.

He said there had been overwhelming support for the branch following requests for community support earlier this month.

Over 200 signatures were collected for a petition, with local businesses and community groups also writing letters of support.

Bunbury branch settlement grants worker Daravann Meek encouraged the community to continue their support.

"This is the only agency that the migrants are able to access and this is the only agency that is currently providing and meeting all their needs," Mrs Meek said.

Funding for the centre primarily comes from the Department of Social Services through the Settlement Grants Program.

Bunbury Mail – May 21, 2014

Games People Play Exceeds Expectations

'Games People Play' project was funded by the Department of Local Government and Communities in July 2013 and was officially launched at MSCWA by Hon. Alannah MacTiernan, Mayor of City of Vincent on 12th August 2013.



Persian, Burmese, Karen, Chin and Afghani Communities. Majority of the participants were new arrivals, living in Perth metro area. Bilingual workers were recruited to coordinate with the particular community groups.

The project aimed to minimise the likelihood of CaLD recreational gamblers developing problem gambling behaviours and enhance mainstream responsiveness to CaLD gambling related issues. The main target groups for the project were Congolese, Sudanese, Middle-Eastern,



A comprehensive range of services were provided to the target communities including multicultural awareness forums, individual counselling, family counselling, psycho-education group therapy sessions, and diversionary activities. Two cross cultural training sessions and two awareness raising forums were conducted for service providers. Many of the anticipated outcomes were exceeded.

MWP Continues to Grow

The Multicultural Wellness program obtained growth funding to expand its services in the East, South East and North Metro regions. This program has a comprehensive Risk Management Plan and a three year Strategic Plan and the focus on service standards are yielding positive outcomes for clients, carers and not surprisingly the number of clients are steadily increasing. The only disappointing factor has been the delay in the construction of the new Wellness Centre in Farmer Street.



Racial Discrimination Act - Proposed Amendments - MSC Submission

Attorney General George Brandis proposed the following changes to the Racial Discrimination Act.

FREEDOM OF SPEECH (REPEAL OF S. 18C) BILL 2014

The Racial Discrimination Act 1975 is amended as follows:

1. Section 18C is repealed.
2. Sections 18B, 18D and 18E are also repealed.
3. The following section is inserted:
 - (1) It is unlawful for a person to do an act, otherwise than in private, if:
 - (a) the act is reasonably likely:
 - (i) to vilify another person or a group of persons; or
 - (ii) to intimidate another person or a group of persons, and
 - (b) the act is done because of the race, colour or national or ethnic origin of that person or that group of persons.



MSC opposed the proposed amendments as they would weaken protections against racial discrimination and be a retrograde step in combating racism. Ample evidence was provided on the strong correlation between these experiences of racism of ethnic and indigenous minorities and peoples' level of psychological distress, which in turn can impact their health, education, employment and other areas of

their lives; by MSC and the thousands of agencies that opposed the proposed changes. They argued that the repeal of Section 18C would open the door for a greater acceptance of racism in the community, when what we need is a stronger stance to stamp out racism.

The overwhelming opposition to the proposed changes had the desired impact of the Abbot Government deciding to drop its aforementioned proposal.

MSC Structural Changes

The restructuring of programs continued to evolve with Pius Joseph being assigned management responsibilities for the HACC, Housing, Workforce Development Centre and Multicultural Disability Services Programs; and supported by Lesley Akora, Devlin Bose, Feloor Kiani and Paul Kyaw. The Administration and Finance section was also restructured with Amy San Pe being assigned management responsibility and Devlin Bose taking on

coordination responsibility for the administration component. Zeljka Prodanovic the Coordinator of the Settlement Grants program was also assigned the responsibility for the Centre's ER programs. More changes will follow as the year progresses and outcomes of funding applications are known.

Multicultural Children Support Service (MCS) Leads the Way

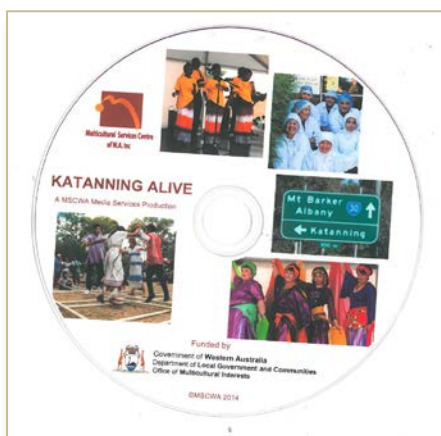
The Multicultural Children Support Service - Consumer Perception Survey of November 2013, undertaken by the Department of Child Protection and Family Support found that:

- 100% responded that the Multicultural Children Support Service met their needs "Very well" and involved them in finding a way to meet their needs.
- 90% responded 'Very satisfied', and 10% responded 'Satisfied' with the service that they received from the Service. The same proportion responded that They are 'Very confident' and 'Confident' that they will be able to manage in the future as a result of coming to this Service
- 100% responded that as a result of coming to this Service, they learnt new skills to help them manage in the future
- 90% indicated 'Strongly agree' and 10% indicated 'Agree' with regard to the following:
 - "The workers were always open in their dealings with me".
 - "The workers valued my knowledge of my own situation".
 - "I trusted the workers".
 - "We worked in partnership in finding solutions to meet my needs".

Katanning Alive DVD

The original project budget was \$45,750 and the Office of (Multicultural Interests) OMI's share of it as per our funding application was \$14,750. But we secured only \$10,000 from OMI and none from other sources. This placed enormous financial pressures on project implementation as it involved making seven trips to Katanning. Thanks to the substantial in-kind contribution of Brian Balen the Project Director and MSC, we still produced a 25 minutes quality DVD which achieved the main project objective of using local images and interviews to demonstrate/explain the benefits of regional re population to clients, businesses and local government.

The project has increased cross cultural awareness and engagement at various levels within Katanning and when used as a tool by others it will achieve the broader objective of enhancing repopulation of regional areas across Western Australia.



We strongly believe that by encouraging regional repopulation via this DVD it will result in better utilisation of infrastructure, schools and regional facilities in WA. It will make local businesses and industry more viable through supply of skilled labour and more customers and at the same time it will promote the multicultural diversity of WA. It will also facilitate interaction between CaLD communities, businesses, government and regional communities.

The quality and length of the DVD would suggest that the \$10,000 grant has achieved value for money from a tax payer perspective.

Below is a link to the completed documentary and it is better to download the file and then play it back otherwise you may only get a preview and not the full video.

<https://www.dropbox.com/s/asrluza7viqbcft/Katanning%20Alive%20160314.mp4>

Feedback from Consumers, Carers, funding bodies, volunteers etc.

Our Funded and fee for service programs are all subject to contracts/Deeds of Agreement which stipulate quality assurance standards, KPIs for measurement of service standards etc. and these are used by the agencies and us to broadly gauge achievements of outcomes. Most programs use data bases that are program specific at the state or national levels and hence our service records are easily comparable to those of other agencies at the state and national levels as the case may be. MSC developed its own database to effectively implement its state and commonwealth funded ER programs and monitor achievements of outputs and outcomes. All MSC programs have annual client satisfaction surveys some of which are administered by the funding body or an agency commissioned by it. Besides the Multicultural Children Support Service - Consumer Perception Survey referred to earlier in this chapter, the results of two other Consumer satisfaction surveys are summarised below.

The 2014 Consumer satisfaction survey that was undertaken of those who received SGP services from MSC found that:

- 90% and 10% responded that SGP Service met their needs "Very Well" and "Well" respectively
- 85% felt the SGP staff listened to what they had to say "Very Well" and the remainder rated this as "Well"
- 90% responded "Very Satisfied", and 10% responded "Satisfied" with the service that they received from the SGP staff
- 95% of them said SGP staff responded to their request/issue "Very Well" whilst 5% said they did it "Well"
- 100% said they did not experience any difficulty in accessing the service

The 2014 Consumer satisfaction survey that was undertaken of those who received ER services from MSC found that:

- 73% felt the ER staff listened to what they had to say "Very Well" and the remainder rated this as "Well".
- The same percentages also apply to responses in relation to how well ER staff responded to their needs
- 60% responded "Very Satisfied", and 40% responded "Satisfied" with the service that they received from ER staff
- 100% responded that as a result of coming to this Service, they learnt new skills/acquired new knowledge to help them manage in the future. 100 % also said they did not experience any difficulty in accessing the service.

Besides the above, MSC received positive feedback from funding bodies, consumers, carers etc. and these are interspersed throughout this report.

New Offices in Midland and Mirrabooka

Staff were relieved to move from the cramped 4 Brewer Place office to 14 Brewer Place, Mirrabooka office (pictured on the right) when the upgrade of the latter, generously funded by Lotterywest was completed.

MSC operated an outreach office from The Rise at Stafford Street in Midland and is hopeful of operating from larger offices from that suburb in 2014-15.



TREASURER'S REPORT

2014 Annual Report

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

- Consolidated Balance Sheet for 2013-2014;
- Consolidated Income Statement for 2013-2014;
- Statement of Cash Flows;
- Summary of significant accounting policies and other explanatory notes



Financial Health

2013-14 was another good year for the Centre from a financial perspective, as reflected by a very healthy operational surplus of \$470,826 after depreciation. This result is largely due to sound financial management of programs especially those operating on a fee for service basis.

It is pertinent to note that the Humanitarian Settlement Services Program which accounted for about 30 % of the Centre's annual turnover this year ended in April 2014.

A number of new projects are in the pipeline and the Centre is also reviewing its various assets to maximize its returns.

Given the track record of the Centre since 2002, I am confident that the Centre's sources of finances will continue to expand to address this situation. This is already evidenced by our success in getting the Partners in Recovery grant for two years commencing 2014-15.

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 (London)
Treasurer

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

AUDITED FINANCIAL REPORT

30 JUNE 2014

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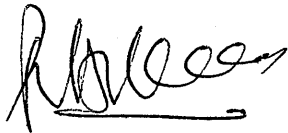
**MULTICULTURAL SERVICES CENTRE OF
WA INC.**

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 2014 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 7th DAY OF October 2014

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 2014, 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

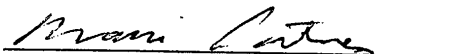
In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Audit Opinion

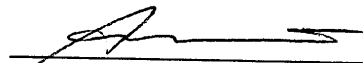
In our opinion, the financial report of Multicultural Services Centre of WA Inc. presents fairly, in all material respects the financial position of Multicultural Services Centre of WA Inc. as of 30 June 2014 and of its financial performance for the year then ended in accordance with the accounting policies 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 7th DAY OF OCTOBER 2014.

MULTICULTURAL SERVICES CENTRE OF WA INC.
CONSOLIDATED BALANCE SHEET
AS AT 30 JUNE 2014

	NOTES	2014 \$	2013 \$
CURRENT ASSETS			
Cash and cash equivalents	2	2,129,541	1,672,180
Stock on Hand (Food Voucher)		-	950
Trade and other receivables	3	118,759	304,704
Prepayments	4	36,868	81,794
		<u>\$ 2,285,168</u>	<u>\$ 2,059,628</u>
NON-CURRENT ASSETS			
Property, plant and equipment	5	2,105,646	2,130,742
Total Fixed Assets		<u>\$ 2,105,646</u>	<u>\$ 2,130,742</u>
TOTAL ASSETS		<u>\$ 4,390,814</u>	<u>\$ 4,190,370</u>
CURRENT LIABILITIES			
Trade and other payables	6	108,268	215,835
Grants & Rent in advance/Unexpended	7	126,045	292,718
Provisions	8	333,444	340,354
		<u>\$ 567,757</u>	<u>\$ 848,907</u>
NON-CURRENT LIABILITIES			
Borrowing (Interest Bearing)	9	400,000	400,000
Provisions	8	191,889	181,121
Total Non-Current Liabilities		<u>\$ 591,889</u>	<u>\$ 581,121</u>
TOTAL LIABILITIES		<u>\$ 1,159,646</u>	<u>\$ 1,430,028</u>
NET ASSETS		<u>\$ 3,231,168</u>	<u>\$ 2,760,342</u>
MEMBERS' FUND			
Retained Surplus	10	3,231,168	2,760,342
TOTAL MEMBERS' FUND		<u>\$ 3,231,168</u>	<u>\$ 2,760,342</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 2014**

	2014	2013
	\$	\$
Income	6,024,297	7,252,279
Expenditure	-5,553,471	-6,648,124
Net Surplus/(Deficit) before refund of Prior Period Surplus (HACC/MWP)	470,826	604,155
Less: Refund of Prior Period Surplus (HACC/MWP)	-	222,872
Net Surplus/(Deficit)	470,826	381,283
Retained Surplus - at beginning of year	2,760,342	2,379,059
Retained Surplus - at end of year	<u>\$ 3,231,168</u>	<u>\$ 2,760,342</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 2014**

	Note	2014	2013
		\$	\$
<u>Cash Flows from Operating Activities</u>			
Grants		3,421,483	4,342,664
Refund of Prior Period Surplus (HACC/MWP)		-	-222,872
Fees		3,115,414	3,803,444
Interest		33,521	32,955
Rent		-	2,884
Consultancy/Project Fees & Other Receipts		32,636	73,387
GST refund/ (paid)		-400,636	-402,379
Payments to Suppliers and Employees		-5,640,549	-6,844,780
Net Cash provided by (used in) operating Activities	11(b)	<u>561,869</u>	<u>785,303</u>
<u>Cash Flows from Investing Activities</u>			
Proceed of Sale of Assets		11,000	515
Payment for Property, Plant, Equipment and Vehicles		-133,548	-761,700
Net Cash provided by (Used in) Investing Activities		<u>-122,548</u>	<u>-761,185</u>
<u>Cash Flows from Financing Activities</u>			
Net Rental Deposits Received/(Paid)		18,040	-6,847
Net Cash provided by (Used in) Financing Activities		<u>18,040</u>	<u>-6,847</u>
Net Increase/(Decrease) in cash in hand		457,361	17,271
Cash at beginning of Financial Year		1,672,180	1,654,909
Cash at end of Financial year	11(a)	<u>\$ 2,129,541</u>	<u>\$ 1,672,180</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 2014**

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 2014**

(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 2014:

1. Multicultural Services Centre (MSC), Counselling Service – MAITRI, and RAWA - Relationships Australia and Humanitarian Settlement Services (DSS)
2. Settlement Grants Programs (SGP Generalist & SGP Bunbury) (Funded by DSS)
3. Multicultural Housing Advocacy (MHSP, MHSP – Multicultural Children Services Program, MHSP - Private Tenancy Support Services) (Funded by DCP&FS)
4. Home and Community Care Program (HACC-MWP) (Funded by HDWA)
5. Workforce Development Centre (WDC) - (MercyCare)
6. Emergency Relief (ER) (Funded by DSS & 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 2014

	2014 \$	2013 \$
<u>2. CASH AND CASH EQUIVALENTS</u>		
Bendigo Bank	1,370,537	931,771
Cash at bank - LSL Account	284,014	272,551
Bendigo Bank - Asset Replacement/Reserve Fund Account	471,090	458,958
Petty Cash - HACC (MWP)	1,000	2,400
Petty Cash - MSC	2,900	6,500
	<u>\$ 2,129,541</u>	<u>\$ 1,672,180</u>
<u>3. TRADE AND OTHER RECEIVABLES</u>		
Accrued Income		
Services Fees Accrual - HACC(MWP)	9,820	9,991
	<u>\$ 9,820</u>	<u>\$ 9,991</u>
Trade Debtors		
Bond from Clients/Others - HSS & HACC (MWP)	44,754	64,274
HSS Service Fees from Dept. of Immigration and Citizenship	37,024	217,406
Project Payment from Mental Health Carer's ARAFMI	4,180	-
Indexation from Relationship Australia	4,244	-
Payment for production of recipe books from Heart Foundation WA	-	3,500
Reimbursement for Cleaning Materials/Postage from ECC	5,126	3,128
RAWA - Staff Training Fees	1,945	-
Room Hire from Central Institute of Technology	2,200	-
Reimbursement for Wages from CGU	-	6,348
Bank Error from Commonwealth Bank	-	57
Services Fees (MDSP) from Disability Services Commission	9,466	-
	<u>\$ 108,939</u>	<u>\$ 294,713</u>
Total Trade and Other Receivables	<u>\$ 118,759</u>	<u>\$ 304,704</u>
<u>4. PREPAYMENTS</u>		
Activities - Paid in Advance	-	455
Honorarium - Paid in Advance	172	-
Insurance- Paid in Advance	9,416	8,344
Levy/Utilities - Paid in Advance	296	1,191
MV Licence Fees - Paid in Advance	2,684	2,286
Photocopying - Paid in advance	-	25
Rent - Paid in Advance	17,343	62,010
Subscriptions- Paid in advance	6,957	7,332
Travel - Paid in Advance	-	151
	<u>\$ 36,868</u>	<u>\$ 81,794</u>

MULTICULTURAL SERVICES CENTRE OF WA INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
	\$	\$
5. <u>PROPERTY, PLANT AND EQUIPMENT</u>		
Land at cost	\$ 795,471	\$ 795,471
Building at cost	1,175,034	1,132,392
Less: Accumulated Depreciation	-103,983	-69,819
	<u>\$ 1,071,051</u>	<u>\$ 1,062,573</u>
Motor Vehicle at Cost	493,976	491,782
Less: Accumulated Depreciation	-337,722	-333,283
	<u>\$ 156,254</u>	<u>\$ 158,499</u>
Plant and Equipment at Cost	299,846	312,122
Less: Accumulated Depreciation	-223,594	-204,754
	<u>\$ 76,252</u>	<u>\$ 107,368</u>
Leasehold Improvement	7,117	7,117
Less: Accumulated Depreciation	-499	-286
	<u>\$ 6,618</u>	<u>\$ 6,831</u>
Total Property, plant and equipment	<u><u>\$ 2,105,646</u></u>	<u><u>\$ 2,130,742</u></u>
6. <u>TRADE AND OTHER PAYABLES</u>		
Trade Creditors/Accruals	40,479	140,880
Australian Taxation Office (GST)	1,478	9,656
Payroll Liabilities	66,311	63,819
Bond Holdings	-	1,480
	<u><u>\$ 108,268</u></u>	<u><u>\$ 215,835</u></u>

MULTICULTURAL SERVICES CENTRE OF WA INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
7. <u>GRANTS & RENT IN ADVANCE/UNEXPENDED</u>		
ER - Grant from Lotterywest and Department of Social Services	8,718	4,765
HACC (MWP) - Service Fees in Advance	20	-
MDSP - Service Fees in Advance	20,166	-
MDSP - Payment for MV	59,596	-
MHSP - Grant from Department for Child Protection & Family Support	28,488	91,325
MSC - Mediation RAWA	4,057	7,265
MSC - Games People Play Project	-	166,160
MSC - Austalia-Japan Foundation Project	-	13,580
MSC - Katanning Alive Project	-	3,832
SAAP/CHP and HSS - Rent in Advance	-	791
WDC - Community and Welfare Grant (City of Vincent)	5,000	5,000
	<u>\$ 126,045</u>	<u>\$ 292,718</u>
8. <u>PROVISIONS</u>		
Current		
Provision for Annual Leave	183,126	208,056
Provision for Long Service Leave	92,125	91,430
Provision for Redundancy/Relief Workers	58,193	40,868
	<u>\$ 333,444</u>	<u>\$ 340,354</u>
Non- Current		
Provision for Long Service Leave	<u>\$ 191,889</u>	<u>\$ 181,121</u>
9. <u>BORROWINGS (INTEREST BEARING)</u>		
Non- Current - Loan		
Borrowings from ANZ for purchase of property 14 Brewer Place, Mirrabooka WA 6061	<u>\$ 400,000</u>	<u>\$ 400,000</u>
Secured over the property		
10. <u>RETAINED SURPLUS</u>		
Retained Surplus - at beginning of financial year	2,760,342	2,379,059
Surplus/(Deficit) for year	470,826	381,283
Retained Surplus - at end of financial year	<u>\$ 3,231,168</u>	<u>\$ 2,760,342</u>

MULTICULTURAL SERVICES CENTRE OF WA INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
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	1,370,537	931,771
Cash at bank - LSL Account	284,014	272,551
Cash at bank - Asset Replacement/Reserve Fund Account	471,090	458,958
Cash on Hand	3,900	8,900
	<u>\$ 2,129,541</u>	<u>\$ 1,672,180</u>
(b) Reconciliation of Cash Flow from Operations with Profit/ (loss) from Ordinary Activities		
Profit / (Loss) from operations	470,826	381,283
Non-cash flow in profit from ordinary activities		
Depreciation	158,644	131,557
(Profit)/Loss on Sale of Assets	-11,000	-
Change in Assets & Liabilities		
(Increase)/Decrease in Stock on Hand	950	-950
(Increase)/Decrease in Trade Debtors	170,570	298,539
(Increase)/Decrease in Accrued Income	-4,145	1,329
(Increase)/Decrease in Prepaid Expenses	44,926	-13,938
Increase/(Decrease) in Provision	3,858	109,599
Increase/(Decrease) in Trade Creditors & Accruals	-264,582	-108,990
Goods and Services Tax - movements	-8,178	-13,126
Cash flow from operations	<u>\$ 561,869</u>	<u>\$ 785,303</u>

12. CONTINGENT LIABILITY

No contingent liabilities existed at 30 June 2014.

**MULTICULTURAL SERVICES CENTRE OF WA INC.
DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2014**

	2014	2013
	\$	\$
INCOME		
Grants	3,110,439	3,872,679
Brokerage Funds	31,219	31,049
Donations	600	29,520
Fees for Services	2,836,701	3,270,374
Interest	33,521	32,955
Other Income	817	12,818
Profit / (Loss) on Sale of Asset	11,000	-
Rent (SAAP/CHP)	-	2,884
Total Income	\$ 6,024,297	\$ 7,252,279
EXPENDITURE		
Accommodation	41,157	58,598
Accounting & Audit Fees	20,100	22,120
Activities	24,782	15,718
Advertising	2,131	3,078
Bad Debts	39	1,700
Bank Charges	1,792	4,213
Cleaning	33,664	30,866
Computer Expenses	8,676	13,860
Community / Program Development	10,863	6,495
Conference / Seminar	300	2,035
Consultancy	6,791	750
Disposal - Assets	-	176
Donation / Sponsorship	2,182	275
Dues and Subscription	11,764	5,531
Electricity/Gas/Water	24,528	22,632
Emergency Relief Grant - Distribution	199,253	140,545
Expenses for Brokerage Funds	33,699	36,207
Expenses for English Classes	-	2,572
Expenses for Project based Grants	42,662	276,336
Expenses (non-wage) for Services	1,671,629	2,237,422
Expenses - Book "Has a Book Got a Spine"	-	930
Interest on Mortgage	25,971	30,035
Insurance - Association Liability, Business Combined, Legal	17,855	16,952
Insurance - Motor Vehicles, Composite	12,256	11,471
Insurance - Contents/Houses	1,798	1,889
Insurance - Employer Journey	1,133	487
Interpreting Services	178	4,350
Kitchen equipment	3,456	3,139
Legal Fees	800	-
Balance c/fwd	2,199,459	2,950,382

**MULTICULTURAL SERVICES CENTRE OF WA INC.
DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2014**

	2014	2013
	\$	\$
Balance b/fwd	2,199,459	2,950,382
Maintenance - Houses	38,935	43,795
Maintenance - Equipment/Furniture	13,705	17,765
Meals (HACC/MWP)	29,687	35,413
Medical	1,811	-141
Meeting Expenses - AGM/Board/General	966	1,305
Mileage	13,277	12,361
Motor Vehicle Expenses	37,525	26,572
Other Expenses/Sundry	492	1,715
Parking/Taxi	382	537
Police Clearance/WWC check	2,166	-
Postage/Photocopying/Printing/Stationery	21,149	22,570
Purchased Service	-	1,499
Rates and Taxes	7,704	6,018
Salaries & Wages	2,679,768	2,921,379
Security	2,907	3,137
Staff Amenities & Others	8,594	10,470
Staff Training	3,887	3,659
Superannuation	232,216	244,337
Telephone / Fax / Internet	28,235	31,232
Transfer Fund of Long Term Provisions to Community Housing	-	123,317
Travel / Entertainment	-	1,400
Workers Compensation	71,962	57,845
Total Expenditure	<u>\$ 5,394,827</u>	<u>\$ 6,516,567</u>
Net Surplus/(Deficit) before depreciation and Surplus (HACC/MWP)	\$ 629,470	\$ 735,712
Less: Depreciation	<u>\$ 158,644</u>	<u>\$ 131,557</u>
Net Surplus/(Deficit) before refund of Surplus (HACC/MWP)	\$ 470,826	\$ 604,155
Less: Refund of Prior Period Surplus (HACC/MWP)	\$ -	\$ 222,872
Net Surplus/ (Deficit)	<u>\$ 470,826</u>	<u>\$ 381,283</u>



MSC Bunbury celebrates Western Australian Heritage Festival - 18 April to 18 May 2014



Staff and guests at the Christmas Party 2013



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

HEAD OFFICE

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