



**MULTICULTURAL
SERVICES CENTRE**

**SUPPORTING CaLD
WESTERN
AUSTRALIANS**



ANNUAL REPORT 2023 - 2024

Individualised
Innovative
Integrated



The cover design illustrates the Multicultural Services Centre's process of Evolution that can best be described as dynamic. It has come a long way since its inception in 1980. Its Vision of an inclusive society that values diversity remains steadfast. It continues to serve Culturally and Linguistically Diverse Western Australians. Its programs and services continuously respond to the changing needs of individuals and families in a multicultural society that Australia is. Its Aspirations align with theirs and its structures are adjusted to ensure community capacity building to enable them to fulfil their aspirations. This is reflected in the growth it has experienced in terms of the numbers of people it serves as well as the revenue it has generated in recent years. Quality Audits that have been conducted into its programs have all been caveat free.

Concept: Devlin Bose

Design: www.pineapple-planet.com & Devlin Bose

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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:

- Carers WA
- City of Bayswater
- City of Belmont
- City of Bunbury
- City of Canning
- City of Mandurah
- City of South Perth
- City of Stirling
- City of Swan
- City of Vincent
- Community Grants Hub
- CWDNA
- Department of Communities (State)
- Department of Education, Skills and Employment (Commonwealth)
- Department of Health (State)
- Department of Health and Ageing (Commonwealth)
- Department of Home Affairs (Commonwealth)
- Department of Social Services (Commonwealth)
- Department of Prime Minister and Cabinet (Commonwealth)
- Department of Training and Workforce Development (State)
- Ethnic Communities Council of WA
- Foodbank
- Ishar
- Kin Advocacy
- Lotterywest
- National Ageing Research Institute (NARI)

- National Disability Insurance Authority (Commonwealth)
- Ngala
- North Metropolitan TAFE
- Office of Multicultural Interests
- Peel Multicultural Association
- Relationships Australia (Western Australia)
- Rise
- SETSCoP
- South Metropolitan TAFE
- Stanley College
- StreetSmart
- Study Perth
- West Australian Primary Health Alliance
- Wungening Aboriginal Corporation
- Youth Futures

Peak Bodies

MSC is a member of the following peak bodies and extends its appreciation for the support and assistance it received during 2023-2024.

- Aged & Community Care Providers Association
- Chamber of Commerce and Industry WA
- Community Employers WA
- Community Languages WA
- Consumers of Mental Health WA
- Ethnic Communities Council of WA
- Federation of Ethnic Communities Councils of Australia
- Institute of Public Administration Australia WA
- Kin Advocacy
- Refugee Council of Australia
- Shelter WA
- Volunteering WA
- Meaningful Ageing Australia

Sponsors

- Bendigo Bank, North Perth

Chairperson's Report

2023-24 will be recorded as a very special year in MSC's history for the public recognition that it and its long serving board member, Jenny Au Yeong received.

I refer specifically to the 2023 Charity of the Year, Australian Charity Award for Outstanding Achievement that MSC received and the OMI Community Service and Support Award - CaLD Community Service Organisation. In Jenny's case, she received the Laksiri Jayasuriya Lifetime Community Service Award

I am also pleased to advise that we welcomed Ms Syeda Maisara Muzaffar, another recent recipient of the OMI Outstanding Individual Achievement (Youth) Award, as a board member.

MSC has for years, been walking the talk when it comes to gender equity, safety and security. As at the end of 30th June 2024, 75 percent of our board members were women. Women also comprised 76% of senior and middle management. The appointment of Gender Safety Officers, which I understand is the first of its kind in Australia and the formal launch of the Zero Tolerance Project further strengthens MSC's commitment to gender safety, security and equity.

There are other events/initiatives that make the financial year a very special one. Of particular interest are the following, which are mentioned in the Highlights section of this report:

MSC's Aged, Disability and Housing programs have been subjected to 13 quality audits since 2002. Whilst all audit outcomes were caveat free, none was as rigorous as the Aged Care Quality and Safety Commission's Quality Review which was conducted by their Assessment Team in August 2023, with three auditors at our premises for two full days. The outcomes were caveat free and we received praise for some of our achievements. We achieved the same outcomes for the NDIS Mid-term audit.

Other events/achievements worthy of mention are:

- MSC's YouTube channel creation
- International Disability Day celebrations
- Establishment of the Multicultural Allied Health Care and Nursing program
- Launch of the Zero Tolerance Project
- Purchase of a Rudloc Road Café
- Modernising HR via a subscription to Employment Hero

It is also pleasing that MSC has continued to increase its annual turnover steadily and in 2023-24 it added \$3+ million as you will note from the Treasurer's report, on page 64.

I extend my special thanks to my board colleagues, as listed in pages 5 - 6 of this report and in particular to the office bearers, Dr. Prabha Karan Krishnan (Vice Chairperson), Kim Luby (Secretary) and Sam Tassone (Treasurer) for their substantial support.

I extend my thanks to the Executive/Senior Management team comprising Ramdas Sankaran CEO, Pius Joseph Deputy CEO, Executive Managers Leonard Alvarez and Linda Vettoor, Managers Amy San Pe, Anjali Mukund, Shobhana Chakrabarti, Michele Cohen, Pokua Asomani and Joyce Chen, as well as all Team Leaders and their staff for ensuring the continued growth and sustainability of the Centre. They and our many volunteers made significant contributions in many areas of the Centre's operations.

As always, I end with expressing my gratitude and special thanks to our families and partners. But for their understanding and assistance we could not have supported MSC to the extent that we did.

Ms Sheila Rajan
Chairperson





CEO's Report

Not surprisingly, I share MSC Chair, Sheila Rajan's view that 2023-24 was a very special year in MSC's history given the public recognition that it and its long serving board member received.

Receiving the Charity of the Year, Australian Charity Award for Outstanding Achievement and the Western Australia state government's Community Service and Support Award - CaLD Community Service Organisation, just months apart, was no mean achievement. Our long-term board member and former CEO of the Ethnic Disability Centre, Jenny Au Yeong receiving the Laksiri Jayasuriya Lifetime Community Service Award was the proverbial icing on the cake.

The addition of Ms Syeda Maisara Muzaffar, another recent recipient of the OMI Outstanding Individual Achievement (Youth) Award, to our board was noteworthy for several reasons, but especially because of the impact that it will have on the services that we provide CaLD youth.

Like Sheila, I also take great pride in MSC's record of walking the talk on gender equity, safety and security, demonstrated by 75 percent of our board members and 76% of our senior and middle management personnel being women. Equally praiseworthy, was the appointment of Gender Safety Officers, which strengthened MSC's commitment to gender safety, security and equity.

The Highlights section of this report lists several notable achievements but one which has special significance is MSC's success in becoming WA's largest provider of SETS services in terms of the dollar value as well as the geographic service footprint for the grant period commencing 1st July 2024.

As always, I am most grateful to Chairperson Sheila Rajan, Vice Chairperson Dr. Prabha Karan Krishnan, Treasurer, Sam Tassone, and Secretary, Kim Luby, as well as all board members for their substantial guidance and support. We missed having Patrick Tan and Kathy Ursich OAM on our board as their advice and support have been invaluable for innumerable years.

Pius Joseph was appointed Deputy CEO in March 2024 and given the significant changes that were happening in the Aged Care and Disability Services sectors, it couldn't have been timelier. To him and our many managers and team leaders, Akansha,

Amy, Anjali, Barbara, Devlin, Joyce, Linda, Leonard, Manju, Mandeep, Michele, Pokua, Shobhana, Stella and Zeljka. I am immensely grateful for it's their knowledge, skills, experience, commitment and hard work that played a major role in MSC's continued growth and the aforementioned recognition that it received. I extend my special thanks to all of them as well as their staff.

The creation of the Deputy CEO position and the appointments of Linda and Leonard as Executive Managers are notable facets of our succession planning.

MSC's strong and lasting relationship with Relationships Australia WA continued to flourish and I extend special thanks to Danielle Newport, Mandy Drommer and Elizabeth Thompson their CEO; Senior Manager, FDR Services and Manager, FRC respectively. I extend them special thanks for their continued partnership and do likewise to the many partner agencies and funding bodies listed on page 1 of this report, especially Rise (Justine Colyer and Shaun Mays the CEO and General Manager) for their continuing substantial support and assistance.

The contributions that Volunteers make to our programs including Reception, Administration, Job Skills Centre, Housing and Wellness programs have been immense. We enrolled a very significant number of volunteers for the Aged Care Volunteer Visitors Scheme (ACVVS) program that commenced in July 2023. Our Volunteers are now many to single out for their dedication and hard work and so I extend my thanks and appreciation to all of them.

As always, I end with special thanks to our partners and family members for without their support and understanding and the added responsibilities that they accept, we can never achieve what we do to serve the community.

Ramdas Sankaran OAM
CEO

Linguistic Diversity of MSC Personnel

MSC personnel speak 70 languages and dialects as follows:

Acholi	Filipino	Korean	Serbian
Akan	French	Kuku	Sinhalese
Arabic	German	Kurdish	Siyin Chin
Amharic	Gujarati	Maay Maay	Somali
Bangla/Bengali	Hakka	Macedonian	Spanish
Bhutanese	Haryanvi	Malay	Sudanese Arabic
Bosnian	Hazaragi	Malayalam	Swahili
Burmese	Hindi	Mandarin	Tagalog
Cambodian	Hokkien	Marathi	Tamil
Cantonese	Indonesian	Mongolian	Tedim
Chin	Italian	Nepali	Telugu
Chinese	Japanese	Nuer	Thai
Croatian	Kannada	Oromo	Twi
Dari	Karen	Pashtu	Urdu
Dzongkha	Kayah	Persian	Vietnamese
Eritrean	Kibembe	Portuguese	Zulu
Farsi	Kinyarwanda	Punjabi	
Fijian	Kirundi	Russian	

MSC Board

Office Bearers



Chairperson

Ms. Sheila Rajan

Substantial experience at senior levels of management within the Commonwealth Public Service including head of ATO's Prosecution Unit. Currently a Mental Health Advocate (previously known as Official Visitor) and a Consultant undertaking projects in the employment, training and community sectors. She has had extensive involvement in the multicultural sector.



Vice Chairperson

Dr. Prabha Karan Krishnan

Medical Practitioner, Graylands Hospital, established the Overseas Trained Doctors Association and was instrumental in organising training courses, access to medical books etc. to assist them to sit the AMC exam. Served on the boards of Mirrabooka Multicultural Child Care Centre & the Perth Asian Community Centre.



Treasurer

Mr. Sam Tassone

Retired Lecturer at North Metropolitan TAFE. Lecturing in the Advanced Diploma of Accounting Taxation Unit. Traineeship & Workplace Training Consultant and International Student Mentor. Extensive experience in tertiary education, Accounting and Finance Portfolios.



Secretary

Ms. Kim Luby

Clinical Nurse Specialist at Sir Charles Gairdner Hospital. More than 40 years' experience in various sectors. Extensive experience in the multicultural sector including as the former President of the Ethnic Communities Council of WA and former Dy. Chair of the Federation of Ethnic Communities Councils of Australia.



Dr. Zarrin Siddique

Psychiatrist with a PhD in Medical Education. She is a Program Director at Vin University and was an Associate Professor, in Health Professions Education, UWA Faculty of Medicine. She has been the President of Pakistanis In Australia since 2010. She was a former President and board member of the Ethnic Communities Council of WA and former Dy. Chair of the Federation of Ethnic Communities Councils of Australia.



Ms. Jenny Au Yeong

Professional Social Worker with substantial experience in social work, disability and health services within the government and non-government sectors. Has had substantial input to review and development of disability related policies and programs at the state and national level. Co-Founder and former CEO of the Ethnic Disability Advocacy Centre.



Maisara Muzaffar

Maisara Muzaffar is a passionate youth advocate, law student, and social equity leader. She has been recognized with prestigious awards, including Multicultural Youth of the Year, Youth Citizen of the Year, and Burt Young Volunteer of the Year in 2024. Currently serving as the youngest member of the Ministerial Multicultural Advisory Council, she provides grassroots feedback on policies affecting CaLD communities. With experience as a Board Member of Ubuntu Australia and the Multicultural Services Centre of WA, Maisara is committed to driving social change. She also founded the Multicultural Youth Sorority and hosts The Iconic Confessions Show, empowering young people through impactful conversations.



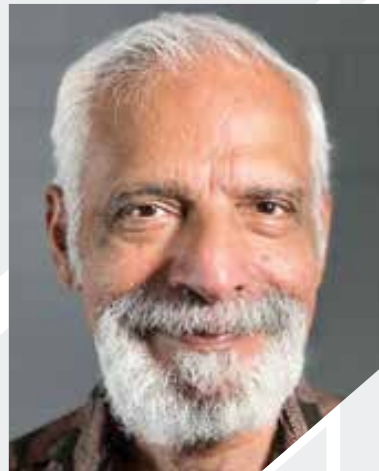
Dr Pendo Mwaiteleke

Dr Pendo Mwaiteleke maintains an interest in the human services. She holds degrees in Social Work and policy areas. Her experience spans across casework, community, policy and academic work. She is a former Lecturer in Social Work & Social Policy; has previously worked in disability, youth and multicultural areas; and coordinated establishment of the first domestic violence protocols for WA public hospitals for the Health Department. She has been involved with special projects on Reporting & Compliance; research analysis and evaluation for Government; supporting stakeholders in influencing co-design of services under former Australia's Closing-the-Gap healthcare programs such as Primary Healthcare, Chronic Diseases and mental health programs; supporting particular community stakeholders in influencing support systems and legislative responses dealing with crystal-methamphetamine. Pendo enjoys blogging on wide ranging policy issues.



Ms. Trinh Le

Ms Trinh Le has a Bachelor of Law LLB; a Bachelor of Commerce in Finance B Com (Murdoch University); and a Graduate Certificate of Project Management (Curtin University). She has worked as a Solicitor for Lavan Legal, Tottle Partners, and DLA Piper Australia as well as an Associate with MinterEllison covering a wide range of legal areas.



Mr. Ramdas Sankaran OAM Ex Officio Member

Mr. Ramdas Sankaran OAM, CEO of MSC is a professional social worker with over 36 years' senior managerial experience within the Commonwealth and State public services and the community services sector. He has extensive experience in planning and implementing a range of grant and fee based programs and services.

Highlights

Multicultural Allied Health Care and Nursing program (MAHAN)

Mahan, which means “Great” in Sanskrit, and “Radiant” in Persian and aptly describes what this program is expected to be, was launched in October 2023. We successfully recruited three Registered Nurses, (including two CNS), one Occupational Therapist (OT), one OT Allied Health Assistant, and one Physiotherapist. Additionally, we also have a number of social workers who are able to be engaged as and when required.



Launch of Zero Tolerance Project

The above event was very successful with over 100 people participating despite the very inclement weather. Minister Sue Ellery was very complimentary of the work MSC does and our Chairperson,



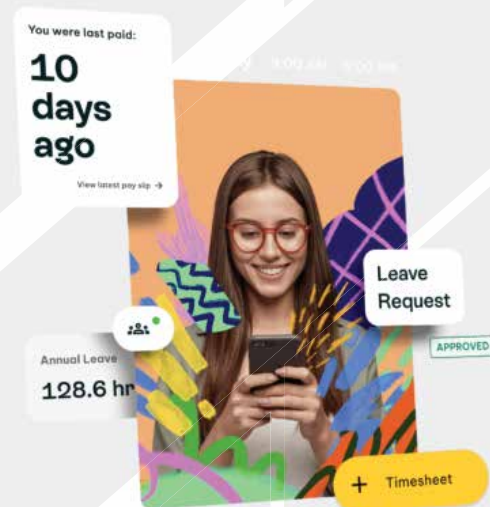


Sheila Rajan's speech was praised by many. A video created by the son of one of the project coordinators in our Projectum program summarised the achievements of the recent projects we have implemented. We also used this opportunity to acknowledge the contribution of key Special Projects personnel, Vidhu, Adie, Pokua and Lana and Ms Margaret Quirk MLA presented them with symbolic gifts on our behalf. The event was also used for OSFIT Graduation and Ms Lisa Baker MLA presented the certificate of achievement to the OSFIT participants who successfully completed the course.

Employment Hero

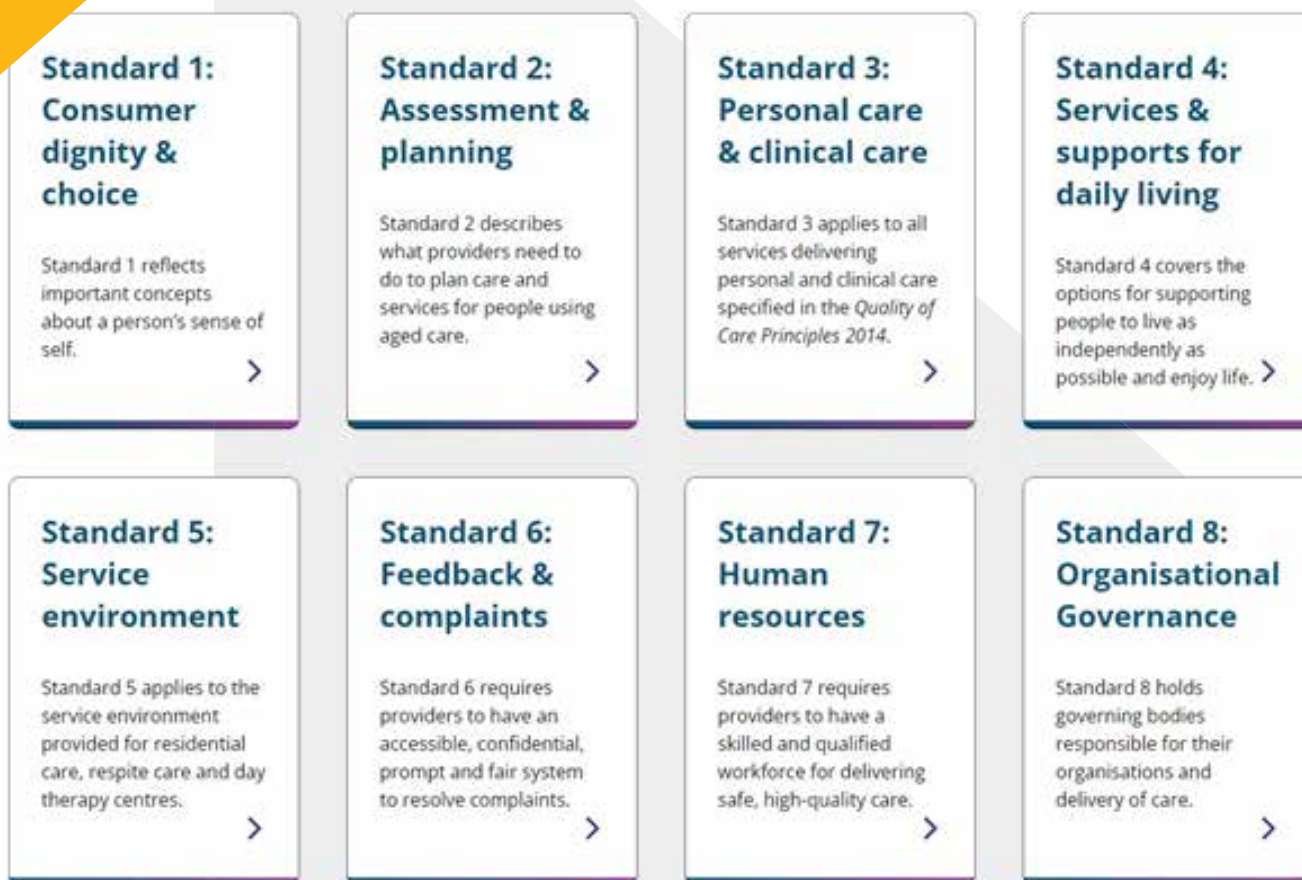
We decided to subscribe to Employment Hero, a cloud based, end to end HR and payroll platform for both the employer and employee. This software has greatly enhanced our capacity to manage and track key HR functions and once its payroll features are also incorporated our salary processing will also be streamlined.

The HR team is currently working with Employment Hero on the implementation of the platform.



Aged Care Quality and Safety Commission - Quality Audit

A Quality Review was conducted by the Assessment Team on 16th and 17th August 2023 at the MSC offices in Morley. MSC's Aged, Disability and Housing programs have been subjected to 13 quality audits since 2002. Whilst all audit outcomes were caveat free, none was as rigorous as this one, with three auditors at our premises for two full days. Therefore, it is a historic one.



The Assessment Team recommended that on the totality of the evidence referred to in their report, **all requirements were 'Met'** and it's very pleasing when you consider that we had a total of 587 consumers (103 for HCP and 484 for CHSP who were covered by this audit) and 34 MSC personnel and consumers were interviewed i.e. Consumers (8), Consumer representatives (12), Management representatives (6), Service Coordinators (2) and Care staff (6).

Digitalising of consumer files, a very proactive continuous improvement plan approach which ties in with the incident register, development and implementation of an internal audit mechanism and strategy, and a much greater emphasis on Consumer Voice as part of an integrated consumer and stakeholder strategy are priority areas for implementation.

As mentioned previously, this has been by far the most detailed and arduous audit with three experienced auditors on site for two full days.

Settlement Engagement Transition Support Program (SETS)

Decades ago MSC was the only service provider which had two three-year grants that covered both the South and the North metro regions. It is extremely pleasing that thanks to Andrea Creado, the CEO of Ishar Multicultural Women's Health Services and Mark Waite the CEO-Director of Youth Futures, Ishar and Youth Futures, became part of the MSC led

consortium. which led to MSC becoming WA's largest provider of SETS services in terms of the dollar value as well as the geographic service foot print for the grant period commencing 1st July 2024. MSC has extended its thanks and appreciation to Andrea and Mark.

Funeral expenses

MSC staff, volunteers and consumers raised \$8,000 towards the expenses of a consumer who took her own life. MSC added \$1,000 to it and a total of \$9,000 was transferred into the consumer's son's account. The son and his community were extremely grateful for the support provided.

ACVVS project

This program, which started in July 2023 aims to improve the quality of life for aged care residential or Home Care Package recipients. The scheme involves volunteers visiting older people to provide friendship and companionship. Seventy volunteers were recruited and trained, and then matched with a suitable aged care recipient. Five batches of training were implemented with around 60 volunteers completing it.





The Australian Charity Awards 2023

MSC was recognised for Outstanding Achievement in The Australian Charity Awards 2023. The Australian Charity Award for Outstanding Achievement [OAA] recognises charitable organisations that have achieved outstanding results through initiatives that have significantly benefited charitable causes.



<https://winners.australianbusinessawards.com.au/2023-winners/australian-charity-awards-2023/multicultural-services-centre-of-wa-2023-oaa/>

The citation below is from the above link.



Multicultural Services Centre of Western Australia (MSC)

Multicultural Services Centre of Western Australia Incorporated has been recognised for Outstanding Achievement in The Australian Charity Awards 2023. The Australian Charity Award for Outstanding Achievement [OAA] recognises charitable organisations that have achieved outstanding results through initiatives that have significantly benefited charitable causes.

Multicultural Services Centre of Western Australia (MSC) is WA's oldest (1980), largest and most diversified multicultural services provider. MSC provides innovative services based on eliminating barriers experienced by the CaLD community. They provide services in the consumer's preferred language and their 190+ service personnel, most of whom are bi/multilingual and fluent in more than 80 different languages. MSC has an active Consumer Forum and a Carers Forum, and audio messages in 14 languages on our website inviting feedback.

MSC currently delivers services as an NDIS provider, aged care provider in the CHSP and HCP packages, emergency relief, community Housing and homelessness prevention services, mental health, jobs and skills Centre (incorporating the Local Jobs Project) and settlement services.

To address the issue of Family & Domestic Violence (FDV) in CaLD communities across WA and develop this community education program, the following organisations formed a consortium:

- Multicultural Services Centre of WA (MSCWA) as the lead agency
- Ethnic Communities Council of WA (ECCWA); and
- Ishar Multicultural Women's Health Service

There haven't been group-based FDV education/awareness-raising programs in WA for CALD communities focusing on engaging men/perpetrators. The Vimauna - Breaking the Silence training program was developed to enable and motivate CaLD individuals and community members to become change agents by acquiring the necessary tools and understanding to step in and address problematic behaviour and prevent violence against women in their communities. The project aim was to raise community awareness, to support, coach and encourage men in their journeys of change, & to address needs in their lives that inhibit the change process or their participation in the program.

The Vimauna project works with FDV practitioners and the CaLD community to combine strength, capacity, and resources for greater impact, leaders to break the silence surrounding FDV in different cultures, bring grassroots issues into the public arena, and

coordinate action to reform and improve the service system.

An independent evaluator evaluated the project, and a detailed report was submitted. From the report, it is very evident that the Vimauna project was able to break the silence by getting the male members of the community to talk about the root causes of violence in their communities; they were able to question gender structures and norms, and imbalances of social power, as well as their own values, assumptions, and prejudices.

Vimauna - Breaking the Silence is the beginning of a life-long process of individual and collective transformation. They hope that the funding continues, and they can utilise and build on all the creative resources developed and train more practitioners to prevent family violence and violence against women.

To find out more about Multicultural Services Centre of Western Australia, visit **mscwa.com.au**

Our Café



MSC is now the proud owner of the Café above which has a Rudloc Road address but faces Bookham Street, Morley. We intend renaming it “Our Café” to reflect the range of activities that we have in mind, which includes providing refugee and CaLD women with disabilities, skills acquisition and income earning opportunities and a community kitchen for provision of discounted hot meals for those on low incomes etc.

Multicultural Disability Services Program (MDSP) – Mid Term Audit

Certifii Services conducted the above audit and found that MSC met all standards and contractual obligations without any non-conformities. The Board extended its commendations to Linda Vettoor and her Disability Services team, Pokua Asomani

and Barbara Sanghani and the Compliance team and Joyce Chen and Leonard Alvarez and the People and Culture team, as well as others who were involved.

International Disability Day

Developmental Disability WA (DDWA) provided \$1,000 to hold an event to celebrate MSC's first International Disability Day. The event was held on 2nd December 2023 at the Morley Office and it attracted 40+ Disability participants along with their support workers.



Suresh Rajan addressing guests at the International Disability Day 2023 event

Diversity consultant Ayesha Novakovich, and Suresh Rajan, the ECCWA's past President delivered informative talks on challenges faced by the disabled community in WA. The event also showcased a silent auction of artwork created by Jimmy Tun our NDIS participant and raised \$550 which was handed over to Jimmy and his legal guardian at the event.



Jimmy Tun (left) with a MSC Support Worker



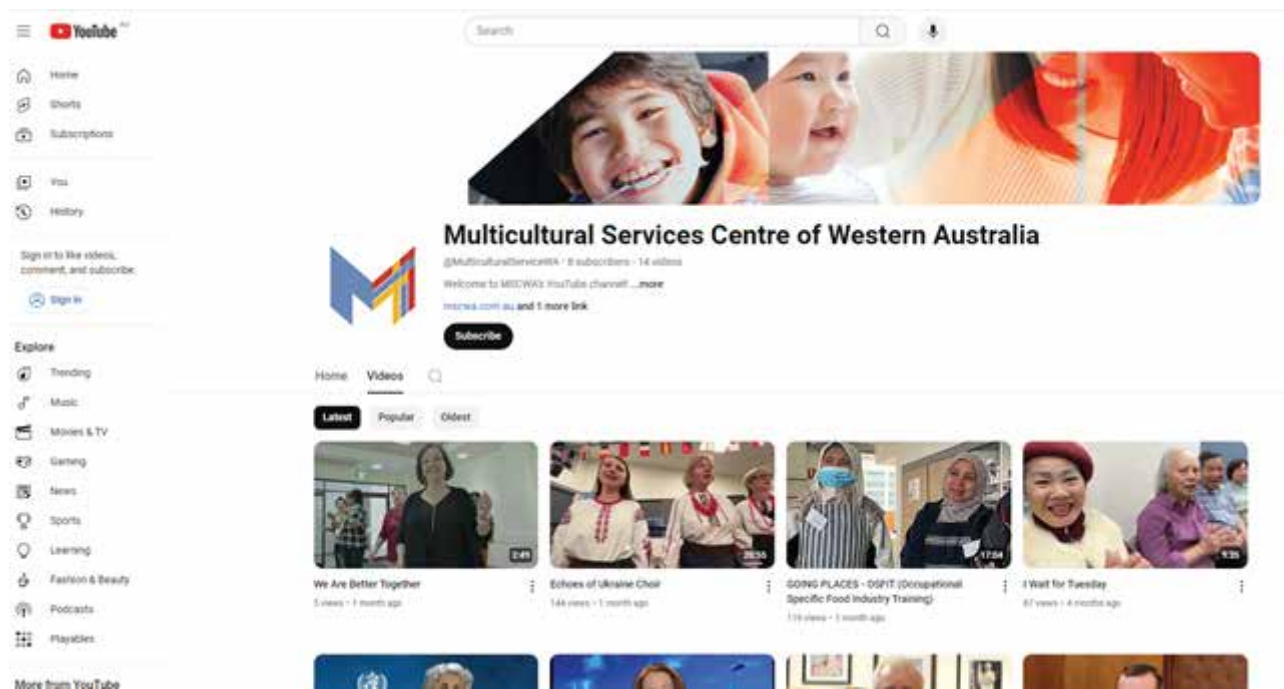
YouTube channel

Ugyen Nima one of our ICT staff created and published a YouTube channel for MSC and the channel details are as follows:

Channel Name: Multicultural Services Centre of Western Australia

Identifier: @MulticulturalServiceWA

Link: <https://www.youtube.com/@MulticulturalServiceWA>



A number of videos, documentaries etc. that we have produced have been uploaded to the channel.

Filling of vacant board membership

The board was pleased that Ms Syeda Maisara Muzaffar accepted the board position offered to her.

She is a recent recipient of the OMI Outstanding Individual Achievement (Youth) Award. She arrived in Australia aged seven from Bangladesh. Experiences of discrimination and racism motivated Maisara to become deeply involved in community initiatives focused on creating positive change.

She has created and facilitated several programs for CaLD communities. Recognising the need to provide safe spaces for young CaLD women to discuss topics that are considered taboo in their communities, Ms Muzaffar founded the MY (Multicultural Youth) Sorority, bringing young women from culturally diverse backgrounds together to foster open, meaningful discussions which celebrate difference.

Ms Muzaffar is the Youth Leader of the Opposition in the Western Australian Youth Parliament, where she aids in crafting legislation to tackle the challenges confronting young people and communities. She is a Murdoch law student who graduated as head girl from the Australian Islamic College in 2022. She is also a Cultural Ambassador for the City of Canning where she builds intercultural understanding in the Canning community.

Rollout of Gender Safety Officers at MSC

On 7 March the Equal Opportunity Commission delivered a workshop on the role of Gender Safety Officers (GSO) for office-based staff. The workshop aim was to assist prospective GSOs gain the skills and knowledge to perform the role. Fourteen staff attended the workshop.

Support Worker Classification and pay rates

The Board agreed that the continued utilisation of the services of our Support Workers across programs was critical for the effectiveness and efficiency of our operations in the Aged and Disability programs. To achieve that objective in accordance with our industrial relations obligations, their classification levels were fixed to reflect the determination of the Fair Work Commission

Continuous Improvement initiative - Sensory Room at the Wellness Centre

The Board was pleased with the renewed emphasis being placed on achieving wellness and reablement goals and the various activities that the CHSP team has implemented and, in particular, Linda's proposal for the above as a Continuous Improvement initiative for consumers with dementia. It extended its commendations to all involved.

Office of Multicultural Interests (OMI) Western Australian Multicultural Award winner 2024

MSC was a winner in the Community Service and Support Award - CaLD Community Service Organisation category of the OMI Western Australian Multicultural Awards.





Ms Jenny Au Yeong, MSC's Board Member (pictured above with Ramdas Sankaran, MSC CEO (L) and Pius Joseph, MSC Deputy CEO (R) has joined the Laksiri Jayasuriya Lifetime Achievement Awardee Club with the other members being Ramdas Sankaran OAM, the late Nick Agocs, and Enzo Sirna AM.

Turkey/Syria Earthquake

\$15,370 of donations that was collected by MSC personnel via a Street Appeal and other means was transferred to the Bridge to Türkiye Fund for their **Project CATE (Child Amputees of Türkiye Earthquake)**.



Organisational Restructure

The part time Dy CEO position that was created and offered to Pius Joseph was accepted by him.

Two Executive Manager positions, one for Aged and Disability services and the other for a range of Corporate services including SETS were created and Linda Vettoor and Leonard Alvarez were appointed to them.

Community & Commercial Insurance Services' (CCI) sponsorship

The Board extended its formal thanks to Lisa Izydorski for CCI's sponsorship of the Leadership Award of \$1,001 each to the winners, Linda Vettoor and Leonard Alvarez.



COMMUNITY & COMMERCIAL
INSURANCE SERVICES

Happy 40th
MSC
WA

COMMUNITY COMMERCIAL

- Association Liability
- Public Liability
- Workers Compensation
- Voluntary Workers
- Personal Accident
- Sports & Events Liability
- General Property
- Motor Vehicle & Home

- Professionals, Retail, Trades
- Business & Liability
- Commercial Property & Strata
- Professional Indemnity
- Management Liability
- Cyber Security

And many more..

Care, it's at the heart
of everything we do

INSURANCE ADVISERNET

Community & Commercial Insurance Services is a trading name of C & C Insurance Group Pty Ltd
Corporate Authorised Representative (No. 1269122) of Insurance Advisernet Australia Pty Ltd
ABN 15 003 886 687 AFSL No. 240549

Eventum Consulting sponsorship

The Board extended formal thanks to Eventum Consulting for their sponsorship of \$1,001 each to the winners of the Gerry Campbell Volunteer of the Year Award, to Zeljka Prodanovic for 26 years of dedicated service to MSC and to Sue White in recognition of the 18+ years of service as MSC's Aged Care Services Manager.



Program Reports

Commonwealth Home Support Programme

Key Achievements

The period of July 2023 - June 2024 was a busy period of transformation for the Commonwealth Home Support Programme (CHSP) team. The Team Leadership was taken over by Manju Hussain. Under Manju's guidance the program flourished, and several changes were brought in to refine the operational functions. The program delivered exceptionally well in all areas. It overachieved in some areas such as Domestic Assistance & Social Support Individual.

In 2023-2024, additional funding was approved for the CHSP program: Nursing, Personal Care, Other Food Services and Flexible Respite. For the first time in MSC's history, funding was requested and granted in the Southwest Metro region for all services except Domestic Assistance, Social Support Individual & Transport. This additional funding created opportunities for MSC to recruit more staff for the additional services including expanding MAHAN to service the Nursing referrals from CHSP.

Key Achievements

Client events of significance:

Some of the prominent and very popular events we held in over the course of the last financial year are as follows:

- Centrelink Information Sessions on Portability of Payments, Income and Asset assessments etc.
- Hearing Australia - Hearing checks for all 10 day centre Clients
- Client Christmas Lunch at Laguna Club
- Thingyan Festival in April to celebrate the Burmese New Year
- SEGWA trips in October at The Novotel Vines in the Swan Valley

- SEGWA trips in March/April at the Novotel Vines & Marriott Aloft
- Harmony Week - client handprints with a harmony message
- Easter BBQ at Park with Easter Bunny visits
- Mother's Day High Tea in May
- Italian Republic Day in June at the RISE, Maylands
- Trips to attend Easter Mass, Holy Shrine of Virgin Mary, St. Patricks Cathedral with Special Mass in Italian, Mata Devi temple and Gurudwara
- Transport arrangements made for clients who wanted to attend the funeral of a fellow client.

Major changes in the program in the past financial year

Aged Care Quality Commission Audit success:

The MSC Aged care team underwent an Aged Care Quality Commission's audit in August 2023. As expected MSC passed the audit with flying colours. There were no identified non-compliances against any of the eight aged care standards.

Bulk procurement and Overhaul of menus:

The CHSP team overhauled meal production within the program and a bulk procurement system was implemented. Initially it was to streamline purchases for the 10 Day Centres. Previously each cook for the groups would make the purchases and cook the dish they choose to cook.

Working collaboratively with a Nutritionist, the menus that were being used for all 10 centres were re-evaluated. Some suggestions were made for changes to ingredients in keeping with clients' intake in line with their age-related diet and cultural specifications. The nutritionist then delivered sessions for all the cooks to impress upon them the importance of age-related nutrition. Once all the cooks agreed to and understood the process, 12 weekly menus were written up in consultation with

the cooks for each of the groups. The procurement officer went to the speciality shops along with the cooks to understand the culturally specific ingredients. Over two weeks the purchases were transitioned to the Procurement Officer. Common ingredients and bulk purchases made the project highly viable. A reserve stock list is checked and maintained. Previously each cook had their own Coles purchase card. All the cards have now been returned with purchases being made solely by the Procurement Team.

Summer change: During the hot weather, with the air-conditioning being quite inadequate in parts of the building, a decision was made to take the clients to well air-conditioned indoor venues like the Crown. To help keep the clients well hydrated, Hydrolyte Pops were given to the clients during travel in the bus. Cold towels were introduced to cool clients down during transportation on extremely hot days.

CHSP Team structure: To keep abreast of the increased numbers of referrals, additional staff were employed as Intake Officers. Region based allocations were made for Intake Officers to manage intake appointments more effectively. Intakes were also digitised making it easier for staff and clients. The completion of the form over the phone helped build rapport with the clients and the actual face to face Intake assessment did not take as much time as it used to prior to digitisation of intake forms.

Seating arrangements at the centres were re-organised, inviting clients to move more to help with their circulation. Bread boards were set up for those who wished to get up and help themselves. Those not having the mobility were served at their table.

Change in seating arrangements also paved the way for clients to engage in activities such as Make your own Bruschetta Bar.

Sensory room has been put together in the room attached to the Morley Centre. This is a quiet room with soft furnishings and recliner chairs and soft lighting with tools/toys to assist clients with Dementia/ Alzheimer's. Plenty of stimulating toys are available for support staff to use in individual or group session activities. Support staff are aware that these toys can be taken for use to other centres to be returned at the end of the day.

Wellness Officers: Based on client consultations and feedback, more activities were being put together. In addition to existing Chair Yoga, client-initiated Line Dancing featured for one of the groups. Additionally, Chair Hip-Hop was introduced to clients who have all responded very favourably. Wellness officers involved the clients in bake off for Valentine's Day. Tapping into the skills of clients, bracelet making was facilitated with a client teaching the rest of the group

Commencement of new SSG: A Muslim women's group has been a long term dream of MSC, a first of its kind Social Support Group in WA. To put together the team, MSC employed a prominent community member from the Indonesian community. The aim was to set up a group of clients of Indonesian background who have limited social interaction outside of their home. A lot of ground work was required to start the group, including getting the clients assessed through My Aged Care, finding an adequate venue and catering service provider. The decision was made to launch the program in August 2024.



The CHSP Team – L-R: Subani Bhandari (Wellness Officer), Vesna Bujak Cirkovic (CHSP Intake Officer), Dhan Gurung (Procurement Officer), Ilaria Giordano (CHSP Intake Officer), Cory Sumner (CHSP Coordinator) and Supriya Dabhade (Administrative Officer)

Home Care Packages

Key Achievements

- Successfully onboarded several clients across various levels of Home Care Packages (HCP), ensuring smooth transitions and personalised care.
- Expertly managed budgets, bringing clients back into budget surplus by strategically adjusting and reducing unnecessary expenses.
- Effectively addressed staffing challenges, particularly in providing language-specific support for clients with complex needs such as dementia.

- Increased in-home physiotherapy sessions by introducing a new physiotherapist, providing more personalised care.
- Expanded clinical interventions, especially following falls and hospitalisations, to ensure timely and appropriate care.
- Promoted the use of the REPORT IT app to efficiently handle complaints, incidents, and accidents.
- Minimised reliance on external services by prioritising the use of internal resources such as Nursing, OT, Physiotherapy, and Gardening.

Major Program Changes in the Past Financial Year

- The Manager Aged Care portfolio was modified since 1st May 2024, adding Multicultural Allied Health and Nursing services along with HCP services under the same portfolio.
- Continuously reviewed and updated support plans, engaging clients in discussions about their care needs and increasing services where necessary, including SSI, DA, PC, Gardening, and MAHAN.
- Conducted comprehensive clinical assessments and made referrals to Nursing, OT, and Physiotherapy for multiple clients, ensuring their needs were fully addressed.
- Managed smooth transitions for clients moving to higher care levels or residential care facilities.
- Enhanced client care through targeted staff training, with a particular focus on managing complex conditions such as dementia and dysphagia.
- Resolved operational issues, such as the streamlining of procurement services across the HCP program.
- Shifted focus towards meeting clients' care needs and expanding service offerings rather than making multiple purchases.

Significant Client Events

- Addressed incidents like a client's fall, underscoring the need for improved communication and staff training in incident reporting and case note management.
- Responded to significant health events among clients, including falls, surgeries, and hospital admissions, requiring coordinated efforts from the care team.
- Managed complex cases like a client's fall, which highlighted challenges in communication and decision-making, particularly when family members were unclear or stressed about care arrangements.
- Navigated difficulties in client care arising from family dynamics and reluctance to accept external services, as seen in some cases.
- Identified opportunities to enhance care quality through targeted staff training and better engagement with clients' families, ensuring effective care delivery.

Client Feedback

- Received numerous compliments from clients and their families, expressing satisfaction with the services provided and the coordination of care. The impressive quality of care provided by MSC staff was particularly evident from the feedback received from a palliative client days before his passing.

Family and Community Support Program

The number of clients seen in 2023-2024 increased from 87 in 2022-2023 to 195 in 2023-2024. This represents a 50% increase in the total number of clients seen by the service. This excludes the high number of referrals redirected to other services because of the nature of the presenting problem or the client's inability to access the service. The Family and Community Support Program (FaCS) is not a mental health diagnostic or treatment service so many referrals received through MAITRI were redirected to mental health services.

The increase in referrals to the FaCS program was attributable to the size of MSC and geographical locations of its offices, the MAITRI online portal, the increase in international students presenting with mental health issues and need for settlement support, and the paucity of culturally responsive free counselling services in the south east metro corridor. FaCS received referrals from as far away as Kalgoorlie, Albany, Katanning, Mandurah, Bunbury and Geraldton.

We were extremely fortunate to recruit three highly talented counsellors to the FaCS team in 2024. Keiko Tsuzuki, a Master of Narrative Therapy and Community Work with expertise in intergenerational trauma and healing; Masiha Minhaj, a qualified counsellor and mental health interpreter with significant experience in working with newly arrived refugees in the SETS program and as a private counselling practitioner; and Tharini Pathirana, a Master of Social Work graduate and integral member of the team. Tharini keeps the team apprised of the current research and has made a significant contribution to the team since graduating in 2024.



Keiko Tsuzuki and Tharini Pathirana, Narcissism Workshop, Cannington



Masiha Minaj, Mental Wellbeing Workshop

FaCS receives funding for one position from the Department of Communities so all the counsellors work on a part time basis. Unfortunately, the funding is now insufficient to meet the growing demand for the service, the current number of referrals, wait times and the exponential growth in referrals received from the Armadale, Gosnells, Cannington local government areas.

FaCS conducted 1611 individual client consultations in 2023-2024. These consultations occurred in person, online, through telephone counselling, with formal referrals or with active linkages. Physical and mental ill health, social isolation, family violence, homelessness, financial issues, family relationships, and migration and visa and legal issues were the predominant presenting problems faced by clients this year. FaCS also assisted

clients at appeals hearings at the Department of Housing and State Administrative Tribunal. Several reports and risk assessments were submitted to the Department of Home Affairs in relation to the circumstances of temporary visa holders, including, asylum seekers and women on temporary visas in violent relationships. We also dealt with the Federal Police in relation to cases of human trafficking and slavery. Of note, was the increase in numbers of referrals received from the Departments of Justice and Corrective Services for parolee counselling in relation to convictions for assaults and drug and alcohol matters. FaCS counselling goes beyond the “presenting” problems as often superficially defined by referrers to deeper issues of racial prejudice and vilification, cultural adjustment to a hostile host society, cultural shock and homesickness, country of origin trauma, difficulties with integration of bicultural self into the larger self-system, transformation of traditional concepts of identity and culture in matters of family violence or child abuse, into more meaningful and healthier family relationships etc.

FaCS saw more single people this financial year than single people with dependent children or couples with dependent children than in previous years. Clients represented over 81 different ethnic and linguistic backgrounds, 4 Australian or British backgrounds and 2 from undisclosed ethnic or linguistic backgrounds.

Since moving into 20 Cobbler Place, Mirrabooka, the FaCS team has forged collaborative working relationships with several local organisations and services, including, but not limited to, Youth Futures, the Department of Housing, Department of Communities, WA Police, Ngala Parenting WA, Mercy Care, Edmund Rice Centre, Northern Suburbs Community Legal Centre, Koondoola Community Centre, Koondoola Child Development Centre, Centrelink and Naala Djookan. We also established referral pathways for the Japanese community to access counselling and community education through Net Niji No Kai and our relationship with Koondoola Community Centre brought us into contact with the new and emerging Anuak community and some of the leaders.

The FaCS team ran 20 workshops this past financial year involving over 329 participants. The workshops targeted MSC staff, clients of other programs within MSC and the community at large. The workshops addressed a wide range of issues such as managing anxiety and depression, communication and dealing with conflict in the workplace, working with suicidal clients and self-care, trauma informed care and service provision, working with CaLD clients in a multicultural service, team building using djembe drums run in collaboration with Tribal Village at Aranmore College and Balga High School, narcissism in relationships, managing mental health, working in a trauma environment and managing vicarious trauma etc.



Drumming workshop, Balga High School





Face painting, Refugee Week, June 2024, Herb Graham Recreational Centre, Mirrabooka



Michele Cohen (standing) with participants at the Assertive Communication Workshop, IQRO Centre, Cannington



Healing through Art workshop, Cobbler Place, Mirrabooka



Participant at the Parenting Workshop, Cobbler Place, Mirrabooka.



Women and Adolescent Health Workshop, Cobbler Place, Mirrabooka.

FaCS worked across all MSC service delivery programs this past financial year including SETS, Aged and Disability Support Programs, Jobs and Skills Centre, Rivers project, Housing, OSFIT, and provided training to support workers, reception staff and volunteers. We supervised some Community Services and Social Work student placements and participated in refugee week organised by Jean Paul Niyonzima. FaCS also contributed to Harmony Week which was organised by Persis Shroff.

In closing, we acknowledge with thanks and gratitude the invaluable support we received from our volunteers this past year, Fernanda Lopez, Audrey Giang Phoung and Jargalmaa Gombo-Ochir.

"As a FACS counsellor at MSCWA, I'm thrilled to work closely with CaLD communities, where I genuinely enjoy appreciating and respecting their diverse experiences. I tailor my approach to navigate the complexities of identity challenges and cultural practices, understanding the multi-layered issues they face, including intergenerational trauma and internalized power and privilege differences. By engaging directly with each community, I ensure our services are both inclusive and personalized, providing flexible, holistic support that addresses physical, mental, social, and spiritual needs. I find great satisfaction in collaborating with our manager and colleagues during case conferences, where our combined expertise helps us tackle even very complex cases. Seeing our clients adapt to life in Australia with renewed hope, while staying true to their values and ethics, is truly rewarding." **Keiko Tsuzuki.**

Family Dispute Resolution Program at the Family Relationships Centre, Perth.

MSC has three co-located Family Dispute Resolution Program (FDRP) practitioners at the Perth Family Relationships Centre (FRC) supported by the lead agency, Relationships Australia. This year lawyer and family dispute resolution practitioner, Caroline Gann, joined the MSC team with Maria Ferretti and Nedzada Nadia Loncar.

Program Reports

Our FDRP's are from CaLD backgrounds with significant experience working with individuals and families from a culturally responsive perspective.

The FDRPs support individuals and families through separation and with difficult relationships. They assist individuals to develop parenting plans and or financial or property agreements.

The FRC offers free services to families attending dispute resolution, including mediation, parenting mediation coaching, child inclusive mediation, child development education for parents, case worker support and child-focussed sessions.

The MSC Mediation Team is still working in a close relationship with the RAWA Mediation Team and seeing clients from diverse backgrounds on a day-to-day basis. The alliance has been in place for almost 17 years. Unfortunately, we had to say goodbye to Sebastian Nunez who was a valuable asset for gender balanced mediations and also contributed to many positive outcomes for separating families. At the same time, we welcomed Caroline Gann as a new MSC mediator whose background in Family Law adds value to our team. Work in this field can be extremely stressful and affecting our own mental health but the resilience and highly developed skills for handling conflicts makes our team reliable and always ready to see things in a positive light. The feedback we receive from the clients shows appreciation of our skills and knowledge and the Management of RAWA acknowledges our contributions to the whole team. We hope this consortium and alliance will continue for years.



Elizabeth Thompson (Manager Relationships Australia), Maria Ferretti and Caroline Gann (MSC FDRP's)



L-R: Nedzada Nadia Lomcar, Maria Teresa Ferretti and Caroline Gann

One stop Family Violence Hub at Naala Djookan Healing Centre, Mirrabooka

This year we welcomed Biljana Danilovic to the MSC family in the role of co-located FDV advocate at Naala Djookan Healing Centre. Biljana has significant prior experience in working with family and domestic violence.

Biljana provides support, safety planning, financial planning, housing support, court support and advocacy, and/or referrals to other agencies. She assists her clients to make informed choices about their safety and wellbeing, to prevent homelessness, and to increase their self-determination and empowerment.

MSC is a consortium partner at Naala Djookan with ten other agencies led by the City of Stirling and funded by the Department of Communities.



Jobs and Skills Centre

Key Achievements

- Exceeding of KPIS at an average of 120% for the second year of the 3-year contract with the Department of Training and Workforce Development (DTWD) for provision of Specialist Jobs and Skills Centre (JSC) services for Culturally and Linguistically Diverse (CaLD) clients. 1002 individual clients and 131 organisations were assisted with the provision of 4269 individual services to clients. Additionally 423 services to organisations were delivered over 10 service category types with almost 3000 contacts with clients. These included Career Guidance activities; advice on a multitude of training opportunities – including free and heavily subsidised courses; Job Search Assistance and Relationship brokering with industries, Recruitment and Employment services providers, Training organisations, support services, Registered Training Organisations (RTOs), Schools and Career Counsellors and Internal MSC clients.

Good relationships with stakeholders:

1. DTWD - Audits/ meetings with the Contracts Manager of the Department, have continued to provide positive feedback on our Specialist Services. This is not limited to our achievement / exceeding KPIs but also encompassed audits on our service quality, integrity of our data and client feedback. We are also used as a contact for special recruitment projects for industry, sectors and training programs for addressing skills shortage issues.
2. TAFEs and Schools - Strong partnerships continued with ongoing requests to deliver workshops and individual sessions at different English levels and different sites
3. Workforce Australia Agencies - In 2022 most agencies who had Federal contracts to deliver employment services in our areas of operation lost their contracts. The past year saw us strengthen relationships with the new providers.
4. Local Councils/ Libraries - Both North and South of the river, we have a presence with the main libraries (Mirrabooka and Cannington areas) and regularly make ourselves available to offer workshops and information sessions on career planning, training courses and employment opportunities.
5. Registered Training Organisations (RTOs) - Stanley College is working closely with us to offer programs for our client groups with extra sensitivity to our client needs as is the Australian Technical College, Industry Skills Training Centre, Insight, Western Roads (DRM Driver Training).
6. Study Perth - With the gradual return of international students to Perth, we continued to provide career counselling services at the Study Perth Hub in Wellington Street and offer ongoing career development sessions at our local offices.
7. Women's Refuges - Contacts continue to be nurtured and developed to assist a growing number of women affected by Family and Domestic Violence who are now seeking to find career options and start in or return to the workforce.
8. Working closely within our own organisation - A concerted effort is being made to strengthen internal referrals to the Jobs and Skills Centre and to assist with recruitment opportunities to address the organisation's growing recruitment needs. The presentation of job searching techniques, including Resume preparation and interview skills to a large group of OSFIT participants was also found to be very valuable.
9. Participation in Job Fairs/ Career Expos - MSC has participated in Job Fairs and Career Expos organised by Local Councils, the Departments of Training and Workforce Development, Department of Education, Skills and Employment and employment providers. The feedback has always been positive with many clients following through with individual appointments for Career Counselling. We have had over 150 referrals from this method of service promotion.
10. Representation on the Board of the Careers and Workforce Development Network continues with MSC hosting regular and Annual meetings.

Major changes in the program

- Team goals and team Spirit - Key Performance Indicators, (KPIs) whilst tied to individual performance are also being monitored and presented as group performance to foster team spirit. This has been successful with all KPIs met or exceeded for the year 2023-24.
- Planning Days - A day in December and one in June have been utilised by the team to decide on the best ways to achieve KPIs as a team, how to improve quality and reach of our services, how to improve efforts to network and how to work "smart". Action oriented analyses with measurable outcomes have been a motivating factor for the team and has engendered high team performance and unity of purpose.

- All staff are encouraged to attend professional development sessions and asked to present their learnings at staff meetings so that information sharing, and knowledge enhancement continues.
- The use of Artificial Intelligence (AI) using Chat GPT to enhance the professional quality of emails, the wording of Career Development Plans and Selection criteria has commenced with very positive feedback.

Client events of significance

- Good News Stories – These are client success records which are highlighted every month. These stories are evidence of the positive and life-changing impact our services have on CaLD clients in opening doors and giving them a “hand up” for their futures. Every month we record stories of significant impact through our assistance to clients whose career development we have facilitated. This has the dual effect of encouraging staff to record and take pride in their successes and proving the impact of our service provision to a group of otherwise marginalised migrants.
- A recent example of one such story is given below:

Current Situation

J, a 33-year-old male, originally from Colombia, moved to Queensland a year and a half ago on a visa subclass 408 for Temporary Activity. He recently relocated to Perth and was on a bridging visa while awaiting his student visa approval. He was studying for the Advanced Diploma of Civil Construction and attended classes two days a week (Monday and Tuesday).

In Colombia, J had completed a Bachelor's degree in Architecture, a Master's degree in Arts, and an Advanced Diploma in Fabrication.

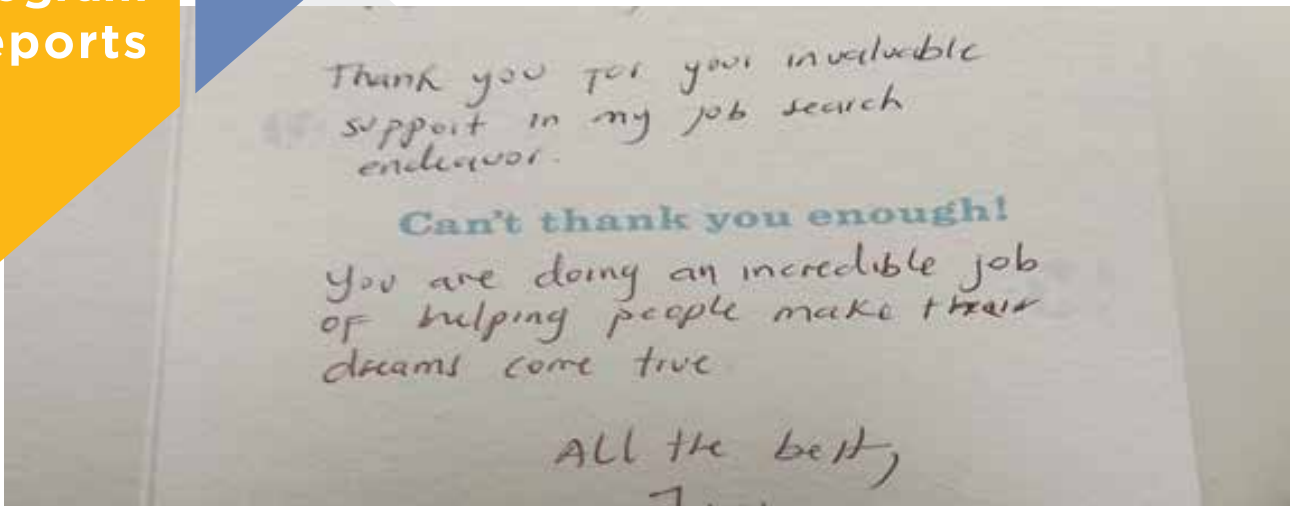
He was open to exploring various job opportunities. During his time in the Gold Coast, J worked in a coffee shop as a waiter and kitchen hand, as well as a delivery driver and retail assistant. He applied for positions at a construction company and in product introduction/drawing but was unsuccessful. J enjoys furniture making and designing kitchens. He holds an international driver's license, a regular driver's license, and a White Card for construction work. He has professional experience as a qualified architect and in fabrication laboratory work, along with a strong academic background.

JSC Assistance Provided:

Job Search Assistance (Resumes), Job Application Support, Mentoring, Career Guidance, Job Matching Services.

Outcome:

J applied for a job by using the link we provided. We advocated to the employer on his behalf. He attended the interview and successfully found a job as a Draftsperson – Steel Fabrication Drawings at “R”. J walked into the office with a box of chocolates and a card to say thanks.



Lotterywest Emergency Relief Program



Provision of essential short-term financial assistance to eligible clients through the Emergency Relief (ER) program funded by Lotterywest continued during the financial year. This assistance was of huge importance for many, as the number of clients who could not meet their financial responsibilities significantly increased during this period. The increased demand was mainly due to further worsening of the rental market crises in Perth resulting in considerably increased rents across all suburbs. This coupled with a substantial increase in the general cost of living had a huge impact on our clientele, putting many of our clients who rely on limited Centrelink income in an extremely disadvantaged position.

The 2023-2024 Lotterywest grant was approved on 28th March 2023 and was implemented on 18th April 2023. An amount of \$300,000 was granted towards emergency relief for clients with CaLD backgrounds. As in previous years, assistance was provided to Permanent Residents/Citizens and Australian Temporary Residents (ATRs). The number of ATR clients who approached us for assistance remained low during this reporting period - 88 ATR clients received assistance, while the number of assisted PRs and Australian Citizens, including clients who have been in Australia longer than 10 years, steadily

increased. We had 32 exemptions approved on various grounds to clients who were able to demonstrate extreme financial hardship and unpredicted costs.

Through this Lotterywest grant, between July 2023 and June 2024, MSC distributed a total of \$205,158.34 and ER staff conducted 1,001 transactions which are impressive figures and an excellent result. Majority of the distributed funds were spent on assistance with utilities bill payments (47.45%), Coles cards (38.92%) and rent arrears/bond top up (6.15%). Table 1 below provides more details on the different types of ER assistance provided during this reporting period.

Table 1: Types of ER assistance provided during FY 2023-2024

ER ASSISTANCE PROVIDED DURING FY 2023-2024		
Type of Assistance	\$ Amount spent	Percentage
Payment of utilities bills	\$97,338.98	47.45%
Rent arrears/bond top up	\$12,624.86	6.15%
Removalist cost	\$7,933.50	3.87%
Emergency accommodation	\$3,756.00	1.83%
St John Ambulance bills	\$2,060.00	1.00%
Other Bills	\$1,595.00	0.78%
Total bill payments	\$125,308.34	61.08%
Coles Cards	\$79,850	38.92%
GRAND TOTAL	\$205,158.34	100%

As an outcome, many clients were able to eliminate accumulated rent arrears and sustain their tenancies, clear high overdue utility bills and avoid disconnections, and purchase more food, groceries and household supplies for their families. Many cross-program referrals were made within MSC, but also a large number of clients were referred to our ER program externally by different organizations such as Ishar, Mercy Care, Centrelink, Department of Housing etc. ER staff take a holistic and person-centered approach when assisting our clients, especially clients with complex needs. As a result, many clients were directed to further support and referred to other in-house programs and/or externally to other relevant organizations.

Housing Services

Three distinct housing services funded by the Department of Communities are delivered by MSC.

Multicultural Housing Services Program

Private Rental Tenancy Support Services Initiative

Multicultural Children Support Service

The first two services commenced in 2009 followed by the Multicultural Children Support Service in 2010. The Housing Services team assist individuals, families, and their children who are:

- At risk of homelessness and seeking support to maintain a rented home
- Facing eviction and at risk of homelessness
- Looking for accommodation other than emergency or short-term housing
- Staying with family/friends or wherever they could while looking for stable accommodation
- Having difficulty finding a home because of previous tenancy problems
- Struggling with tenancy responsibilities, utility bills, rent payments, etc.
- Unable to access or afford private rental accommodation; and/or
- Eligible to be on the Department of Housing waiting list
- In need of support, advice, guidance and advocacy to find suitable accommodation.

Children between 4-14 needing support through social, recreational, school activities due to an insecure housing experience are assisted through the Multicultural Children Support Service.

Throughout the reporting period July 2023- June

2024, Perth's rental market continued to be plagued by a short supply of vacant rentals. The consequent record low vacancy rate continued to drive up rental prices and escalate competition between renters. Strong market demand from a growing population and new job opportunities continue to put pressure on an already low supply. In addition to this, many investors exiting the market has made the housing situation even worse. As per Government Bonds data published in June 2024, almost 5,000 rental properties were pulled out from the market over the previous 12 months. As a result of this, an extremely low vacancy rate increased competition for rental properties and rental price growth persisted across most Perth suburbs.

By the end of June 2024, the median weekly dwelling and house rents were unchanged at \$650 a week and the median weekly unit rent was steady at \$600. The dramatic increase in weekly rents coupled with legislation that permits owners to request vacant possession without a reason for doing so, has caused private renters to live in a perpetual cycle of searching for a house to rent.

The most common reason owners are giving tenants while requesting vacant possession is that the property is being sold. Our clients, who predominantly live on low incomes have become

increasingly reliant on our Case Workers to assist them to find suitable and affordable properties to lease with “affordability” almost a redundant term in the current market. Clients have to scour the internet; request house inspections; view properties often with scores of other house hunters; create on-line accounts; complete profiles; access Centrelink income statements through myGov and apply online. This process is sometimes repeated numerous times per client due to the competition in the market.

When assisting clients with property searches, Case Workers have to consider affordability and maximum rent a client can pay from within the family budget; distance of the property to public transport, schools, shops, medical centres etc. Many of our clients have special physical and mental health needs. Clients decide if they want to proceed with registering online to inspect a particular property and apply online after inspection.

As many clients are not IT literate or adept at submitting forms online, Case Workers assist them to do so. Despite the efforts, many clients do not even receive a response from owners or agents to advise that the property has been taken by someone else. For many of our clients the endless process of applying for rental accommodation is disheartening and frustrating and, in some cases, serves to exacerbate their pre-existing trauma and fear of becoming homeless.

Once an application is accepted, clients and Case Workers work together to obtain the bond and two weeks rent in advance from the Department of Communities if they are eligible to receive the same; liaise with property managers or owners to get the lease and property condition report; and arrange for a removalist as families usually need this assistance to shift furniture and other items from one property to another. Payment for this service is usually made from the Brokerage funds provided by the Department of Communities.

Clients who demonstrate strong grounds for us to advocate for them for priority public housing are supported with advocacy and letters to the

Department of Communities (Housing) and some have been successful in receiving an offer from the Department.

Case workers had to recalibrate the methodology they applied to service provision because of the difficult circumstances outlined above. Due to the significant costs associated with vacating one property and renting another, clients’ finances often become significantly depleted. Under these circumstances our workers had to negotiate with owners and real estate agents for clients to remain in properties where they were not for sale. This was not any easy task as most owners look for higher rents when leases expire or are up for renewal and clients on Centrelink payments cannot stretch their finances beyond a certain point.

MSC’s Lotterywest funded Emergency Relief, and the Department of Communities Brokerage funds were extremely helpful in supporting clients at risk of homelessness with payment of accumulated rental arrears, and utility bills thereby ensuring the continuation of tenancies.

The only way clients can afford to rent in the current private rental market is by securing gainful employment. Clients who are illiterate, lacking in English language proficiency, not in possession of skills in demand, often see the search for employment in an insecure job market, as not worthwhile. Some clients are understandably reluctant or unable to relinquish Centrelink benefits in such precarious situations. Single mothers with children, including those who have experienced domestic violence, are often unable and unwilling to abandon their child rearing responsibilities to seek employment. In our experience, there is still a general mistrust and lack of understanding of the plights of survivors of family and domestic violence amongst property owners, so they do not generally afford this cohort of clients the opportunity to rent their properties. Despite this, case workers routinely refer clients who are willing to explore the prospect of employment to MSC’s Jobs & Skills Centre. This program has been very successful in providing training opportunities and finding work for clients referred to them.

The implementation of Government funding initiatives will ease the housing and attendant financial pressures on individuals and families such as those outlined above who are most at risk of homelessness. While it will take time before any concrete results from these initiatives will materialise quite literally, demand will continue at higher-than-normal levels. If demand is to be softened, there is an immediate need for policymakers to encourage legislative and regulatory changes and innovative approaches to housing supply.

Housing Staff at Work





The Housing Team - L-R: Stela Sokolovic, Thet War Sein, Ojdana Druskovich, Ha Nguyen, Ahlem Khadhraoui, Devlin Bose

Multicultural Children Support Service

For the period July 2023 to June 2024, the Multicultural Children Support Service (MCS) continued to provide a variety of services to our young clients aged 4-14 and their families at risk of homelessness, with the aim of addressing and meeting the children's academic, social/emotional and physical needs. We aimed to do this via regular contact, external liaison and advocacy, the use of brokerage to assist when needed, and via the provision of a weekly space in which needs could be addressed dynamically.

The MCS incorporated a proactive and dynamic approach to addressing our clients' needs. Weekly check-ins were regularly conducted, to maintain engagement, find ways to assist, and share current opportunities. From this contact, we were able to: meet financial needs pertaining to school requirements; contact schools/day-care centres on behalf of clients; provide access to government initiatives and enrol both children and parents into healthy extracurricular activities and other learning opportunities. We aimed to address the needs in a holistic manner, meeting the needs of the family, through direct and indirect assistance.

In addition to the above, the weekend program remained a valuable addition to the services that the MCS was able to provide. Rather than seek external agencies/organisations for the ever-changing needs of clients, the MCS was able to adapt and morph into what was needed at any given time. From homework help, to tutoring, to social skills, and physical activity, the weekend program was able to provide support. This financial year, there was a focus on games that addressed academic needs, such as Numero (mathematical functions), Scrabble (vocabulary spelling, and addition), and Teach Your Monster How to Read (phonics, spelling, reading). As always, students were additionally provided with the autonomy and independence to choose their own activity, and as such there was much crafting, drawing, creativity and strategy gaming (chess, Catan), as well as a selection of fun activities and worksheets. During school holidays, sessions remained diverse and

engaging, ranging from outdoor games and indoor rock-climbing, to painting and crafting, and the ever-popular cooking sessions. As old clients left, and new ones joined, the day and location also changed to suit their needs.

We are grateful to have had the experience of working with Jean Paul Niyonzima, MSC's SETS Youth Programs Coordinator and the Homework Hut, before client availability saw us having to change the day and location to Sunday at Ballajura Library. This was of significance as we had previously had no relationship with the library, but after some liaison, found ourselves in weekly use of their function room for six months at no cost. Though we have since ceased to use the space, we are proud to have established a positive ongoing relationship with the library.



Case Worker Hebah Haris with children in the Multicultural Children Support Service

Community Housing Program

During this reporting period, MSC continued to provide affordable rental housing to eligible clients (clients of CaLD backgrounds on low to moderate incomes) and the portfolio of MSC managed Community Housing Program (CHP) properties remained unchanged. All nine properties were tenanted throughout the financial year, with five of them having short vacancy periods in-between tenancies.

Over the July 2023 to June 2024 period, a total of 14 families on low incomes were provided affordable accommodation - 18 primary tenants and 37 accompanying children. The majority of the clients were homeless or at imminent risk of homelessness and some of them were FDV related clients referred to MSC.

In June 2024, MSC was advised that the Department of Communities was going to conduct the 2023/2024 contract service review of the Community Housing

Program. All the required information and supporting evidence was pulled together and submitted to the Department of Communities within the required time frame.

Quite a few major maintenance issues were attended to during this FY including replacement of a 40-metre dividing fence at 426 Charles Street, North Perth which was old and badly leaning, and replacement of a 14-metre storm damaged dividing fence at 36A Edale Way, Westminster. The hot water system was replaced at one CHP property and numerous day-to-day maintenance issues, mainly electrical and plumbing were attended to.

My Home

This pilot project which commenced in 2013 was still running during this financial year.

Shared accommodation was provided to two tenants until January 2024 when one of these tenants moved to Melbourne and provided vacant possession of the property. As a result, MSC is currently providing accommodation to one long term tenant (Graylands Hospital patient) and has one vacancy for shared accommodation at 5A Olney Court, Balga – the head leased private rental used for this project.

Multicultural Disability Services Program

Key Achievements

Over the past year, our Multicultural Disability Services Program (MDSP) has celebrated numerous successes, demonstrating our commitment to participant development and support.

Participant Progress

Several participants have made notable progress in their educational and personal pursuits. One participant has successfully entered Semester 2 of their studies, while others have engaged in activities like Bollywood dance classes and guitar lessons, facilitated through our partnerships with Clublink and other service providers. Another participant, after returning from an overseas trip, has joined a sewing group, showcasing his creativity and determination to improve his English skills.

Additionally, we started running the Life Skills program in March 2024, focusing on building the capacity of our NDIS participants. We have observed improvements in participants' social skills, mood, and engagement in daily living activities. After joining the sessions participants have become friendlier towards others and are taking better care of themselves, such as regularly showering. The program covered topics such as:

- Week 1: Icebreaker games, Meet and Greet, and Menu planning
- Week 2: Budgeting, Food shopping, and Meal Preparation
- Week 3: Homemaker Skills (Laundry, Vacuuming, Cleaning techniques)
- Week 4: Dress for Success (Resume writing, Interview techniques, Presentation, Assertive Communication)
- Week 5: Health and Wellbeing Session (Exercise, Yoga, Healthy Eating)
- Week 6: Emergency Preparedness including Basic First Aid, fire safety, emergency drill
- Week 7: Rhythm of Life (Music session) with Culturally Diverse Music
- Week 8: Prepare a Picnic & Learn to Catch Public Transport
- Week 9: Boundaries, Consent, Self-care, Rights & Responsibilities, and Sexual Consent and Education
- Week 10: Graduation & Future Goal Setting.

Maximizing Funding and Expanding Critical Support

We have worked diligently to ensure participants are maximizing their funding effectively. For example, one participant who previously underutilized his funds has now increased his support hours and agreed to use short-term holiday support. Furthermore, our intake processes have expanded, allowing us to provide more comprehensive support to younger clients. This includes securing additional funding for social and

community participation in collaboration with the NDIS. Additionally, we provided essential services to a participant in urgent need, even after their existing funds were exhausted. Recognizing the critical nature of the situation, we made the decision to proceed with the necessary support past the plan end date. This decision was to support continuity of care even in the absence of NDIS funds. Despite the risks and hardships involved in liaising with the NDIS accounts team, we successfully convinced the NDIS to review the participant's plan as well as approve the \$99,000 in reimbursement from the NDIS, reaffirming our commitment to prioritizing client safety.

Very First International Disability Day

MDSP and IDS teams at MSC joined hands to celebrate the very first International Disability Day on 2nd December 2023. MSC was supported by a small grant of \$1000 through Development Disability of WA (DDWA) to make this event happen. The event hosted 80 NDIS participants and their support workers. The day celebrated the lives of MSC's NDIS participants and showcased the creative works of several.

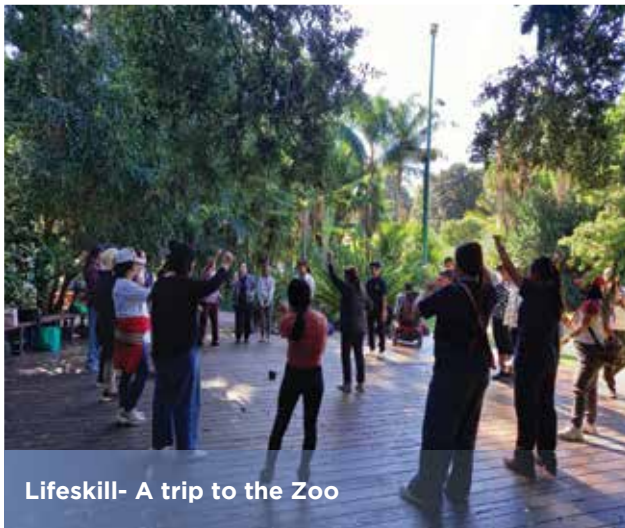
International Disability Day







Lifeskill Sessions



Lifeskill- A trip to the Zoo



Lifeskill - Learning different dress codes

Major Changes in the Program in the Past Financial Year

The past financial year has brought several important changes to the MDSP program, reflecting the evolving landscape of NDIS supports:

TTP Ending:

The Temporary Transformation Payment (TTP) that was ending on 1st July 2024, required us to update our billing, invoicing, and service agreements to align with standard support item prices. This change was communicated clearly to participants to ensure a smooth transition.

Wage and Price Adjustments:

In response to the Fair Work Commission's minimum wage and superannuation increases, we adjusted our price limits for various supports, including psychologists and nurses. This adjustment ensures that our services remain sustainable while continuing to provide high-quality care.

Additionally, the MSC Support Workers level changed, with all Advanced Skills workers now categorized as Level 3, and all other MDSP Support Workers at Level 2.

NDIS Employment Support: Changes in Pricing Arrangements:

The past year has seen significant developments in the NDIS Employment Support sector, particularly with the rebranding of Employment Support to Employment Assistance. This change is accompanied by an expansion in the age group eligible for support, now including all working-age participants from 14/15 to 64 years old. Additionally, the scope of support has broadened to include new types of assistance aimed at achieving sustained employment outcomes.

Change in Leadership

The past year has seen significant changes in NDIS programs. In February 2024, Dimtak Lam, Senior Service Coordinator took charge as Team leader for the MDSP program. NDIS services at MSC was split in two – the MDSP program under Dimtak's Leadership and Independent Disability Services (IDS) under Akansha Sikarwar's leadership. The IDS program was moved to Corporate Services and is under the portfolio of the Executive Manager, Corporate Services.

Client Events of Significance

Throughout the year, the MDSP program has been marked by significant events that have positively impacted our clients:

Skill Development and Engagement:

Participants in our Life Skills group have demonstrated their talents across various fields, including cooking, music, and dance. The sessions not only enhance individual skills but also build a strong sense of community and shared learning. For instance, one participant led a cooking session, another shared valuable insights on beekeeping, and a third guided the group in learning and singing songs together. These collaborative activities have enriched the group's experience, fostering both personal growth and meaningful connections.

Client Success Stories:

The program has seen numerous success stories, such as a participant who started a bakery course and another who began gym sessions twice a week for weight management. These stories highlight the personal growth and achievements of our participants, and are a testament to the supportive environment we provide.

Networking and Promotional Activities:

Our team has engaged extensively with external organizations to enhance our service delivery. We have collaborated with various stakeholders, including OTSpace OT Services, Kent Street Senior High School, and the Department of Justice, to broaden the resources available to our participants. Additionally, we attended significant events such as the 2024 Laki Jayasuriya Oration and the 2023-24 Annual Pricing Review information session, ensuring that we stay informed and aligned with industry developments.

Conclusion

In summary, the last year has been one of growth, adaptation, and achievement for the MDSP program. By responding proactively to changes in the NDIS landscape and continuously striving to enhance our services, we have supported our participants in making meaningful progress towards their goals. Looking ahead, we remain committed to fostering an environment of support and empowerment, ensuring that all participants can achieve sustained success in their personal and professional lives.

Settlement Engagement and Transition Support (SETS)

Client Services Activity

SETS is funded by the Department of Home Affairs (DoHA) and managed by the Community Grants Hub at the South Australia State Office. The main aim of the SETS program is to equip humanitarian entrants and other vulnerable migrants in their first five years in Australia with the knowledge and skills to identify, understand and act to address their settlement needs.

Since January 2023, when the Metropolitan Migrant Resource Centre merged with MSC, our service areas include the whole Perth Metropolitan and also the regional areas of Mandurah and Bunbury. The Mandurah office is shared with the Peel Multicultural Association while the Bunbury office is located within the Milligan CLRC in Carey Park.

In December 2023, an important change was welcomed – the removal of the legislative barriers

excluding access to settlement programs for refugees and migrants who have been in Australia for longer than five years.

Previous MSC's SETS:

A total of 294 individual clients and 1311 individual client sessions were recorded, with 5.4 average sessions per client. As DEX indicated the average client satisfaction score was 4.87.

In terms of gender, 207 clients (70%) were females and 87 (30%) were males. The majority of clients were from Myanmar, followed by Afghanistan, Philippines, Indonesia, Iran, China, Eritrea and India.

In terms of language most clients (14.1%) spoke Karen followed by Dari (12.7%), Ukrainian (11.2%), Chin Haka (7.3%). The other common language groups were: Filipino, Arabic, Burmese, Spanish and Tagalog.

In terms of LGA the highest number of clients came from the City of Mandurah (52), followed by City of Gosnells (50), Bunbury (23), City of Wanneroo (23), City of Stirling (22), City of Armadale (18), City of Canning (14) and City of Belmont (13).

The highest number of individual client services was provided from the Cannington office (108), followed by Mandurah (69), North Perth (61), Bunbury (47), and North Metro TAFE, Northbridge Campus (31).

Outreach services at TAFE Northbridge provided better access for clients that do not drive and attend English classes there by using public transport. The outreach outlet clients were mostly females, many of them experiencing some form of DV, some with very controlling husbands that would not allow them to access SETS services at MSC's offices.

In addition to casework services at the TAFE Northbridge campus, eight (8) group information sessions/presentations to the Cert III English Language students were held to introduce support services available to eligible students at different stages of their pathways to learning English.

Citizenship Practice test activity continued, on individual or a small group basis. Participants were also helped with filling their citizenship application forms or queries associated with it. More practice increased their confidence to sit the test. While some clients have already passed the test, many are still waiting to sit for it.

The Digital Mentoring course that started in June 2022 at the Mandurah office extended into the 2023-24 year. It restarted in February 2024, after the summer school holiday. The aim of the course is for participants to gain basic computer skills, mainly on how to use a keyboard and icons, how to type, to open and save a document, how to access the internet and open an email address and how to use a language learning program. Apart from regular classes, digital mentoring was also open on a one to one basis, if or as the need arose.

In regional offices, activities with a focus on improving English language proficiency were held on a regular basis.

ECC (English Conversational Classes) at our Bunbury office located within the Milligan Community Resource Centre was an ongoing weekly activity taking place over the whole reporting period. The English Conversation Group in Bunbury continued to meet each Wednesday morning. Numbers fluctuated over the year, low at times when participants found jobs or went for further studies, and new students joined. Since August 2022 we have also been facilitating regular English Conversational Classes in Mandurah. The aim of the group is for students not just to learn English, but also to meet new people and break their social isolation.

The Fremantle Education Centre (FEC) continued delivering a free education course for CaLD women in Mandurah. One of the activities with a focus on employment and/or education and training for women was the Certificate III in Community Services, which started in March 2024 - 3 days per week. The total duration of the course was 20 weeks.

In Bunbury the Driving to Make a Difference Project in partnership with the Bunbury Multicultural Group continued, but with less of MSC's involvement. In 2023-24, eleven (11) Expressions of Interest were received - five from SETS clients and six from those not eligible for SETS. Of those, two who were SETS clients passed the assessment and have gained their WA license. Most of the women involved in the project are survivors of FDV, having been case-managed by SETS in collaboration with other regional agencies. One of SETS service objectives was to engage with services and agencies to build partnerships and referral channels that assist clients. The Bunbury SETS Case Manager kept participating in the WACHS (Western Australian Country Health Service) meetings and consultations, named Partnering with Consumers & Multicultural Issues, with the aim of providing consultation and advice regarding interactions with patients from CaLD communities; use of interpreters; creation of appropriate signage and messaging with CaLD patients.

City of Stirling consortium SETS:

The City of Stirling is the lead agency in the consortium Ishar, ASeTTS and Youth Futures Welcome Hub as partners providing SETS services from Herb Graham Centre in Mirrabooka. With that merge our SETS service provision extended North of the River.

As recorded in DEX, the total number of individual clients was 502 (289 females and 213 males), the number of individual client sessions was 3026, averaging of 7.2 sessions per client and a satisfaction score of 4.9. Almost all individual client services (492) were provided from the Mirrabooka offices, MSC office or the Herb Graham Centre. Ten clients were assisted from the North Metro TAFE outlet.

The DEX report indicates that in terms of LGA, the highest number of clients came from the City of Stirling (279) – Balga, Mirrabooka, Nollamara and Girrawheen being the most common suburbs followed by the City of Wanneroo (102), City of Bayswater (40), City of Swan (37) and City of Joondalup (19).

In terms of country of origin, similar to last year, most clients were from Myanmar (21.1%), followed by Eritrea (13.3%), Afghanistan (10.4%), Iraq (9.6%), Syria (7.8%), Ethiopia (7.4%), Iran, Sudan and Ukraine. Most clients spoke Arabic (27.5%), followed by Tigrinya (9.6%), Dari (7.6%), Karen (6.6%), Burmese, Persian, Spanish and Ukrainian.

The Women's Support Group was one of the ongoing, bimonthly activities held at the Hainsworth Centre in Girrawheen for women from an Arabic speaking background. Gatherings included presentations by relevant service providers, chatting and socialising, playing Bingo and a light lunch.

Some presentations were:

- August 2023 with 15 participants - Pokua Asomani from MSC on how to cope with the stressful situations and Elizabeth Richards from Naala Djookan Healing Centre presenting their available support services.
- October 2023 with 17 participants - Fam Tin Thei from Ishar on healthy relationships and how to deal with stress.

- December 2023 with 12 participants - Discussion on understanding FDV and first settlement experiences.
- February 2024 with 16 participants - Tharini Pathirana, Social Work student on placement with MSC on difficulties faced at the beginning of the settlement journey and impact on family life.
- April 2024 with 16 participants - Atefeh Rashnavadi, Bilingual Nutritionist from Ishar on COVID-19 vaccine and Iron deficiency and Neetha Jay from Sky Yoga introducing Yoga for Beginners.
- June 2024 with 23 participants - Azadeh Yekta, financial advocate & educator from Northern Suburb Community Legal Center on scamming issues.

Other group activities North of the River included:

- October and November 2023 and May 2024 - Four Citizenship workshops for Arabic speaking clients.
- September 2023 with 27 participants - Tenancy information and Scams information sessions for Karen and Burmese speaking clients, presented by Northern Suburbs Community Legal Centre.
- January 2024 with 13 participants - Menopause information by Ishar.
- January 2024 with 17 participants - Avoiding Scams information session for Karen and Burmese speaking clients, by Northern Suburbs Community Legal Centre and Consumer Credit Legal Service.

SETS Youth consists of a Homework Hut program, After School Program, Life Skills and School Holiday Activities for eligible 12 – 24-year-old young individuals during their first five years in Australia.

- Homework Hut Program sessions were held on Saturday mornings, during school terms
- After School Program – Some of the activities during the July School Holiday included Bowling, Roller Dome and Indoor Soccer arranged by the Football Futures Foundation with City of Stirling, Reclink Australia and Youth Futures.

From the 7th of February to 27th March 2024, a 8-week Swimming After School Program was held in partnership with the Royal Life Saving Society of WA at Dianella Secondary College.

Life skills sessions continued weekly at Aranmore Catholic College every Wednesday and at Balga Senior High School every Thursday.

Settlement Engagement and Transition Support (SETS)



Bunbury English Class



Citizenship thankyou



Citizenship workshop



MSC staff with the Hon. Dr. Anne Aly



Swimming for Youth



Weaving

Special Projects

The Special Projects team successfully implemented several programs to support and empower Culturally and Linguistically Diverse (CaLD) communities in 2023-2024.

The Occupational Specific Food Industry Training (OSFIT) program funded by the Department of Prime Minister and Cabinet under their Women's Leadership Development Program empowered 44 women from CaLD backgrounds with essential culinary skills and food industry knowledge. Participants gained hands-on commercial kitchen experience, food safety and hygiene training, and enhanced employability in the hospitality sector. A video highlighting various positive aspects and successful outcomes of the project has been produced and will be featured on MSC's You Tube Channel as well as on the website of TAFE.



Gourmet Creations at TAFE - Canapes



Potato Salad with a smile - TAFE



Rivers Mental Health Program

The Rivers program, a collaborative effort between Rise Network, Multicultural Services Centre of WA, and Wungening Aboriginal Corporation, successfully supported the mental well-being of CaLD individuals. Exceeding targets for drop-in sessions, recreational activities, and workshops, the program engaged diverse participants aged 18 to 65+, addressing mental health stigma and empowering help-seeking behaviour among CaLD communities. The Rivers project is funded by the Mental Health Commission of WA.



Understanding Narcissism Workshop

Sew & Socialise

The program promoted skill development and cultural exchange among participants from diverse backgrounds, who learned sewing and embroidery techniques while producing 215 bags, 75 gift pouches, and 35 embroidered aprons. The program also encouraged mentoring and English language practice and included upcycling projects alongside a weaving initiative.





Sew & Socialize Program - Expressing Emotions Quilt



Tar Ta Weaving - Recreation Activity



Floral Art and Bouquet Making Workshop

Aged Care Volunteer Visitors Scheme

The ACVVS program funded by the Department of Health and Aged Care provided companionship to elderly individuals from culturally and linguistically diverse (CaLD) backgrounds, effectively reducing social isolation. With volunteers representing over 20 language and cultural groups, the program served recipients from 25 diverse language groups and established successful partnerships with aged care facilities and home care providers. Through effective community engagement strategies, the ACVVS facilitated meaningful connections that enhanced the quality of life for participants, promoting emotional well-being and social interaction.

Zero Tolerance

The Zero Tolerance project, launched in July 2023 with funding from the WA Department of Community Services aims to create safe, inclusive workplaces for culturally and linguistically diverse women. In partnership with organizations like the Human Rights Commission, the Equal Opportunity Commission, and Circle Green Community Legal Centre of WA, the initiative has established a multilingual online information hub with resources and referral pathways for migrant and refugee victims of sexual harassment. Approximately 300 staff and volunteers from CaLD backgrounds have

received comprehensive training on preventing gender-based violence, and Gender Support Officers (GSO) have been appointed as primary contacts for assistance and incident reporting. As the project nears completion, key achievements include training partnerships with Sentrient Services Victoria, the Equal Opportunity Commission, and Circle Green Community Legal Centre WA. The multilingual online hub aligns with the Australian Human Rights Commission's Respect@Work report recommendations, enhancing accessibility and providing culturally sensitive resources to address workplace sexual harassment for CaLD women.

Innovative Projects for 2024-2025

Two innovative projects have been funded for the 2024-2025 financial year, aimed at promoting cultural understanding and empowering youth through artistic expression.

The "Salaam Quilt" project, funded by the Ministry of Home Affairs, focuses on fostering peace and cultural exchange through collaborative quilt-making. Over 40 weekly sessions, 35 participants from diverse faith communities, including Islamic, Christian, Hindu, Bahai, and others, will create a 2x2 meter harmony quilt. The project aims to encourage interfaith dialogue, preserve cultural heritage, and express shared aspirations for peace and unity. A documentary will be produced to capture the quilt-making process and moderated discussions.

The "Harmony Hues" initiative funded by the WA Government, Office of Multicultural Interests utilises hip hop as a tool for cultural exploration and personal empowerment among disengaged young people from migrant and refugee backgrounds. Participants will engage in vocal training, open mic sessions, and discussions on hip hop's historical and cultural roots. The program aims to boost confidence, provide pathways to educational and career opportunities, and culminate in a final hip hop concert performed at local schools, colleges, and universities.



Special Projects Team: L-R - Carolina Zuleta Mesa, Lana Qasim Abdullah, Vidhu Karolia, Shobhana Chakrabarti, Diah Wildenauer and Rashmi Loyalka

Compliance & Governance

Key Achievements

An Aged Care Quality Audit was conducted by the Aged Care Quality and Safety Commission from 14-17 August 2023 to assess the quality of care and services provided against the Aged Care Quality Standards. MSC was assessed to have met the requirements of all eight Standards in the provision of services through its Home Care Program (HCP) and Commonwealth Home Support Programme (CHSP).

In the National Disability Insurance Scheme (NDIS) mid-term Audit from 31 Jan - 2 Feb 2024, MSC was found compliant with the requirements of the NDIS Practice Standards and Quality Indicators. This external audit covered the following areas of operation: High Intensity Daily Personal Activities (Module 1), Specialist Behaviour Support (Module 2), Implementing Behaviour Support Plans (Module 2a), Early Childhood Supports - a new specialist service for which MSC applied to have added to its scope of delivery (Module 3), Specialist Support Coordination (Module 4) and Specialist Disability Accommodation (Module 5) - this area was retained in MSC's scope in preparation for the delivery of new services in the future.

Implementation of New Food Safety Standards - Compliance and Governance assisted four Commonwealth Home Support Programme (CHSP) senior support workers attached to MSC's Day Centres to successfully gain the mandatory Food Safety Supervisor qualification which is part of the new Food Safety Standards.

Executive staff, the rollout of the Employment Hero software, changes in staff remuneration and preparations for the aged care quality audit.

In August 2023, MSC commenced provision of therapeutic and nursing care services under the name Multicultural Allied Health and Nursing (MAHAN) to realise a long-standing goal to provide in-house clinical services and outsource these services to external clients.

Life Skills sessions commenced for disability participants from CaLD backgrounds who struggle with communication. The sessions provide disability participants with skills to improve independent living, including English language, catching public transport, banking and meal preparation.

Smart Rostering (matching) was implemented to optimise compliance with industrial relations obligations and reduce costs.

Medication management audits were conducted for a number of clients with complex needs and as a result, a new medication management plan, including forms and procedures, was implemented for all clients with medication management needs.

The Disability Team identified the need for all MDSP participants to have an Emergency and Disaster Management Plan. Service Coordinators worked with each participant and their families to develop an individual emergency and disaster management plan to be deployed in a crisis.

Initial assessment of CHSP/HCP/MDSP participants prior to their intake was streamlined to improve efficiency in identifying and responding to their needs, reduce paper-based documentation and produce readily accessible support plans.

Major Changes

The first meeting of the Organisational Governance Committee (OGC) was convened on 3 July 2024. The purpose of the OGC is to provide a governance structure to assess, monitor and drive improvement in the quality and safety of aged and disability care and services and ensure compliance with the relevant Acts and Quality Standards. During the year, the OGC oversaw governance training for Board members and

Learning & Development

Key Achievements

- MSC successfully obtained an AIM WA Community Training Grant of \$3,000. Two members of the Compliance Team attended the AIM WA Community Training Grant Awards night to accept the grant, which enables MSC staff to access a selection of AIM WA courses up to December 2024. Three staff were identified to access courses in Excel, Email communication and Health and Safety.
- The appointment of Gender Safety Officers (GSOs) at MSC was announced in December 2023. This initiative is an extension of MSC's Zero Tolerance Project. GSOs are the first point of contact for staff and volunteers for advice and support if they believe they have been subjected to workplace sexual harassment. A workshop was conducted on 7 March 2024 by the Equal Opportunity Commission for 14 office-based staff to gain the skills and knowledge to perform the role.
- A revised Program Induction for newly recruited support workers commenced in March 2024. The induction is conducted once a month as a two-hour session in lieu of mini-inductions conducted every couple of days to one or two new recruits. This has improved the quality and consistency of induction information provided.
- Three high/low beds were donated for use in hands-on training activities for advanced skills workers supporting clients with high care needs.
- Volunteer information sessions were held on 24 and 30 May 2024 for 10 volunteers working in MSC's Day Centres. Topics covered included Aged Care Standards, Code of Conduct, Wellness and Reablement approach, tasks volunteers can and cannot perform. The sessions were very well received and generated many ideas for new activities with Day Centre clients. Feedback was also received that will inform improvements in the Day Centres.



Compliance & Governance Team
Emily Khemmalai (left), Pokua Asomani (centre) and Rasha Al-Trihi (right)

People & Culture

Key Achievements

Highlights of the year include:



Recruitment & Exit Overview

During the financial year 2023-2024, we successfully recruited a total of 187 staff members, including volunteers. The average monthly onboarding rate was 14 to 15 staff members. Recruitment activity showed notable variations throughout the year:

- May 2024 witnessed the highest onboarding of 30 new staff members driven by significant program growth in MDSP and HCP initiatives. This surge resulted from the highest staff requisition request received in April 2024 to support new client engagements in these programs.
- December 2023 recorded the lowest onboarding with only 7 staff members. This decrease was attributed to the extended public holidays, which led to a reduction in client services and new client onboarding.

Recruitment Breakdown:

- Office Staff: 56 recruits, with notable peaks in July 2023 (9 recruits) and June 2024 (11 recruits).
- Non-Office Staff: 91 recruits, showing a significant increase in May 2024 (20 recruits), reflecting the substantial demand from program expansions.
- Volunteers: 40 recruits, with peaks in May 2024 (8 recruits) and January 2024 (7 recruits).

Overall, our recruitment efforts met the demand effectively throughout the year, with a marked peak in May driven predominantly by the hiring of Non-Office Staff.



Jobs Fair & Events

Throughout the financial year 2023-2024, the P&C team actively participated in several key job fairs and recruitment events to enhance our talent acquisition efforts:

Job Fairs: We attended job fairs organized by TAFE and the City of Belmont. These events provided valuable opportunities to engage with a diverse pool of candidates. We conducted resume reviews and on-site interviews, which led to 5.6% of our new hires being sourced through these job fairs. This proactive approach helped us identify qualified candidates for our current vacancies and build a robust talent pipeline.

ACTIV pathway Graduation Ceremony: We were present at the graduation ceremony for the

JSC program's ACTIV pathway. At this event, we highlighted the key responsibilities and career opportunities available to graduates, aligning their new skills with our organizational needs.

Fast Recruitment Session: The P&C team also participated in a fast recruitment session organized by Workforce Australia. This session was instrumental in expanding our recruitment network and establishing connections with organizations that offer diplomas and certificates in community services, individual support, and aged care. This broadened our outreach and strengthened our ties within the industry, positioning us to attract top talent.

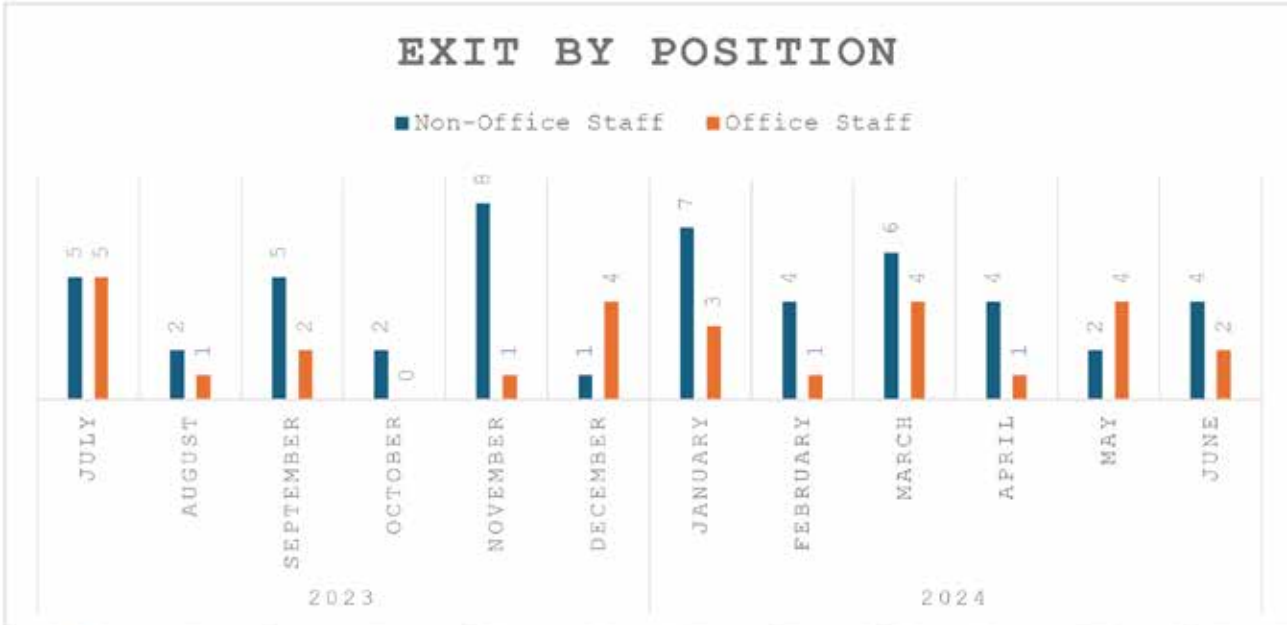
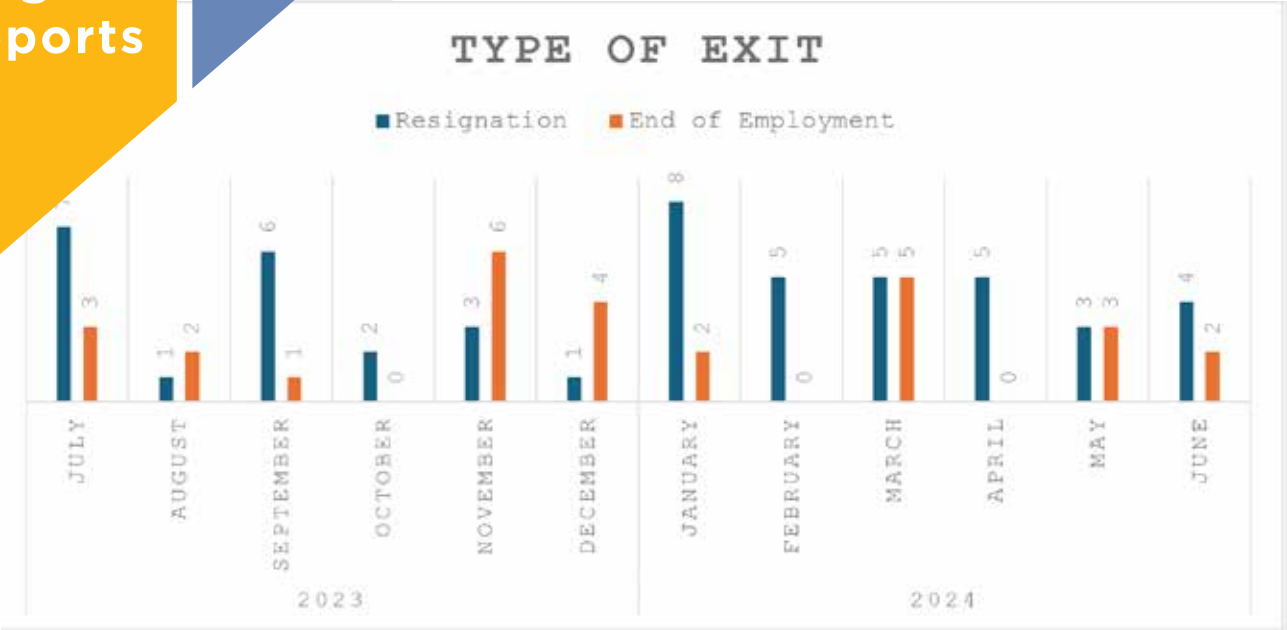


Offboarding and Exit

In the past year, we offboarded 78 employees, Non-Office Staff accounted for a significant portion of exits (50 employees), especially peaking in November 2023. In contrast, Office Staff exhibited a more evenly distributed exit pattern, with a peak in July.

There were 50 voluntary resignations with a peak in January 2024 (8 employees) and we ended employment with 28 employees with a higher number of terminations in November 2023.

The primary reason for Non-Office Staff terminations was a strategic adjustment based on Support Worker utilization. Collaborating with the CRU and operations teams, we continuously monitored support worker utilization and proceeded to end the employment of Support Workers whose services were no longer required. This decision was made to optimize resource allocation and align with our operational needs.



Process Optimization

100 Points ID Check

The 100-points ID check is used to verify the identity of an individual. The P&C team has implemented the collection of 100 Points of identity documents to establish and confirm all existing and new employees' identities. We revisited each employee's folder and maintained a dedicated database to monitor and update ID Check statuses to track and manage an accurate database. For employees with outstanding documentation, follow-ups were conducted in a timely manner. Where we initially started with 8% of employees with 100-points ID documents, at the time of reporting this stood at 95%.

Working Rights Check:

The P&C team has established an efficient communication channel with the CRU and ICT teams to ensure prompt updates on employee status changes. We have developed a specialized database to track critical information related to student visa working rights and conduct regular VEVO checks for compliance. This ensures timely notifications and adherence to visa regulations.

Casual Conversion:

We optimized the casual conversion assessment workflow to ensure we met the legislation requirements. Accordingly, we conducted 60 casual conversion assessment for employees who completed 12 months services with MSC. About 5% of those employees opted to transition to Permanent Part-Time.

Max-Term Contract Management:

In response to the latest legislation on Fixed Term/ Maximum Term contracts, we have implemented processes to monitor contract expirations and extensions. As of June 2024, we had 28 employees under Maximum Term contracts.

Pay Point Progression:

The P&C team has made significant strides in managing pay point progression processes over the year. We reviewed all relevant employee folders and verified documents against Finance and P&C records. Following the rollout of the New Contract project, we updated our database to include employees who became eligible for pay point progression according to MSC policy. This updated database, shared with ICT, facilitates the accurate import and verification of total hours worked since their last pay point progression. We send pay point progression communication letters monthly to eligible employees who completed 1950 working hours with satisfactory performance review result.

Exit Process:

We have established a comprehensive exit process to ensure timely receipt of information on employees who resign and the return of MSC property. We are also in the process of reviewing and refining the exit interview process to gather valuable feedback from departing employees.

Compliance documentation and Tracking:

The team continuously tried to follow up with employees regarding their outstanding and expired certifications. With the setup of Employment Hero, from the beginning of 2024, we conducted a thorough review of mandatory certifications, and implemented a system to address outstanding or expired certifications. Various important decisions were reached through discussions with senior management and subsequent deliberations with the board. This initiative has been met with positive feedback, demonstrating our commitment to staff welfare and compliance with industry standards.

Volunteer Management:

Volunteers play a key role in service delivery across all MSC programs. This year, we invested our time to develop a database to manage volunteers. This involved the tracking of current active, inactive volunteers and those who became MSC employees. Additionally, the process of recruitment and exit was also streamlined with clear guidelines to improve best practice by bringing the right volunteers to deliver services to our clients. This system has enhanced our ability to evaluate their competencies to meet the needs of the programs. The implementation and practice of this system has helped us to monitor volunteer engagement across various programs and maintain an accurate volunteer database.

Employment Hero

In the 2023-2024 financial year, we undertook the initial setup of Employment Hero, a comprehensive HR software designed to optimize and streamline our processes.

Key Achievements and Preparations:

▀ **Data Migration:** The P&C team, with support from various departments, meticulously imported and cleaned employee data into Employment Hero. This included verifying and updating details such as employment history, certifications, work eligibility, language skills, program involvement, and awards. This effort has resulted in a reliable and up-to-date employee database.

▀ **Initial Focus Areas:**

- o **Recruitment:** Employment Hero will enhance our recruitment process by allowing us to post job vacancies, shortlist candidates using advanced filters (such as language, location, and qualifications), and maintain a current pool of potential hires.
- o **Onboarding:** The platform will facilitate a seamless, paperless onboarding experience for new hires, streamlining the process and improving efficiency.
- o **Certifications Tracking:**
We have set up a mandatory certification tracking system in Employment Hero. From the beginning of 2024, we conducted a thorough review of mandatory certifications, and we will modify the setting of certifications based on management decisions accordingly.

Beyond recruitment and onboarding, Employment Hero will support various other functions, including tools for tracking and managing employee performance, mechanisms for gathering and analysing feedback to enhance overall performance management and support for developing and implementing new practices to drive organizational growth.

By leveraging Employment Hero, we aim to create a more efficient and organized system, ultimately enhancing our operational effectiveness and supporting our strategic goals.

New Contracts for All Employees

In the final month of the financial year 2023-2024, the P&C team conducted a comprehensive revision of employment contracts for all MSC staff. Following consultations with a third-party legal firm, we updated the contract structure and several key clauses to create more tailored agreements for each award category. The revised contracts were subsequently sent to all existing staff for review and signature.

Key Updates:

▀ **Personalized Contracts and Standardization:** We exported detailed employment data from Employment Hero to craft new contracts for all MSC staff. These contracts incorporated necessary updates to clauses and ensured uniformity across job titles. The titles were standardized across departments and programs to enhance clarity and alignment within the organization. Additionally, some employees were reassigned to new teams and received updated job titles to more accurately reflect their roles and responsibilities.

▀ **Support Worker Classification:** A thorough review of support worker classifications was conducted. Based on the type of work that they undertake, support workers are classified under two different Streams under the Award: Home Care Employees and Social and Community Services Employees. This adjustment involved updates to levels/points and pay rate.



Together **wE** **A**chieve **M**ore

People & Culture Team

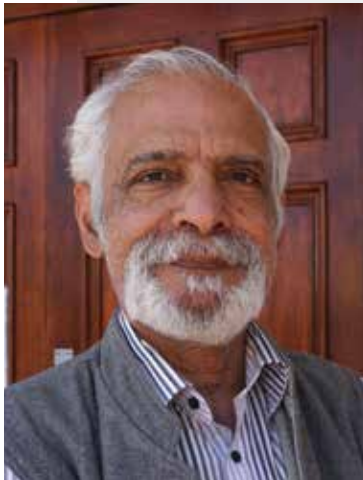
L-R: Lina Alvarez, Sangay Tamang, Joyce Chen, Khushi Bhatia, Madonna Manzanares



Finance Staff

L - R - Lingqun Han (Iris), Beek Yoong Wong (Susie), Ei Ei Khine

Executive Management Team



Ramdas Sankaran, CEO



Pius Joseph, Deputy CEO

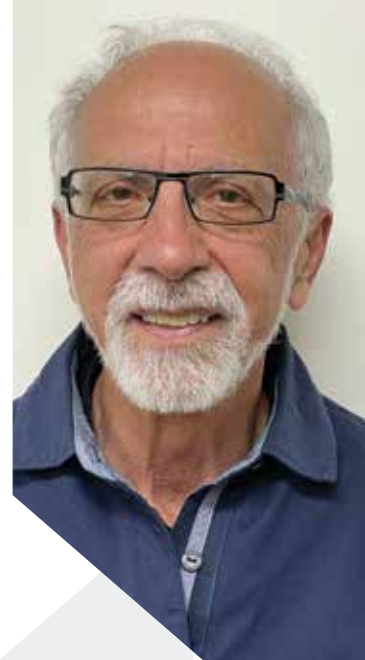


**Linda Vettoor, Executive Manager,
Aged Care and Disability Services**



**Leonard Alvarez, Executive
Manager, Corporate Services**

Treasurer's Report



I am pleased to present the financial report as audited by MACRI Partners. This report includes the following as at 30th June 2024:

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

Financial Health

MSC's annual income increased substantially, yet again i.e. increased from \$14.28 million in 2022-23 to \$17.55 million this year, about 23%. However, it was accompanied by a significant increase in our total expenses, about 33%, from \$12.71 million to \$16.93 million. Consequently, the operational surplus less depreciation decreased substantially from \$1.39 million in 2022-23 to \$0.42 million for 2023-2024.

Wages and related on costs accounted for the largest increase \$3.86 million, 37% in expenditure and that was because the number of staff increased from 244 to 319. We had to accommodate the Fair Work Commission's new hourly wage rates representing an increase of 5.75% for all staff and 20% increase on top of that for Support Workers covered by the Home Care stream of the SCHADS Award and the employer superannuation contribution payment increased to 11%.

Our two major fee-for-service programs namely aged care and disability have continued their significant growth trend, with fee-for-service income growing from about \$7.83 million in 2022-23 to \$10.49 million in 2023-24 i.e. increase of \$2.66 million about 33.97%.

Our grants income also increased in dollar value i.e. by about \$0.64 million i.e. 10.5%.

From the above, it is safe to conclude that MSC's financial health remains very sound. It's also very pleasing that we have maintained this financial health without compromising our excellent record in terms of quality and compliance i.e. two major audits of our Aged Care program and NDIS, found that we met all relevant standards, caveat free.

Acknowledgements

Our Finance Manager, Amy San Pe, as always, prepared and managed the accounts and related administration tasks meticulously and efficiently. I extend my sincere thanks to her and members of her team. I also wish to thank our CEO, Ramdas Sankaran for managing the operations of the Centre with due diligence and cost effectively. The board members continued to monitor the Centre's finances effectively, and I extend my thanks to them.

MACRI Partners undertook the 2023-24 audit with their usual thoroughness and professionalism and I extend my special thanks to their audit team, led by Suren Herathmudalige, Audit Senior Manager.

Sam Tassone
Treasurer

Financial Report

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

**FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2024**

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MULTICULTURAL SERVICES CENTRE
OF WESTERN AUSTRALIA INC.

CERTIFICATION BY THE BOARD OF MANAGEMENT


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

In the opinion of the Board of Management, the financial report as set out on pages 6 to 18 is in accordance with the requirements of Associations Incorporation Act 2015 of WA and Australian Charities and Not-for-profits Commission Act 2012 and:

- (1) complies with the Australian Accounting Standards applicable to Multicultural Services Centre of Western Australia Inc.;
- (2) gives a true and fair view of the financial position of Multicultural Services Centre of Western Australia Inc. as at 30 June 2024 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements; and
- (3) at the date of this statement, there are reasonable grounds to believe that Multicultural Services Centre of Western Australia Inc. will be able to pay its debts as and when they fall due.

This certification is made in accordance with a resolution of the Board of Management and is signed on its behalf by:


Sheila Rajan
CHAIRPERSON


Salvatore Tassone
TREASURER

DATED THIS 7th DAY OF October 2024

AUDITOR'S INDEPENDENCE DECLARATION**TO THE MEMBERS OF: MULTICULTURAL SERVICES CENTRE OF WA INC.**

In accordance with the requirements of section 60.40 of the *Australian Charities and Not for Profits Commission Act 2012*, as lead auditor for the audit of the Multicultural Services Centre of WA Inc. for the year ended 30 June 2024, I declare that, to the best of my knowledge and belief, there have been:

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



MACRI PARTNERS
CHARTERED ACCOUNTANTS
SUITE 2, 137 BURSWOOD ROAD
BURSWOOD WA 6100



A MACRI
PARTNER

DATED THIS th 8 DAY OF OCTOBER 2024

INDEPENDENT AUDITOR'S REPORT

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

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Multicultural Services Centre of WA Inc. (the registered entity), which comprises the statement of financial position as at 30 June 2024, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies, and the Certification by the Board of Management.

In our opinion, the financial report has been properly drawn up so as to present a true and fair view of the financial position of Multicultural Services Centre of WA Inc. as at 30 June 2024 and its financial performance for the year then ended in accordance with the accounting policies described in note 1 to the financial report and the requirements of *Associations Incorporation Act 2015* of WA and the *Australian Charities and Not-for-profits Commission Act 2012*.

Basis for Opinion

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

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

Emphasis of Matter – Basis of Accounting

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

INDEPENDENT AUDITOR'S REPORT (Continued)

Responsibilities of the Board of Management for the Financial Report

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

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

Auditor's Responsibilities for the Audit of the Financial Report

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


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

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

INDEPENDENT AUDITOR'S REPORT (Continued)

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

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


MACRI PARTNERS
CHARTERED ACCOUNTANTS
SUITE 2, 137 BURSWOOD ROAD
BURSWOOD WA 6100


A MACRI
PARTNER

PERTH th
DATED THIS 8 DAY OF OCTOBER 2024.

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2024**

	2024	2023
	\$	\$
INCOME		
Grants	6,723,440	6,085,190
SACs Payment	68,457	63,108
Interest	44,261	25,533
Fees for Services	10,491,908	7,832,719
Other Income	206,892	230,794
Synergy Cost-of-Living Support/ COVID-19 (Related)	3,750	26,128
Profit/(Loss) on Sale of Assets	12,786	18,488
Total Income	<u>17,551,494</u>	<u>14,281,960</u>
EXPENDITURE		
Employee Benefits Expenses	14,274,574	10,417,639
Depreciation	201,696	178,178
Expenses (Grants and Projects)	975,552	879,649
Other Expenses	1,680,608	1,416,221
Total Expenditure	<u>17,132,430</u>	<u>12,891,687</u>
Surplus before Other Comprehensive Income	419,064	1,390,273
Other Comprehensive Income	-	-
Total Comprehensive Income for the year	<u><u>419,064</u></u>	<u><u>1,390,273</u></u>

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

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2024**

	NOTES	2024 \$	2023 \$
CURRENT ASSETS			
Cash and cash equivalents	2	3,859,554	3,825,750
Other Financial Assets	3	728,000	700,000
Stock on Hand/ In Store (Food Voucher/Food)		-	7,650
Trade and other receivables	4	1,490,146	1,135,350
Prepayments	5	39,407	50,472
		<u>6,117,107</u>	<u>5,719,222</u>
NON-CURRENT ASSETS			
Property, plant and equipment	6	6,403,254	5,998,498
TOTAL ASSETS		<u>12,520,361</u>	<u>11,717,720</u>
CURRENT LIABILITIES			
Trade and other payables	7	821,600	836,385
Grants Unexpended & Rent in advance	8	861,047	835,169
Provisions	9	1,526,036	1,301,745
		<u>3,208,683</u>	<u>2,973,299</u>
NON-CURRENT LIABILITIES			
Borrowing (Interest Bearing) - Secured	10	3,408	3,764
Provisions	9	365,487	236,478
Other payables	7	132,920	113,380
		<u>501,815</u>	<u>353,622</u>
TOTAL LIABILITIES		<u>3,710,498</u>	<u>3,326,921</u>
NET ASSETS		<u>8,809,863</u>	<u>8,390,799</u>
MEMBERS' FUND			
Retained Surplus	11	8,809,863	8,390,799
TOTAL MEMBERS' FUND		<u>8,809,863</u>	<u>8,390,799</u>

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

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2024

	Retained Surplus 2024 \$	Retained Surplus 2023 \$
Opening balance as at 1 July (at beginning of year)	8,390,799	7,000,526
Surplus/(Deficit) for the year attributable to members of the entity	419,064	1,390,273
Closing balance as at 30 June (at end of year)	<u>8,809,863</u>	<u>8,390,799</u>

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2024

	Note	2024 \$	2023 \$
<u>Cash Flows from Operating Activities</u>			
Grants		6,536,059	5,752,471
SACs		75,303	69,418
Fees		10,200,478	7,318,133
Projects Receipt		883,614	1,094,198
Interest (Receipt)		44,261	25,533
Synergy Cost-of-Living Support/COVID-19 (Related)		4,125	28,740
Other Receipts (Rental/Membership/Donation/etc.)		206,905	233,999
GST refund/(paid)		-502,933	-277,211
Interest (Payment)		-244	-212
Payments to Suppliers and Employees		-16,792,062	-12,834,480
Net Rental Deposits Received/(Paid)		320	476
Net Cash provided by (used in) Operating Activities	12(c)	<u>655,826</u>	<u>1,411,065</u>
<u>Cash Flows from Investing Activities</u>			
Proceeds of Sale of Assets		12,786	18,488
Investment in Term Deposit		-28,000	-671,533
Payment for Property, Plant, Equipment and Vehicles		-606,452	-903,413
Net Cash provided by (Used in) Investing Activities		<u>-621,666</u>	<u>-1,556,458</u>
<u>Cash Flows from Financing Activities</u>			
Repayment of borrowing (Bendigo Bank)		-356	-388
Net Cash provided by (Used in) Financing Activities		<u>-356</u>	<u>-388</u>
Net Increase/(Decrease) in cash in hand		33,804	-145,781
Cash at beginning of Financial Year		3,825,750	3,971,531
Cash at end of Financial year	12(a)	<u>3,859,554</u>	<u>3,825,750</u>

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

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024**

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements have been prepared in order to meet the requirements of the *Associations Incorporation Act 2015 of WA* and the *Australian Charities and Not-for-profits Commission Act 2012*. The Board of Management has prepared the financial report on the basis that the association is a non-reporting entity and that this financial report should be prepared as a special purpose financial report.

The financial statements have been prepared in accordance with the requirements of the following mandatory Australian Accounting Standards and the significant accounting policies disclosed below, which the Board has determined as appropriate to meet the needs of members.

AASB 101 - Presentation of Financial Statements

AASB 107 - Statements of Cash Flows

AASB 108 - Accounting Policies, changes in Accounting Estimates and Errors

AASB 1048 - Interpretation of Standards

AASB 1054 - Australian Additional Disclosures

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historic costs and do not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of these financial statements:

(a) Property, Plant & Equipment

Property, plant and equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all fixed assets are depreciated over the useful life of the assets to the association commencing from the time the assets are held ready for use.

(b) Impairment of Assets

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

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

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024**

the asset's carrying amount over its recoverable amount is recognised in the statement of comprehensive income.

(c) Income Tax

The association is exempt from income tax.

(d) Revenue and Other Income

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

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

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

Interest revenue is recognised when earned.

(e) Goods and Services Tax (GST)

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

(f) Borrowing Costs

Borrowing costs directly attributable to the acquisition, construction or production of assets that necessarily take a substantial period of time to prepare for their intended use or sale are added to the cost of those assets, until such time as the assets are substantially ready for their intended use or sale.

All other borrowing costs are recognised in profit or loss in the period in which they are incurred.

(g) Employee Provisions

Annual Leave and Annual Leave Loading

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

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024**

Long Service Leave

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

(h) Consolidated Programs

The following programs are included in the operations of the Centre for the year ended 30 June 2024:

1. Multicultural Services Centre (MSC), Counselling Services (MAITRI), Relationships Australia WA (RAWA) (Funded by Relationships Australia WA), Multicultural Disability Services Program (MDSP) and Independent Disability Services (IDS) (Funded by NDIA), Independent Support Services – Brokerages (ISS), Disability Support for Older Australians-Activity Program (DSOA) (Funded by Department of Health), Job and Skills Centre Services (JSC) (Funded by Department of Training and Workforce Development), Projects (Funded by Office of Multicultural Interests, Department of Communities, Department of Health, Department of Education Skills and Employment, StudyPerth, Lotterywest, City of Stirling, NM TAFE, Mental Health Commission, Community Grants Hub, WA Department of the Prime Minister and Cabinet, Primary Health Alliance, City of Bayswater, FECCA, Rise Network, Volunteer Centre of WA Inc., Ngala Community Services, National Ageing Research Institute)
2. Settlement Services Program (SETS) (Funded by Department of Home Affairs/City of Stirling)
3. Multicultural Housing Services Program (MHSP), Multicultural Children Support Services Program (MCS), Private Rental Tenancy Support Services (PTS), Family and Community Support (FaCS) (Funded by Department of Communities)
4. Multicultural Wellness Programs (CHSP/HCP) (Funded by the Department of Health and Aged Care)
5. Emergency Relief (ER) (Funded by Lotterywest)
6. Community Housing Program (CHP) (Funded by Department of Communities)

(i) Comparatives

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

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

NOTES TO FINANCIAL STATEMENT FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
2. CASH AND CASH EQUIVALENTS		
Cash Assets		
Bendigo Bank - Cheque Account	3,092,500	3,151,072
Bendigo Bank - Asset Replacement/Reserve Fund Account	737,723	623,926
Bendigo Bank - Natural Disasters (Donation)	33	13
Bendigo Bank - Debit Cards Accounts	21,148	42,639
Cash on Hand	8,150	8,100
	<u>3,859,554</u>	<u>3,825,750</u>
3. Other Financial Assets		
Bendigo Bank - Term Deposit Account	728,000	700,000
	<u>728,000</u>	<u>700,000</u>
4. TRADE AND OTHER RECEIVABLES		
Accrued Income		
Services Fees Accrual - CHSP	309,935	342,552
Services Fees Accrual - HCP	430,949	325,433
Services Fees Accrual - MDSP (NDIA)	535,118	214,932
Services Fees Accrual - IDS	6,010	11,591
Services Fees Accrual - ISS (Brokerage Services)	2,632	19,305
Services Fees Accrual - MAHAN	19,080	-
Services Fees Accrual - Projects	-	34,560
Accrued Income (Insurance)	-	8,934
Accrued Income (Bank Interest)	21,042	16,350
Accrued Income (Rent)	1,916	-
	<u>1,326,682</u>	<u>973,657</u>
Trade Debtors		
Australian Taxation Office (GST)	63,920	53,962
Projects - Services Fees	55,244	78,847
Gardening Services	-	286
Stamp Duty for 2/29 Rudoc Road, Morley WA 6062 (new property)	11,936	-
Bond from Clients/Others - MSC & CHSP & CHP	18,697	16,289
Reimbursement for Wages (CHSP)	-	1,495
Reimbursement for Catering (Umbrella Multicultural Community Care)	-	170
Reimbursement for Office Expenses from ECC	13,667	10,644
	<u>163,464</u>	<u>161,693</u>
Total Trade and Other Receivables	<u>1,490,146</u>	<u>1,135,350</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
5. PREPAYMENTS		
Utilities/Security - Paid in Advance	-	1,385
MV Licence Fees - Paid in Advance	6,332	6,113
Rent - Paid in Advance	2,169	2,900
Services Fees - Paid in Advance	2,465	10,192
Subscriptions - Paid in Advance	26,868	28,822
Rate and Taxes	1,573	1,060
	<u>39,407</u>	<u>50,472</u>
6. PROPERTY, PLANT AND EQUIPMENT		
Land at cost	<u>3,107,620</u>	<u>2,837,162</u>
Building at cost	3,564,733	3,413,533
Less: Accumulated Depreciation	<u>-584,594</u>	<u>-515,577</u>
	<u>2,980,139</u>	<u>2,897,956</u>
Motor Vehicle at Cost	1,007,668	975,938
Less: Accumulated Depreciation	<u>-855,765</u>	<u>-820,939</u>
	<u>151,903</u>	<u>154,999</u>
Plant and Equipment at Cost	484,212	375,586
Less: Accumulated Depreciation	<u>-320,620</u>	<u>-267,205</u>
	<u>163,592</u>	<u>108,381</u>
Total Property, plant and equipment	<u>6,403,254</u>	<u>5,998,498</u>
7. TRADE AND OTHER PAYABLES		
Current		
Australian Taxation Office (GST)	163,093	196,511
Trade Creditors/Accruals	159,501	171,463
Payroll Liabilities	483,189	455,322
Bond Holdings	15,817	13,089
	<u>821,600</u>	<u>836,385</u>
Non-Current		
Other Liabilities	<u>132,920</u>	<u>113,380</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
8. GRANTS UNEXPENDED & RENT IN ADVANCE		
CHSP - Unspent Fund	-	219,225
HCP - Unspent Fund (Clients)	61,959	76,814
MHSP - Brokerage Fund - Unspent	11,068	7,146
ER - Grant in Advance/Unspent Fund (Lotterywest)	345,000	197,501
SETS - Unspent Fund (Pacific Engagement Visa - PEV)	27,952	-
MSC - Grant in Advance - FDV (SETS) and Zero Tolerance Projects	21,053	108,711
MSC - Unspent Fund (OSFIT)	-	222,829
MSC - Grant in Advance (OMI - Harmony Hues Project)	100,000	-
MSC - Grant in Advance (DoHA - Salaam Quilt Project)	100,000	-
MSC - Unspent Fund (OMI- Capital Works Funding)	167,584	-
MSC - Unspent Fund (Ngala - Parenting Capacity)	2,580	-
MSC - Grant in Advance (City of Bayswater-Living LegendsProject)	4,790	-
MSC - Grant in Advance (FECCA - Project)	5,000	-
MSC - Unspent Fund (DSOA)	10,732	-
MSC/CHP - Rent in Advance	3,329	2,943
	<u>861,047</u>	<u>835,169</u>
9. PROVISIONS		
Current		
Provision for Annual Leave	608,840	537,143
Provision for Annual Leave Loading	91,795	64,748
Provision for Long Service Leave	716,513	621,334
Provision for Redundancy	108,888	78,520
	<u>1,526,036</u>	<u>1,301,745</u>
Non- Current		
Provision for Long Service Leave	<u>365,487</u>	<u>236,478</u>
10. BORROWINGS (INTEREST BEARING)		
Non-Current - Loan (Secured)	<u>3,408</u>	<u>3,764</u>
11. RETAINED SURPLUS		
Retained Surplus - at beginning of financial year	8,390,799	7,000,526
Surplus/(Deficit) for year	419,064	1,390,273
Retained Surplus - at end of financial year	<u>8,809,863</u>	<u>8,390,799</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
12. CASH FLOW INFORMATION		
(a) Reconciliation of cash		
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:		
Bendigo Bank - Cheque Account	3,092,500	3,151,072
Bendigo Bank - Asset Replacement/Reserve Fund Account	737,723	623,926
Bendigo Bank - Natural Disasters (Donation)	33	13
Bendigo Bank - Debit Cards Accounts	21,148	42,639
Cash on Hand	8,150	8,100
	<u>3,859,554</u>	<u>3,825,750</u>
(b) Other Financial Assets		
Bendigo Bank - Term Deposit Account (LSL)	728,000	700,000
	<u>728,000</u>	<u>700,000</u>
(c) Reconciliation of Cash Flow from Operations with Surplus/(Deficit) from Ordinary Activities		
Surplus from operations	419,064	1,390,273
Non-cash flow in profit from ordinary activities		
Depreciation	201,696	178,178
(Profit)/Loss on Sale of Assets	-12,786	-18,488
Change in Assets & Liabilities		
(Increase)/Decrease in Stock on Hand/in Store	7,650	4,700
(Increase)/Decrease in Trade Debtors	8,187	-36,564
(Increase)/Decrease in Accrued Income	-353,025	-474,636
(Increase)/Decrease in Prepaid Expenses	11,065	928
Increase/(Decrease) in Provision	353,300	92,555
Increase/(Decrease) in Trade Creditors & Accruals	64,051	166,815
Goods and Services Tax - movements	-43,376	107,304
Cash flow from operations	<u>655,826</u>	<u>1,411,065</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

NOTES TO FINANCIAL STATEMENT FOR THE YEAR ENDED 30 JUNE 2024

13. CONTINGENT LIABILITY

No contingent liabilities existed at 30 June 2024.

14. EVENTS AFTER THE REPORTING DATE

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

The Board of management cannot accurately estimate the potential impact on the operating results and near and long term financial results in light of the overall economic outlooks between the end of the financial year and the date of the financial report.

It is obvious from the audited financial statements that there has been no material financial impact on the association's resources and overall liquidity position. However, the Board will continue to monitor this on an ongoing basis, and make changes to the business continuity plans of the association, if and when required.

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

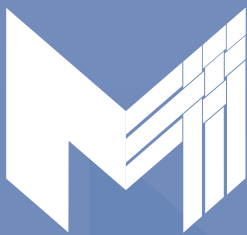
**STATEMENT OF PROFIT OR LOSS (DETAILED)
FOR THE YEAR ENDED 30 JUNE 2024**

	2024	2023
	\$	\$
INCOME		
Grants	6,723,440	6,085,190
SACs Payment	68,457	63,108
Fees for Services	10,491,908	7,832,719
Donations	14,388	48,465
Interest	44,261	25,533
Synergy Cost-of-Living Support/ COVID-19 (Related)	3,750	26,128
Other Income	8,207	32,045
Rental Income	184,297	150,284
Profit/(Loss) on Sale of Assets	12,786	18,488
Total Income	17,551,494	14,281,960
EXPENDITURE		
Accommodation	31,657	36,865
Accounting & Audit Fees	30,054	18,287
Activities	26,104	17,312
Advertising	8,505	3,714
Bad Debts	2,438	2,551
Bank Charges	2,233	2,456
Cleaning	124,358	110,553
Computer Expenses	12,870	15,867
Conference/Seminar	-	127
Consultancy	6,319	12,758
Synergy Cost-of-Living Support/ COVID-19 (Related)	3,042	1,992
Donation/Sponsorship	22,038	51,851
Dues and Subscription	144,008	90,288
Emergency Relief Grant - Distribution	205,158	128,306
Equipment Purchase (not capitalised)	16,056	9,853
Expenses for Brokerage Fund - Distribution	12,789	6,477
Expenses for Project based Grants	101,474	167,814
Expenses (non-wage) for Services	656,131	577,052
Insurance - Association Liability, Business Combined, Legal	60,280	43,994
Insurance - Motor Vehicles, Composite	30,140	20,932
Insurance - Employer Journey	2,021	2,021
Interest on Mortgage	244	212
Interpreting Services	5,049	1,559
Kitchen equipment	8,039	6,566
Maintenance (Houses)	35,423	28,562
Maintenance - Offices/Equipment/Furniture	76,797	90,503
Marketing & Promotion/Community Development	6,655	10,132
Meals (CHSP)	66,343	76,143
Meeting Expenses - AGM/Board/General	5,107	2,038
Mileage/Parking/Taxi	435,461	313,579
Balance c/fwd.	2,136,793	1,850,364

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**STATEMENT OF PROFIT OR LOSS (DETAILED)
FOR THE YEAR ENDED 30 JUNE 2024**

	2024	2023
	\$	\$
Balance b/fwd.	2,136,793	1,850,364
Motor Vehicle Expenses	100,618	102,979
Other Expenses	3,135	531
Postage/Photocopying/Printing/Stationery	32,152	30,400
Rates and Taxes	25,795	20,972
Rental Expenses	41,182	57,296
Salaries & Wages	12,665,349	9,280,575
Security	4,717	3,950
Services Fees (Legal/CCI/etc.)	14,660	4,766
Staff Amenities & Others	30,134	19,599
Staff Training	20,201	32,633
Superannuation	1,328,203	955,821
Telephone/Fax/Internet	194,530	131,703
Utilities (Electricity/Gas/Water)	52,243	40,677
Workers Compensation Insurance	281,022	181,243
Total Expenditure	<u>16,930,734</u>	<u>12,713,509</u>
Surplus/(Deficit) before Depreciation	620,760	1,568,451
Less: Depreciation	201,696	178,178
Surplus/(Deficit)	<u><u>419,064</u></u>	<u><u>1,390,273</u></u>



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