



MULTICULTURAL
SERVICES CENTRE



Against all Odds

40 years of serving WA
CaLD Communities

Individualised
Innovative
Integrated





Listen

Listen to your inner self.

Listen to the voices of our Aboriginal people who represent the world's longest living cultures and have been in Australia for more than 60,000 years.

Listen to the voices of the vulnerable people in our society for they are the raison d'etre of agencies like ours.

Most, importantly, listen not just with your ears but with your eyes and head as well, because many people may not have the capacity to speak or hear or communicate proficiently in English.

Concept: Carl Gopalakrishnan & Devlin Bose

Design: Devlin Bose

MSC as at December 2021 - "I Live for Mondays" Video

<https://m.youtube.com/watch?v=XM6SN2-WeW8>

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Dean Smith

CHIEF GOVERNMENT WHIP IN THE SENATE
LIBERAL SENATOR FOR WESTERN AUSTRALIA

10 December 2021

Mr Ramdas Sankaran OAM
Chief Executive Officer
Multicultural Services Centre of Western Australia
20 View Street
NORTH PERTH WA 6006

Dear Ramdas

Multicultural Services Centre of Western Australia 40th Anniversary

I extend my deepest appreciation to the Multicultural Services Centre of Western Australia (MSCWA) for the kind invitation to attend your 40th Anniversary celebrations.

Many will know how personally disappointed I am that home quarantine requirements following my return from Parliament in Canberra mean that I cannot join you in person to mark this milestone.

Nevertheless, I send my warmest congratulations on this significant anniversary and how much you have achieved over the past four decades.

The work of MSCWA is a constant reminder of the vital importance of multiculturalism in WA and across Australia, and the remarkable contribution made to every facet of our lives by the multicultural communities that call our wonderful State home.

Western Australia is made the better, is made the stronger, by the vibrancy of every multicultural community here.

Australia is the world's most successful multicultural nation and I remain committed, as is MSCWA, to ensuring that this is a place where multiculturalism continues to thrive.

On a more personal note, I take this opportunity to thank the many people in the audience who have put their trust in me to be an advocate on their behalf.

Again, my apologies for not being with you tonight and very best wishes for a wonderful event – and the next 40 years!

Dean Smith

Best wishes!



The Hon. Anthony Albanese MP

Leader of the Opposition



Multicultural Services Centre of Western Australia 40th Anniversary

It is with great pleasure I send my best wishes ahead of the 40th anniversary of the Multicultural Services Centre of Western Australia.

Since it was officially opened in 1981 as the North Perth Migrant Resource Centre, the MCSWA has touched the lives and hearts of many, providing invaluable cultural, welfare and educational services to migrants and refugees.

For many, Western Australia is their first port-of-call in Australia - and because of the MCSWA's support, many now call the West home.

Western Australia is indebted to your work. I send my sincere congratulations to all the staff and volunteers - past and present - on your remarkable achievements. We are a fairer and better country because of your work.

May you celebrate with joy and with pride.

Your sincerely,

A handwritten signature in black ink, appearing to read 'A Albanese', written in a cursive style.

The Hon. Anthony Albanese MP
Leader of the Australian Labor Party
Member for Grayndler

A Message from The Honourable Kim Beazley AC, Governor of Western Australia

Multicultural Services Centre of Western Australia 40th Anniversary



On behalf of the people of Western Australia I send my best wishes and congratulations to the Multicultural Services Centre (MSC) of Western Australia on your 40th anniversary.

Over the past four decades, the MSC has played a significant role in the settlement, welfare, and educational support for migrants and refugees in Western Australia.

Immigration has played a substantial role in the economic, social and cultural development of our State. For culturally and linguistically diverse migrants, the process of establishing themselves and their families in a new country can be challenging.

The importance of the public policy of multiculturalism has become increasingly evident. In 2020 the State Government launched the Western Australian Multicultural Policy Framework to create inclusive and welcoming communities for everyone to participate equitably in all aspects of civic, social, economic and cultural life.

One of the Framework's three main policy priority areas is culturally responsive policies, programs and services. Since its establishment, the MSC has been playing an important role in this regard. From the diversity of the languages spoken and the cultural backgrounds of its staff through to the range of services provided is impressive.

Over the past ten years in particular, the MSC's growth and diversity of its services has been substantial, most notably in the areas of disability and aged care.

I extend my congratulations to past and present board members, management, staff and volunteers on all your achievements to date and may the diversity of your programs and services continue to grow.



Premier of Western Australia

MESSAGE FROM THE PREMIER



Congratulations to the Multicultural Services Centre of Western Australia (MSCWA) on achieving 40 years of service to this State's culturally and linguistically diverse communities.

The centre has grown substantially from its early days and now assists clients from offices across Perth, as well as in Mandurah and Bunbury. Through its wide range of programs, it has aided and empowered two generations of migrants to establish fulfilling and productive lives.

Throughout the COVID-19 pandemic, MSCWA has worked tirelessly to keep its clients safe, informed, enabled and supported, as well as raising funds to assist the vulnerable.

All through its long history, MSCWA has shown great commitment to improving the lives of refugees and Western Australians from culturally and linguistically diverse backgrounds.

I wish you every success for the coming 40 years and more.

A handwritten signature in blue ink, appearing to read 'Mark McGowan'.

Mark McGowan MLA
PREMIER



Hon Dr Tony Buti MLA
Minister for Finance; Lands; Sport & Recreation;
Citizenship & Multicultural Interests



It is a pleasure to congratulate the Multicultural Services Centre of Western Australia (MSCWA) on 40 years of commitment to, and achievement in, community service.

Whether offering employment education, training opportunities and legal advice, helping with access to public services or providing assistance through disability and mental health programs, MSCWA has aided migrants to establish new lives in Western Australia.

Throughout its history, Western Australia has been enriched and enhanced by migrants from culturally and linguistically diverse backgrounds coming to make this State their home.

The McGowan Government recognises and celebrates cultural diversity as one of our State's greatest strengths.

I commend the MSCWA for its extensive work in the community and congratulate all members of the centre—the board, the staff and the many volunteers—for their vision and commitment to serving Western Australians from culturally and linguistically diverse backgrounds and for an inclusive society.

Congratulations on your achievements in the past 40 years, and best wishes for a successful and productive future.

A handwritten signature in blue ink that reads "Tony Buti".

Dr Tony Buti MLA

MINISTER FOR CITIZENSHIP AND MULTICULTURAL INTERESTS

15 NOV 2021

Tjorn Sibma MLC

Member for North Metropolitan Region



It gives me great pleasure to congratulate the Multicultural Services Centre of Western Australia (MSCWA) on the celebration of its 40th year of providing services to our cultural and linguistic diverse communities.

It is over 40 years since former Liberal Member for Perth, Ross McLean, officially opened the North Perth Migrant Resource Centre, as it was originally named, on 3 August 1982. Since then, MSCWA has provided support settlement, welfare, and the education needs of thousands of migrants and refugees in Western Australia.

There is no doubt that all Western Australians owe a debt of gratitude to the work of MSCWA over the last 40 years. Their programs and support for our multicultural communities has contributed to our diverse culture in Western Australia, and in doing so enriched our collective cultural identity.

MSCWA's success can be attributed to the dedication of the team at MSCWA, the hardworking board, volunteers and staff, who work tirelessly to deliver services to the West Australian community.

I wish MSCWA staff, volunteers and participants a well-deserved 40th anniversary celebration. Thank you for your valued contribution to the Western Australian community.

A handwritten signature in black ink, appearing to read 'Tjorn Sibma'.

HON TJORN SIBMA MLC
DEPUTY LEADER OF LIBERAL PARTY IN THE LEGISLATIVE COUNCIL
SHADOW MINISTER FOR CITIZENSHIP AND MULTICULTURAL AFFAIRS





Message from MSC Chairperson

Whilst 1995 to 2002 was arguably the Multicultural Services Centre's (MSC) most turbulent period and the period up to 2012 its road to recovery, its third decade can best be described as a period of settling in and growing.

I have been very fortunate in being the Chair of the Multicultural Services Centre since its thirtieth anniversary for it arguably has been MSC's golden period since its inception in 1980.

Its unrivalled range of programs and services for culturally and linguistically diverse (CaLD) Western Australians has continued to expand and its person-centred approach reflected by its service philosophy of providing services in the preferred language of service participants has been further strengthened with its 200 staff, speaking about 68 different languages.

In 2020-21, MSC's annual turnover exceeded \$10 million, its net equity was \$6.78 million and, as in previous decades, the external quality audits have been flattering and not just complimentary.

We most certainly didn't achieve all of this accidentally. Some of the reasons include our:

- ▀ Capacity to attract and retain knowledgeable, skilled, experienced and dedicated board members, staff and volunteers.
- ▀ Willingness to be the lead agency or more often than not, a member of consortia led by other agencies, which have successfully bid for programs and services.
- ▀ Strategic planning years in advance, which has reaped rich dividends.
- ▀ Willingness to take informed risks with all of them paying rich dividends.

Since the 30th anniversary we have changed our logo and added the tag line, "Individualised, Innovative and Integrated" and whilst our services have been individualised, and integrated for many years the last ten have also been very innovative.

Dr. Prabha Karan Krishnan

Examples of the latter include our Jobs and Skills Centre program's joint initiative with the Muresk Institute which prepared mostly refugees to acquire knowledge and skills to work in agriculture; our Vimauna project that is raising awareness of family and domestic violence (FDV) within CaLD communities and focusing on perpetrators and potential perpetrators to diminish FDV significantly; and most importantly our corporate social responsibility, "My Home project". It continues to operate without any external funding and it has already saved the WA taxpayers more than \$17 million in terms of the value of redundant bed days.

Former Liberal Immigration Minister, the Hon Philip Ruddock once famously referred to MSC as the beacon amongst Migrant Resource Centres, which was echoed by our former Prime Minister the Hon. Julia Gillard in her 30th anniversary video message. But at the end of the day, MSC is not about its board, its staff, its volunteers or indeed the many strategic partners and funding bodies that have supported us over the years. Why we exist and what we do is all about our service participants, and this is epitomized by numerous compliments that they have generously shared with us.

The people who have made significant contributions to the Centre are too numerous to list in this message. Arguably the most crucial contribution remains that of the Hon. Richard Court who was the WA Premier when the Minister for Immigration, the Hon Nick Bolkus, made the astounding and indefensible decision to cease the core funding of the Centre in 1995. So, we continue to remain indebted to the Hon. Richard Court and indeed all those who have assisted the Centre over the years.

Against all Odds

Introduction

“Against All Odds” was chosen as the name of this publication to mark the 40th anniversary of the Multicultural Services Centre (MSC), for it portrays what it had to overcome, not just to survive as described in the historical background section, but the difficulties it continually overcomes in its rapid growth in an ever-increasing competitive community services environment. Incidentally, the name of the video that was produced to mark this occasion was changed from “Against All Odds” to “I live for Mondays.”

This video is the proverbial labour of love of Devlin Bose, our Team Leader Housing, and Brian Balen, our former Media Services Director. It is dedicated to Aunty Maria a consumer of our Commonwealth Home Support Program. She shared the four very powerful words, “I live for Mondays” three days before her passing, when our CEO visited her at a hospice along with a volunteer, and another consumer.

To contextualise this, Monday is the day that Aunty Maria accessed our Aged Care services. In the last 40 years MSC has attracted loads of memorable testimonials from various sources, but, nothing comes remotely close to those four words for they epitomise why the MSC board, staff and volunteers do what they do. The link for the video is:

<https://m.youtube.com/watch?v=XM6SN2-WeW8>

The historical background section refers to a calamitous period for MSC, which could have

resulted in the centre ceasing its operations. Instead, it galvanised the board, staff and many well-wishers/stakeholders to do what was required and what seemed impossible, to make MSC the premier multicultural services provider that it is today.

The efforts of the board, staff, volunteers and other key stakeholders as well as the contributions and support of the Richard Court state government were critical in ensuring the Centre’s survival and these were detailed in the publication “A History of Achievement”.

MSC is arguably the largest provider of multicultural and multilingual services in WA and the key features of its success are:

It is Multicultural not just in name but in terms of its service diversity and personnel who deliver them in the preferred language of the consumer.

Service Diversity

It has an impressive array of services which are provided in a culturally and linguistically appropriate manner and these are outlined in the following table:



MSC Services by Program Name

MSC Services by Program Name	Service Delivery Period		Services provided on behalf of (State/ Commonwealth)	Summary of Services delivered
	Year Started	Year Ended		
Settlement Grants Program - Metro Perth	1982	Continuing	Federal	To provide settlement services which include information, referral, casework, capacity building, service planning, development and integration.
Settlement Grants Program - Bunbury and surrounding areas	2010	Continuing	Federal	As above
Employment Programs including Joblink, Employment Directions Network, PFE, First & second Click, Workforce Development and Career Centre	1982	2016	State	To provide a range of job readiness activities including career counselling and employment pathways planning and assistance for people of CaLD backgrounds. Job Link, EDN, Profit from Experience, Click 1 and Click 2 were undertaken by MSC and WDC and Career Centre programs were undertaken in partnership with MercyCare.
Emergency Relief (ER) - Metro	1982	2018	Federal	To provide emergency financial assistance.
Emergency Relief (ER) - Bunbury and surrounding areas	2011	2019	Federal	To provide emergency financial assistance.
CaLD Job Skills Centre Program	2020	Continuing	State	To provide a range of job readiness activities including career counselling and employment pathways planning and assistance for people of CaLD backgrounds.
Supported Accommodation Assistance Program	1985	2011	State	Provide short-term and medium term supported accommodation in houses provided by Department of housing.
Crisis Accommodation Program	1985	2011	State	Provide short-term crisis accommodation in houses provided by Department of housing.
Home And Community Care (HACC) / CHSP	1989	Continuing	State	To provide a range of service for the frail aged such as CBDC, social support, transport, meals etc.
Emergency Relief (ER)	1994	Continuing	State Lotterywest	To provide emergency financial assistance. Supplemental to Federal program

MSC Services by Program Name

MSC Services by Program Name	Service Delivery Period		Services provided on behalf of (State/ Commonwealth)	Summary of Services delivered
	Year Started	Year Ended		
Personal Support Program	2002	2005	State	Program funded by the Department of Family and Community Services (30 units in the northern Perth metropolitan region as a specialist provider for migrants and refugees).
Maitri Mental Health	2007	Continuing	Self-funded	Provide multicultural and multilingual clinical mental health services using Medicare Bulkbilling where applicable and cost free otherwise.
Family Relationship Centre, Perth (FRC)	2008	Continuing	Federal	To Provide Family Dispute Resolution and related services as part of the Relationships Australia Consortium.
Multicultural Children Support Service (MCS)	2009	Continuing	State	As above with reference to families with young children with the focus being on support services for the children.
Multicultural Housing Services Program (MHSP)	2009	Continuing	State	To help migrant families and individuals to source/ maintain their tenancies; develop links to community resources and other services; Increase their knowledge and skills to maintain stable accommodation, provide tenancy training etc.
Private Rental Tenancy Support Services (PTS)	2009	Continuing	State	As above. At any one time this and the above program would address about 150 clients with six staff working on a case management model with particular emphasis on client engagement in education, training and employment.
Community Housing Program	2009	Continuing	State	Manage 11 properties leased from the former Department of Housing and present Department of Communities to provide crisis and supported accommodation to people who are homeless or at risk of becoming homeless.

MSC Services by Program Name

MSC Services by Program Name	Service Delivery Period		Services provided on behalf of (State/Commonwealth)	Summary of Services delivered
	Year Started	Year Ended		
Measure Up/SWAP IT, DON'T STOP IT	2010	2013	State	The program targeted new and emerging as well as established CaLD communities and health professionals working with culturally and linguistically diverse groups (CaLD) from various communities. It sought to address chronic health conditions and promote better nutrition and physical activity.
Comprehensive Suicide Prevention Program	2011	2013	State	Three-year program to raise awareness and equip CaLD communities to address suicide prevention. The program was evaluated by Edith Cowan University
IHSS	2005	2010	Federal	Accommodation and Related Services Provider - Northern Region
HSS	2011	2014	Federal	Accommodation and Related Services Provider - Northern Region
Financial Management Program (FMP)	2011	2014	Federal	To build financial resilience and wellbeing of Humanitarian entrants and refugees in North Metropolitan Area of Perth.
Disability Services (DSC and WANDIS)	2011	2016	State	To provide a range of support, therapeutic and coordination services on a person-centred case management basis for people with disabilities. Also, participation in NDIS Trial sites in the Lower South West and Cockburn and Kwinana.
Games People Play	2013	2014	State	Department of Local Government and families funded MSC to undertake a range of initiatives to address problem gambling within ethnic communities.
My Home	2013	Continuing	Self-funded	Providing suitable supported accommodation for Graylands Mental hospital patients capable of living in the community but not being assisted by mainstream mental health service providers. This project has already saved WA taxpayers more than \$15 million in cost of bed days saved.

MSC Services by Program Name

MSC Services by Program Name	Service Delivery Period		Services provided on behalf of (State/ Commonwealth)	Summary of Services delivered
	Year Started	Year Ended		
Disability Services (NDIS)	2014	Continuing	Federal	To provide a range of support, therapeutic and coordination services on a person-centred case management basis for people with disabilities. Participation in the Perth Hills NDIS Trial site. Ongoing in all Metro.
Partners in Recovery (PIR)	2014	2019	State	To support people with severe and persistent mental illness with complex needs to facilitate their recovery.
Employment preparation and placement services	2016	2020	Self-funded	To help migrants prepare for the workforce in Australia and act as intermediary for placement.
Assisted Rental Pathways Pilot (ARPP)	2016	2020	State	To provide a package of services to eligible social housing tenants and waitlist applicants to continue living in the private rental market. MSC was involved in the co-production and design of the program which is case management based with focus on economic outcomes through employment, education and training, home ownerships etc. MSC's support assisted participants to obtain jobs and 4 purchased their own homes.
My Health Our Health (MHOH)	2016	2018	State	Funded by Department of Health WA, MHOH was designed to address some of the complex health concerns faced by people from Culturally and Linguistically Diverse (CaLD) communities. Using a culturally appropriate approach that addresses the sensitivity of the subject, MHOH intended to raise awareness taking a holistic approach to health and wellbeing to enhance the knowledge of Blood-Borne Virus (BBV), Sexually Transmitted Infections (STI) and Sexual Health and promote access to prevention, testing and treatment.

MSC Services by Program Name

MSC Services by Program Name	Service Delivery Period		Services provided on behalf of (State/ Commonwealth)	Summary of Services delivered
	Year Started	Year Ended		
Multicultural Legal Centre	2016	2019	Self-funded	To provide affordable legal advice and representation in areas such as Personal injury, Workers' compensation, Motor vehicle accidents, Criminal injuries compensation, etc. Funding was sought through Legal Aid and relevant organisations to minimise costs payable by clients.
Migration Services	2016	2018	Self-funded	To provide affordable migration advice and assistance on a range of visa applications, appeals etc.
Change management	2017	2019	DEEWR	To undertake a consultancy with Kuwinywardu Aboriginal Resource Unit (KARU) in Carnarvon.
Micro Business	2017	2019	Scanlon Foundation	A range of training (including Exploring Being My Own Boss) was provided to people of CaLD backgrounds to acquire relevant information, knowledge and skills to operate "Market Stalls".
Establishment of a Pool of trained Disability Support Workers	2018	2019	State & MSC funded	Establish a pool of 40+ suitably trained multilingual support workers with capacity to extend support to the disability sector. 25 skills- and knowledge-based workshops were conducted on a variety of topics and 42 support workers acquired the relevant knowledge and skills.
HCP	2018	Continuing	Federal	Home Care Packages, Levels 1-4 providing a range of support to facilitate seniors to remain in their homes and retain their independence.
Vimauna	2020	Continuing	State	To raise awareness of perpetration of FDV within CaLD communities.
Foodbank	2015	Continuing	Foodbank	Poverty eradication programs.
Second Bite	2019	Continuing	Coles	Poverty eradication programs.
Community Legal Centre	1995	2004	State	To provide legal advice and representations on various matters including family law, civil law, wills, immigration etc.

MSC Services by Program Name

MSC Services by Program Name	Service Delivery Period		Services provided on behalf of (State/ Commonwealth)	Summary of Services delivered
	Year Started	Year Ended		
Migration Services	2017	2018	MSC Funded	To provide affordable migration agent services.
Multicultural Legal Services	2017	2018	MSC Funded	To provide an affordable legal representation and advice service.

The efforts of the board, staff, volunteers, and other key stakeholders as well as the contributions and support of the state, commonwealth and several local governments and other key stakeholders continued to be critical in facilitating the Centre's tremendous growth as outlined in this publication.

MSC continues to foster an environment in which its personnel, (board, management, staff and volunteers) place their primary loyalty in the organisation and not in the people that they report to, which no doubt is also important. This approach was further strengthened by MSC adopting and implementing its Whistleblower policy.

Other Programs

MSC Services by Program Name	Services provided on behalf of (State/ Commonwealth)	Summary of Services delivered
Complex Case Management Program	Federal	Provide complex case management services for IHSS humanitarian entrants.
All Dressed Up and Somewhere to Go	ECCWA	Provide workshop information sessions and skill building to enhance access of young CaLD people to education employment and training.
Multicultural Media Services	Self-funded	A range of audiovisual, audio, visual, print media and performing arts projects, such as the production of video programs, documentaries, photos, etc, to positively contribute to the multicultural fabric of Australia's, and particularly Western Australia's, unique tapestry.
Happy Makan	City of Stirling	To implement WA's first Halal ER food service.

MSC Board Profile December 2021

Office Bearers



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.



Vice 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.



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.



Mrs. Kathy Ursich OAM

Retired small business manager of 40 years experience. Long-standing and substantial involvement (40+ years) in the multicultural sector in WA. Served many years as board member and in office bearer positions with the Ethnic Communities Council of WA.



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.



Mr. Patrick Tan

Retired Project Development Engineer experienced in project design, planning and management of land subdivision projects, and various municipal engineering work, with over 20 years Local Government service.



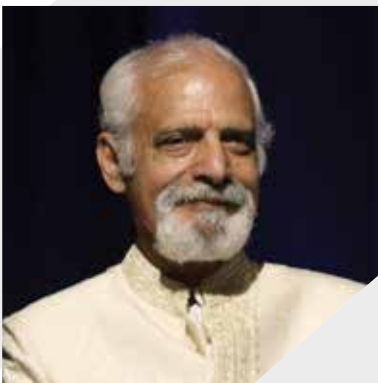
Dr. Zarrin Siddique

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.



Cr. Yaso Ponnuthurai

Councillor with the City of Canning, and has a proven ability to identify and maximise business opportunities and improve profitability. She has extensive experience in both the Public and Private Sector and has a substantial track record in Resources, Health, Capital Projects, Governance, multicultural communities Tourism, the Arts, and local Government and financial management.

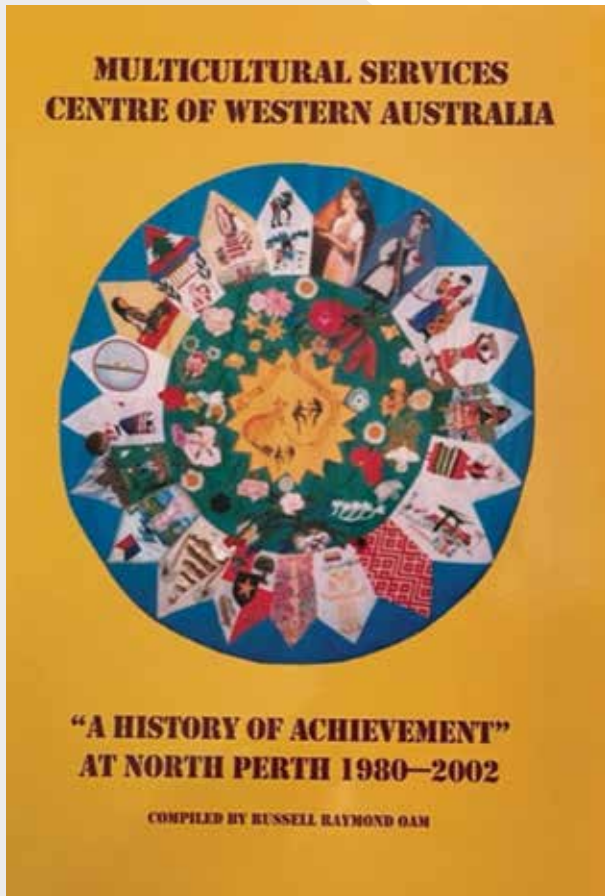


**Mr. Ramdas Sankaran OAM
Ex Officio Member**

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.

Historical Background

In the publication “A History of Achievement” (2002) the late Russell Raymond OAM who served a total of seventeen years as the Chairperson of MSC and the North Perth Migrant Resource Centre (NPMRC) as it was called initially, outlined in detail the establishment of the Centre and the trials and tribulations it experienced in its first 20 years.



As Russell described in that publication,

“January 30, 1980 was a hot steamy afternoon when about 250 men, women and a spattering of children crowded into the North Perth Town Hall to witness the birth of what was to become the first Migrant Resource Centre in Western Australia. Competition was intense with as many as 170 organisations and individuals entitled to jockey for board positions on the day. A total of 33 nominations were received for the same.”

Unlike resource centres established in Wollongong, Liverpool and Melbourne where members of the management committee were appointed by the then Minister for Immigration, the ethnic communities in Perth stubbornly resisted Ministerial directives. All but three members of the first management committee were elected by the members. This was arguably the first signs of the Centre’s renowned willingness to carve its own path which led the then Minister of Immigration the Hon Philip Ruddock to describe NPMRC as “a beacon amongst migrant centres”.

The North Perth Migrant Resource Centre was officially opened on 2nd June 1981 by the Federal Member for Perth, Mr. Ross McLean and on 3rd August 1982 it was certified as an incorporated body under the Associations Incorporation Act 1895.

The period that followed the astounding and indefensible decision of the then Minister for Immigration, the Hon Nick Bolkus in 1995 to cease the core funding of the Centre was arguably the most traumatic part of its history. But it was also the period that defined the Centre’s ethos and dogged determination not just to survive but to become an exemplary provider of multicultural and multilingual services. With a service philosophy of providing services in the preferred language of the consumer, 200 staff who speak 80+ languages/dialects implementing it; and the provision of an unrivalled array of programs and services, it has justly laid claim to have achieved that objective.

On the 10th of June 2002 the North Perth Migrant Resource Centre became an incorporated body under the Associations Incorporation Act 1987 in its current name of the Multicultural Services Centre of Western Australia Incorporated.

The history of the Centre can be divided into four broad periods namely

1. Early Years (Inception to 1995)
2. Turbulent Years (1995 to 2002)
3. On the Road to Recovery (2002 -2012)
- 4 Settled in and Growing (from 2012)

The first two were covered by "A History of Achievement (2002) publication and the third was covered by the Publication Multicultural Services Centre 30 Years On (2012).

This publication will focus on the post 2012 period and will highlight some of the notable/ interesting achievements/milestones. More details of the same can be accessed from our annual reports published on our website www.mscwa.com.au/publications/annual-reports/

But first, this publication wishes to pay respects to some key people who made significant contributions to the Centre and have passed on. They are in chronological order of passing:

In Memoriam



Vale Claudio Pierluigi

Claudio was a social worker by profession and as the first Director of the Centre he oversaw the development of culturally and linguistically appropriate service provision in the areas of settlement, employment and training, housing and home and community care for the frail aged and young people with disabilities.

Regrettably the Centre lost the services of an accomplished professional when Claudio accepted the position of Director Government and Community Relations with the then Multicultural and Ethnic Affairs Commission. At the time of his very premature passing he was a Director of Helen Catalini and Associates.



Vale Thevant Fitzgerald

Thevant Fitzgerald's period as Treasurer was an important one for the Multicultural Services Centre as it emerged from the red and moved solidly into the black

Her involvement was not just restricted to her duties as Treasurer. She willingly volunteered to chair the Female Genital Mutilation Video project steering committee and was also a member of the Multicultural Housing Advocacy Program steering committee. Thevant also keenly pursued several issues through the Ethnic Communities Council with regard to interpreting services and young people. She was also a great supporter of the Centre's Vietnamese HACC services. She was well liked and respected by all staff and board members and that's not surprising given her easy going and friendly nature.

Vale Albert Cheong

Albert Cheong made substantial contributions to the Centre as a board member and as Treasurer. He oversaw a period of steady growth in the Centre's income and his wise counsel led to a significant growth in the Centre's assets. Albert was a Practising Chartered Tax Adviser and Public Accountant with extensive experience in the multicultural sector given his involvement in a number of ethnic organisations in Perth since 1982. This included the Ethnic Communities Council of WA. He was a gifted musician (mastered several instruments) and was one of the pioneers of the Ethnic Music Centre in Perth, which subsequently became the Multicultural Arts Centre of WA and Kulcha.



Vale Sam Piantadosi JP OMRI FOC

Sam was a member of the interim Committee that established the North Perth Migrant Resource Centre (NPMRC) in 1980. (The North Perth Migrant Resource Centre changed its name to the Multicultural Services Centre in 2001.) He was NPMRC's Founding Vice President and served for four years in that capacity. He subsequently served as a Board Member for several years including at the time of his passing.

The many positions he held besides the above include Founder of the Stirling Ethnic Aged Homes Association, Founding President of the Ethnic Communities Council of WA, Honorary Patron of the Chinese Community Centre of WA, and the Chinese Community Centre School.



Vale Russell Raymond OAM

The passing of Russell on 25th August 2019 marked an end of a great era in the annals of both the Multicultural Services Centre of Western Australia (MSC) and the Ethnic Communities Council of WA (ECCWA). His substantial contribution significantly influenced the growth and development of the Centre. Russell served on the Centre's board of management in various capacities, since its establishment in 1980. He was the Chairperson or Vice Chairperson for most of the 40 years. Russell along with other board members guided the Centre (North Perth Migrant Resource Centre as it was then called) through its tough times when its core funding of about \$250,000 was terminated by the federal government. The fact that MSC is now by far the largest multicultural services provider in WA has a lot to do with the stewardship of Russell, as well as the time, efforts, and support he extended to achieve that outcome. Russell had a great impact on many past and present staff and board members of not just MSC and ECCWA and they include the Australia Day Council, AdvoCare, Umbrella Community Services, the Sri Lankan Association of WA etc. At the national level, Russell was as a Dy Chairperson representing WA on the FECCA Executive for more than 5 years. He served FECCA in other capacities namely Honorary Secretary for 4 years, its representative on the SBS Community Advisory Committee for many years, its representative on a Commonwealth Aged Care Committee etc.





Vale Graeme Windsor

Mr. Graeme Windsor a board member of our Centre for many years passed away on Tuesday, 4th August 2020. Graeme was a Solicitor and Accredited Mediator and served as a Lawyer with the Australian Government Solicitor (AGS) for 28 years. He was the Director of its Perth Office from December 1997 - January 2014. Graeme was the Dy. Convenor of the WA Law Society's Government/In house lawyers committee and was also a member of its Alternative Dispute Resolution Committee. Graeme was also a Lecturer, College of Law, in Perth. Obituaries in memoriam remind us of "a gentle man known for his integrity, loyalty, love of family, friends, reading and music" and that he had "an amazing memory of past events, love of books and encyclopaedic knowledge of music. A charming man with many cherished friends."



Vale Nick Agocs OAM

Nick Agocs, (Miklos Szaszak) was an outstanding Australian and the quantum of his work in the multicultural sector is unrivalled, with most of it done voluntarily.

Nick was a founding board member of the North Perth Migrant Resource Centre which became the Multicultural Services Centre of Western Australia (MSCWA) in 2002. He served as Chair, Deputy Chair, and in other capacities for decades. When the centre was defunded, Nick, along with others, played a significant role in ensuring that the centre continued to operate successfully.

He helped revive the Ethnic Communities Council of WA (ECCWA) in 1980 and served as President, Senior Vice President, Secretary, Assistant Secretary, Assistant Treasurer and management committee member. Nick also served the Federation of Ethnic Communities Councils of Australia (FECCA) in the roles of Senior Deputy Chair, Deputy Chair and other office bearer positions longer than any other Western Australian. As with the ECCWA, his contribution to FECCA was outstanding. For this FECCA awarded him one of only three life memberships given to Western Australians in the last 40 years.



Vale Emeritus Professor Laksiri Jayasuriya AM

Emeritus Professor Laksiri Jayasuriya AM had a long and distinguished record of engagement in public affairs at international, national and state levels. He has led the way in charting new directions for Australian multiculturalism and citizenship. He was the first Asian to be appointed to the Immigration Advisory Council and was Chairman, National Advisory and Coordinating Committee on Multicultural Education. His significant contribution to the formulation of WA's Multiculturalism Charter (2004) as well as the establishment of Australia's first Anti-Racism Strategy led us to fondly refer to him as the Father of Multiculturalism.

Vale Gerry Campbell

Gerry was one of tens of thousands of newly arrived migrants who ended up working for James Hardy whose callous occupational safety record led to hundreds of employees contracting asbestosis. Rather than be bitter and angry about it, he considered having got a job with them fortunate to establish himself and family in a new country. This remarkable attitude was not an isolated one for he never lost hope as the cancer spread across his body and he suffered other health conditions Gerry had a big heart but not many know some aspects of his boundless generosity and charity. Gerry and his wife Sue have been volunteering at the Multicultural Services Centre on a weekly basis for many years, where Gerry's culinary skills were enjoyed by our frail aged consumers. He continued to volunteer his services between bouts of chemo and radiotherapy. What's more they both refused to accept the honorarium that we provide our volunteers. So, it was hardly surprising that Gerry gifted his mortal remains to the UWA medical school.



Vale Leela De Mel

Leela's splendid legacy has not been adequately acknowledged let alone celebrated by our sector for it was her in her capacity as the Executive Director of the Office of Multicultural Interests who had the responsibility to implement the Gallop government's admirable multiculturalism scaffolding comprising the Multiculturalism Charter, the Anti-Racism Strategy, the Substantive Equality and the Language Service policies. The role she played was well summed up by Dr Gallop in his tribute to her i.e. "When it came to the range of policies related to multiculturalism and anti-racism I was fortunate to have Leela de Mel as Executive Director of the Office of Multicultural Interests. She fully understood what it was the government intended, was resolute in her support for the policies when the inevitable challenges emerged and through all of this acted in a dignified and respectful way."



In 2011, MSC won the tender to provide the Accommodation and related component of the Humanitarian Support Service and it became its single largest program. Regrettably, a very senior official in the Department of Immigration, on the basis of unsubstantiated reasons, pressured the board to impose changes to how and who administered the program. MSC's highly professional and experienced board of management of which Leela was a member, took her advice and firmly resisted the pressure that was placed on it. Leela also had significant input on many programs and services that MSC developed and implemented.

Some Key & Interesting Facts

Corporate Social Responsibility

My Home Project

Established as a CSR initiative in 2014 to provide supported accommodation to residents of Graylands Hospital ready to be discharged but nowhere to live. As at 1st January, 2021, in terms of cost of bed days saved, this project has resulted in savings of more than \$17 million. The Project launch can be accessed from the link below www.youtube.com/watch?v=rMHQZKfhol&feature=youtu.be

Kerala Flood Relief

MSC established this appeal in partnership with the Indian Society of WA and a number of other Indian organisations. It raised \$26,030 that was sent to the Kerala Chief Minister's Fund in full.



Attribution:

Ranjithsiji, CC BY-SA 4.0 <<https://creativecommons.org/licenses/by-sa/4.0/>>, via Wikimedia Commons

Sulawesi Tsunami/Earthquake Appeal

MSC established this appeal in partnership with Kreasi Indonesia Inc. and raised \$3,531 that was sent to the Palang Merah Indonesia (Indonesian Red Cross). MSC also donated \$1,001 to the appeal.



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Devina Andiviaty, CC BY-SA 3.0 <<https://creativecommons.org/licenses/by-sa/3.0/>>, via Wikimedia Commons

Australian Bush Fire Appeal

An Appeal was launched to raise funds to assist the victims of the bushfires that caused massive destruction in the NE Suburbs of Perth and towards Northam. Bendigo Bank North Perth provided a \$1,000 donation towards the costs of the Bunnings Sausage Sizzle that was held on 13th February 2021. With the support of Tina and Dr Murray Jacobs we raised more funds and the appeal raised a total of \$5,174.55 which was donated to the Lord Mayor's Appeal for this purpose.

With regard to all of the above appeals, MSC did not take a cent towards covering the administration and audit costs or the costs for transferring the funds.



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Australian Temporary Residents Appeal

Organised to address the needs of those who were adversely impacted by COVID 19. MSC was also able to substantially increase its Emergency Relief program to assist them, thanks to the tremendous support of Lotterywest and the Department of Communities decision to allow us to extend our housing programs to assist them.

Afghani Appeal

MSC established this appeal to address the needs of people from Afghanistan who fled to Western Australia in 2021. To date the appeal has raised \$6,594.51.



Attribution:

U.S. Marine Corps photo by Sgt. Samuel Ruiz, Public domain, via Wikimedia Commons

Sponsorships

- ECCWA's Racism Matters Initiative (Platinum Sponsorship of \$10,000)
- ECCWA International Women's Day Events (Platinum Sponsor)
- MSC also provided small sponsorships for CaLD community organisations to celebrate their cultural events.

MSC Vehicle Fleet

With no hybrid vehicles a decade ago we now have hybrid vehicles. We will commence purchasing electric vehicles in 2022.

MSC Premises

Since its 30th Anniversary MSC has purchased its:

Mirrabooka Office, at 14 Brewer Place (with the support of Lotterywest)



Wellness Centre and office in Morley, 5 Bookham Street (With the support of Lotterywest, the state department of Health and the Bendigo Bank, North Perth)



New office in Cannington, 7 Mallard Way (with no external support).



MSC has other offices/Service Outlets in:

- Belmont
- Bunbury
- Mandurah
- Manning
- Noranda
- North Perth
- Westminster

Multicultural Supported Disability Accommodation

Work has entered into a contract to demolish its former Morley Office at 64 Wellington Road and build WA's and possibly Australia's first Multicultural Supported Disability Accommodation. The facility with seven High Care rooms with attached bathrooms is scheduled to be completed in mid-late 2022.

My Health Our Health (MHOH)

Several aspects of this program were innovative and the most notable one was the unfunded Hepatitis testing initiative that MSC initiated. 349 people participated and those who tested positive in some age groups were disproportionately very high compared to the Australian born, some as high as 34%. All of them fell through the cracks of the Immigration entry health checks, post arrival health checks, the primary health care system etc. but with MSC's support all those who needed treatment accessed it.

Muresk project - Work in Agriculture Skillset course for CaLD Australians

In partnership with the Muresk Institute, MSC organised a Work in an Agriculture Skillset course for CaLD Australians to address regional skills shortages. For details see pages 9-13 of our 2020-21 annual report www.mscwa.com.au/wp-content/uploads/MSA-Annual-Report-2020-2021.pdf.



Friends of Black Lives Matter

MSC has commenced this initiative and registered domain names for the same. It will raise awareness among multicultural communities about the plight of indigenous people and also their incredible achievements despite the adverse situations they have had to encounter since non-indigenous settlement of Australia. It will enable CaLD communities to advocate for the improvement of the lives of indigenous people. It will provide training sessions including inter active workshops between indigenous elders and ethnic communities.



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Some Awards and Recognition since 2018

Community Services Excellence Awards 2021 (CSEA)

One of the four finalists in the large organisation category of the above



Zeljka Prodanovic MSC's SETS Program Team Leader with the Award

IPAA Collaboration Award State government agency and NFP sector 2021

MSC and Graylands Hospital's My Home project. (Shortlisted finalist). MSC and related personnel who participated in the Awards Ceremony on 3rd December are in the photo below.



Standing L - R Dr Nathan Gibson, WA's Chief Psychiatrist, Dr. Prabha Karan Krishnan, MSC's Chairperson, and Ramdas Sankaran CEO

Sitting L - R, Devlin Bose Team Leader Housing program, Anjali Mukund, Manager Jobs and Skills Centre program, Kathy Ursich OAM long term MSC board member and Karen Wood owner of the properties used for the My Home program.

IPAA Collaboration Award – State Government Agency and NFP Sector 2018

Silver Medal - for the Assisted Rental Pathways Pilot Department of Communities, Centrecare, Salvation Army, Outcare and MSC.

Mat Jovanou, Manager Relationships and Agreements, Contracting Directorate, Department of Communities (2nd from left) and Natalia Gemmell, Manager Housing Policy, Policy & Service Design, Department of Communities (4th from left) with representatives of partner agencies, at the IPAA Award Ceremony.



MSC Board and staff features since our 30th anniversary

Some notable features of the MSC board since our 30th anniversary include:

- ▮ Dr. Prabha Karan Krishnan is still the Chair.
- ▮ Russell Raymond passed away on 25th August 2019 having served the board in varying capacities for 40 years since MSC's inception.
- ▮ Kathy Ursich OAM has served the board in varying capacities since MSC's inception.
- ▮ Sheila Rajan served as Secretary for 10+ years till 2002 and then became Vice Chair in 2019.
- ▮ Bob Mahar retired as a board member after serving in that capacity for 10+ years
- ▮ Ramdas Sankaran OAM has been the CEO and a board member in an ex officio capacity since February 2002.
- ▮ MSC staff numbers grew from 81 in 2010-11 to 200 as at 2nd December 2021.

A list of Staff and Volunteers is on Pages 57 to 61

Linguistic Diversity of MSC Personnel

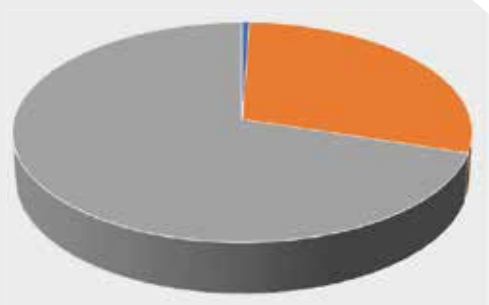
MSC personnel speak 82 languages and dialects as follows:

Acholi	Hakha Chin	Macedonian	Sinhalese
Afrikaans	Hakka	Malay	Siyin Chin
Amharic	Hazaragi	Malayalam	Somali
Arabic	Herero	Mandarin	South Sudanese Arabic
Bengali	Hindi	Matu Chin	Spanish
Bhojpuri	Hokkien	Mauritian Creole	Sudanese Arabic
Bosnian	Hungarian	Mizo	Swahili
Burmese	Indonesian	Mizo Chin	Tagalog
Cantonese	Italian	Mon	Tamil
Chin	Japanese	Montenegrin	Teochew
Croatian	Kadazan	Nepali	Telugu
Czech	Kannada	Nuer	Thai
Dari	Karen	Oromo	Tigrinya
Dinka	Khmer	Pashto	Tshiluba
Dusun	Kinyarwanda	Persian	Turkish
Falam	Kirundi	Polish	Ukrainian
Farsi	Korean	Punjabi	Urdu
French	Kuku	Russian	Vietnamese
German	Lingala	Serbian	Yapese
Greek	Luo	Shan	Shona
Gujarati	Madi		

MSC Financial Positon

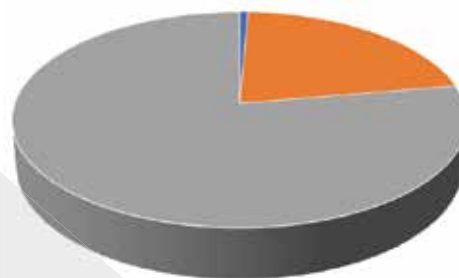
	1980-81	2010-11	2020-21
Annual Income	\$80,350.00	\$4,299,864.00	\$10,281,970.00
Net Equity/Members Funds	\$61,530.00	\$1,884,737.00	\$6,794,282.00

Annual Income



1980 - 1981 • 2010 - 2011 • 2020 - 2021

Net Equity



1980 - 1981 • 2010 - 2011 • 2020 - 2021

Aged Care Program

The program's annual grant/income has grown from \$841,978 in 2010-11 to \$3,614,398 in 2020-21

Aged Care

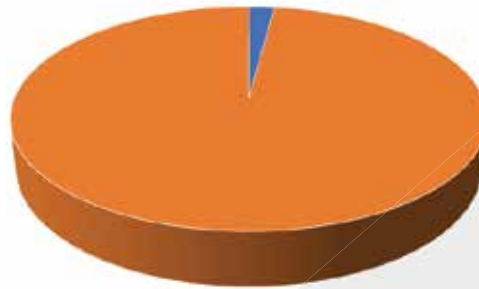


2010 - 2011 • 2020 - 2021

Disability Program

The program's annual income grew from \$82,412 in 2012-13 to \$3,889,345 in 2020-21

Disability Services



2012 - 2013 • 2020 - 2021

Views of Notable people about MSC

The views of some notable people about MSC are conveyed below:

Prime Minister the Hon Scott Morrison



Video message can be accessed from link below
<https://www.dropbox.com/s/wf7j293w2zgt18x/WA%20Multicultural%20Services%20Centre.mp4?dl=0>

Premier the Hon Mark McGowan



Video message can be accessed from link below
<https://drive.google.com/drive/folders/1x7OPt-G39WfKQiFKgwZKoRbaSUh9emC7F>

Former Prime Minister Ms Julia Gillard



Video message can be accessed from link below.
<https://www.mscwa.com.au/videos/intro.mp4>

Dr. Soumya Swaminathan, Dy. Director General, Programs, World Health Organisation



Dr. Soumya Swaminathan, provided us an interesting and thought-provoking video message in relation to our My Health Our Health Program (MHOH). In it she refers to "Whereas WHO develops normative guidance in the form of guidelines, setting standards, we promote research, advocate for action, convene partners and provide technical assistance; it is local communities themselves which should take control and lead efforts. It is encouraging to see such efforts just like the ones you are leading, such as the MHOH initiative which is demonstrating such leadership in this area."

Video message can be accessed from the link below.

<https://www.mscwa.com.au/publications/archive/my-health-our-health/>

Former Minister for Immigration, the Hon. Philip Ruddock

provided (the message) below on the passing of our former chair, Mr Russell Raymond, OAM.



Sent: Monday, October 21, 2019 8:46 am

To: Ramdas Sankaran

Subject: Response - Mayor - The Hon Cr Philip Ruddock - Event to celebrate the life of Russell Raymond OAM

Good Morning Ramdas

I have spoken with The Hon Cr Philip Ruddock and here is his message in relation to Mr Russell Raymond OAM:

It was with great sadness that I learned of the passing of Russell Raymond, who I remember fondly. I worked most closely with him during my time as Federal Immigration Minister, particularly in his role as chair of the North Perth Migrant Resource Centre. I have previously described the centre as the beacon among migrant resource centres and I stand by that. The work it does is exceptional, setting the standard for others to follow, and much of its excellent work can be attributed to Russell's outstanding leadership. He had all of the qualities that are essential when working with migrant communities, most notably compassion, empathy and a genuine concern for the well-being of others. His purely noble motives were backed up by a powerful work ethic, making him one of the most significant contributors to multicultural society in Western Australia. It was always a pleasure to engage with Russell Raymond and he will be very sorely missed.

Kind Regards

Helen

Helen Tunks

Administration Co-ordinator

Office of the General Manager

Hornsby Shire Council

What MSC means to me

A sampling of client, staff and stakeholder feedback is outlined below:

Client, Staff and Stakeholder Feedback

MSC places great emphasis on Consumer Engagement and exercises consumer choice and control in the delivery of services. It has a dedicated position of Team Leader Quality and Compliance as well as Team Leaders and Managers within each program to facilitate consumer engagement and incorporate feedback into our operations. MSC has an active Consumer Forum as well as a Carers Forum. MSC also has audio messages in 14 languages on its website inviting feedback.

Below are some examples of feedback from consumers and care recipients in our aged and disability services programs. Please note that names and email addresses have been omitted to maintain confidentiality:

The late Aunty Maria in whose name MSC's 40th anniversary video was dedicated, shared four very powerful words, "I live for Mondays" three days before her passing, when MSC's CEO visited her at a hospice along with a volunteer and a client. To contextualise this, Monday is the day that Aunty Maria used to access MSC's Aged Care services. In the last 40 years MSC has attracted loads of memorable testimonials from various sources, nothing comes remotely close to those four words for they epitomise why MSC board and staff do what they do.

*Dear Pary and all the Staffs,
Thank you so much for organising, well planned and taking care of all the seniors to the well-planned trip to Margaret River. Though it was my first trip, I was amazed how you organised and looking after each and everyone of us.
The staffs are always polite and helpful whenever we need help. The accommodation, food and the three days sightseeing and shopping trip was excellent. It is really my memorable trip. Looking forward for more enjoyable trips.
Thank you so much again.
Merci, Danke, Garcias (thank you in French, German and in Italian) With Kind Regards, EA.*

Saturday, 6 March 2021 12:22 PM
To: Pary Manicom
Subject: MR Getaway feedback

Dear Pary, Jing, Kamal, Lan, Leonard and Cheten,

We had stayed at the Perth Crown hotels with our family few times before this recent getaway at the same place, but it was very different and impressive. This time, we jointed with a big group of 30 senior people and 6 wonderful supporting staff from the Multicultural Services Centre in Morley. It was from 07/09/2021 to 09/09/2021. We had not had to do anything to prepare for the getaway except packing our own personal belongings. For me, it was even better because it was totally free as it was an extra gift for my father's day from my wife. That made me to worry about her next year mother's day. Anyway, it is still far away.

For now, we would like to say many thanks to each and every one of the six excellent staff named above, leading by Pary, for an outstanding organising, managing, caring and supporting us from the start to the last minute of the trip. You always took extra special care for us in every activity such as pick up, drop off, transporting, moving around, check in, check out, meal setting and many more. You did them with the love of helping people in a very friendly, safely, cheerfully and enthusiastically way. You are the perfect people for the servicing and helping for elderly of this organisation.

Special thanks to Pary for your excellent leading role of the group. You always were the first and also the last person to check for everything to make sure that everyone was safe, fine and comfortable, but unfortunately, accident still can happen sometimes unavoidable.

We also would like to say thank to the people who did not go with us but did the planning, booking etc for this great getaway.

In spite of being a short getaway, it was a very happy, joyful, comfortable, excited and relaxed trip that was full of laughs, funs and friendships. We got many cherish memories, a better health, new friends and our friendships have been fastened. These are the most precious assets in our life and money cannot buy them.

Once again, thank you so much for everything that you did for us and the wonderful, invaluable benefits, which we have been received from this unforgettable getaway.

We wish you all always have a good health and a safe, happy, joyful life both in your work place and in your family.

We are looking forward to having other interesting getaways with you in the near future.

Yours faithfully

D&P

Tuesday, 14 September 2021, 5:52 pm

To: Pary Manicom

**Subject: The Getaway at Crown Metropol Perth _ September 2021
Multicultural Services Centre**

Dear Pary

I would like to say a huge thank you to you and to all our carers who took us to Cottesloe beach yesterday to see Sculptures by the sea. It was such a wonderful experience for us. If it wasn't for the multicultural group us pensioners would not have got a chance to experience that.

We had a yummy Burmese morning tea and a delicious fish and chips lunch.

I have included some photos to show you how much fun we had with our lovely carers taking loving care of us all.

Thank you once again and GOD BLESS you all.

Regards

T&P

Sent: Thursday, 11 March 2021 8:47 AM

To: Pary Manicom

Subject: Wednesday Outing

EP:

I just wanted to say to you and your team the amazing service you provide to make the life of my mum in her later years so wonderful and enjoyable. Your dedication and tireless efforts do not go unnoticed and I hope that you can financially continue this going forward for many years to come. It is an amazing time and memories you are giving the group.

THANK YOU THANK YOU

I hope when I get to my mums age the service is still available for me to use too.

TS:

Thanks for your motivating words and acknowledgement. According to me, MSC provides the best amiable work culture I have ever worked before. Thereby, I enjoy my services here.

L:

Just would like to express my thanks and gratitude for the lovely getaway that my parents (D & R .F) attended recently. They had such an amazing time and were very blessed to have such a beautiful group of carers who made their experience extra special.

The Centre has been such a blessing for my parents, they have something to look forward to which is so important for their well-being and knowing that they are cared for the way they are is so heart warming to hear as a daughter.

I know they will be looking forward to many more joyous and positive experiences to come. Thanks again

AS:

Thank you for the wonderful care and attention that you and all the staff gave Dad while he was in your care for a wonderful 3 day holiday at the Crown Metropol.

He greatly enjoyed the company of the new friends he is making at the club. He also enjoyed the great activities, of which he thought that the gold pour at the Mint was the most interesting, and he loved all the restaurants visited.

He is looking forward to the next time he will be able to join in on an outing.

Dear Rajyashree and Pary

This is to express my appreciation to Mscwa and Rajyashree and the staff team for the wonderful time our group had, at Margaret River. The arrangements for our travel, our Hotel stay, the sightseeing, and the Care given to us, was of a high standard, as is the norm with Services provided by Mscwa.

Thank you so much for giving us the opportunity of enjoying group togetherness.

*Yours sincerely
LJ*

Sent: Thursday, 18 March 2021 10:24 AM
To: Rajyashree Malaviya
Subject: Margaret River trip
Dear Rajyashree and Pary



Dear Pary

My husband and myself would like to say a big thank you to you and all the caring staff who took so much care of us during our trip. We had such a lovely bus to travel in and a yummy morning tea on the way to Bunbury for our delicious lunch.

When we got to our hotel in Margaret River I couldn't believe the spacious rooms clean rooms we had. The two nights we spent there were just wonderful. It was my husband's first overnight trip with the group and he was so impressed.

On the day we were returning the 25th was his 80th birthday, and with the fun and excitement we had he felt like he was only 60 years old.

We've been married for 48 years and this was the bestest birthday he's had with all the carers and his friends. He was so surprised when you brought out his birthday cake he just couldn't believe it. his new found family celebrating his big birthday.

The journey back was full of singing along and jokes and a little sadness that our trip had come to an end for now.

Once again we would like to say thank you and God Bless all of you.

Regards

P & T. S

Sent: Friday, 26 February 2021 4:51 PM

To: Pary Manicom

Subject: Margaret River Stayover



2021 MSC Disability Participants Survey – Key Results

- 89.5% of participants surveyed reported being satisfied with services MSC provided with only 1 reporting being dissatisfied and 4 being neutral in their response.
- 90% of people surveyed reported feeling valued as a participant with MSC
- 96% of participants felt that staff take the time to listen to them.
- 92% of participants reported that MSC Coordinator works with them to keep in touch and makes necessary changes.
- 88% of participants surveyed reported that MSC staff encourage them to achieve their goals.

Some Direct Quotes from Disability Services Survey participants

- "I don't think you can! (improve services). This was confirmed as an extremely positive feedback."
- "Extremely happy with MSC"
- "Support workers that support us are simply great and do a wonderful job."

Feedback from Stakeholder Email feedback re Joint MSC-Muresk Institute Project (MSC-Muresk Institute)

Hi Ramdas,

*Just listened to you and Prue on the radio.
Lovely work.
Cheers*

Cathryn Curtin
Director, Procurement and Programs
DTWD

Email from Debbie Lobb, Senior Behaviour Support Consultant, Disability Services Commission

"Thank you so much for your feedback Ramdas. It is much appreciated. Likewise, as we have spoken about before, we have very much valued and learnt a lot ourselves along the way through our partnership with MSCWA. We are very keen to support MSCWA in any way we can due to commitment and excellence in service/support to which you have supported? Name deleted for privacy purposes.

Kind regards, Debbie"

DSC Quality Audits 2021

The Disability Services program external quality audit was undertaken by Judy Beeken from November 22 to November 25 2021. Feedback received was excellent (pending final report) which included:

- Strong correlation on positive experiences from participants and staff.
- Policy and quality improvement practices show strong evidence of MSC's commitment to continuous improvement.

2020

- "The Service has a fundamental commitment to human rights and its policies, procedures and operations consistently demonstrate this commitment.
- The Service has a range of active programmes to encourage participation and inclusion. Their specific focus on inclusion for clients from various cultural backgrounds is sensitive to specific cultural requirements and interests. Further expansion of these services is planned.
- The service is strongly person-centred in its approach and has procedures in place to support individuals to meet self-identified goals in collaboration with significant others and other service providers.

2018

"The Centre did very well and sets a high standard in terms of policies and practices for human/ disability rights, individual diversity and cultural connections. The level of collaboration with other organisations and positive outcomes in terms of wellbeing is also to be commended". "Based on the information provided by individuals, their families, friends, carers, advocates, staff and management; and through documentation and observations made by the Evaluation team, this organisation's performance has been assessed as meeting all six standards.

2015

"A strength of MDSP is the respect and dignity culturally and linguistically diverse participants receive. Participants and their families acknowledge that MDSP provide culturally appropriate support and information. All participants are offered support workers who speak their preferred language. Most families have a support worker who interprets and communicates information in a language other than English (their preferred language), enabling them to freely express themselves, **and have authentic choice, control and involvement of their supports and services.**"

Feedback from Community Grants

MSC's SETS Program received the following feedback from the Australian Government Community Grants Hub, South Australia State Office, Delivery - Network Operations: 25 On 15 August 2019:

"From what I have read so far, it is extremely detailed and clearly addresses the deliverables stated in your Activity Work Plan. No further action is required. Thanks so much for sending the addition documents. Its great read about the amazing work your organisation are doing."

Partnerships with multicultural and mainstream organisations, and peak bodies

The Centre has always pursued a collaborative approach to ensure that the needs of ethnic Western Australians are met equitably and in a culturally appropriate manner. Our links with several multicultural and mainstream organisations, including peak bodies remain strong. The agencies that we have worked with are listed below.

Our approach to collaboration has been very successful because of our commitments to mutual trust and respect, willingness to share resources and associated risks, accommodating the other party's expectations, standards etc. MSC's substantial and exceptional record in working collaboratively with other organisations to deliver high quality outcomes for vulnerable clients can be gauged from the following services that it provides.

1. Family Dispute Resolutions Counselling: In collaboration with Relationship Australia (Lead agency) since 2008 together with Perth Central & East Metro Medicare Local and UnitingcareWest.
2. Employment Preparation and Coaching Services - under the CaLD Workforce Development Centre Program in collaboration with MercyCare (Lead agency) 2010 to 2018.
3. Partners in Recovery program. Between 2014 and 2019 with Black Swan Health (lead agency) and twelve mainstream agencies as other consortium partners.
4. Subsidised Community Housing provision to low-income migrants in collaboration with Community Housing Limited (CHL). MSC has 11 houses it head leases from the Department of Housing (DoH) and "subleases" to CHL.
5. My Health Our Health program - MSC was the lead agency partnering with Hepatitis WA, SHQ, WA AIDS Council, SIREN and RPH, since 2016-2019.
6. Vimauna FDV project (since May 2021) MSC is the lead agency partnering with Ishar, ECCWA and about 25 ethnic community groups and organisations.
7. CaLD Jobs Skills Centre Program - Since July 2021 MSC has been working closely with Central Regional, South and North Metropolitan TAFEs, a number of RTOs and other educational institutions, employment services providers, employers etc. to provide a range of employment and training related services for CaLD communities.
8. Our settlement service programs in Perth, Mandurah and Bunbury are delivered in partnership with many mainstream and multicultural providers as well as the Mandurah and Bunbury LGAs.
9. Assisted Rental Pathways Pilot - This project funded by the Department of Communities and implemented in partnership with MSC, Centrecare, Salvation Army, Outcare won a Silver Award for collaboration in 2018 from IPAA, for collaboration between a State government agency and the NFP sector.
10. MSC's My Home project was initiated in collaboration with Graylands Hospital and it was a shortlisted finalist for the 2021 IPAA Award for collaboration between a State government agency and the NFP sector.

The above partnerships have worked well since inception and the relevant organisations and their funding bodies will confirm that high quality outcomes were achieved.

MSC also has strong links with formal and informal leaders of new and emerging communities in Perth, Mandurah, Bunbury, Katanning and Albany as well as with regional service providers.

Other examples of working collaboratively with organisations include:

- Metropolitan Migrant Resource Centre (Lead agency), St Vincent De Paul Society and ASeTTS in implementing the IHSS program.
- PVS and St Vincent de Paul Society in implementing the HSS program.

To optimise collaboration, our approach has included establishing project/program steering committees and a commitment to Continuous Improvement at both program and organisational levels. In the case of the former they assist us to oversee the implementation of relevant programs/projects and we have had no difficulty in attracting relevant professionals and representatives of stakeholder agencies to participate in them. Reviewing the mechanisms in place to foster collaboration and exploring ways to improve is an integral part of the latter.

The following collaborative linkages and networks with several agencies have led and will continue to lead to sustainable outcomes for consumers:

- Accommodation and related Services
- Generalist Multicultural and ethno-specific Service Providers
- Specialist Multicultural Service Providers such as EDAC, Ishar and ASeTTS
- Income Security, Welfare rights and legal matters
- General Welfare/Support and Relationship and other Counselling
- Education, Employment and Training
- Local Councils especially the Cities of Vincent, Stirling, Bayswater, Melville, South Perth, Canning and Bunbury

MSC's membership of peak bodies since its 30th anniversary include the following

- Aged and Community Services Western Australia
- Carers WA
- Chamber of Commerce and Industry WA
- Community Languages WA
- Consumers of Mental Health WA

- Ethnic Communities Council of WA
- Ethnic Disability Advocacy Centre
- Leading Age Services Australia
- National Disability Services
- Refugee Council of Australia
- Shelter WA
- Volunteering WA
- WA Association for Mental Health

Metropolitan Multicultural Networks

MSC staff participate in many metropolitan multicultural networks including:

- DHS Multicultural Consultative Forum
- East Metropolitan Multicultural Network
- Ethnic Disability Advocacy Centre (EDAC) – Interagency Network Meeting
- Humanitarian Entrants Interagency Network (HEIN)
- Multicultural Youth Advocacy Network Western Australia (MYANWA)
- Northern Suburbs Multicultural Network (NOMUC)
- South East Multicultural Network (SEMN)
- South West CaLD Network.

Staff also participate in the combined Multicultural Networks Forum, which is hosted by the Office of Multicultural Interests (OMI) to provide opportunities for organisations delivering services and programs to CaLD communities to share information and discuss strategic issues.

The forum brings together members of four metropolitan networks:

- Northern Suburbs Multicultural Network
- South East Multicultural Network
- East Metropolitan Multicultural Network
- South West CaLD Network.

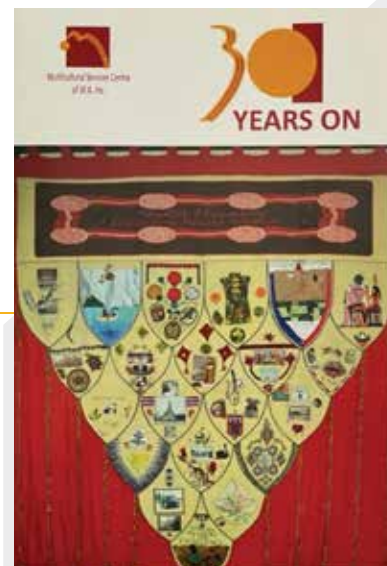
Supporting Communities Forum (SCF)

As you will note from the link below three of the examples that were endorsed by the SCF as an attachment to their final report, to showcase the good work occurring in our sectors were those of MSC's collaborative work.

www.wa.gov.au/government/publications/supporting-communities-forum-minutes-2-december-2019

MSC Board of Management from 2002-03 to 2020-21

The composition of the MSC Board of Management from 2002-03 to 2020-21 is outlined below. The composition for the period up to 2012 is included in the 30th Anniversary publication which can be accessed from our website link mscwa.com.au/wp-content/uploads/MSCWA-30-Years-On.pdf



From 2012-13 to 2020-21 2012-13 Office Bearers

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

Board Members

Kathy Ursich OAM, Nicholas Agocs, Jo Wynaden, Peter Kalaf, Dr. Pendo Mwaiteleke, Robert Mahar, Swaran Ludher, and Dr. Leela De Mel (until February 2013).

Ex- Officio Ramdas Sankaran OAM, Executive Director

2013-14 Office Bearers

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

Board Members

Kathy Ursich OAM, Jo Wynaden, Peter Kalaf, Dr. Pendo Mwaiteleke, Robert Mahar, Swaran Ludher, and Romana Lee.

Ex- Officio Ramdas Sankaran OAM, Executive Director

2014-15 Office Bearers

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

Board Members

Kathy Ursich OAM, Graeme Windsor, Dr. Pendo Mwaiteleke, Robert Mahar, Swaranjit Singh Ludher, and Romana Lee.

Ex- Officio Ramdas Sankaran OAM, Executive Director

2015-16 Office Bearers

Chairperson	Dr. Prabha Karan Krishnan
Deputy Chairperson	Russell Raymond OAM
Treasurer	Albert Cheong
Secretary	Sam Tassone
	Sheila Rajan

Board Members

Kathy Ursich OAM, Jo Wynaden, Peter Kalaf, Dr. Pendo Mwaiteleke, Robert Mahar, Swaran Ludher, and Romana Lee.

Ex- Officio Ramdas Sankaran OAM, Executive Director

2016-17 Office Bearers

Chairperson	Dr. Prabha Karan Krishnan
Deputy Chairperson	Russell Raymond OAM
Treasurer	Sam Tassone
Secretary	Sheila Rajan

Board Members

Kathy Ursich OAM, Graeme Windsor, Robert Mahar, Swaranjit Singh Ludher, Alexander Lone and Patrick Tan.

Ex- Officio Ramdas Sankaran OAM, Executive Director

2019-20 Office Bearers

Chairperson	Dr. Prabha Karan Krishnan
Vice Chairperson	Russell Raymond OAM until his passing on 25th August 2019
Treasurer	Sam Tassone
Secretary	Sheila Rajan Also Vice Chairperson for the remainder of 2019-20

Board Members

Kathy Ursich OAM, Robert Mahar, Jenny Au Yeong, Patrick Tan, Graeme Windsor, Kim Luby, Dr Zarrin Siddique and Alexander Lone.

Ex- Officio Ramdas Sankaran OAM, Chief Executive Officer

2017-18 Office Bearers

Chairperson	Dr. Prabha Karan Krishnan
Deputy Chairperson	Russell Raymond OAM
Treasurer	Sam Tassone
Secretary	Sheila Rajan

Board Members

Kathy Ursich OAM, Graeme Windsor, Robert Mahar, Swaranjit Singh Ludher, Alexander Lone and Patrick Tan.

Ex- Officio Ramdas Sankaran OAM, Executive Director

2020-21 Office Bearers

Chairperson	Dr. Prabha Karan Krishnan
Vice Chairperson	Sheila Rajan
Treasurer	Sam Tassone
Secretary	Kim Luby

Board Members

Kathy Ursich OAM, Jenny Au Yeong, Patrick Tan, Dr. Zarrin Siddique and Cr. Yaso Ponnuthurai.

Ex- Officio Ramdas Sankaran OAM, Chief Executive Officer

2018-19 Office Bearers

Chairperson	Dr. Prabha Karan Krishnan
Vice Chairperson	Russell Raymond OAM
Treasurer	Sam Tassone
Secretary	Sheila Rajan Also Vice Chairperson for the remainder of 2019-20

Board Members

Kathy Ursich OAM, Robert Mahar, Jenny Au Yeong, Patrick Tan, Graeme Windsor and Alexander Lone.

Ex- Officio Ramdas Sankaran OAM, Chief Executive Officer

NPMRC/MSCWA Chairpersons since 1980

Dr. Munna Sharma
Hanifa Dean
Constantino Economou
Chu San Yow
Russell Raymond OAM
Maria Vujcic
Terry Pitsikas
Nick Agocs OAM
Dr. Prabha Karan Krishnan

MSC Director/Executive Director/CEO since 1980

Sylvia Pace
Claudio Pierluigi
Joe Iannatelli
Toula Mylonas
Patricia Tassell
Peter Quinn
Ramdas Sankaran OAM

Post 2012 Highlights

Outlined below is a chronological list of post 2012 Highlights, as extracted from MSC annual reports.

1. Commencement of MSC's Disability Services program
2. Acquisition of MSC's Mirrabooka Office (with the support of Lotterywest)
3. Stigma Reduction Program (funded by the Mental Health Commission)
4. Cross Cultural Health Lifestyle project funded by Healthways
5. Be Kind to Your Mind, Suicide Prevention program (DVD Productions)
6. Multicultural Health Expo - WA's first-ever Multicultural HealthFest
7. Games People Play - comprehensive program to address problem gambling from various perspectives.
8. My Home Supported Accommodation Program
9. Jobs Forum for Agriculture based employers
10. Katanning Alive DVD
11. Partners in Recovery program
12. National Disability Insurance Scheme (NDIS) Trial
13. My Health Our Health Program
14. Seniors Outdoor Fitness World Record Attempt
15. Multicultural Wellness Program (HACC) - 90s Club
16. Identify and Respond to Modern Slavery
17. Refugee Council of WA Annual consultations
18. Acquisition of new premises for the Multicultural Wellness Program (with significant funding from Lotterywest, the Health Department of WA and the Bendigo Bank, North Perth)
19. Hepatitis B & C Information Videos
20. Assisted Rental Pathways Pilot Program provider
21. MSC funded Multicultural Legal Centre and Migration program
22. Scanlon Foundation funded Multicultural Small Business Development program
23. Accreditation as an Aged Care provider to deliver "Home Care Packages"
24. Winning of the CaLD Job Skills Centre Tender
25. Multicultural Support Worker Pool
26. Construction of Supported Disability Accommodation (SDA)
27. Muresk project - MSC in partnership with Muresk Institute organised a Work in Agriculture Skillset course for CaLD Australians
28. OMI funded mental health initiatives
29. Community Services Excellence Awards (CSEA) Finalist
30. Acquisition of the new office at 7 Mallard Way, Cannington
31. Funding and Implementation of the Vimauna Project. VIMAUNA (breaking the silence) is a CaLD Family Violence Perpetrator Awareness and Education Program
32. Sponsorships
ECCWA's Racism Matters Initiative
ECCWA International Women's Day Event
MSC also provided small sponsorships for CaLD community organisations to celebrate their cultural events
33. Corporate Social Responsibility (CSR) Initiatives
My Home Project
Kerala flood appeal
Indonesian quake appeal
Australian Temporary Residents Appeal
Australian Bushfire Appeal
Afghanistan Appeal

More information on the above can be accessed from our annual reports from the following link

www.mscwa.com.au/publications/annual-reports/

MSC's Backend Operations

MSC's backend operations in terms of qualification, knowledge, skills, experience etc. are in absolute and comparative terms enviable and arguably unrivalled in the community services sector.

Finance Team

As at December 2021, the team led by Finance Manager, Amy San Pe who has worked for MSC since 2001, comprised four fulltime personnel and one part time personnel, all with accounting qualifications and substantial experience, with one having accrual accounting expertise and a CPA and another a Masters in accounting. Such expertise is vital as MSC's annual turnover is now \$10+million.

*Back Left to Right: Beek Yoong Wong,
Amy San Pe, Ei Ei Khine
Front: Yi Mon Aye
(not in picture Xiaobing Li and Hyeonjin Bae)*



ICT Team

MSC's ICT section led by Rory Petersen can best be described as a dream team, given that its 7 members include four with Masters degrees in ICT one of whom is doing his PhD in artificial intelligence and three with degrees, diplomas and other qualifications in ICT. They have facilitated a sea change in ensuring that MSC optimises the use of ICT in making its operations more accessible and user friendly and importantly making it more effective, efficient, and accountable.

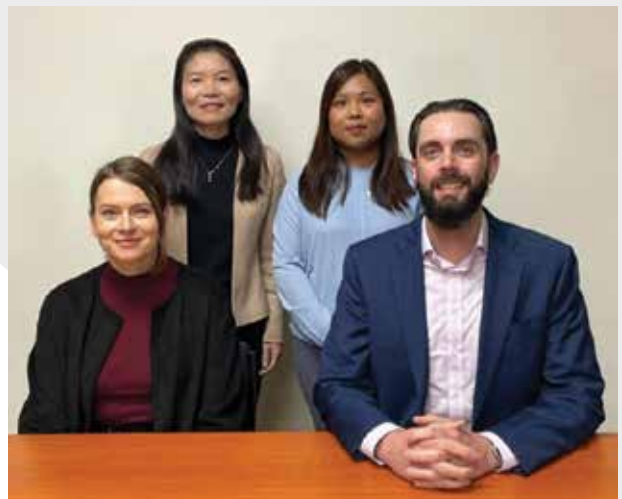
*Back Left to Right: Byanka Kirkwood,
Shimmy Joseph, Tanmay Singha, Sein Moe
Front Left to Right: Yeshi Peldon, Tenzin Namgyel,
Rory Petersen*



People and Culture Team (P&C)

Until 2021 MSC did not have anyone with HR qualifications and the P&C team led by Rory Petersen now has three personnel all with relevant HR qualifications and expertise in diverse areas of people and culture operations from the perspectives of recruitment, talent acquisition, tracking industrial relations compliance employee assistance, etc. Such expertise is vital as MSC now has 200+ staff.

*Back Left to Right: Joyce Chen, Thet War Sein
Front - Left to Right: Agata Lewandowska-Sobkow,
Rory Petersen*



40th Anniversary Awards

Several Awards were presented to mark the 40th anniversary.



Awardees who have served MSC for 20 years or more with the Hon. Tony Buti, Minister for Citizenship and Multicultural Interests and Mr. Ramdas Sankaran, CEO, MSC
L-R: Mama Phung, Ramdas Sankaran, Hon. Tony Buti, Zeljka Prodanovic, Amy San Pe, Fiona Perry

Name of Awards	Award Text and Prize	Name of Recipients
Mother of Multiculturalism	Outstanding contribution to developing Multiculturalism in WA - Trophy and Framed WA Iconic Place Picture.	Helen Cattalini
Exemplary Life Time Partner	Exceptional, gratifying, robust and longstanding partnership with MSC. Trophy and two paintings by Jodie Ramdas.	ECCWA
Exemplary Collaboration	Seamless, Equitable, Respectful and Enduring Collaboration with MSC. Trophy and Framed WA Iconic Place Picture	Relationships Australia - Western Australia
Exemplary Service Growth	Substantially increasing and diversifying MSC's income and you would have seen it in the slide we screened. Trophy and a bottle of cognac.	Pius Joseph
Strategic Advice and Mentoring	Posthumous Award for Respectful, Caring and exceptionally erudite mentoring and Strategic Advice. Trophy and Framed WA Iconic Place Picture.	Dr Leela De Mel
Gerry Campbell Volunteer of the Year	Annual Award established in honour of Gerry Campbell for Caring and compassionate services provided to MSC Seniors.	Sue Campbell
Exemplary Life Time Staff Service	Dedicated and exceptional service for 20 or more years. Trophy and \$501.	Zeljka Prodanovic, Amy San Pe & Mama Phung
Commendable Staff Service	15+ continuous years of dedicated and exceptional staff service. Trophy and \$251. Ramdas chose not to accept the cash prize.	Sue White, Jing Li, Gaston Kurbone, Devlin Bose, Raynold Benson & Ramdas Sankaran
Courage of Conviction Award	Fearlessly and formidably pursuing a just cause despite immense adversity. Trophy and a bottle of cognac.	Giuseppe (Joe) Iannitelli
Exemplary Board Service	Exemplary Board Service to acknowledge their Dedicated, professional and selfless board service for 10+ years. Trophy and Framed WA Iconic Place Picture	Sheila Rajan, Dr Prabha Karan Krishnan, Bob Mahar and the Late Nick Agocs OAM.
Exemplary Board Service and Exemplary Life Time Service	Dedicated, professional, selfless and Outstanding services since 1980. Trophy and Framed WA Iconic Place Picture.	Russell Raymond OAM & Kathy Ursich OAM



Sue Campbell, the late Gerry Campbell Volunteer of the Year Award recipient & family members (fifth to seventh from left) with L-R: Jodie and Ashwin Ramdas, Directors of Eventum Consulting – Award Sponsors; Mr. Ramdas Sankaran OAM, CEO MSC & The Hon. Tony Buti, Minister for Citizenship and Multicultural Interests

All prizes other than \$1,001 provided by Eventum Consulting for the Gerry Campbell Volunteer of the Year Award were donated by a donor who wishes to remain anonymous.

All awardees were also presented with a certificate of appreciation signed by the Hon. Tony Buti, Minister for Citizenship and Multicultural Interests.

Photo Gallery

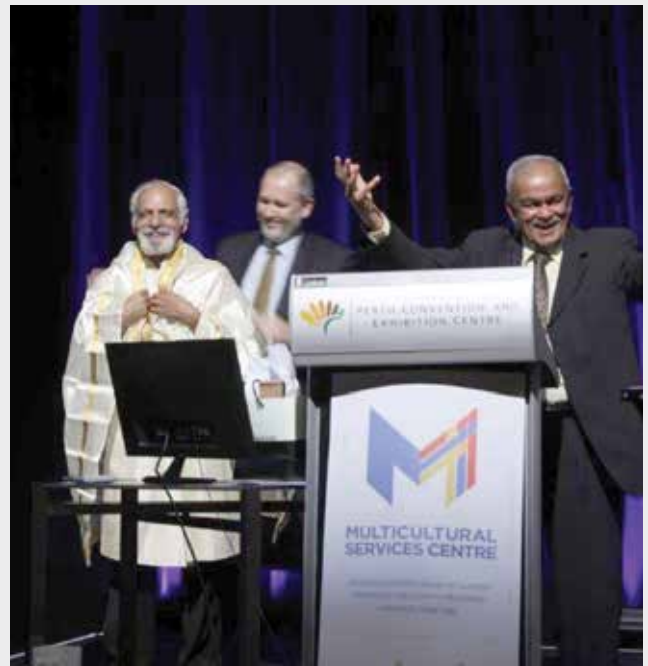
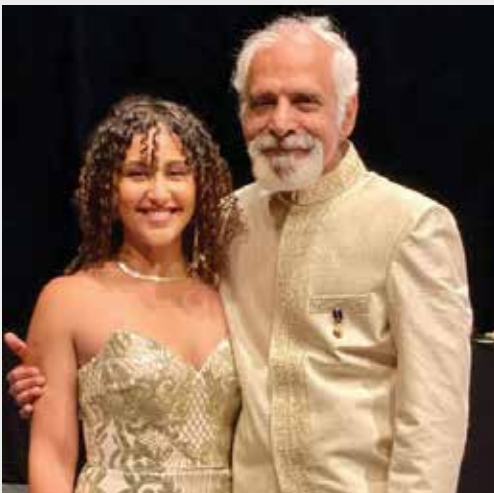








Photo Gallery Photo Credits: Gulvindala Sambhi



Photo: Govind Parmar

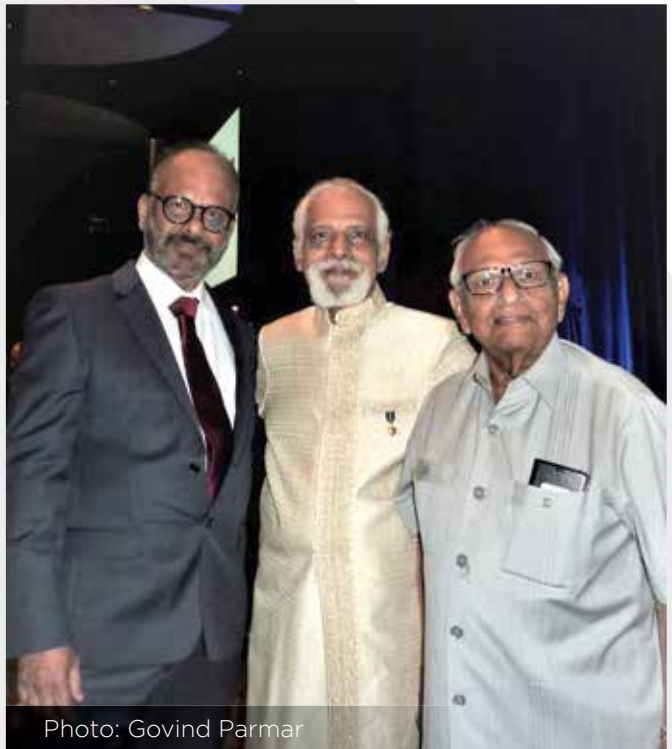


Photo: Govind Parmar



Photo: Govind Parmar

40th Anniversary Event

Dignitaries

First Name	Surname
Rebecca	Adam
Andrea	Agocs
Barbara	Agocs
Asif	Ali
Dave	Allen
Hiba	Alsoeady
Dr. Anne	Aly
Surya	Ambati
Suzanne	Ardagh
Jenny	Au Yeong
Thomas	Baban
Liz	Behjat
John	Bouffler
Tony	Buti
Sue	Campbell
Mona	Campbell
Jeff	Campbell
Conal	Carthew
Helen	Cattalini
Ahmad	Cheaib
Nashid	Chowdhury
Cr. Andrea	Creado
Manil	de Mel
Maria	de Silva
John	Dempster
Ljiljana	Djordjevic
Mandy	Drommer
Leo	Gatica-Lara
Sarah	Gatica-Lara
Michael	Gauci
Natalia	Gemmell
Rahim	Ghauri
Louise	Giallato
Dr. Nathan	Gibson
Gaelle	Gouillou
John	Griffiths
Linda	Groffe
Meredith	Hammat
Anna	Harrison
Suren	Herathmudalige
Karen	Ho

First Name	Surname
Carina	Hoang
Joe	Iannitelli
Nihal	IsceI
Lisa	Izydorski
Anil	Jain
Rohini	Jayasuriya
Kanishka	Jayasuriya
Pradeep	Jayasuriya
James	Jegasothy
Vik	Jeyakumar
Pius	Joseph
Marina	Korica
Sharan	Kraemer
Dr. Prabha Karan	Krishnan
Killi	Krishnan
Kim	Luby
Elsje	Maassen
Bob	Mahar
Jill	Mahar
Shaun	Mays
Sandy	McKiernan
Tony	McRae
Nikki	Miller
Toula	Mylonas
Peter	Mylonas
Satish	Nair
Carmen	Ngo
Maria	Osman
Michael	O'Toole
Janek	O'Toole
Said	Padshah
Frank	Paolino
En	Peng
Carmela	Pernice
Fiona	Perry
Vivienne	Pillay
Yaso	Ponnuthurai
Margaret	Prebble
Margaret	Quirk
Sheila	Rajan
Suresh	Rajan

First Name	Surname
Shirley	Raymond
Chris	Raymond
Terri	Reilly
Wendy	Rose
Iqbal	Samnakay
Tjorn Dirk	Sibma
Dhyan	Singh
Sarina	Sirna
Enzo	Sirna
Tilak	Sivanandan
Kristina	Stabback
Teresa	Strangio
Patrick	Tan
Deborah	Tan
Alberto	Tassone
Uncle Ben	Taylor AM
Kathy	Ursich
George	Vassiley
Brenda	Vassiley
Katy	Vitthayasoononvong
Sue	White
Jo	Wilkie

MSC Staff and Volunteers as at 2nd December 2021

Staff Members

First Name	Last Name	Position
Elham	Abdelgelil	Support Worker
Abdulrazak Ali	Abdul-Razak	Support Worker
Oyesanmi Samuel	Akinwumi	Support Worker
Nawal Muhi	Al Kinani	Support Worker
Aliaa Kadhem Rasheed	Al Taae	Support Worker
Afraha Hamza	Al Zohairy	Support Worker
Leonard	Alvarez	Operations
Zahra	Askari	Support Worker
Htin	Aung	Support Worker
Kofi	Awuah	Support Worker
Rose George	Aya	Support Worker
Yi Mon	Aye	Office Staff - Finance
Aye	Aye	Support Worker
Sayeda Maria	Aziz	Office Staff
Abdul Hashim	Azizi	Coordinators
Christ Hay Moo	Ba	Support Worker
Hyeonjin	Bae	Office Staff - Finance
Jaclyn Anne	Batta	Coordinators
Maria Rosa	Battagliola	Support Worker
Laura	Benzoni	Office Staff
Sumitra	Bhandari	Coordinators
Devlin	Bose	Coordinators
Vesna	Bujak Cirkovic	Office Staff
Shobhana	Chakrabati	Office Staff
Li Chien	Chan	Office Staff
Ka Chit	Chang	Support Worker
Sam Danielle Therese	Chau	Support Worker
Lijun	Chen	Office Staff - Admin & HR
Emerline Yihui	Chen	Support Worker
George	Cherian	Executive Manager Operations
Blay Blaw Htoo	Chit Sein	Support Worker
Saw Poe Jeep	Chris	Support Worker
Josephine	Cirillo	Support Worker
Wai Kare Moana	Claybrook	Support Worker
Julia Roberta	Dass	Support Worker
Thi Lan	Dinh	Support Worker
Van Tuyen	Dinh	Support Worker
Cheten	Dorji	Support Worker
Ojdana	Druskovich	Office Staff

First Name	Last Name	Position
Shinobu	Edmonds	Support Worker
Be	Eh	Support Worker
Heike	Elzohdy	Support Worker
Rose Tanalay	Eweama	Support Worker
Casha	Farah	Support Worker
Maria Teresa	Ferretti	Office Staff
Alessandra	Foresti	Support Worker
Monu	Garg	Support Worker
Basel	Ghazal	Office Staff
Shilpa	Gopi	Support Worker
Manu	Hang	Support Worker
Moo Kho Paw	Hansen	Support Worker
Hebah	Haris	Office Staff
Klades	Hatab	Support Worker
Stephanie	Havock	Support Worker
Timmothy	Havock	Support Worker
Sa Nay Kyaw	Hlaing	Support Worker
Chiem Thi Ngoc	Ho	Support Worker
Michael	Htoo	Support Worker
Htoo Say	Htoo Say	Support Worker
Lara Louise	Huxley	Support Worker
Suad Majid	Jaafar	Support Worker
Shimmy	Joseph	Administrator
Karima	Kakar	Office Staff
Emira	Karisik	Support Worker
Sabahudin	Karisik	Support Worker
Gurpreet	Kaur	Support Worker
Surinder	Kaur	Support Worker
Ahlem	Khadhraoui	Office Staff
Nongnaphat	Khemmalai	Support Worker
Ei Ei	Khine	Office Staff - Finance
Hsar Heh Eh	Khu	Support Worker
Feloora	Kiani	Office Staff
Michelle Phaik Lyn	Kidd	Coordinators
Joansy	King	Office Staff
Byanka	Kirkwood	Administrator
Masahiro	Kondo	Operations
Gaston	Kurubone	Office Staff
Saw Paul	Kyaw	Office Staff
Theresa	Lai	Support Worker
Lisa Maree	Laing	Office Staff
Dimtak	Lam	Coordinators
Bach Tuyet	Lam	Support Worker
Fiona Sue	Larchet	Support Worker
Thi Nguyet	Le	Support Worker

First Name	Last Name	Position
Hae Ser	Ler Htoo	Support Worker
Agata	Lewandowska-Sobkow	Office Staff - Admin & HR
Chee Eng	Lim	Support Worker
Charles	Lin	Coordinators
Fang	Liu	Support Worker
Nedzada	Loncar	Office Staff
Kim Kieng	Lor	Support Worker
Mei Yan	Lu	Support Worker
Thi Phi Phung	Luu	Support Worker
Faith	Mafuriranwa	Support Worker
Rajyashree	Malaviya	Support Worker
Pary	Manicom	Office Staff
Elena	Marchetti	Support Worker
Simeon Tony	Maung	Support Worker
Lawrence	Minus	Support Worker
Lizzie	Mladenovic	Coordinators
Pratyusha	Modugula	Office Staff
Sein Aung	Moe	Administrator
Than Naing	Moe	Support Worker
Asha Sheikh	Mohamed	Support Worker
Elham Ali	Mohammed	Support Worker
Khin Myo	Mon	Support Worker
Carla	Montero	Support Worker
Sonia	Moo	Support Worker
Anjali	Mukund	Office Staff
Naw Lwin Thida	Myint	Volunteer
Tenzin	Namgyel	Administrator
Nasrin	Naseri	Support Worker
Thi Hong Ha	Nguyen	Office Staff
Thi Khanh Van	Nguyen	Support Worker
Trong Nghia	Nguyen	Support Worker
Thi De	Nguyen	Support Worker
Thi Kim Loan	Nguyen-Chilton	Support Worker
Nang Kaang	Niang	Support Worker
Jean Bosco	Niyongere	Support Worker
Sebastian	Nunez	Office Staff
Paw Ta Ae	Ohn	Support Worker
Walid Idris	Omer	Support Worker
Tahereh	Omidi Kouchesfahani	Office Staff
Pan Lian	Pan Lian	Support Worker
Ashaben Akshaykumar	Pandya	Support Worker
Leah Concetta	Passanisi	Support Worker
Sophie Kate	Patience	Support Worker
Audrey	Pegrum	Coordinators
Isabelle Audrey	Pegrum	Support Worker
Yeshi	Peldon	Administrator
Rory Douglas	Petersen	Administrator

First Name	Last Name	Position
Van Canh	Phuong	Support Worker
Virginia	Pitts	Office Staff
Francis William	Po	Support Worker
Soe Pha	Po Sein	Support Worker
Ba Blu	Poe	Support Worker
Zeljka	Prodanovic	Coordinators
Aida	Rifai	Support Worker
Feriba	Sadat	Support Worker
Sindhu Bala	Sambath Kumar	Coordinators
Amy	San Pe	Office Staff - Manager
Kamaljit Kaur	Sandhu	Support Worker
Naw Wah Wah	Sang	Support Worker
Ramdas	Sankaran	Management
Ma Blue Kaw	Say	Support Worker
Kama Michelle Ngakau	Seeley	Support Worker
Thet War	Sein	Office Staff - Admin & HR
Persis Nina	Shroff	Office Staff
Ming Chit	Shwe	Support Worker
Akansha	Sikarwar	Coordinators
Atinderpal	Singh	Support Worker
Naminder Jeet	Singh	Support Worker
Tanmay	Singha	Administrator
Lu Jar	Soe	Support Worker
Khu Doh	Soe	Support Worker
Luki Irfianti	Sofian	Office Staff
Stela	Sokolovic	Office Staff
Melissa	Stankovic	Coordinators
Susara Margaretha	Stipp	Office Staff
Khamini	Subramaniam	Support Worker
Lydia Nola	Taban	Support Worker
Alice Kayed Hashem	Tadros	Support Worker
Sana	Tadrus	Support Worker
Angela	Tang	Coordinators
Duyen Thuy	Tang	Support Worker
Shehab Eldin Abdallah Ibrahim	Tarif	Support Worker
Amr	Tarif	Support Worker
Shaji	Thaliyapparambil	Support Worker
Jonathan	Thangpaul	Support Worker
Si Si	Thaung	Support Worker
Juliana	Thaw	Support Worker
Hnin Wai Oo	Thein	Support Worker
Julie Ann	Todter	Office Staff
Saili Margaret	Tomuli	Support Worker
Thi Dang Thanh	Tran	Support Worker

First Name	Last Name	Position
Palmira	Trimboli	Support Worker
Louie	Tsalis	Support Worker
Talaave	Vaisalo	Support Worker
Linda	Vettoor	Coordinators
Enzo	Vettorel	Support Worker
Vjera	Vojvodich	Support Worker
Le Anh Thu Jennifer	Vu	Coordinators
Thi Bich Hiep	Vu	Coordinators
Thong Hai	Vu	Support Worker
Jingli	Wang	Support Worker
Mee George	Wani Idom	Office Staff
Marwa	Wasiqe	Office Staff
Bhashini	Wijayagunawardena	Office Staff
Yi Yi	Win Khaing	Support Worker
William	Winkyi	Coordinators
Beek Yoong	Wong	Office Staff - Finance
Shuk Ying	Wong	Support Worker
Patricia	Yee	Support Worker
Siu Fun	Yim	Support Worker
Paw Hla May	Young	Support Worker
Suraya Belkis	Yuruten	Support Worker

Volunteers as at 2nd December 2021

Quang Hong	Pham
Anna	Stalteri
Phuong	Nguyen
Thi Thanh Truc	Nguyen
Carmela	Liprino
Ngoc Dung	Nguyen
Trung Hieu	Ta
Israa	Atti
Vinothini	Thirunavukkarasu
Lwin Thida	Samuel
Lilianna	Carvajal
Geeta	Naik
Thi Ngoc Phuong	Nguyen

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Zippered utility pouch made from kraft paper so the pouch is biodegradable. Extremely light weight and durable. Can be used to hold stationery, cosmetics, cables, first aid and travel items.



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40th Anniversary Dinner Program

10 December 2021

- PROGRAM COMMENCEMENT - UNITED NATIONS VIDEO
- WELCOME AND INTRODUCTIONS - HEBAH HARIS AND RAMDAS SANKARAN OAM
- INDIGENOUS WELCOME - BEN TAYLOR CUERMARA AM
- "I LIVE FOR MONDAYS" 40TH ANNIVERSARY VIDEO
- WELCOME SPEECH - DR. PRABHA KARAN KRISHNAN MSC CHAIRPERSON
- MEMORABLE MOMENTS, REBECCA ADAM CEO, ACCESS PLUS AND RAMDAS SANKARAN
- SCREENING OF THE VIDEO FROM THE HON SCOTT MORRISON, PRIME MINISTER OF AUSTRALIA
- SPEECH ON BEHALF OF THE PM - HON DEAN SMITH, SENATOR FOR WA
- SPEECH ON BEHALF OF THE LEADER OF THE OPPOSITION - DR. ANNE ALY MP, MEMBER FOR COWAN
- SCREENING OF THE VIDEO FROM THE HON MARK MCGOWAN THE PREMIER OF WA
- KEYNOTE SPEECH - HON TONI BUTI, MINISTER FOR CITIZENSHIP AND MULTICULTURAL INTERESTS - REPRESENTING THE HON MARK MCGOWAN, PREMIER OF WA
- SPEECH ON BEHALF OF THE LEADER OF THE OPPOSITION - HON. TJORN DIRK SIBMA MLC, SHADOW MINISTER FOR CITIZENSHIP AND MULTICULTURAL INTERESTS - REPRESENTING THE HON MIA DAVIES, WA OPPOSITION LEADER
- SCREENING OF SPONSORS INFORMATION, NAMES OF DIGNITARIES AND EXTRACTS FROM THE 40TH ANNIVERSARY PUBLICATION, "AGAINST ALL ODDS"
- SCREENING OF THE YOUNG AND YOUNG AT HEART
- CUTTING OF 40TH ANNIVERSARY CAKE - JANEK & MICHAEL O'TOOLE & GRACE KING
- AWARD'S PRESENTATION - SELECTED DIGNITARIES
- VOTE OF THANKS - SHEILA RAJAN
- ENTERTAINMENT



40th Anniversary Dinner Menu

BEVERAGES

WINES ON TABLES ARE INCLUDED FOR YOUR ENJOYMENT

EFTPOS BAR SERVICE AVAILABLE FROM THE FOYER BAR: BEERS, CIDERS, WINES AND SOFT DRINKS AVAILABLE TO PURCHASE

DINNER MENU

PLATED ENTRÉE

SOFT BOILED HENS EGG, LIME QUINOA SALAD, SPICED SWEET POTATO, CUMIN GREEN BEANS (GF,NF,DF,V)

HOT BUFFET

BUTTER CHICKEN, POPPADUM'S AND RAITA (GF,NF)

BEEF LASAGNE, BASIL, TOMATO AND MOZZARELLA (NF)

ALOO GHOBHI, CAULIFLOWER AND POTATO WITH CRISP SAMOSAS (NF,DF,V)

DAHL TADKA, RED LENTILS AND AROMATIC SPICES (GF,NF,DF,VG)

THAI GREEN VEGETABLE CURRY (GF,NF,DF,VG)

STEAMED BASMATI RICE (V)

ITALIAN VEGETABLE AND HERB SALAD (GF,NF,DF,VG)

SWEET BITES

CONFIT PINEAPPLE, COCONUT SAGO, GINGER CURD (DF,GF,NF,VG)

RUSSIAN HONEY CAKE, MANDARIN CRUNCH

TRADITIONAL LEMON MERINGUE PIE (NF)

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40th Anniversary Celebration Committee

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Vote of Thanks from MSC Vice Chairperson



To Our many dignitaries and especially Minister Buti, Dr Anne Aly and Mr. Sibma taking time off your very busy schedules at this time of the year to honour us with your participation and providing us messages for our Anniversary publication.

Many thanks to the family members of Nick, Russell, Claudia, Leela, Gerry and Laki. Through your participation we have felt their presence at this event. We believe they are all still with us and will continue to be so.

To the honourable Scott Morrison, Kim Beazley and Mark McGowan, the Prime Minister, Governor and Premier respectively for their Videos and text messages.

To Senator Dean Smith for his text and for organising the PMs video for us, a big thank you. My late father taught Dean when he was in high School.

To our sponsors

- Stanley College our Platinum sponsor a very big thank you.
- The Training Alliance Group, the Australian Technical College and Community and Commercial Insurance our Gold sponsors and
- Hoban and Ishar our Silver Sponsors. Thanks for your support.

Devlin Bose and Brian Balen did a magnificent job with producing the "I live for Mondays" video and attended to many other tasks associated with the presentations. Many thanks, Brian and Devlin.

To Eventum, consulting, thanks for sponsoring the \$1,001 Jerry Campbell Volunteer of the Year Award.

Our Advertisers Reliance Auditing & Bizzaca & Buhari thank you for your support.

Casa del Dolce for providing us the beautiful 40th Anniversary Cake at a very discounted price. Thanks a lot.

Pineapple Planet, thanks for the interesting work done in formatting the presentations.

Ms Sheila Rajan

To the many CEOs and presidents of peak bodies, mainstream bodies and CaLD services providers. Thank you for honouring us by your participation.

To the blasts from the pasts who Ramdas referred to, your presence has connected MSC's past and present in a way nothing else could have. So, thanks a lot.

To our many supporters, ECCWA, Lotterywest and Bendigo Bank, North Perth in particular, your participation means a lot to us.

To our MC Hebah Haris, your charm and delivery were outstanding and wonderful.

Bryony and her Team from Spotlight thanks for the wonderful ambience you have created and the delicious food you have served and Danilo and the Audiovisual Team your expertise has added value to our presentation.

Very importantly, the Event organising team comprising Persis, Thet, Devlin, Shobhana, Bhashini, Vesna, Leonard and Ramdas, was well supported by our ICT Team of Shimmy, Sein, Byanka and Yeschi, as well as the many staff and volunteers who helped with the set up today. Your efforts have ensured that this will be one that won't be easily forgotten.

To our service participants mostly from our 90s Club you are our raison d'être.

To anyone who I have inadvertently missed out thank you for your contribution.

Last but not least, each and every one of you, but for your presence our celebration would not have been the success it has been. So, let's give ourselves a big hand or preferably wave!!

MASTER OF CEREMONIES SCRIPT OF 40TH ANNIVERSARY EVENT PROCEEDINGS

6.30 pm Program starts with the UN video

6.35 Welcome and Introductions

Hebah

My name is Hebah Haris and I work as a Caseworker with our Multicultural Children Services program. Ramdas and I will be your hosts for this enjoyable and thought-provoking event.

I will start by acknowledging the Wadjuk people of the Noongar nation, the traditional owners of the land we are meeting on and pay my respects to their leaders, past, present and emerging.

The video we just screened was a part of a special opening to the UN General Assembly high-level meeting on 22-Sept-2021 in commemoration of the 20th anniversary of the Durban Declaration and Programme of Action against racism. We chose to open our event with this video for today happens to be Human Rights Day. Human Rights underpin the service philosophy of our agency and has been recognised as such by external quality auditors. I am sure it is also near and dear to all of you.

Whilst MSC has been travelling north quite rapidly since it celebrated its 30th anniversary, so have our esteemed Prime Minister and our very own Rockstar Premier, who were then the Shadow Minister for Immigration and the WA Opposition Leader respectively. Today we will be showing our appreciation to speakers, sponsors and others in a way that many of us are not accustomed to and that is by waving like this, instead of clapping. The reason why we have chosen to wave, will become clearer as the event unfolds.

There will be several references to our Sponsors tonight for without their generous support this event would never have been held at such a magnificent venue. Stanley College is our Platinum sponsor and they deserve special applause. The Training Alliance Group, the Australian Technical College and Community and Commercial Insurance are our Gold sponsors and our Silver Sponsors are Hoban and Ishar. Please join me in showing our immense appreciation to our sponsors by waving.

I am very new to this sector, just about 8 weeks to be precise, but I am already aware of the endless hours that many of us work. As a young mother I am acutely aware of what our partners and family members do for us and they deserve our special thanks for their support and understanding. But for the added responsibilities that they have so graciously accepted, our goal to serve MSC and the community the way we do, would never have been realised. Please join me in showing our immense gratitude to our partners and family members by waving.

Ramdas

Today is an auspicious day not just because it is Human Rights Day but because it also happens to be the birthdays of Suresh Rajan the President of the Ethnic Communities Council, Said Padshah, Minister Buti's Adviser and the late Dr Leela de Mel former MSC board member and former Executive Director of OMI. Sadly, Leela has passed on but on your behalf, I wish Suresh and Said a very happy birthday. Hebah mentioned that this event will be thought-provoking and you will soon see that besides the urgent need to tackle racism effectively, in the limited time we have we will also be raising other issues that we should all be concerned about. One of them is mental health. According to the Office of the UN Human Rights Commissioner, Mental Health is a Human Right. I wish to acknowledge the presence of Dr Nathan Gibson our Chief Psychiatrist and the Hon Margaret Quirk MLA who in her capacity as Minister for Citizenship and Multicultural Interests in the Gallop government took mental health very seriously. She established a grant for the provision of a clinical multicultural mental health service. MSC won that tender bid and established Maitri. Unfortunately ministers who followed her did not take this matter seriously, but we have every reason to believe that Minister Buti will be different. However, we are not taking any chances and Dr Gibson, we are counting on you to convince the Minister within the next two hours. Mainstreaming and place-based service philosophies, obviously have an important role in how our community services are delivered. However, there is no justification for mindless mainstreaming or place being defined in narrow geographic terms. Is it not reasonable for ethnic minority taxpayers to expect an equitable share of the taxes that they pay to be returned to the multicultural sector for the provision of multicultural and multilingual clinical mental health services? Minister, even a cursory

examination of the WA Primary Health Alliance and the Mental Health Commission's funding allocations for many years will show that multicultural service providers have received just a nanoscopic portion of it.

Hebah

Information, about the venue facilities and emergency procedures will now be screened:

Screening of the PCC video

Most importantly, this event was to have been alcohol free to keep the costs manageable. But given the nature of the event and the festive season having well and truly begun, wine, beer and soft drinks will be served cost free until the Tab we have set is reached. Once that limit is reached, unfortunately, you will have to pay for the drinks that you consume. Please drink responsibly because we want you all to be back here for our 50th anniversary!!

Ramdas and I are anything but professional marriage organisers, and so I take this opportunity to extend our apologies for any shortcomings which inevitably will occur. Before I handover to Ramdas, I wish to advise that the number of dignitaries who are participating today are too many for us and the speakers to acknowledge individually. So, we are screening their names in alphabetical order during the dinner break.

6.45 Indigenous welcome

Ramdas

Before I invite Ben Taylor, or Uncle Ben as many of us call him, to Welcome us to Country, I request you to join me in observing a minute's silence to reflect upon the significant contributions that Claudio, Thevant, Sam, Albert, Russell, Graeme, Nick, Leela, and Gerry Campbell have made to our Centre.

We added Emeritus Professor Laksiri Jayasuriya to the MSC personnel we are honouring, for he is respected by us as the Father of Multiculturalism and the name of our centre reflects the realities of his contributions.

I now have great pleasure in requesting Uncle Ben to welcome us to country.

Hebah

Thank you, Uncle Ben. We will now screen the video "I live for Mondays", which was initially named "Against All Odds" given what MSC was up against in 1995 when its substantial core funding was unjustifiably withdrawn.

This video is the proverbial labour of love of Devlin Bose our Team Leader Housing and Brian Balen our former Media Services Director. Devlin and Brian have produced several videos for us and they are both professional film and documentary makers, which will be clearly evident by the quality of their work.

6.50 Screening of the 40th Anniversary Video "I live for Mondays"

Hebah

As you saw in the Video acknowledgments, we dedicated the video to Aunty Maria who shared the 4 very powerful words, "I live for Mondays" three days before her passing, when Ramdas visited her at a Hospice along with our volunteer, Geeta and Aunty Jessie, a consumer. To contextualise this, Monday is the day that Aunty Maria used to access our CHSP services. In the last 40 years, MSC has attracted loads of memorable testimonials and awards from various sources, but according to Ramdas, nothing comes remotely close to those four words for they epitomise our raison d'être.

According to Ramdas, it reminded him of the words of a former Team Leader and Manager, Steve De Sousa who once shared that under the managerial watch of Sue White, MSC was a place where staff came to work because they wanted to and not because they had to. Whilst Steve and Sue no longer work for MSC, the "I live for Mondays" compliment, would not have eventuated if MSC didn't have a reasonable number of staff members who still come to work because they want to and not because they have to. Please join me in thanking current and former MSC staff.

Ramdas

Success such as what MSC has managed can't be achieved by a few people, let alone by just one person, be it a Board Chair or CEO. However good and hardworking they may be, they are merely facilitators. So, today's

event is not just about the quantum and quality of work of our current board, staff and volunteers but those who have served MSC since its establishment as the NPMRC in 1980. It also reflects the support and assistance of our partner agencies and funding bodies. On Tables 19 and 20 are the famous 70s trendsetters of our sector, Helen, Joe, Tola, George, Leo, Anna, Wendy, Jenny, Enzo and Sarina. On Table 21 are the CEO's and Executive Managers of peak bodies near and dear to us and playing host is our very own Executive Manager Operations, George Cherian. Vik Jeyakumar is representing Mark Glasson, Anglicare's CEO Mark Glasson who deserves special thanks for it was his work in the reform of the then Department of Community Development's funding approach that led to funds being quarantined in a manner that ensured multicultural services providers like MSC was successful in getting a share of the Department's Housing and Homelessness program grants. Please join me in thanking Mark.

I will call upon Dr Krishnan the Chair of MSC to formally welcome you and if my prediction is right he will say, as he always does, that I wrote his speech for him. This has only been partially true in the many speeches he has delivered over the last decade, for he is a very articulate person and needs no assistance from people like me. Before he speaks I wish to acknowledge the presence of a very special person whose contributions since the late 70s include serving on the founding board of management of MSC or NPMRC as it was then called, serving as President of ECC and as the Commissioner of the Multicultural and Ethnic Affairs Commission. She has made our sector much more prominent than it otherwise would have been and CaLD people have reaped the benefits of her outstanding work. We often refer to the late Prof Jayasuriya as the father of Multiculturalism. In the same vein we honour this person as the Mother of Multiculturalism. Friends please join me in making welcome the one and ONLY, Ms Helen Cattalini.

It is now over to you, Dr. Krishnan.

7.05 Welcome speech, Dr. Prabha Karan Krishnan MSC Chairperson

Ramdas

Thank you, Dr. Krishnan

7.10 Memorable Moments (Rebecca Adam, CEO Access Plus and Ramdas)

Our next item is titled Memorable moments and MSC sure has had many of them but the one chosen for today is very special to us. MSC personnel at the latest count could speak 68+ languages but a very important one is not part of that. I will come to that after we listen to the song Kaatrin Mozhi, meaning the Language of the Wind. Professor Dr Ameer Ali kindly translated the lyrics for us and please join me in thanking him for the same. Wave.

As we listen to that song we are screening along with the lyrics, the rationale for the concept of listen the way we have. The listen image idea was proposed by Visual artist Carl Gopalakrishnan and developed by Devlin. Please join me in thanking them.

We will now listen to the song Kaatrin Mozhi, whilst its very thought-provoking lyrics along with rationale of our Listen image are screened.

This item is memorable for two very important reasons. It emphasises the fact that despite 68+languages spoken by MSC personnel, no one had the capacity to communicate in Auslan until very recently. I am pleased to advise that 30 of our staff have now completed a basic course in Auslan delivered by Access Plus and a staff member who will soon join us is fluent in it. Hopefully at least another 70 of our staff will do the course in the New Year. We encourage all agencies present today to take up the training opportunity that Access Plus provides to ensure deaf and hard of hearing Western Australians have culturally and linguistically appropriate and equitable access to your services.

The second reason is the sentiment that was conveyed to me via email by the CEO of Access Plus, Rebecca Adam, and I quote, "I want to thank you for welcoming Access Plus to the MSC family, we feel very much at home already! Deaf people have always identified with the CaLD community and not with the disability community. So, it is really no surprise to me that we've found ourselves working together as seamlessly as this." Thanks again Rebecca, and I now call upon you to address us. Our Rock Star Premier's rock star interpreter Fiona Perry will interpret Rebecca's message, for those of us who can't communicate in Auslan

Speech by Rebecca Adam

Ramdass

Please convey our appreciation to Rebecca and Fiona.

Hebah

Unfortunately, our Prime Minister was not able to participate in this event but he has provided us a video which we will screen followed by a short address by Mr Vince Connelly MP Member for Stirling, who is representing him at this event. I will also read a short message from the Hon Dean Smith, Senator of WA who unfortunately was not able to come for the event.

You will soon hear the Prime Minister refer to the Muresk Institute - MSC project and it is timely for me to acknowledge the presence of Ms Karen Ho, the Director General of the Department of Training and Workforce Development, which chose MSC as the state's CaLD JSC provider. Thanks for honouring us by your presence, Karen.

7.20 Screening of PM's video

Hebah

Please join me in welcoming Mr. Connelly by waving.

7.25 Speech on behalf of the PM Vince Connelly MP, Member for Stirling

Ramdass

Thank you, Vince and good luck, to you and our next speaker Dr Anne Aly in the coming Federal election. I very rarely refer to parliamentarians and Ministers as friends, but Anne is an exception, for I knew her and respected her work long before she entered politics. Anne is the first Islamic Woman MP in the House of Representatives and hopefully many more will join her before too long. Today Anne is representing the Hon Antony Albanese, the Leader of the Federal Opposition. Over to you Anne.

7.30 Speech on behalf of the Leader of the Opposition, by Dr. Anne Aly MP, Member for Cowan

Ramdass

Please convey our appreciation to Dr Anne Aly by waving.

Unfortunately, our Rock Star Premier, the Hon Mark McGowan who has kept us safe and secure from COVID-19, in a manner none of his counterparts were able to, is not able to participate in this event. However, he has provided us a video which we will screen. It will be followed by the keynote speech from the Hon Tony Buti, Minister for Citizenship and Multicultural Interests who is representing our Premier.

7.35 Screening of Premier's video

Ramdass

Dr Buti's ministerial portfolio is important for our sector not just because it covers Citizenship and Multicultural Interests but because it also covers Finance. It is this connection that we are banking on to ensure that when it comes to commissioning of contracts, government agencies will ensure that they take into account the relevant sections of the Government's fantastic Multiculturalism Policy Framework. Please join me in welcoming the Minister.

7.40 Speech by Minister Buti Presentation of Cheque by Minister Buti

Ramdass

I take this opportunity to thank the Minister and Lotterywest which has made an immense contribution not just to MSC but to many service providers and peak bodies represented here today. I wish to acknowledge the presence of Dr Nikki Miller, Manager Grants Development, Lotterywest and former Grants Manager and

Grants Consultant Ms Jo Wilkie and Bob Mahar who played a pivotal role in the capital grant approvals made by Lotterywest. Bob was also my first and best boss I have had in Australia. Please join me in extending special thanks to Nikki, Jo and Bob.

Hebah

Please convey our appreciation to Minister Buti by waving

I now invite the Hon. Tjorn Dirk Sibma MLC, Shadow Minister for Citizenship and Multicultural Interests to speak on behalf of the Hon Mia Davies, Leader of the Opposition.

7.50 Hon Tjorn Dirk Sibma speech on behalf of the Leader of the Opposition Hon Mia Davies

Hebah

Thank you, Mr. Sibma.

7.55 Buffet Dinner Announcement

Hebah

The tempting dinner is buffet style and all food served is halal. The food stations are just outside this ballroom from where you entered and all food served is halal. You will be invited to proceed to the buffet, table by table, by the Perth Convention Centre Ushers. Hope you enjoy the mouth-watering meal that is awaiting you.

Whilst people are proceeding to the buffet, we invite the rest of you to dance to a selection of multicultural music that we have organised for you. Whilst you are dancing we will be screening information on our Sponsors, dignitaries and extracts from our 40th Anniversary publication, Against All Odds

Hebah

Welcome back and hope you enjoyed the meal.

8.10 Screening of The Young and Not so Young Video

Hebah

We now move on to the Cutting of the 40th Anniversary Cake supplied by the best Italian bakery in Perth, CASA DEL DOLCE, at a very discounted price. They have also provided each of you cost free, their famous and very delicious Italian Biscuits. Please join me in thanking them by waving. At the 30th Anniversary our cake was cut by the late Dr Leela De Mel and Quang Luu who was then the Head of SBS Radio. To do the honours today, I invite Dr Michael Wood and Janek Wood, Leela's husband and son and Ms Grace King our Aged Care recipient who is 100+. Please make them welcome.

8.15 Cutting of 40th Anniversary Cake

8.20 Awards Presentation



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Without the generous support of Stanley College, our Platinum sponsor; the Training Alliance Group, the Australian Technical College and Community and Commercial Insurance, our Gold sponsors; and our Silver Sponsors, Hoban and Ishar, this event would never have been held at a magnificent venue such as the Ballroom of the Perth Convention Centre. MSC extends its special thanks to all sponsors, especially Stanley College.



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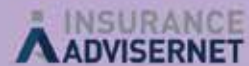
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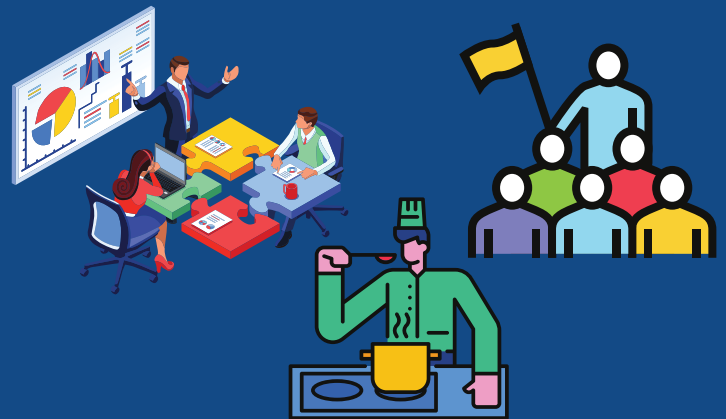
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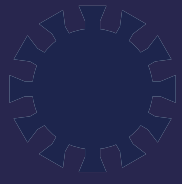
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ABOUT US:

The Ethnic Communities Council of Western Australia, established in 1975, has been providing advocacy services for multicultural groups and communities in Western Australia for over 44 years and is a member of the national Federation of Ethnic Communities Councils of Australia (FECCA). Through its various programs over the years ECCWA has been able to provide various forms of advocacy and support to its members. ECCWA has over 75 Community and Organisational members across the State of Western Australia and has relationships with various Government agencies at Local, State and Federal level.

COVID VACCINE INFORMATION SESSIONS:

We are holding information sessions designed to help communities understand about the vaccine safety, possible side effects, how to sign up for vaccinations and answer any questions that community members may have. These sessions will be run by WA health experts in English but will be translated into different languages by an interpreter/ bilingual worker.

Our aim is to assist people of the community with a language barrier to make an informed decision about getting vaccinated. If you are interested in registering for a free session for your organisation or community, please email eliza@eccwa.org.au

Address: 20 View St, North Perth WA 6006
64-66 Kent St, Cannington WA 6107
Website: www.eccwa.org.au
Email: admin@eccwa.org.au
Tel: (08) 9227 5322





Department of **Local Government,
Sport and Cultural Industries**
Office of **Multicultural Interests**



Where to get your COVID-19 vaccine

Visit Roll up for WA to book your COVID-19 vaccination with participating GPs, pharmacies, Aboriginal Medical Services and community clinics. You can also roll up without an appointment at community clinics.



Participating GPs



Pharmacies



Community Clinics

(No appointment needed)

 **Roll up for WA**

The Office of Multicultural Interests congratulates the Multicultural Services Centre of WA on 40 years of service to migrants and Western Australians from culturally and linguistically diverse backgrounds



We have been training the communities of Western Australia for over 10 years through provision of quality affordable education that develops employability skills.

Stanley College is proud to offer Apprenticeships and Traineeships in a wide range of courses including Commercial Cookery, Hospitality, Health, Business and Early Childhood Education. Apprenticeships and Traineeships combine on and off the job training, enabling Apprentices/Trainees to have employment while gaining a nationally recognised training qualification.



**COVID-19
Support**



**Up to \$36,000 in subsidies
available for employers**



**Available for new and
current employees**



**Skilled
Workers**

Contact our Traineeship Coordinator directly
to arrange your initial meeting

Phone (08) 6119 8400
OR email traineeships@stanleycollege.edu.au

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