



MULTICULTURAL  
SERVICES CENTRE

# ANNUAL REPORT 2020 2021

Individualised  
Innovative  
Integrated





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The figure 40 on the front cover represents the 40 years that MSC has been providing a range of culturally and linguistically diverse services in the preferred language of the consumer since 1980.

# Acknowledgements

## Partners and funding bodies

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

- Carers WA
- Central Regional TAFE
- City of Bayswater
- City of Belmont
- City of Bunbury
- City of Canning
- City of South Perth
- City of Stirling
- City of Swan
- City of Vincent
- CWDNA
- Department of Communities (State)
- Department of Health (State)
- Department of Health and Ageing (Commonwealth)
- Department of Home Affairs (Commonwealth)
- Department of Social Services (Commonwealth)
- Department of Training and Workforce Development
- Foodbank
- Hoban
- Ishar
- Lotterywest
- Muresk Institute
- National Disability Insurance Agency
- National Disability Insurance Authority (Commonwealth)

- National Disability Services
- North Metropolitan TAFE
- Office of Multicultural Interests
- Relationships Australia (Western Australia)
- SecondBite
- South Metropolitan TAFE

## Peak Bodies

MSC is a member of the following peak bodies and extends its appreciation for the support and assistance it received during 2020-2021.

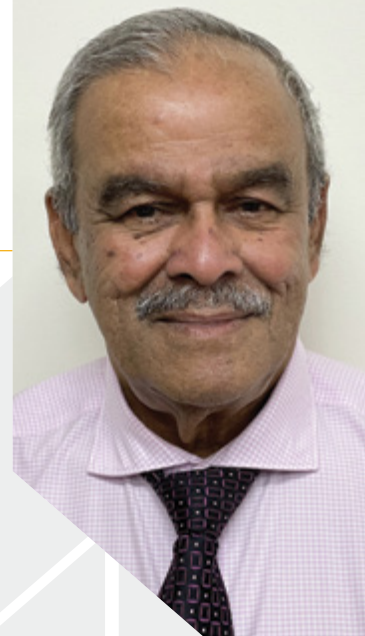
- Chamber of Commerce and Industry WA
- Community Languages WA
- Consumers of Mental Health WA
- Ethnic Communities Council of WA
- Ethnic Disability Advocacy Centre
- Leading Age Services Australia
- Refugee Council of Australia
- Shelter WA
- Volunteering WA
- WA Association for Mental Health

## Sponsors

MSC Board and Staff extend special thanks to the Hon Nick Catania, Chair of the North Perth Community Bank which manages the Bendigo Bank, North Perth Branch, its management and staff and their Community Banking staff for the excellent banking services and generous sponsorship provided.



# Chairperson's Report



When I took over as the Chair of MSC in October 2011 I didn't foresee that I would serve in that position as long as I have done. It has been a privilege to have had such an opportunity and been associated with the Centre when it has grown exponentially and continued to implement new programs and services. Unfortunately, all good things do come to an end and this report will be the last that I will be making as the Chair of MSC.

2020-21 was an extraordinary year like the one before for organisations such as ours. In MSC's case we achieved a significant milestone in our annual turnover exceeding \$10 million and our staff numbers getting close to 200, which is another such milestone. What made these achievements even more special is that they occurred whilst the quality of our service provision also attracted commendation. I refer to MSC being one of four finalists in the Large Organisation category of the 2021 Community Services Excellence Awards (CSEA), which is a celebration of WA's unsung heroes and the organisations they work for.

We are also pleased to note that our CEO Ramdas Sankaran became the first recipient of the Laksiri Jayasuriya Lifetime Community Services Award for his sustained leadership over an extensive period in being a forceful advocate of WA's Charter of Multiculturalism; the state's Substantive Equality and Anti-Racism Strategy; and a social policy entrepreneur, as well as his work across a number of issues

Sadly, we had to come to terms with the passing of Nick Agocs OAM former Chair and board member and board members Dr. Leela De Mel, and Graeme Windsor. The eulogy published in the West Australian for Nick; the one that is still on our website for Leela, and the tribute to Graeme published in last year's report and re-published in this one capture the substantial contributions that they made to MSC. Nick and Leela also contributed to the wider multicultural sector, in many roles as conveyed in their eulogies, and in Leela's case especially as the Executive Director of the Office of Multicultural Interests.

In the ten years that I have been Chair, I have been very fortunate to have alongside me very experienced and knowledgeable fellow board

members and together we fulfilled our obligations diligently. I extend my special thanks to all as listed in page 6 & 7 of this report and in particular to the office bearers, Sheila Rajan (Vice Chairperson), Kim Luby (Secretary) and Sam Tassone (Treasurer), for their substantial support. I extend my appreciation and thanks to Alexander Lone who ceased being a board member after serving for more than 10 years.

It is particularly pleasing that our board decided to honour former Chairs Russell Raymond and Nick Agocs as well as board members Kathy Ursich, Bob Mahar and the late Dr. Leela De Mel by assigning their names to MSC properties. A formal ceremony for the same will soon ensue.

The Executive/Senior management team comprising Ramdas Sankaran, Pius Joseph, Baily Fernandez, George Cherian, Amy San Pe and Leonard Alvarez as well as all Team Leaders and their staff have again done a wonderful job in ensuring the continued growth and sustainability of the Centre. I commend and thank them and our many volunteers who also played a very important role in many aspects of the Centre's operations with their commitment and contributions.

In the Acknowledgments section of this report we have listed a diverse range of government agencies as well as mainstream and multicultural service providers who have provided us funding and other invaluable support; and I wish to thank them for the same.

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

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



# CEO's Report

As our Chairperson noted in his report, 2020-21 while being an extraordinary year for MSC was a sad one as well.

Pius Joseph was appointed as MSC's Acting CEO for a period of three months when I underwent heart surgery in 2014. In the time prior to his retirement seven years later as our COO, he used his commercial acumen which was well demonstrated in very senior executive managerial positions he previously held, to set up MSC strategically to expand its operations. His contribution in this regard was invaluable and I am immensely grateful to him.

The Highlights section of this report has summarised some very notable achievements and I wish to draw attention to inter alia the following, which are not in any priority order.

- Substantial increase in Commonwealth Home Support Program funding.
- Establishment of strong People and Culture and ICT Teams.
- Sponsorship of Ethnic Communities Council of WA's Racism Matters Initiative.
- MSC's Bushfire Appeal.
- The JSC program's Muresk project.
- Finalist - CSEA Award for Large organisation category.
- Acquisition of a new office at 7 Mallard Way, Cannington.
- Whistleblower Policy Implementation.
- Funding and Implementation of the Vimauna Project.
- Biennial External review of MSC Housing program

I am most grateful to MSC's Chairperson, Dr. Prabha Karan Krishnan and office bearers Sheila Rajan, Sam Tassone, and Kim Luby as well as all board members for their substantial guidance, support and assistance.

We commenced the financial year with Pius Joseph, COO; Baily Fernandez, Executive Manager Corporate and Employment Services; and George Cherian, Executive Manager Operations; and me comprising the Executive Management team, but ended it with just George and me. We were ably assisted by Leonard Alvarez, Manager Operations; and Team Leaders Zeljka Prodanovic, Devlin Bose, Stella Sokolovic, and William Winkyi and their staff. MSC continued to grow at a rapid pace because of their efforts and I extend them my special thanks. Special thanks are also due to Finance Manager,

Amy San Pe and her staff whose efforts have ensured that MSC continues to receive unqualified audit statements and effectively fulfils all its financial reporting obligations.

MSC's strong and lasting relationship with Relationships Australia WA continued to flourish thanks to Terri Reilly, Mandy Drommer and Irina Spradbury their CEO; Senior Manager, FDR Services and Manager, FRC respectively. I extend them special thanks for their continued partnership. We continue to receive substantial support and assistance from many partner agencies and funding bodies listed on page 2 of this report.

As always, the contributions that volunteers make to our programs including Reception, Administration, Job Skills Centre, Housing and Wellness programs have been immense. They are too many to single out but I will mention Gerry Campbell who unfortunately passed away on 22nd July 2021 I extend my thanks and appreciation to all of them, especially Gerry and Sue Campbell.

I generally end with special thanks to our partners and family members for without their support and understanding and the added responsibilities that they accept, we can never achieve what we do to serve the community. Whilst this continues to be very important to me, I will end my report by paying respects to the late Nick Agocs and Dr. Leela De Mel for their immense contribution to MSC and acknowledge the friendship, and support that they extended me for decades.

**Ramdas Sankaran OAM**  
**CEO**

# Languages and Dialects

MSC personnel speak 68 languages and dialects as follows:

Acholi	Arabic	Bengali	Bosnian
Burmese	Calabrese	Cantonese	Chin
Chinese	Creole	Croatian	Dari
Dzongkha	Falam Chin	Farsi	French
German	Ghanaian	Gio	Gujarati
Hakha Chin	Hazaragi	Hindi	Hokkien
Indonesian	Italian	Japanese	Karen
Khmer	Kinyarwanda	Kirundi	Kisii
Korean	Kuku	Macedonian	Malay
Malayalam	Mandarin	Marathi	Matu
Mizo- Chin	Montenegrin	Nepalese	Pashto
Persian	Pidgin	Polish	Punjabi
Samoan	Serbian	Shan	Shona
Sinhalese	Siyin	Somali	South-Sudanese Arabic
Spanish	Swahili	Tagalog	Tamil
Tedim	Telugu	Teochew	Thai
Turkish	Urdu	Vietnamese	Yoruba

# MSC Board Members 2020 - 2021

## Office Bearers



### **Chairman**

#### **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**

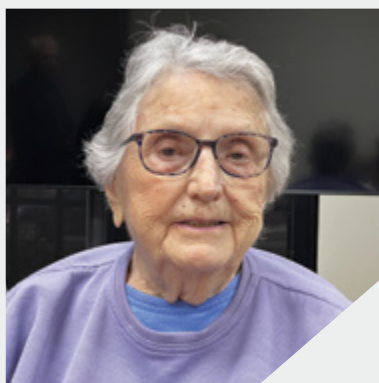
Retired Lecturer at North Metropolitan TAFE. Lecturing in the Advanced Diploma of Accounting Taxation Unit. Traineeship & Workplace Training Consultant and International Student Mentor. Extensive experience in tertiary education, Accounting and Finance Portfolios.



### **Secretary**

#### **Km 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 (30+ 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.

Some of the notable achievements are summarised below but not in any priority order.

## Substantial increase in Commonwealth Home Support Program (CHSP) funding

The Department of Health provided MSC growth funding of \$687,752 for 2020-21 and a further \$687,752 for 2021-22. Our CHSP has been expanding in recent years to meet growing demands for our services and this will continue to be the case for the foreseeable future.

## Construction of Supported Disability Accommodation (SDA)

The DA lodged with the City of Bayswater for two Robust Design SDA dwellings was approved and the design and certification that we need to ensure that the plans fit in with NDIA requirements were also finalised. Tender bids were sought from four builders and RBWA was awarded the contracts for the construction of the two SDAs at MSC's 64 Wellington Road, Morley property.

## Establishment of strong People and Culture and ICT Teams

With a rapid increase in staff to meet the growing demands of our aged and disability services, MSC now has a fulltime Team Leader (who has a background in both HR and ICT) that oversees both teams. The former has three other staff (two part time and one full time) with backgrounds in HR, talent acquisition and project work in these areas. MSC's ICT Team is a formidable one with two full time staff and three part time staff. Four of them have completed/or nearing completion of a Masters degree in ICT and one of them is doing his PhD on artificial intelligence at Murdoch University. Their combined expertise especially in cyber security and data and systems management is phenomenal and very timely given the service delivery changes that occurred due to COVID and the rapid expansion of our aged and disability services programs.

## Corporate Social Responsibility (CSR) Initiatives

### My Home Project

MSC continued to implement this flagship CSR Initiative which commenced in 2013. This continues to save the WA taxpayer millions of dollars in bed days each year but it is yet to receive any funding for its implementation. Despite the project costing MSC tens of thousands of dollars each year the board has decided to continue it as those using these services will be homeless otherwise.

### MSC's Bushfire 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. The appeal raised a total of \$5,174.55 which was donated to the Lord Mayor's Appeal for this purpose.

### Sponsorships

#### ECCWA's Racism Matters Initiative

MSC became the Platinum sponsor of the above by providing ECCWA \$10,000.

#### ECCWA International Women's Day Event

MSC was the Platinum Sponsor of the event and our sponsorship of \$1,000 was well received. It also enabled us to take 30 of our CHSP consumers to it.

#### Other sponsorships

MSC also provided small sponsorships for CaLD community organisations to celebrate their cultural events.

## CaLD Job Skills Centre Program (JSC)

This program commenced in July 2020 and after a rather slow start to the year, the program gained momentum with the generous contributions from MSC's management team and the unequivocal hard work of the JSC Team. Our highly ambitious targets for 2020-21 were not just met, but in most cases the KPIs were over-achieved resulting in additional services delivered to those entitled to access the program.

One of the highlights of this program was the Muresk project. MSC in partnership with Muresk Institute organised a Work in Agriculture Skillset course for CaLD Australians. MSC CaLD clients were exempt from paying the course fees and the discounted accommodation cost for their stay at Muresk was met by MSC. MSC also negotiated with the Institute to have the course done 3 days and two nights at Muresk and 2 days in Perth. MSC also organised transport for the students to be taken to Muresk and back to Perth on completion of the course.

[Muresk Project-ABC Online Article - Click Here](#)

### Refugee Plar Wah Peter was forced off his land in Myanmar, now he's driving tractors in regional Australia

By Jessica Hayes



*Trainee Nay Ku, who spent 16 years in a refugee camp, is helping ease the worker shortage.  
(ABC Rural: Jessica Hayes)*

When Myanmar refugee Plar Wah Peter was forced off his land two decades ago, he could never have imagined that one day he would be learning to drive tractors in Western Australia's Wheatbelt.

#### Key points:

- A multicultural association is partnering with Muresk to retrain migrants and refugees in agricultural skills
- They are learning a range of skills from operating a tractor to applying chemicals with supervision
- More than 30 people have signed up for the first round of training, initially set up for 15 participants

Originally from the Shan State in southern Myanmar, Mr Peter fled his home country as the military took property and land off his people, eventually spending a decade in a Thai refugee camp before arriving in Australia in 2008.

He is one of 50 refugees and migrants being trained in basic agricultural skills to help fill a high number of job vacancies in WA's agricultural sector amid the closure of borders due to COVID-19.



*“We, the Karen ethnic group, live in community harmony and our main resource is agriculture. We are so happy that there is training on farming.*

*We want to find more opportunities to improve our communities, and we want to become an example for others to teach and explain to each other.”*



*Plar Wah Peter never imagined he would be driving tractors in regional Australia while he was living in a refugee camp for 10 years. (ABC Rural: Jessica Hayes)*

## “We are so excited”

The program has been developed by the Muresk Institute based at Northam, 100 kilometres east of Perth, and the Multicultural Services Centre of WA.

Participants are being educated in work health and safety procedures, tractor operation, basic chemical safety rules and application, and operational maintenance.

At the conclusion of the week-long course, trainees will have nationally recognised units of competency to work safely at the entry level.

Refugees and migrants are learning basic agricultural skills as part of a new program aimed at addressing WA's worker shortage.(ABC Rural: Jessica Hayes)

Myanmar national Nay Ku is also participating in the training program. He spent 16 years in a refugee camp before arriving in Australia seven years ago.

While he has some experience in horticulture — growing rice in his home country — he said he was keen to learn everything he can about Australian agriculture.





*“Back home in our country there is no machinery. We can’t afford to buy any, we possess only simple tools like machetes and spades to dig the ground — to slash and burn, to do weeding physically — to make a hard living,”*

*“We’ve never seen such a big tractor and never been driving. We are so afraid to drive and we are so excited.”*

*“It’s a very wonderful experience to live in this country. I will utilise all my knowledge and skills to the best of my strength and contribute back to our children. That’s my ambition.”*

## ‘They’ve been through a hell of a lot’

Ramdas Sankaran is the chief executive of the Multicultural Services Centre, which aims to support settlement, welfare, and the education needs of migrants and refugees in Western Australia.



Ramdas Sankaran says many of the program participants are from rural and regional areas in their country of origin. (ABC Rural: Jessica Hayes)

Mr Sankaran said many of the trainees were keen to contribute to the wider community. “These people are eligible to be in Perth and either get JobSeeker or JobKeeper funds to keep them going,” he said.

“But they have chosen to come here, despite their English not being crash hot, and knowing that there is going to be difficulties in completing the course.

“It is just amazing to see so many people take up the opportunities with both hands and go way beyond what anyone would’ve expected — particularly in a post-COVID situation.

“They’ve been through a hell of a lot and they certainly are making the most of the opportunities, and what is beneficial to them is beneficial to us as a society.”

Mr Sankaran said the participants had a range of experience, from ex-army officers to machinery operation, while others had only just completed high school.

“These are people, from rural and regional backgrounds in the countries they come from, That’s where they want to live and work, not metropolitan Perth.

Opportunities are going begging in rural and regional areas, in areas where these guys love to work.”



## Strong work ethic, great attitude

"It's created a great level of opportunity for other people, local people, to come on board and take those job opportunities."

Ms Jenkins said the trainees were embracing the opportunity to learn.

"The guys that we've got here at the moment are very keen to help the Australian agricultural industry to be productive over the next few months," she said.

"They've got the work ethic and the attitude, and that's what employers are looking for. Every time we talk to employers about the skills they're looking for, number one is attitude."



*Muresk Institute general manager Prue Jenkins says the participants have a strong work ethic and a positive attitude. (ABC Rural: Jessica Hayes)*

## Community Services Excellence Awards (CSEA)

MSC was one of the Finalists - for Large Organisation category for the above Award. The other finalists in this category were Gosnells City Council, Ruah Community Services and the Ngarliyarndu Bindirri Aboriginal Corporation. The Ngarliyarndu Bindirri Aboriginal Corporation won the award. The Community Services Excellence Awards is a partnership between the Department of Communities and WACOSS and is a celebration of WA's unsung heroes and the organisations they work for.



*SETS Team Leader Zeljka Prodanovic with the CSEA Finalist Award*

## Acquisition of the new office at 7 Mallard Way, Cannington

MSC's Kent Street office in Cannington was too small to accommodate the growing demands for MSC services south of the river and the above property was purchased and renovated. Programs and services operating from there include JSC, Housing, SETS, ER and IDS. The Kent Street Cannington office, has been leased to ECCWA.







# MULTICULTURAL SERVICES CENTRE

Individualised / Innovative / Integrated



*Left to Right - Lisa Laing, Joansy King, Basel Ghazal, Mee George Idom*





## MSC's Whistle-blower Policy

MSC's commitment to enable the reporting of wrongdoing within the organisation and to support this through the promotion of a workplace free of unacceptable behaviour and serious misconduct led to the drafting and implementation of its Whistle-blower policy. This policy requires MSC to investigate reported misconduct and rectify proven wrongdoing. This policy seeks to ensure it supports simple and clear reporting and resolution processes in response to the identification of illegal, inappropriate or unethical conduct. Communication of this policy is via the policy and procedures update process.

## Funding and Implementation of the Vimauna Project

This project which is being implemented by MSC as the lead agency and Ishar and ECC as project partners was funded by the Department of Communities. Shobhana Chakrabarti (the former CEO of Ishar and former Manager of MSC's Aged Care program) was appointed Project Manager.

VIMAUNA (breaking the silence) is a CaLD Family Violence Perpetrator Awareness and Education Program. It is the view of MSC, Ishar and ECCWA that from a FDV prevention perspective, it is important to break the silence from the male perpetrator perspective and this is what this project is seeking to achieve.

Accordingly, this program will raise the awareness of CaLD individuals/community leaders (formal and informal) to become proactive Upstanders rather than bystanders on family and domestic violence and assist them to acquire relevant knowledge, skills and understanding to address problematic behaviour and prevent violence against women within their respective communities. The program will engage multicultural wellness connectors to empower men from CaLD backgrounds to become the pipeline for change that will challenge current perceptions towards domestic violence in their communities.

## OMI Mental Health Grant

OMI approved a grant of \$50,000 to provide mental health services and resources to new and emerging as well as established CaLD communities and overseas students. The program comprised inter alia, group workshops, individual counselling sessions, development of an online directory of bilingual mental health practitioners and the development of a series of audio podcasts in community languages. Most bilingual mental health practitioners that we approached were unwilling to be included in the online directory but we exceeded the other KPIs that we were required to meet.

## External independent reviews of MSC Programs

### MDSP Quality Review

The MDSP program was quality audited between April and June 2019 by the Department of Communities and we were due for another audit only in April/June 2021. However, the department decided to audit all providers before the Commonwealth takes responsibility for this function in December 2020. The independent Quality audit of our Disability Services program undertaken by Dr Dorothy Lucks was completed in September 2020. We were assessed as meeting all six standards and there were no required actions. Some comments/observations from the Audit report are as follows:

### The Service

- "Has a fundamental commitment to human rights and its policies, procedures and operations consistently demonstrate this commitment.
- 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.
- 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.

- Has adequate policies and procedures in place and also works actively with clients to address feedback proactively.
- Is active in managing service access as responsively as possible. Basic processes are in place and efforts are made to explain these to current and potential clients."

## Biennial review of MSC Housing Services Program

The three Housing services funded by the Department of Communities - Multicultural Housing Services Program, Private Rental Tenancy Support

Services-CaLD, and the Multicultural Children's Support Service were reviewed in September 2020. The services fulfilled all parameters of the review, which were that:

- The Service is continuing to meet the identified need.
- The Service Provider is meeting the agreed service specifications, quality standards and contractual requirements
- The service is operating efficiently and effectively.
- The service is actively engaged in continuously improving services to provide best possible services to the community.

## Financial Health

MSC's exponential rate of growth placed immense pressure on our Finance Team led by a full time Manager and 4 part time staff with accounting backgrounds. An important milestone was achieved in 2020-21 with the annual turnover exceeding \$10 million.



Finance Team – Front: Yi Mon Aye  
Back: L-R Beek Yoong Wong, Amy San Pe (Finance Manager), & Ei Ei Khine

## MSC in the Media

### ABC Focus program and ABC Online and News programs

Suresh Rajan, the President of ECCWA and MSC CEO, Ramdas Sankaran were invited to participate in the Focus program hosted by Jessica Strut along with Prof Amanda Davies from UWA to discuss the impact of COVID-19 from the perspective of multiculturalism. It was a free ranging discussion and the latter used it to turn the spotlight on CaLD gender equity, institutional racism, woeful state of multicultural mental health etc. We received positive feedback regarding our input.

## OMI Capital Works Fund Multicultural House (20 View Street, North Perth) Upgrade

ECCWA received an OMI Capital Works grant of \$115,000 to renovate and refurbish the above premises. This involved installing wooden floating floors on the existing carpets, and the painting of walls and doors. The meeting rooms and the kitchen will also be upgraded and in the case of the former two new widescreen TVs will be installed. MSC met the costs involved for the painting of the walls, doors etc. of the parts of the building that it uses exclusively.

## MSC Morley and Cannington Offices

MSC sought \$250,000 each for the upgrade of our Bookham Street and Mallard Way premises. The former involves the removal of the asbestos roof and replacing it with steel and the latter involves making the premises disability friendly and the construction of an annex to be used as a CaLD Women's Shed. We were awarded \$50,000 and \$34,000 for the above renovations.

## Impact of COVID 19

MSC's COVID-19 Safety Plan which was continually updated as required by the Executive Management team enabled it to meet the lockdowns that were imposed at very short notices.



## Pius Joseph - Acknowledgement and Farewell

Getting someone suitably skilled at short notice to cover the absence of a CEO for a period of three months is usually next to impossible. So MSC was very fortunate that Pius joined us to cover the CEO's absence for what was to be a three-month contract. The three months turned out to be seven years and MSC could not have asked for anyone better to serve in many different senior managerial positions including its Chief Operating Officer. Pius' senior managerial experience is very substantial and his commercial acumen played a major role in MSC's strategic and rapid growth in an increasingly competitive market.

This is not the only impressive legacy of Pius, who we fondly and often refer to as Mr. Growth. In the areas he has been responsible for, especially disability and ageing, the volume of service deliverables and the dollar value of the same have increased exponentially. Evidence of the same includes our Aged Care program which includes HCP, CHSP and Brokerage services and our MDSP with annual turnovers of nearly 3 million and more than 3.5 million respectively. Very impressive figures, considering they have more than doubled in less than two years.

But for Pius we would not have become one of four agencies that were chosen to implement the Award-winning Assisted Rental Pathways Pilot. Most importantly, we would not have a Home Care Package program, which has also grown exponentially.

Whilst we wished Pius the very best for his retirement we are still looking forward to his return to MSC in various capacities that will hopefully give him professional satisfaction and MSC access to his diverse range of knowledge, skills and experience as it continues to grow and prosper as the state's largest and most diversified provider of multicultural and multilingual services.



# Client Testimonials

*Dear Rajyashree*

*Once again let me thank Mscwa, yourself and your staff team for providing us the opportunity of a fantastic getaway to Geraldton.*

*The transport and tours were excellent, the hotel accommodation as such was very basic, but we believe it was due to the Covid situation. The food and service provided by Ibis Style's Hotel was good and enjoyable, as was the 2 lunches we had at Jurien Bay. On the whole it was an opportunity to relax and enjoy the togetherness of our Indian Seniors group.*

*Please convey my compliments and gratitude to MSCWA. Rajyashree you have excelled as always in going over and above our expectations from you.*

*Thanks again, also to your team*





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.



Dear Julie,

When I was in university my professor always said to us that being a big woman It does not mean that you have to be a very successful woman. It means that you need to have a big heart. After I met you, these words kept coming back to me. I think you are the woman which my professor mentioned.

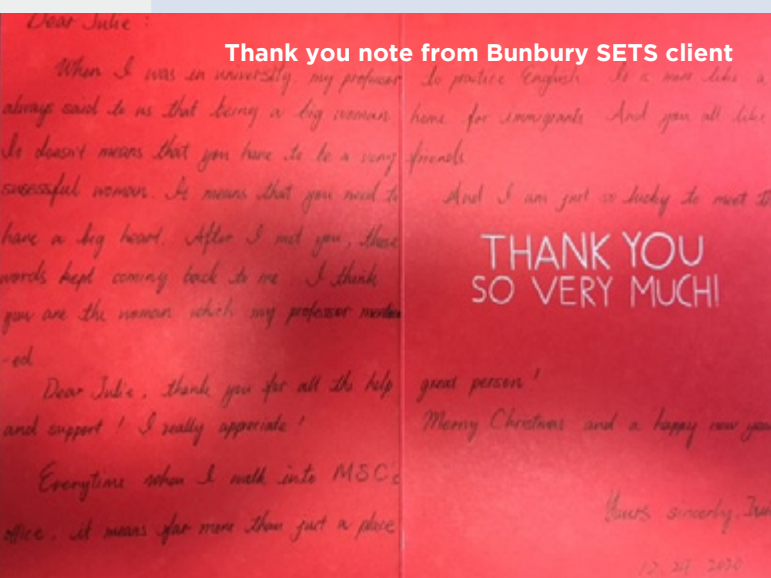
Dear Julie, thank you for all the help and support! I really appreciate!

Everytime when I walk into MSC's office, it means far more than just a place to practice English. It is more like a home for immigrants. And you all like friends.

And I am just so lucky to meet the great person!

Merry Christmas and a happy new year!

Yours sincerely, Ivie



# Program Reports



## Multicultural Aged Care Program

The Multicultural Services Centre operates three programs within its Multicultural Aged Care Services Program which are the Commonwealth Home Support Programme (CHSP), Home Care Packages (HCP) and Independent Support Services (ISS). All three programs have seen a steady increase in consumer numbers and demand for support. MSC has been restructuring roles within all of them to ensure organic growth and synergy within the Aged Care Services program and to place MSC in the best position to adapt to the current and future changes within the Aged Care sector.

The Royal Commission into Aged Care Quality and Safety delivered its Final Report on 26 February 2021 and provided to the Commonwealth Government an extensive list of recommendations and the unprecedented change they would bring about to the Aged Care Sector if accepted. Many of the recommendations incorporated significant changes to clear or minimise the long Home Care Package waitlist for consumers as well as the creation of a single unified in-home care program, single assessment approach, provisions for complex care in the home and new standards for quality regulations.

On 11 May 2021, the Australian Government released its response to the Royal Commission into Aged Care Quality and Safety Final report which includes a record funding increase of \$17.7 billion. The injection of funding into the sector will see eighty thousand new home care packages provided. This will reduce the waitlist and provide relief for aged care homes under financial pressure and workforce support and development / upskilling initiatives.

As a direct result of COVID-19 and the snap lockdowns which occurred during the year, services within MSC's Aged Care programs were required to adapt and respond to lockdown restrictions

and transitional restrictions while ensuring our consumers were supported in a safe manner. In total there were four lockdowns during the year.

After each lockdown was announced, the HCP program responded by ensuring Service Coordinators contacted all clients to ascertain essential services as well as confirm with clients that they wanted services. Support staff were issued with a letter from MSC through HR as proof of employment and PPE was distributed as required to them.

Lockdowns and transitional periods resulted in closure of day centre activities and face to face social support activities in order to adhere to social distancing requirements and restrictions in place by the State Government. During these periods, staff were engaged to conduct Wellness Calls to check in on consumers and reduce isolation and loneliness. As per the Department of Health's flexibility provisions, MSC was able to continue to provide one on one support which allowed MSC to engage with vulnerable consumers and assist with tasks such as providing essential groceries and accessing appointments during this time.

In conjunction with SecondBite, MSC continued to provide free weekly deliveries to our CHSP consumers until the end of the financial year.

MSC commenced as a provider of Home Care Packages in late 2016/2017 and since its inception, the program has grown exponentially, as evidenced in the table below. As such the structure of the program has changed to ensure that quality support and care is provided as well as a holistic individualised approach is maintained in managing consumer care needs. The program now has three service coordinators with a dedicated case load. There has also been a significant increase in the number of support staff employed.

**Table 1. HCP Program Growth**

Package Level	2017 / 2018	2018 / 2019	2019 / 2020	2020 / 2021
Level 1	0	4	2	5
Level 2	3	8	15	17
Level 3	1	4	4	9
Level 4	0	5	12	18
<b>TOTALS</b>	<b>4</b>	<b>21</b>	<b>33</b>	<b>49</b>

MSC's day centre services continue to provide culturally appropriate social group activities to older people from a culturally and linguistically diverse background to ensure consumers are able to engage in stimulating activities, get out and about in the community and reduce isolation and loneliness. In spite of the challenges that COVID-19 has placed on the program and multiple lockdowns during the year, the program has achieved significant increases from the previous financial year in services provided as noted in the table below.

	Actual Achieved 19 / 20	Actual Achieved 20 / 21	% Increase between financial years
<b>East Metro</b>			
SSG	24976	37319	49%
Transport	6948	7897	14%
<b>North Metro</b>			
SSG	7119	10142	42%
Transport	1967	2380	21%
<b>South East Metro</b>			
SSG	8681	14631	69%
Transport	1860	2606	40%

MSC has received over \$600,000 as growth funding from the Department of Health for each of the financial years 2020-21 and 2021-22. The majority of these funds were carried over into the 2021-22 financial year as MSC was only informed about this outcome on June 21, 2021.

This funding increase will allow MSC to provide additional social group activities to CaLD consumers as well as operate new centres and groups in the coming year to meet the identified demand for our services, particularly in specific communities. Early in the new financial year, a new Vietnamese group is set to commence as well as another group for communities from Myanmar.

MSC has also been approved to provide new service types under CHSP including Domestic Assistance (General household cleaning, unaccompanied shopping) and Social Support Individual (one on one support to consumers to provide companionship or accompany them to engage in the community, and for shopping).

The ability to provide in home CHSP supports to consumers may place MSC in a favourable position. Consumers are likely to choose their

current in home CHSP provider as their HCP provider when they transition from CHSP to HCP as they are familiar with the organisation and comfortable with support staff who have already been in their homes. The historical low availability of these two service types in Perth amongst CHSP providers also means that MSC is in a position to increase client numbers substantially in the coming months.

MSC has been providing Aged Care services in its Independent Support Services, previously Independent Brokerage Services for several years, initially only providing brokered support to consumers who have Home Care Packages with other providers and wish to access our culturally specific social group activities. The number of consumers accessing MSC's services on a brokered arrangement has grown exponentially. This is a testament to the quality of support and care provided as well as the uniqueness of MSC's services.







# Multicultural Disability Services Program (MDSP)

This financial year the MDSP focused strongly on compliance and improving practice driven by a state based external evaluation and full transition to NDIS for Western Australia as well as MSC's ongoing commitment to provide quality services.

Key achievements included a complete review of the program's intake/assessment processes and documentation. This included seeking feedback from all staff prior to the exercise ensuring continuous improvement practices were in place and that MSC was aligned with the National Quality and Safeguarding Framework which came into effect from December 1, 2020.

MSC completed an internal audit of participants to determine any specialised training needs and ensure all staff had necessary and current training. First aid and CPR, manual handling, assisting with medication, epilepsy, dysphagia management, and abridged therapeutic crisis intervention workshop were offered to support workers. A suite of e-learning modules was developed to form a part of staff program induction. The modules include NDIS Code of Conduct, Worker Orientation, NDIS Compliance and Reporting Guidelines on Behavioural Support, Restrictive Practices and Incident Management Policy, MSC Complaint and Feedback Management Policies and MSC Administration Policies and Procedures.

In conjunction with the Jobs and Skills Centre, MDSP service coordinators facilitated four information sessions held in Cannington and Morley where they presented "A Day in the Life of a Support Worker", offered guidance and discussed career development opportunities to JSC applicants and the wider community as a potential employment pathway for new workers.

Staff development meetings were held bi-monthly and was a critical communication strategy for staff to reinforce essential information. These included

changes/update of policies and procedures, ensuring staff are engaged with MSC and supported in their roles. It was also an important mechanism to hear feedback directly from staff.

During the financial year, a full transition of staff time sheets and payment took place from SMS to the new CRM Nightingale. This CRM links the rostering of staff, funding available under NDIS plan, hours worked/timesheet, data management and payroll and consequently needed to be managed carefully to ensure there is no disruption to operations. With this in mind, there were some delays in transition dates due to the running of both mechanisms over a period of time to test the accuracy of the new CRM. A full transition occurred from May 2021 and the system has been in operation since then with ongoing work needed with the developer to ensure greater efficiencies of the CRM to meet MSC's needs.

There have been multiple COVID-19 lockdowns in Western Australia in the past financial year prompting the need for the MDSP program to adapt quickly due to some individual supports being classified as essential services. We were able to provide necessary PPE to all staff when needed from State Government stocks and by purchasing significant stocks ourselves. It was pleasing to see that with subsequent lockdowns and the introduction of appropriate processes, the MDSP team increased its efficiency in responding to the changed circumstances. Participants were able to maintain their essential support with minimal disruption. Additionally, with an active strategy to shift to laptops during this period we were able to shift our office-based staff to working remotely.

It is important to note that with a shortage of workers compounded by the closure of international borders, the disability sector along with other sectors is facing increasing pressure to attract Support Workers. This will continue to be an issue into the next financial year.



In summary, it has been a particularly exciting and busy year for the program with significant investment in the quality of services we provide. This is reflected in the continued growth of the program without any external marketing.



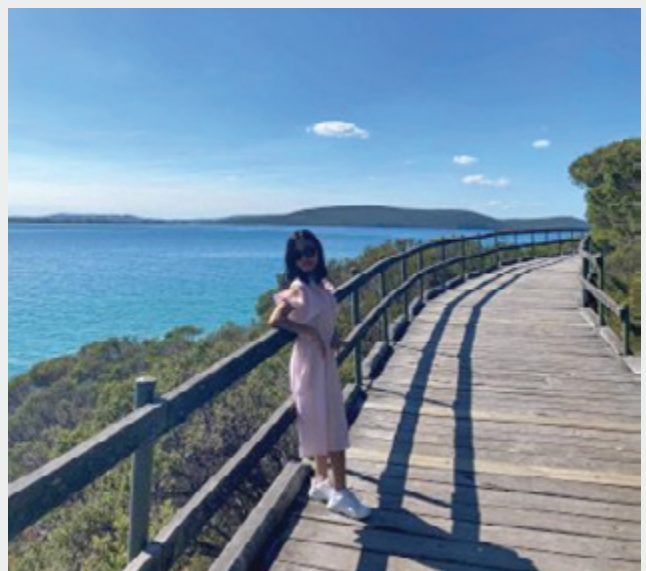
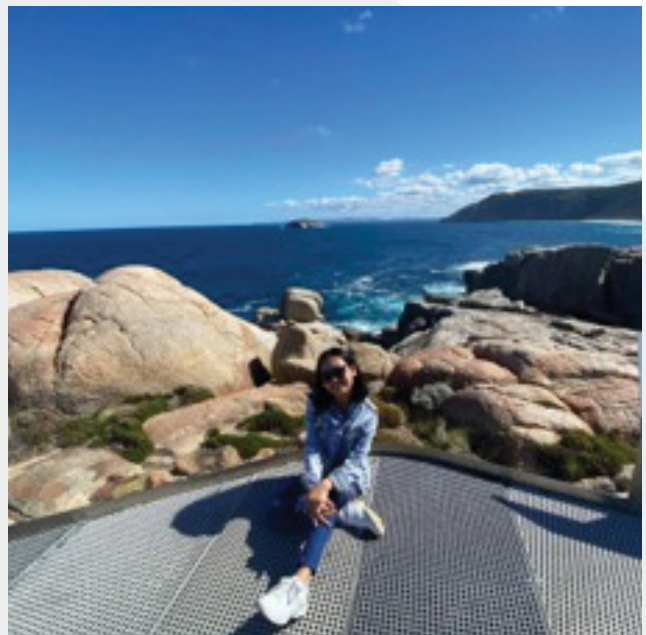
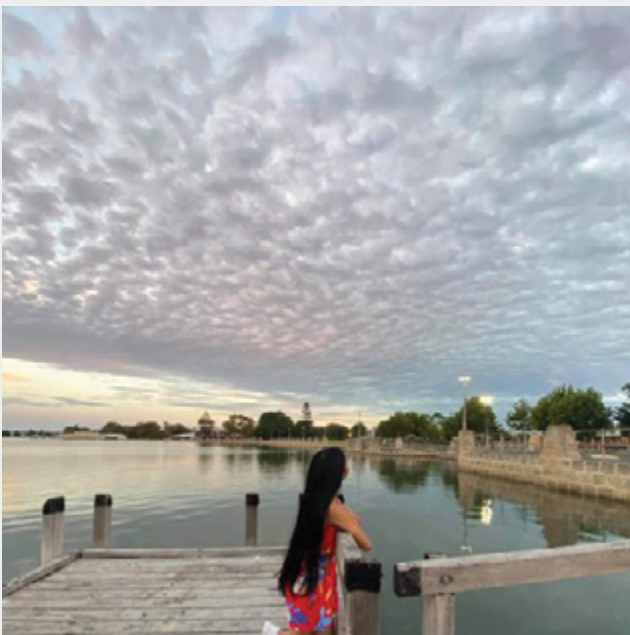
# Good News Stories (MDSP)

DT who is an 18-year-old female with diagnosis of Dyskinetic Cerebral Palsy was a refugee from Myanmar who migrated to Australia in 2019.

DT's family are protective of her and had concerns that DT might get unwell if she goes out for any more than a few hours. As a result, DT had very little opportunity to go out and make friends. She spent significant amounts of time in the confines of her home and felt very isolated. She was not motivated to dress up or go out and felt strongly that she did not want to be treated any differently from others because of her disability.

MSC's Service Coordinator and Support Worker worked closely in partnership with DT and her family. Appreciation of their culture, belief, and ensuring that DT and her family were involved in making decisions about their support choices helped to alleviate DT's family's concerns and allowed her to develop her independence through increased social and community access gradually. This has had a positive impact on DT's outlook on life. She has improved self-confidence which can be observed in

the way she enjoys dressing up and going out. She commented that the Support Worker treated her as a normal person which made her feel like any other individual, listened to her, and allowed her voice to be heard. She feels included and appreciates how she is being supported through positive and encouraging words and empowerment. She has plans to explore more of WA and to look for employment.





PW is a 19-year-old female from Myanmar diagnosed with an intellectual disability. PW appeared shy and anxious in the presence of unfamiliar people who used to confine herself in her room with no motivation to come out. Her poor appetite was contributing to ongoing weight loss.

PW's engagement with core supports and therapy services was minimal because of her withdrawal from engaging with other people. PW's family was supportive of her and, together with the Support Worker, they put great effort into planning her daily activities. Fast forward to today, PW enjoys going out with her support workers and exploring new places. She shows enthusiasm by planning her social activities and selecting what to wear for the day. She has started to engage with her therapists,

evidenced by her increased vocabulary and the use of expressive language to convey her essential needs and emotions. She takes part in cooking lessons with her Support Worker and enjoys the experience of tasting what she cooks. She has recently joined the Young Adult Community Group where she participates in social activities with her peers.

## MDSP Group Activity

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In December 2020, the MSC Disability Team facilitated social weekend day outings for clients. On one of two occasions, they visited Lancelin where they enjoyed the experience of sandboarding activities on the dunes, the company of one another, and the meals together at the café. On the second occasion, the clients enjoyed experiencing nature at the Serpentine Falls, the barbeque lunch, the laughter and the opportunity to create meaningful connections.

# Independent Disability Services

The Independent Disability Services (IDS) program participant numbers continue to consistently grow, with growth in the last six months of the financial year being at 13.7%. The program continues to receive referrals from multiple sources which includes the NDIS portal, direct referrals from LAC and NDIS planners for CaLD-specific participants and external service providers, and internal referrals from MDSP. By far the greatest referral source was from external providers seeking a CaLD specialist provider. This growth which has occurred with no external marketing is a testament to the reputation of the organisation and quality of services provided.

During the financial year some considerable changes took place within the program with the resignation of Nihal and Sonya. On behalf of MSC, it is important to acknowledge and thank both for their contributions, commitment, and efforts in driving the program forward. We have been fortunate to employ an experienced Support Coordinator in Abdul Azizi and with Akansha Sikarwar providing the Specialist Support Coordination we have continued to build the program.

In 2020-21 financial year, MSC decided to cease plan management services after an internal review determining it was best left to specialist providers as it was costing MSC more to manage the plans than income received. This decision was agreed by all parties including coordinators and management as our systems/process was not geared to efficiently provide this service. Another service improvement was to create a tailored service agreement for IDS clients which more accurately capture critical information for this type of service rather than using a generic service agreement across NDIS programs.

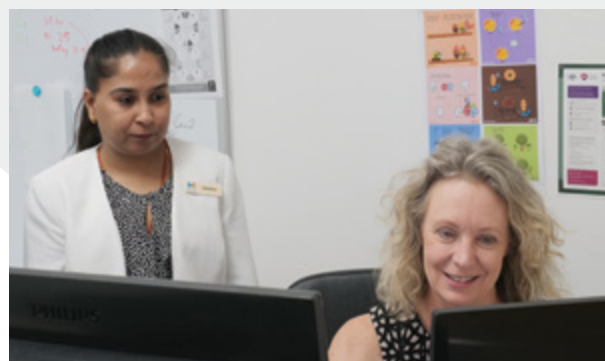
The program in the latter part of 2020-21 financial year also fully transitioned into utilising MSC's new Nightingale CRM. This was carefully managed as it was to become our direct claiming mechanism from the NDIA portal. The first focus was to organise for data and documents to be transitioned before funding plans were set up with Nightingale to then allow Support Coordinators time to capture and subsequently claim thus moving us away from manual records and double handling of information across multiple teams. This means that services provided are now directly claimed within the operational team and no longer by the finance team.

Staff are now directly inputting progress notes and documents into Nightingale and no longer use paper-based files. Finance staff have taken on a monitoring role for internal audit purposes.

Support Coordinators have played a critical role for the participants they support in coordinating their care and most importantly advocating on their behalf to necessary services funded within their NDIS Plan. This is an important outcome for CaLD participants who were having to navigate the bureaucracy of the National Disability Insurance Scheme.

Support Coordinators have been much more effective in referring participants to MSC Emergency Relief program through better internal communication and processes which will continue to be a focus in the next financial year. The biggest priority in the next financial year will be preparing MSC for the first external audit from the National Quality and Safeguarding Commission.

MSC's IDS is partnering with Access Plus WA Deaf for support coordination.





MSC staff Akansha Sikarwar and Abdul Azizi with Access Plus WA Deaf  
Customer Advisors Dylan & Danica  
L - R Dylan, Akansha Sikarwar, Danica, Abdul Azizi





# Lotterywest Emergency Relief (ER) Program

The Emergency Relief program was of extreme importance during 2020-21 considering the impact of COVID-19 which caused extremely tough market conditions for tenants of whom many could not meet their financial responsibilities after Government initiatives that were introduced such as the Emergency Rental Moratorium and the COVID-19 Electricity Disconnection moratorium were lifted.

As a result, ER eligibility criteria was further amended to allow more flexibility to assist clients in need, particularly those who were evicted/ at risk of eviction post the moratorium period or clients experiencing/being at risk of Family and Domestic Violence. Australian Temporary Residents (ATR) were again included in our distribution as this category of clients was ineligible to receive any Centrelink or other COVID-19 related Commonwealth Government support which largely impacted their financial situation. Majority of the assisted ATR clients this year were international students and in terms of their country of origin, the highest number of clients came from Bhutan (176), India (38), Philippines (37), Nepal (36) and Sri Lanka (13). Clients from some other countries such as Afghanistan, Bangladesh, Chile, China, Egypt, Iran, Iraq, Jordan, Kenya, Mauritius, Myanmar, Nigeria, Pakistan, Russia, South Korea, Thailand and Vietnam were assisted in smaller numbers (10 or less).

From 1st July 2020 to 30th June 2021, ER distribution was conducted through three separate Lotterywest grants. In July 2020, MSC continued with distribution of the 2019-2020 grant (approved on 4th March 2020), however, due to the huge demand for ER assistance from Australian Temporary Residents, mostly international students, MSC applied for additional funding to top up our ER funds and ease the pressure on the ER program. As Lotterywest's consideration of this request was delayed, MSC had no choice but to temporarily suspend ER assistance to ATR clients in July due to the limited funds. At the time, the MSC Board approved the use of up to \$50,000 of MSC's reserve funds towards the ER program.

On 3rd August 2020, Lotterywest approved the additional \$20,000 grant to support the critical and urgent need of temporary visa holders.

The last ER grant for FY2020-2021 was approved by Lotterywest on 30th October 2020 and was implemented on 17th November 2020. The total amount of \$302,500 was approved to support new migrants and temporary visa holders and this is the biggest grant MSC has been approved to date.

Through the three above mentioned Lotterywest grants, during this year, MSC distributed a total of \$207,620.75 and ER staff conducted 1,297 transactions.

Majority of ER assessments were processed via phone and emails. With regard to distribution of Coles Cards, they were again provided in electronic form (as URL links) as we found this method more practical in terms of storage, security and limited face to face contact with clients.

In July 2020, majority of the assisted clients were Australian Temporary Residents. 216 transactions related to ATR clients (of these 194 related to international students), while only 49 transactions related to assistance provided to permanent residents (PRs/citizens).

Starting from August 2020, the number of ATR clients who received ER assistance significantly decreased due to several reasons. Firstly, in July we temporarily suspended assistance to ATRs due to the limited ER funds – this was reflected in our August distribution (7 transactions only). Secondly, some ATR clients returned to work or had their working hours increased as the July lockdown was lifted.



In parallel, assistance to PRs and citizens gradually increased, in particular after 28th March 2021, as the end of the Emergency Rental Moratorium created very unfavorable market conditions for tenants. Shortage of rental listings, low vacancy rate and increased rental prices of up to \$100 per week in majority of Perth's suburbs caused major competition amongst tenants. Many of them were facing the risk of eviction and homelessness and required substantial financial assistance to sustain their tenancies.

Between July 2020 and June 2021 MSC distributed \$51,804.28 to 346 ATR clients and \$155,816.47 to 621 PR/Citizens.

Many clients were referred to our ER program externally by different organizations such as ECC, Ishar, MMRC, and also internally by other MSC programs including Housing, SETS, Jobs and Skills Centre, MDSP and the HCP program.

As of 11th March 2021, financial counselling services offered by Blue Sky commenced from the Mirrabooka office once a week. This was a great opportunity for ER clients who were going through financial hardship (some of them through extenuating circumstances) to be referred to counselling services to address underlying issues.

## Community Housing Program (CHP)

Through this program, MSC continued to provide affordable rental accommodation to eligible clients during this year. The portfolio of MSC managed CHP properties remained unchanged at 9 properties and all of them were leased during this year (8 properties for the full year and one until 17 May 2021).

Due to the extended Emergency Rental Moratorium, MSC's regular replacement of tenants accommodated in transitional community housing properties was on hold until March 2021.

Following the end of the moratorium on 28/03/2021, several tenants who had been accommodated in CHP properties longer than 12 months were assisted to source alternative rental accommodation. Due to the tough rental market conditions which created major competition amongst tenants, none of these tenants were able to secure alternative rentals even after submitting multiple applications. Only one

tenant who accepted an offer of public housing vacated our CHP property at Greenwood on 17 May 2021.

During this financial year, quite a few major maintenance issues were observed or reported at several MSC managed CHP properties. All these issues were reported to the Department of Communities and relevant strata companies (where applicable), however, MSC is yet to obtain clarification on how maintenance responsibilities should be split between MSC and the Department.

# My Home Program

The My Home program provides accommodation support to long term Graylands Hospital patients exiting the hospital and moving into the community. Shared accommodation is provided in a small complex of three villa-units in Balga which are head leased from private owners. Some of these tenants have stayed in these properties for more than seven years.

In terms of occupancy status, two of these villas were occupied with two tenants for the full financial year while the third one was vacant for a few months as suitable referrals were not received from Graylands Hospital. MSC has not received any funding for this program yet and continues to incur a significant financial loss.

## Jobs and Skills Centre

This program commenced in July 2020 and after a rather slow start to the year, it gained momentum with the generous contributions from MSC's management and the unequivocal hard work of the JSC Team. Our highly ambitious targets for 2020-21 were not just met, but in most cases the KPIs were over-achieved resulting in additional services delivered to those entitled to access the program.

Events such as pandemic control lockdowns and the cessation of new international arrivals adversely affected the number of clients who could avail of the services. However, quick and prompt action from the team of tapping into the existing local population including international students, Emergency Relief recipients and the use of technology to deliver services assisted with balancing out the downward trend of the former. Additional Government investment into training and workforce development also assisted the career counsellors with more content to deliver the services.

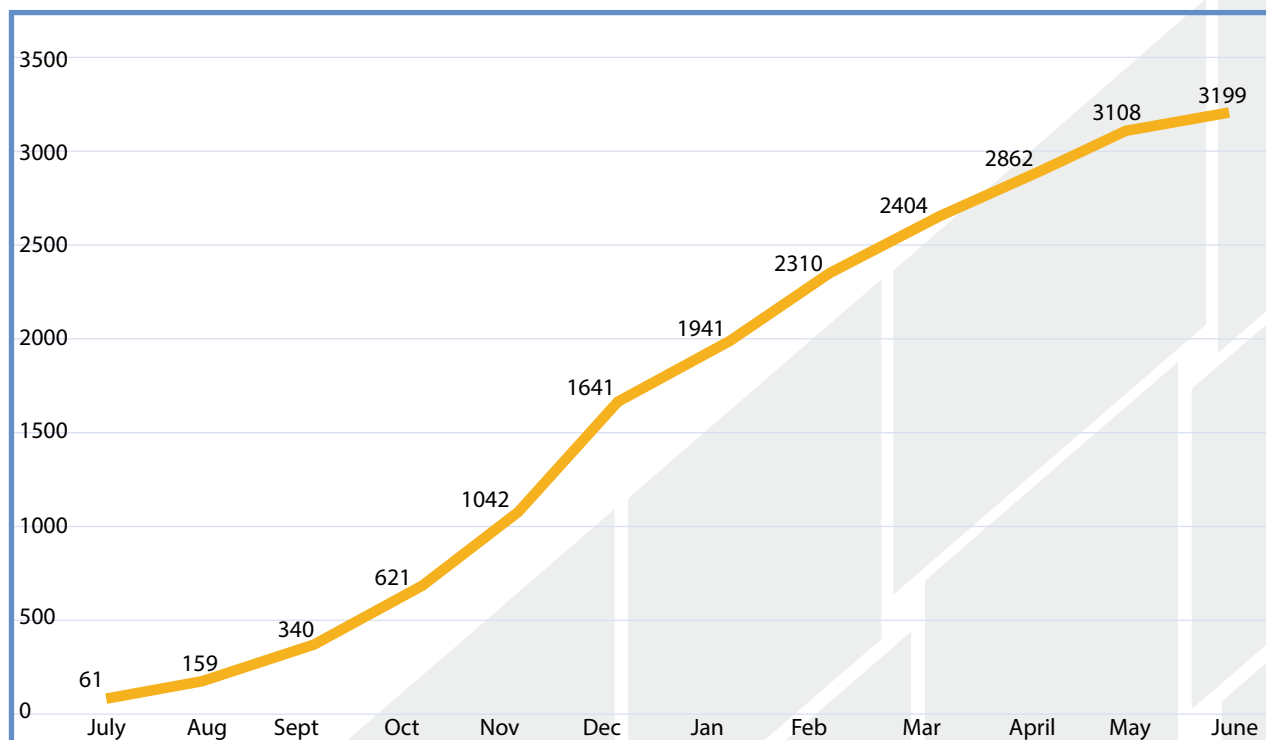
MSC provided 2,746 individual contacts and 473 contacts with organisations over the past 12 months. In other words, MSC was able to deliver on average at least three services per individual. Hence, MSC is proud to have delivered a quality service to individuals while providing excellent value for money to the Department of Training and Workforce Development (DTWD).

MSC's Annual Contact Target was 3,000 and this was exceeded by 199.

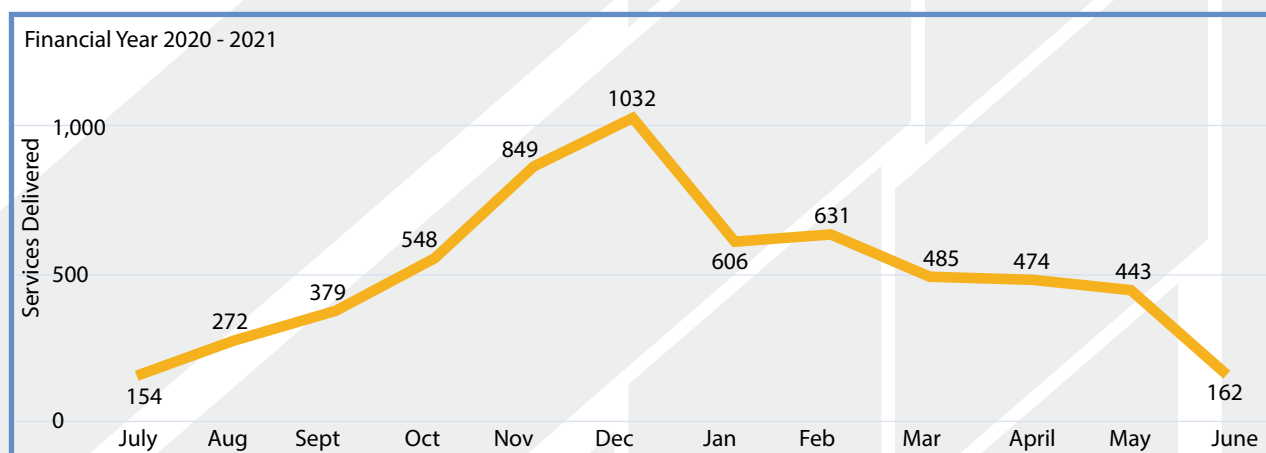




## Cumulative Client Contacts (Individuals and Organisations)



## Services Delivered to Individuals by month



Technology was extensively used to deliver services during lockdown periods, however due to the nature of specialist CaLD services, face to face appointments remained the most popular and preferred choice of service provision.

Delivery Mode	Total
Booked Appointment	1915
Email	325
External Visit	31
Online Technology	30
Phone Call	179
Walk In	246
<b>TOTAL</b>	<b>2726</b>

## Program Reports

The JDF and employment contracts of the JSC Team were updated to reflect MSC's contract with the DTWD. All fixed term contracts expire on 30th June 2022, when the initial term of the funding contract expires. However, given the current performance and potential of the MSC JSC Team, we are hopeful that DTWD will exercise its extension options.

MSC acknowledges and thanks the JSC team members in being able to overcome the slow start through their hard work and dedication thus ensuring that MSC delivered on its ambitious targets.

### JSC Jobs Expo



# Housing Services

MSC has been delivering the following housing services funded by the Department of Communities:

## Multicultural Housing Services Program

The target group for this service is migrants who are homeless or at risk of homelessness. This includes single adult women and men, and families.

Service Agreement Commencement Date	1 October 2009
Service Agreement Cease Date	31 December 2012
Extensions Options	<b>Extensions Given</b> The service was granted yearly extensions from 30 June 2013 to 30 June 2022

## Private Rental Tenancy Support Services Initiative - Culturally and Linguistically Diverse

The target group for this service is families and individuals from a CaLD background in private rental tenancies who are at risk of eviction and homelessness.

Service Agreement Commencement Date	1 December 2009
Service Agreement Cease Date	31 December 2012
Extensions Options	<b>Extensions Given</b> The service was granted yearly extensions from 30 June 2013 to 30 June 2022

## Multicultural Children Support Service

The target group for this service is dependent children, aged primarily 4-14 years who are living in, or being supported by, family supported accommodation services

Service Agreement Commencement Date	1 April 2010
Service Agreement Cease Date	31 December 2012
Extensions Options	<b>Extensions Given</b> The service was granted yearly extensions from 30 June 2013 to 30 June 2022

A team of Senior Case Managers, Case Managers and Case Workers working along with a Team Leader have been assisting individuals and families over the past 11 years to access affordable private rental accommodation, and advocating for those waiting for priority public rental accommodation. In addition, the team provides tenancy education, referrals for employment services, and other wrap around support services. We have access to properties into which families can be placed for short-term transitional accommodation and those in need of minor immediate financial assistance are offered emergency relief and financial counselling.



Between July 1, 2020 and June 30, 2021 our Housing Services reached out as follows

Program	Number of Clients	Male	Female
Multicultural Housing Services Program	238	93	145
Private Rental Tenancy Support Services Initiative - CaLD	98	34	64
Private Rental Tenancy Support Services Initiative - CaLD	24	10	14

As the number of interventions per client increased significantly during the reporting period, the figures themselves in the table above do not reflect the scale of services provided. Clients who present for services are typically

- at risk of homelessness (including facing evictions) and seeking support to maintain a rented home;
- looking for accommodation other than emergency or short-term housing;
- staying with family/friends or wherever they could while looking for stable accommodation;
- having difficulty finding a home because of previous tenancy problems;
- struggling with tenancy responsibilities, utility bills, rent payments, etc.;
- unable to access or afford private rental accommodation; and/or
- eligible to be on the Department of Housing waiting list;
- with a child (children) between 4-14 needing support through social, recreational, school activities due to an insecure housing experience;
- in need of support, advice, guidance and advocacy to find suitable accommodation

The onset of COVID-19 in 2020 prompted private rental policy initiatives by the government of Western Australia to protect its citizens from its negative effects of which job insecurity and insecure accommodation was to take centre place. The year-long moratorium on residential tenancy evictions to prevent tenants from having to move out or being made homeless during the COVID-19 pandemic which started on March 30, 2020 helped to allay tenants' fears of homelessness. However, since the lifting of the moratorium at the end of March 2021 rental vacancy rates have sunk to record lows, evictions have surged, and tenants whose leases were expiring were under pressure to accept 'huge' rent increases or move out. Many have had little or no option but to opt for the former despite

placing themselves under financial stress. Despite the challenges, MSC's Housing Services have always accommodated those meeting the eligibility criteria for services and in every case that has been registered for assistance, we have returned positive outcomes.

The three Housing services fulfilled all parameters of a review by the Department of Communities in September 2020. Excerpts from the review state:

"MSC clients are exclusively migrants and refugees from CaLD backgrounds who need special attention and individualised services. Some of the complexities that they suffer when sustaining a tenancy are cultural differences, lack of English skills, family separation, domestic

violence, unemployment, low family income, and mental and medical conditions requiring attention.

The threat of community transmission of COVID-19 called for a rapid response to service provision procedures. The procedures implemented ensured that there was no disruption to services which continued as normal.

Clients relying on Centrelink's Newstart Allowance continued under high financial pressure. The Commonwealth Government did not apply any increase for people without children or for families with children over 8 (when single) or over 6 (when partnered). During this period, Newstart Allowance has been one of the lowest unemployment benefits in the developed world. This condition directly affects housing affordability and the capacity of many of our clients to sustain a tenancy.

Progress Reports and Financial Reports are submitted in a timely manner. MSC has provided information which demonstrated throughout this Service Review that the service is being provided in accordance with the Service Specifications and Service Agreement.

MSC is strongly committed to providing quality services by applying sound principles of governance and good management. It is also committed to ensuring high ethical standards in all its administration and management practices. Its aim is to:

- Provide high quality, professional service to clients and families and to continually improve all that we do.
- Recruit staff who have minimum entry level qualifications and identified competencies and support their continued professional development through ongoing training.
- Involve all staff, families/carers and other external stakeholders (wherever appropriate) in the continual review and development of MSC's Quality Management System.
- Meet all relevant standards and controls required by statutory and government authorities in terms of facilities, equipment, environment and services provided.
- Provide financial management in accordance with Australian Accounting Standards to ensure long-term sustainability and continuity of service delivery.
- Actively pursue opportunities for growth and enhance the reputation and profile of the organisation.

In the interests of maintaining and improving service quality, MSC is also committed to:

- Regular and thorough evaluation and planning of its services;

- Having clear policies and procedures in place; and
- Ensuring that complaints and other feedback about the service are taken seriously and dealt with in a fair and timely manner.

The following 8 principles underpin MSC's Quality Management System:

Principle 1:	Customer focus
Principle 2:	Leadership
Principle 3:	Involvement of people
Principle 4:	Process approach
Principle 5:	System Approach to Management
Principle 6:	Continual Improvement
Principle 7:	Factual approach to decision making
Principle 8:	Mutually beneficial supplier relationships."

# Assisted Rental Pathways Pilot (ARPP)

MSC was one of four Community Service organisations funded in 2016 by the Department of Communities to deliver the ARPP, an innovative approach to social housing. The Pilot was designed as an option for Western Australians in need of affordable housing and ran for four years to November 2020 as a partnership with private landlords as well as the community sector where eligible social housing applicants and tenants were provided tailored assistance and a rent subsidy on their private rental property. However, rather than just give people a house, its focus was on getting people off reliance on public housing as a lifelong solution by empowerment and capacity building. In a little over three years and

seven months since its commencement to 30th June 2020, 127 participants benefitted from the services provided of which four made premature exits as owners of houses they bought.

The projected expansion of the Assisted Rental Pathways Pilot as part of Western Australia's 10-Year Strategy on Homelessness 2020-2030 is testimony to the resounding success of the Pilot and MSC is proud to have partnered with the Department of Communities, landlords, real estate agents, and the participants.

## Settlement Engagement and Transition Support (SETS)

Settlement Services are funded by the Department of Home Affairs and managed by the centralised Hub team within the South Australian office.

The aim of the SETS program is to equip humanitarian entrants and other vulnerable migrants in their first five years in Australia with the knowledge and skills to identify, understand and take action to address their identified settlement needs

SETS services have been operating 5 days a week from the following locations:

<b>Metro:</b>	<b>MSC Offices at Cannington &amp; North Perth.</b>
<b>Metro Outreach:</b>	<b>South Metro TAFE Thornlie &amp; North Metro TAFE Northbridge.</b>
<b>Regional:</b>	<b>Bunbury from Milligan Community Learning and Resource Centre Office, Carey Park; and Mandurah from an office shared with the Peel Multicultural Association.</b>

### Events of significance SETS Bunbury:

The Driving to make a Difference project was relaunched in August 2020 with funding from Soroptimist International of Bunbury. MSC partnered with the Bunbury Multicultural Group (BMG) to deliver this project. In the beginning of December 2020, the first participant passed her practical test and received her driver's licence.

### Group Activities:

Well over 200 SETS eligible participants attended our group sessions. Two sessions of the Citizenship Preparation Test were held at our Cannington Office on 21 and 22 December



2020. The training included information on how to lodge an application online and practicing on computers in preparation for the Citizenship test.

Numerous group information sessions for AMEP students were held at the North Metropolitan TAFE, Northbridge Campus and South Metropolitan TAFE, Thornlie Campus. The highest number of attendees was recorded at the information session held on 26 March 2021 at the Northbridge campus with more than 100 students in attendance with approximately one third having been in Australia for less than 5 years. MSC's Jobs & Skills Centre was presented by our Executive Manager, Corporate and Employment Services Baily Fernandez while Zeljka Prodanovic, as Team Leader presented the SETS services.

As recorded in DEX, the number of individual clients contacts was 321 and individual client sessions was 1024, an average of 3.6 sessions per client. According to DEX the average satisfaction score was 4.68. The DEX report indicates that in terms of LGA (Local Government Area) the highest number of clients came from the City of Gosnells (79), followed by the Stirling (43), Mandurah (40), Wanneroo (29), and Canning (21).

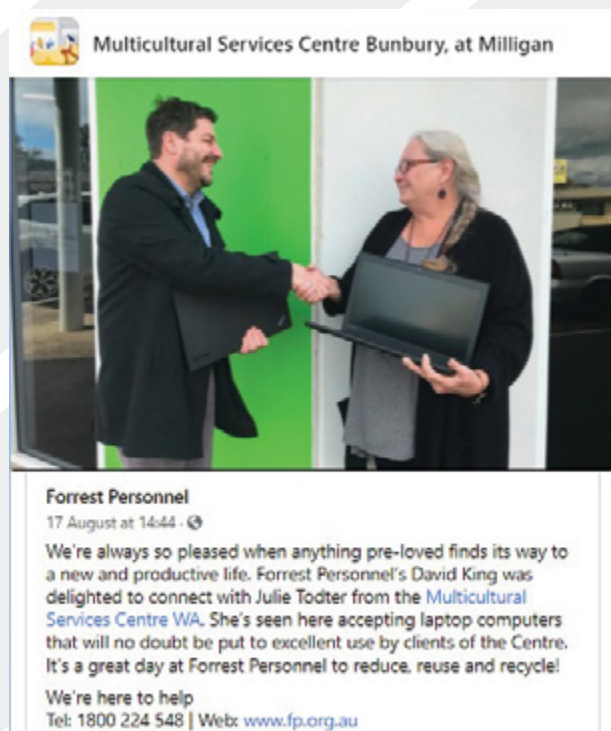
The highest number of individual client services was provided from our Cannington office (171), followed by our North Perth office (102) and Mandurah office (52).

In terms of country of origin, the majority of clients originated from Afghanistan 26.5%, followed by Myanmar (19.3%), Iran (7.2%), Philippines, Thailand, Syria, Ethiopia, Iraq and Pakistan.

In terms of preferred languages, most clients (22.4%) spoke Dari, followed by Karen (15.6%) and Arabic (11.2%). The other common language groups were: Persian, Tagalog, Hazara, Thai, Tigrinya and Chin Haka.

SETS staff participated through video conferencing in the COVID-19 Best Practice and Innovation. This was facilitated by the Community of Practice (CoP) through Samantha Chalmers Moore, Senior Project and Policy Officer from Migration Council Australia, based in Canberra.

The Settlement Engagement and Transition Support Community of Practice (SETS CoP) managed by the Migration Council Australia brought together service providers delivering the SETS program to collectively harness and maximise the sector's contribution to effectively settle migrants and refugees in Australia.



**Bunbury, Forrest Personnel laptop donations, August 2020**



**Bunbury – Driving to make a difference, December 2020**





North Metro TAFE, Northbridge campus presentation  
JSC & SETS, 26/03/2021







Citizenship Test Preparation, Cannington Office

## Information & Communications Technology (ICT)

- Nightingale CRM implementation – office staff, HCP and MDSP on boarded
- Installed JSC computer kiosks at Mirrabooka and Cannington
- Improved asset register tracking by implementing precision tagging
- ICT team grew from 2 team members to 6 and the team centralised at Morley
- Adopted Jira for project and issue resolution tracking
- Launched Intranet with SharePoint site
- Improved help desk service by using remote assistance application TeamViewer
- Eliminated paper timesheets and replaced them with electronic timesheets from Nightingale
- Digitisation of forms/processes in People & Culture
- Launched Moodle e-learning platform resource for staff
- Improved accessibility of MSC website with text reader
- MDSP calculator developed and supplied to operational team
- Provided support workers with mobile devices and MSC email addresses to stay connected
- Facilitated full-day Nightingale user training at North Perth
- Regular ICT induction program launched for new hires



# Program Reports

## Back - Left to Right

- Byanka Kirkwood
- Shimmy Joseph
- Tanmay Singha
- Sein Moe

## Front - Left to Right

- Yeshe Peldon
- Tenzin Namgyel
- Rory Petersen



ICT Team

# People & Culture

- ▮ P&C team grew from 1 team member to 2
- ▮ Implemented weekly reporting for tracking compliance across the organisation
- ▮ Provided award interpretation training to Morley Operations team
- ▮ Engaged a dedicated employee assistance program provider for employees
- ▮ Regular P&C induction program launched for new hires



People & Culture Team

## Back - Left to Right

- ▮ Joyce Chen
- ▮ Thet War Sein

## Front - Left to Right

- ▮ Agata Lewandowska-Sobkow
- ▮ Rory Petersen



## 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 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 on how and who administered MSC's 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.





# Vale Graeme Windsor

---

Mr. Graeme Windsor who had been a board member of our Centre for many years passed away on Tuesday, 4th August 2020.

By way of background, 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 encyclopedic knowledge of music. A charming man with many cherished friends."

The MSC board adopted the following condolence motion unanimously:

"The board acknowledges the untimely passing of Graeme Windsor who has made a substantial contribution in diverse ways as a board member for several years.

Graeme's knowledge, skills and expertise have played an important part in the deliberations of and the decision making in relation to many important issues considered by the board. On behalf of the board and staff of MSC, the board wishes to pay tribute to Graeme by dedicating its Mental Health and Suicide Prevention this year to cherish and honour Graeme's memory and contributions. The board and staff at its meetings in August 2020, will observe a minute's silence for the same."

***Vale Graeme Windsor***



# Treasurer's Report

I am pleased to present the financial report as audited by MACRI Partners. This report includes the following as at 30th June 2021:

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

## Financial Health

The total annual income of MSCWA exceeded \$10 million for the first time in its history. It increased by \$2.75 million dollars (37%) from \$7,529,186 in 2019-2020 to \$10,281,970 in 2020-21.

It is pleasing to note that the sources of finances are still quite diverse and most importantly our fee-based income from programs such as Disability Services and Aged Care grew spectacularly from \$3.1 million in 2019-20 to \$5.4 million in 2020-21 (73%). This is very critical for MSC's growth and sustainability in an ever-increasing competitive community services environment. Interestingly, we also managed to grow our grants income by 10% from \$3.3 million in 2019-20 to \$3.6 million in 2020-21.

Whilst the Centre's operational expenses also increased substantially, I am very pleased to advise that the Centre ended the year with a significant operational surplus after depreciation of about \$0.57 million albeit much less than the \$1.12 million in the previous year. It is also pleasing to note that we added to our already impressive property portfolio by purchasing 7 Mallard Way, which is now our new Cannington office.

As foreshadowed in my report last year, the board continued to monitor the impact of COVID-19 on the Centre's operations and am pleased to advise that we didn't have to make any changes to MSC's business continuity plans.

## Acknowledgements

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

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

**Sam Tassone**  
**Treasurer**

# Financial Report



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

**FINANCIAL REPORT**

**FOR THE YEAR ENDED 30 JUNE 2021**

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

**CERTIFICATION BY THE BOARD OF MANAGEMENT**

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

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

- (1) complies with the Australian Accounting Standards applicable to Multicultural Services Centre of Western Australia Inc.;
- (2) gives a true and fair view of the financial position of Multicultural Services Centre of Western Australia Inc. as at 30 June 2021 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements; and
- (3) at the date of this statement, there are reasonable grounds to believe that Multicultural Services Centre of Western Australia Inc. will be able to pay its debts as and when they fall due.

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



**Dr. Prabha Karan Krishnan**  
**CHAIRPERSON**



**Sam Tassone**  
**TREASURER**

**DATED THIS 20<sup>th</sup> DAY OF October 2021**


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

In accordance with the requirements of section 60.40 of the *Australian Charities and Not for Profits Commission Act 2012*, as lead auditor for the audit of the Multicultural Services Centre of WA Inc. for the year ended 30 June 2021, I declare that, to the best of my knowledge and belief, there have been:

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



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



A MACRI  
PARTNER

DATED THIS <sup>th</sup> 30 DAY OF OCTOBER 2021



## INDEPENDENT AUDITOR'S REPORT

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

### *Report on the Audit of the Financial Report*

#### *Opinion*

We have audited the financial report of Multicultural Services Centre of WA Inc. (the registered entity), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies, and the Certification by the Board of Management.

In our opinion, the financial report has been properly drawn up so as to present a true and fair view of the financial position of Multicultural Services Centre of WA Inc. as at 30 June 2021 and its financial performance for the year then ended in accordance with the accounting policies described in note 1 to the financial report and the requirements of *Associations Incorporation Act 2015* of WA and the *Australian Charities and Not-for-profits Commission Act 2012*.

#### *Basis for Opinion*

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

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

#### *Emphasis of Matter – Basis of Accounting*

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

## INDEPENDENT AUDITOR'S REPORT (Continued)

### *Responsibilities of the Board of Management for the Financial Report*

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

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

### *Auditor's Responsibilities for the Audit of the Financial Report*

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

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

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

## INDEPENDENT AUDITOR'S REPORT (Continued)

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

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

*Macri Partners*

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

PERTH <sup>16</sup>  
DATED THIS 20 DAY OF OCTOBER 2021.

*A Macri*

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A MACRI  
PARTNER



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

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2021**

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Grants	3,643,622	3,311,876
SACs Payment	255,678	236,223
Interest	7,950	13,196
Fees for Services	5,399,836	3,115,398
Other Income	188,724	139,493
COVID-19 (Related)	786,160	713,000
<b>Total Income</b>	<u>10,281,970</u>	<u>7,529,186</u>
<b>EXPENDITURE</b>		
Employee Benefits Expenses	7,559,934	4,803,140
Depreciation	154,949	146,803
Expenses (Grants and Projects)	855,322	656,132
Other Expenses	1,144,002	807,792
<b>Total Expenditure</b>	<u>9,714,207</u>	<u>6,413,867</u>
<b>Surplus/(Deficit) before Other Comprehensive Income</b>	567,763	1,115,319
Other Comprehensive Income	-	-
<b>Total Comprehensive Income/(loss) for the year</b>	<u><u>567,763</u></u>	<u><u>1,115,319</u></u>

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

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

**STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2021**

	NOTES	2021 \$	2020 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	4,327,331	3,080,257
Other Financial Assets	3	28,444	28,201
Stock on Hand/ In Store (Food Voucher/Food)		10,450	19,950
Trade and other receivables	4	479,455	440,050
Prepayments	5	36,166	49,594
		<u>4,881,846</u>	<u>3,618,052</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	6	5,330,523	4,350,693
<b>Total Fixed Assets</b>		<u>5,330,523</u>	<u>4,350,693</u>
<b>TOTAL ASSETS</b>		<u>10,212,369</u>	<u>7,968,745</u>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	7	577,043	460,890
Grants Unexpended & Rent in advance	8	1,653,740	387,895
Provisions	9	883,603	645,453
		<u>3,114,386</u>	<u>1,494,238</u>
<b>NON-CURRENT LIABILITIES</b>			
Borrowing (Interest Bearing) - Secured	10	8,206	915
Provisions	9	231,831	226,946
Trade and other payables	7	63,664	20,127
<b>Total Non-Current Liabilities</b>		<u>303,701</u>	<u>247,988</u>
<b>TOTAL LIABILITIES</b>		<u>3,418,087</u>	<u>1,742,226</u>
<b>NET ASSETS</b>		<u>6,794,282</u>	<u>6,226,519</u>
<b>MEMBERS' FUND</b>			
Retained Surplus	11	6,794,282	6,226,519
<b>TOTAL MEMBERS' FUND</b>		<u>6,794,282</u>	<u>6,226,519</u>

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

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

**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2021**

	Retained Surplus 2021 \$	Retained Surplus 2020 \$
Opening balance as at 1 July (at beginning of year)	6,226,519	5,111,200
Surplus/(Deficit) for the year attributable to members of the entity	567,763	1,115,319
Closing balance as at 30 June (at end of year)	<u>6,794,282</u>	<u>6,226,519</u>

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2021**

	Note	2021 \$	2020 \$
<b><u>Cash Flows from Operating Activities</u></b>			
Grants		3,937,436	3,522,063
SACs		281,245	259,845
Fees		5,307,767	3,168,710
Projects Receipt		70,547	121,000
Interest (Receipt)		7,950	13,196
COVID-19 (Related)		1,015,562	483,598
Other Receipts (Rental/Membership/Donation/etc.)		188,724	139,493
GST refund/(paid)		-265,407	-378,426
Interest (Payment)		-8,893	-1,601
Payments to Suppliers and Employees		-8,160,126	-6,161,291
Net Cash provided by (used in) operating Activities	12(c)	<u>2,374,805</u>	<u>1,166,587</u>
<b><u>Cash Flows from Investing Activities</u></b>			
Investments in Term Deposit		-243	-28,201
Payment for Property, Plant, Equipment and Vehicles		-1,134,779	-61,103
Net Cash provided by (Used in) Investing Activities		<u>-1,135,022</u>	<u>-89,304</u>
<b><u>Cash Flows from Financing Activities</u></b>			
Proceed from borrowing (Bendigo Bank)		7,291	915
Net Cash provided by (Used in) Financing Activities		<u>7,291</u>	<u>915</u>
Net Increase/(Decrease) in cash in hand		1,247,074	1,078,198
Cash at beginning of Financial Year		3,080,257	2,002,059
Cash at end of Financial year	12(a)	<u>4,327,331</u>	<u>3,080,257</u>

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



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

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2021**

**1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES**

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

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

AASB 101 - Presentation of Financial Statements

AASB 107 - Statements of Cash Flows

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

AASB 1048 - Interpretation of Standards

AASB 1054 - Australian Additional Disclosures

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

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

**(a) Property, Plant & Equipment**

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

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

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

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2021**

**(b) Impairment of Assets**

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

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

**(c) Income Tax**

The association is exempt from income tax.

**(d) Revenue and Other Income**

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

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

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

Interest revenue is recognised when earned.

**(e) Goods and Services Tax (GST)**

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

**(f) Borrowing Costs**

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

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

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

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2021**

**(g) Employee Provisions**

**Annual Leave**

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

**Long Service Leave**

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

**(h) Consolidated Programs**

The following programs are included in the operations of the Centre for the year ended 30 June 2021:

1. Multicultural Services Centre (MSC), Counselling Services (MAITRI), Relationships Australia WA (RAWA) (Funded by Relationships Australia WA), Multicultural Disability Services Program (MDSP) (Funded by Department of Communities Disability Services (DoC) and National Disability Insurance Agency), Independent Support Services – Brokerages (ISS), Independent Disability Services (IDS), Continuity Of Support Program (CoS) (Funded by Department of Health), Job and Skills Centre Services (JSC) (Funded by Department of Training and Workforce Development), Legal Services (MLC Legal), Projects (Funded by Office of Multicultural Interests and Department of Communities)
2. Settlement Services Program (SETS) (Funded by Department of Home Affairs)
3. Multicultural Housing Services Program (MHSP), Multicultural Children Support Services Program (MCS), Private Rental Tenancy Support Services (PTS) (Funded by Department Communities)
4. Assist Rental Pathways Pilots (ARPP) (Funded by Department of Communities)
5. Multicultural Wellness Programs (CHSP/HCP/HACC) Funded by the Australian Government Department of Health/WA Department of Health)
6. Emergency Relief (ER) (Funded by Lotterywest)
7. Community Housing Program (CHP) (Funded by Department of Communities)

**(i) Comparatives**

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



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

**NOTES TO FINANCIAL STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2021**

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
<b>2. CASH AND CASH EQUIVALENTS</b>		
<b>Cash Assets</b>		
Bendigo Bank - Cheque Account	2,513,391	1,595,159
Bendigo Bank - LSL Account	646,799	547,750
Bendigo Bank - Asset Replacement/Reserve Fund Account	402,139	281,037
Bendigo Bank - Natural Disasters (Donation)	-	7,128
Bendigo Bank - Term Deposit Accounts	737,436	631,055
Bendigo Bank - Debit Cards Accounts	19,766	11,728
Cash on Hand	7,800	6,400
	<u>4,327,331</u>	<u>3,080,257</u>
<b>3. Other Financial Assets</b>		
Bendigo Bank - Term Deposit Account	28,444	28,201
	<u>28,444</u>	<u>28,201</u>
<b>4. TRADE AND OTHER RECEIVABLES</b>		
<b>Accrued Income</b>		
Services Fees Accrual - CHSP/HACC	19,590	27,008
Services Fees Accrual - HCP	1,344	2,229
Services Fees Accrual - MDSP (NDIA)	333,422	115,190
Services Fees Accrual - IDS	6,782	8,085
Services Fees Accrual - ISS (Brokerage Services)	14,688	-
	<u>375,826</u>	<u>152,512</u>
<b>Trade Debtors</b>		
Australian Taxation Office (GST)	39,722	27,326
COVID-19 (Related)	-	229,402
Bond from Clients/Others - MSC & CHSP/HACC & CHP	17,623	16,019
MDSP - NDIA Service Fees	-	9,810
RAWA - Indexation 20-21	3,018	-
RAWA - Community and Languages Grant	38,500	-
Reimbursement for office expenses from ECC	4,766	4,981
	<u>103,629</u>	<u>287,538</u>
Total Trade and Other Receivables	<u>479,455</u>	<u>440,050</u>

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

**NOTES TO FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2021**

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
<b>5. PREPAYMENTS</b>		
Insurance - Paid in Advance	-	2,865
Levy/Utilities/Security - Paid in Advance	-	1,108
MV Licence Fees - Paid in Advance	5,528	4,368
Rent - Paid in Advance	4,703	4,571
Services Fees - Paid in Advance	274	4,090
Subscriptions - Paid in Advance	18,716	23,262
Rate and Taxes	6,945	9,330
	<u>36,166</u>	<u>49,594</u>
<b>6. PROPERTY, PLANT AND EQUIPMENT</b>		
Land at cost	<u>2,424,662</u>	<u>1,915,262</u>
Building at cost	3,002,966	2,596,751
Less: Accumulated Depreciation	<u>-391,492</u>	<u>-336,667</u>
	<u>2,611,474</u>	<u>2,260,084</u>
Motor Vehicle at Cost	893,895	776,490
Less: Accumulated Depreciation	<u>-749,189</u>	<u>-697,649</u>
	<u>144,706</u>	<u>78,841</u>
Plant and Equipment at Cost	306,530	296,064
Less: Accumulated Depreciation	<u>-156,849</u>	<u>-199,558</u>
	<u>149,681</u>	<u>96,506</u>
Total Property, plant and equipment	<u>5,330,523</u>	<u>4,350,693</u>
<b>7. TRADE AND OTHER PAYABLES</b>		
<b><u>Current</u></b>		
Australian Taxation Office (GST)	199,294	130,368
Trade Creditors/Accruals	90,345	138,132
Payroll Liabilities	275,641	181,731
Bond Holdings	11,763	10,659
	<u>577,043</u>	<u>460,890</u>
<b><u>Non-Current</u></b>		
Other Liabilities	<u>63,664</u>	<u>20,127</u>

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

**NOTES TO FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2021**

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
<b>8. GRANTS UNEXPENDED &amp; RENT IN ADVANCE</b>		
ARPP - Grant in Advance	-	106,354
CHSP - Grant in Advance	675,891	-
ER - Grant in Advance (Lotterywest)	96,425	16,142
HCP - Unspent Fund (Clients)	324,655	193,569
HCP - Service Fees in Advance	-	2,510
MDSP - Service Fees in Advance (DoC & WA Individualised Services)	-	8,970
MHSP - Brokerage Fund - Unspent	11,474	6,334
MSC - Grant in Advance (OMI - Mental Health and Suicide Prevention)	50,000	50,000
MSC - Grant in Advance (OMI- Wellness Centre Extension)	34,000	-
MSC - Grant in Advance (OMI -CaLD Women's Shed)	50,000	-
MSC - Grant in Advance (DoC-COVID19 Family & Domestic Violence)	408,186	-
Rent in Advance	3,109	4,016
	<u>1,653,740</u>	<u>387,895</u>
<b>9. PROVISIONS</b>		
<b>Current</b>		
Provision for Annual Leave	395,991	248,576
Provision for Long Service Leave	414,968	320,804
Provision for Redundancy	72,644	76,073
	<u>883,603</u>	<u>645,453</u>
<b>Non- Current</b>		
Provision for Long Service Leave	<u>231,831</u>	<u>226,946</u>
<b>10. BORROWINGS (INTEREST BEARING)</b>		
<b>Non-Current - Loan (Secured)</b>	8,206	915
	<u>8,206</u>	<u>915</u>
<b>11. RETAINED SURPLUS</b>		
Retained Surplus - at beginning of financial year	6,226,519	5,111,200
Surplus/(Deficit) for year	567,763	1,115,319
Retained Surplus - at end of financial year	<u>6,794,282</u>	<u>6,226,519</u>



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

**NOTES TO FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2021**

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
<b>12. CASH FLOW INFORMATION</b>		
<b>(a) Reconciliation of cash</b>		
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:		
Bendigo Bank - Cheque Account	2,513,391	1,595,159
Bendigo Bank - LSL Account	646,799	547,750
Bendigo Bank - Asset Replacement/Reserve Fund Account	402,139	281,037
Bendigo Bank - Natural Disasters (Donation)	-	7,128
Bendigo Bank - Term Deposit Accounts	737,436	631,055
Bendigo Bank - Debit Cards Accounts	19,766	11,728
Cash on Hand	7,800	6,400
	<u>4,327,331</u>	<u>3,080,257</u>
<b>(b) Other Financial Assets</b>		
Bendigo Bank - Term Deposit Account	28,444	28,201
	<u>28,444</u>	<u>28,201</u>
<b>(c) Reconciliation of Cash Flow from Operations with Surplus/(Deficit) from Ordinary Activities</b>		
Surplus/(Deficit) from operations	567,763	1,115,319
Non-cash flow in profit from ordinary activities		
Depreciation	154,949	146,803
Change in Assets & Liabilities		
(Increase)/Decrease in Stock on Hand/in Store	9,500	-14,410
(Increase)/Decrease in COVID-19 (Related)	229,402	-229,402
(Increase)/Decrease in Trade Debtors	-33,097	-4,739
(Increase)/Decrease in Accrued Income	-223,314	-82,220
(Increase)/Decrease in Prepaid Expenses	13,428	-29,609
Increase/(Decrease) in Provision	243,035	100,970
Increase/(Decrease) in Trade Creditors & Accruals	1,356,609	140,034
Goods and Services Tax - movements	56,530	23,841
Cash flow from operations	<u>2,374,805</u>	<u>1,166,587</u>

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

**NOTES TO FINANCIAL STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2021**

**13. CONTINGENT LIABILITY**

No contingent liabilities existed at 30 June 2021.

**14. EVENTS AFTER THE REPORTING DATE**

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

The Board of management cannot accurately estimate the potential impact on the operating results and near and long term financial results in light of the overall economic outlook especially, the impact of COVID-19 pandemic between the end of the financial year and the date of the financial report.

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

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

**STATEMENT OF PROFIT OR LOSS (DETAILED)  
FOR THE YEAR ENDED 30 JUNE 2021**

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Grants	3,643,622	3,311,876
SACs Payment	255,678	236,223
Donations	4,541	12,040
Fees for Services	5,399,836	3,115,398
Interest	7,950	13,196
COVID-19 (Related)	786,160	713,000
Other Income	27,049	343
Rental Income	157,134	127,110
<b>Total Income</b>	<b>10,281,970</b>	<b>7,529,186</b>
<b>EXPENDITURE</b>		
Accommodation	26,659	14,676
Accounting & Audit Fees	16,800	16,922
Activities	3,832	7,098
Advertising	4,933	5,218
Bad Debts	3,424	4,884
Bank Charges	2,111	1,587
Cleaning	65,692	36,075
Computer Expenses	13,182	27,442
Community/Program Development	1,840	1,901
Conference/Seminar	1,105	1,823
Consultancy	6,995	35,450
COVID-19 (Related)	145,850	126,931
Donation/Sponsorship	27,009	5,433
Dues and Subscription	53,791	33,334
Emergency Relief Grant - Distribution	208,621	303,383
Expenses for Brokerage Funds	9,884	5,278
Expenses for Project based Grants	31,458	84,800
Expenses (non-wage) for Services	605,359	262,671
Interest on Mortgage	8,782	14
Interpreting Services	984	1,891
Insurance - Association Liability, Business Combined, Legal	33,483	28,320
Insurance - Motor Vehicles, Composite	18,370	14,667
Insurance - Employer Journey	2,021	2,020
Kitchen equipment	2,371	1,619
Maintenance (Houses)	50,587	17,830
Maintenance - Offices/Equipment/Furniture	64,479	39,870
Marketing/Promotion	1,816	823
Meals (CHSP/HACC)	44,365	33,144
Meeting Expenses - AGM/Board/General	1,047	903
Mileage/Parking/Taxi	161,579	68,522
<b>Balance c/fwd</b>	<b>1,618,429</b>	<b>1,184,529</b>

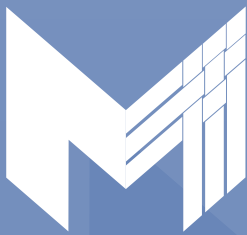


**MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.**

**STATEMENT OF PROFIT OR LOSS (DETAILED)  
FOR THE YEAR ENDED 30 JUNE 2021**

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
Balance b/fwd	1,618,429	1,184,529
Motor Vehicle Expenses	64,470	62,889
Other Expenses/Sundry	2,337	7,726
Postage/Photocopying/Printing/Stationery	22,971	14,987
Purchased Service	5,465	599
Rates and Taxes	17,625	9,368
Rental Expenses	60,138	61,695
Salaries & Wages	6,863,084	4,358,989
Security	3,600	3,410
Services Fees (Legal/CCI/etc.)	194	1,011
Staff Amenities & Others	24,183	13,036
Staff Training	7,936	6,329
Superannuation	603,081	380,946
Telephone/Fax/Internet	136,347	46,353
Utilities (Electricity/Gas/Water)	35,629	51,992
Workers Compensation Insurance	93,769	63,205
<b>Total Expenditure</b>	<u>9,559,258</u>	<u>6,267,064</u>
<b>Surplus/(Deficit) before Depreciation</b>	722,712	1,262,122
<b>Less: Depreciation</b>	154,949	146,803
<b>Surplus/(Deficit)</b>	<u><u>567,763</u></u>	<u><u>1,115,319</u></u>





## MULTICULTURAL SERVICES CENTRE

**Head office**

20 View Street  
North Perth WA 6006

Phone: 9328 2699

Fax: 9227 7638

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

**Morley office**

5 Bookham Street  
Morley WA 6062

Phone: 9444 8283

Fax: 9227 7638

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

**Cannington Office**

7 Mallard Way  
Cannington WA 6107

Phone: 9258 5188

Fax: 9227 7638

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

**Mirrabooka Office**

14 Brewer Place  
Mirrabooka WA 6061

Phone: 9344 7858

Fax: 9207 3893

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

**Bunbury Office**

Milligan Community and  
Learning Centre  
35 Milligan Street  
Carey Park  
Bunbury WA 6230

Phone: 0476 264 707

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

**Mandurah Office**

Peel Multicultural Association  
63 Ormsby Tce  
Mandurah WA 6210

Phone: 0407 826 108

**Postal Address:**

PO Box 159  
North Perth WA 6906  
Website: [www.mscwa.com.au](http://www.mscwa.com.au)  
ABN: 18 563 729 871