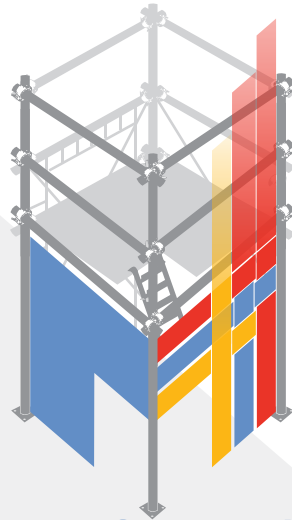


**MULTICULTURAL
SERVICES CENTRE**

**ANNUAL REPORT
2021 - 2022**

Individualised
Innovative
Integrated





MULTICULTURAL SERVICES CENTRE

The cover design is an acknowledgment of MSC's CONTINUAL GROWTH. It represents the strengthening of internal structures in pursuing options outside the proverbial box, to grow and sustain the organisation.

Concept: Devlin Bose

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

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Acknowledgements

Partners and funding bodies

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

- Carers WA
- Charity Link
- City of Bayswater
- City of Belmont
- City of Bunbury
- City of Canning
- City of Mandurah
- City of South Perth
- City of Stirling
- City of Swan
- CWDNA
- Department of Communities (State)
- Department of Education, Skills and Employment (Commonwealth)
- Department of Health (State)
- Department of Health and Ageing (Commonwealth)
- Department of Home Affairs (Commonwealth)
- Department of Social Services (Commonwealth)
- Department of Training and Workforce Development (State)
- Foodbank
- Hoban
- Ishar
- Lotterywest
- Muresk Institute
- National Disability Insurance Authority (Commonwealth)

- North Metropolitan TAFE
- Office of Multicultural Interests
- Peel Multicultural Association
- Relationships Australia (Western Australia)
- SecondBite
- South Metropolitan TAFE
- Study Perth

Peak Bodies

MSC is a member of the following peak bodies and extends its appreciation for the support and assistance it received during 2021-2022.

- Aged & Community Care Providers Association
- Chamber of Commerce and Industry WA
- Community Employers WA
- Community Languages WA
- Consumers of Mental Health WA
- Ethnic Communities Council of WA
- Kin Advocacy (EDAC)
- Refugee Council of Australia
- Shelter WA
- Volunteering WA
- WA Association for Mental Health
- Meaningful Ageing Australia
- WA's Individualised Services

Sponsors

- Bendigo Bank, North Perth
- Stanley Colley
- Training Alliance Group
- Australian Training College
- Insurance Advisernet

Chairperson's Report

This is my first report as MSC's Chair having taken over from Dr. Krishnan in December 2021. He served in that capacity with distinction for 10 years and replaced me as Vice Chair thereby ensuring a smooth transition. MSC's exponential growth has continued with an additional two million dollars in turnover and introduction of new programs and services.



We have also strengthened our governance and compliance capacities considerably through staff appointments, external consultancies etc. This is an area that the board will increasingly focus upon to reflect the growing complexities of administering government funded programs and related expectations.

The board engaged Anil Wijesinghe to update MSC's five-year Strategic Directions document as well as to review its organisational structure. Both of them will ensure MSC's steady growth in a sustainable manner without compromising its renowned service quality.

2021-22 was a very auspicious year for MSC for it celebrated its 40th year of operation in grand style at the Perth Convention Centre.

Sadly, we had to come to terms with the passing of yet another board member, Robert Dalton Maher. Bob served on the MSC board for 17+years. His Social work background played a critical role in how the Centre expanded over the years. The following excerpt from MSC's memoriam notice in the West Australian, summarises but does not do full justice to Bob's contribution.

"The board and staff of the Multicultural Services Centre acknowledge Bob Mahar's 17 years of invaluable work on our board, his compassionate, clear sighted approach to better the lives of migrants and refugees, and his willingness to provide advice based on his decades of experience. Bob's quick wittedness, gentle and gentlemanly ways makes him the ultimate courtly gentleman."

Like Dr. Krishnan, I have also 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 on pages 6 and 7 of this report and in particular to the office bearers, Dr. Prabha Karan Krishnan (Vice Chairperson), Kim Luby (Secretary) and Sam Tassone (Treasurer), for their substantial support.

The Executive/Senior management team comprising Ramdas Sankaran CEO, George Cherian, Allison Burnett, Amy San Pe, Anjali Mukund, Shobhana Chakrabarti 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 has been MSC's convention, I end with expressing my gratitude and special thanks to our families and partners. But for their understanding and assistance we could not have supported MSC to the extent that we did.

Ms Sheila Rajan
Chairperson



CEO's Report

2021-22 was a very auspicious year for MSC for it marked its 40th year of providing an unrivalled range of programs and services for CaLD communities in WA. However, it was a very sad one too, with the passing of Robert Dalton Mahar, as our Chairperson noted in her report.

Bob Mahar was the most astute Social Work Administrator that I have known since 1978. He was a wonderful boss, mentor, teacher, and friend, not just for me but for hundreds of Social Workers. Many notable initiatives that currently operate in the community services sector can be traced back to Bob, when he was the Divisional Head of the Department of Social Security in WA. Much of the successes that have been attributed to me can be directly linked to what I learnt from Bob, as well as his unstinted support for me over the years. He was the best Social Work role model and boss that I have ever had and was truly the personification of gentleness. His passing is a void that can never be filled.

A Highlights section has not been included this year, largely because the program reports are more detailed. Some very notable achievements include:

- Social Support Group Outputs - Incredible achievement across regions.
- Establishment of Clinical Review Committee.
- Fund raising Appeals for Afghanis and Ukrainians.
- MSC's 40th Anniversary Celebrations
- Home Care Packages Program Assurance Review No 1 - Indirect and Care Management Charges
- MDSP fully transitioning into the national NDIS model after meeting the practice standards set by the National Quality and Safeguarding Commission.

Dr. Prabha Karan Krishnan was MSC's Chairperson from July to December and Sheila Rajan was the Chair for the remainder of the financial year. I am most grateful to them, the Treasurer, Sam Tassone, and Secretary, Kim Luby, as well as all board members for their substantial guidance and support.

We commenced the financial year with just one Executive Manager, George Cherian who was responsible for Operations; and in June 2022 Anil Wijesinghe was appointed Executive Manager Compliance and Corporate Services. We therefore had to rely heavily on other Managers Allison, Amy, Anjali, Leonard and Shobhana as well as our Team Leaders, Zeljka, Devlin, Stella, William, Linda, Barbara, Lisa, Michelle, and Rory.

I extend my special thanks to all of them as well as their staff, particularly 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. Following Terri's retirement after almost 20 years of service, the Board of Relationships Australia WA appointed Danielle Newport as Chief Executive Officer, following an extensive national recruitment process. Danielle assumed her new responsibilities on 15 August 2022 and I have no doubts that the strong relationship will continue to prosper under Danielle's leadership. I also thank the many partner agencies and funding bodies listed on page 2 of this report for their continuing substantial support and assistance.

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 and I extend my thanks and appreciation to all of them.

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

Ramdas Sankaran OAM
CEO

Linguistic Diversity of MSC Personnel

MSC personnel speak 82 languages and dialects as follows:

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

MSC Board

Office Bearers



Chairperson
Ms. Sheila Rajan

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



Vice Chairperson
Dr. Prabha Karan Krishnan

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



Treasurer
Mr. Sam Tassone

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



Secretary
Ms. Kim Luby

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



Mrs. Kathy Ursich OAM

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



Ms. Jenny Au Yeong

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



Mr. Patrick Tan

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



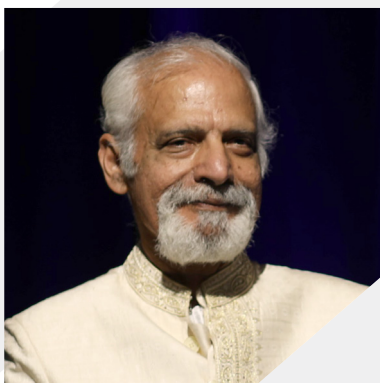
Dr. Zarrin Siddique

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



Cr. Yaso Ponnuthurai

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



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

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

Notable Events

Changing of the Guard

Dr. Krishnan's period as the Chair of MSC was one that witnessed the exponential growth in both MSC's annual turnover as well as its assets, which augurs well for its sustainability. Most importantly, it was also a period of innovation with new programs such as Vimauna, the Working in Agriculture program that was delivered in partnership with the Muresk Institute (that the Prime Minister referred to in his 40th anniversary video), and, the incredible My Home project, which has saved the WA Taxpayer 15+ million in the cost of bed days saved to date which was his idea.

Having served as MSC's Chairperson for more than 10 years, Dr Krishnan decided to call it a day at the end of the December board meeting and Sheila Rajan took over as the new Chair. Dr Krishnan as per MSC convention agreed to serve for a period as the Vice Chair. Sheila and Ramdas in their capacities as Chair and CEO on behalf of MSC's management, staff and volunteers thanked and commended Dr Krishnan for his substantial contribution and support and his unique sense of humour which clearly left many of us wondering whether his chosen profession of medicine was the one he should have pursued.

MSC's 40th Anniversary

This auspicious event was celebrated in grand style at the Perth Convention Centre on 10th December 2021, with about 300 people participating. The main guests of honour were the Hon Tony Buti, MLA, the state Minister for Finance and Citizenship and Multicultural Interests and the Hon. Dr. Anne Aly MP, who is now the federal Minister for Early Childhood Education and Minister for Youth.

The celebrations included the following:

- Screening of video messages from Prime Minister Morrison and Premier McGowan
- Screening of the video "I live for Mondays," produced by Devlin Bose and Brian Balen.
- Production and screening of the highlights of "Against All Odds" publication of MSC achievements over 40 years.
- Presenting a number of Awards to past and present board members and staff

Items a) to d) can be accessed from

<https://www.mscwa.com.au/wp-content/uploads/MSC-40-Anniversary-Brochure.pdf>

"I live for Mondays," and "Against All Odds" were provided to all participants via a flash drive and pouch designed by Devlin Bose as pictured below

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



Slim Line 2GB Credit Card style USB flash drive. Designed to utilise the high bandwidth of USB 2.0.



Corporate Social Responsibility

My Home

This program which commenced in 2013 as a supported accommodation project for people exiting mental health institutions is still running. In a small, head leased complex of three villa-units, shared accommodation was provided to four long term Graylands Hospital patients.

During this financial year, two clients who stayed for more than eight years in unit C vacated the property and were returned to Graylands Hospital.

Afghanistan Appeal

MSC launched a public appeal to raise funds to help those fleeing Afghanistan and settling in Western Australia. The Appeal raised \$6,594.17.

We also collected in-kind donations and these as well as the monies raised were distributed by our staff to members of the Afghani community.

Ukrainian Appeal

MSC also launched a public appeal to raise funds to help those fleeing Ukraine and seeking temporary and permanent refuge in Western Australia. As at 30th June, the Appeal had raised \$2,250.

Organisational Restructure

MSC engaged a management consultant Anil Wijesinghe to review MSC organisational structure and change made before 30th June include:

Board endorsed decisions that have been implemented to date include:

1. Senior Manager Compliance reporting directly to the CEO instead of the Executive Manager, Operations.
2. The creation of a new Executive Manager position for Compliance and Corporate Services
3. Aged Care program responsibility being transferred from the Executive Manager, Operations to the new position of Manager Aged Care.
4. Making the Team Leader positions for CHSP and HCP redundant.

Renaming of Multicultural House

After a major upgrade of Multicultural House at 20 View Street in North Perth, the boards of the Ethnic Communities Council of WA (ECCWA) and the Multicultural Services Centre of WA (MSC) jointly decided to rename it the Agocs Raymond House in memory of the late Nicholas Agocs OAM and Russell Raymond OAM, who served as Presidents of ECCWA and as the Chairs of MSCWA with great distinction. The Hon, Tony Buti Minister for Finance and Citizenship and Multicultural Interests formally announced the name change at a function on the premises.



Gerry Campbell Volunteer of the Year Award

The above Award with a gift of \$1,001 was sponsored by Eventum Consulting and awarded by its Directors Ashwin and Jodie Ramdas to Susan Campbell for her substantial volunteering effort over many years.



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

Donations

We have received a cheque for \$1,000 from Rotary with no conditions attached.

Program Reports



Aged Care Program Restructure

Clinical Governance

Engagement of Clinical Care Consultant

MSC engaged Ms Lorraine Poulos, a clinical care consultant to undertake a review of MSC clinical care framework, policies, procedures etc. to identify high risk areas should an Aged Care Quality Standards Review of MSC be undertaken by the ACQS Commission. Her TOR included provision of support and advice about current systems and processes relating to clinical care within the context of home care, i.e., her review related only to Home Care Packages (HCP).

Key deliverables of her review were:

- Undertake a high-level gap analysis of the clinical governance framework and corresponding relationship to the home care service.
- Review of current policies and procedures relating to clinical care provision in home care and suitability for current workforce.
- Review of how subcontractors are managed with a particular emphasis on the reporting of deterioration of conditions.
- High level review of how MSC demonstrates compliance with Aged Care Quality Standards (ACQS) with a focus on standards 1,2,3 and 8.
- Provision of resources when gaps are identified.
- High level review of clinical care training needs and recommended actions.

She found that “MSC has access to a suite of policies, procedures and forms developed for use. There is room for improvement in care practices to guide the workforce when they are developing and updating care plans”.

She also found that “MSC is to be commended for the current practices, processes and systems which are in place. LPA is of the opinion with some dedicated education and changes to practice in the identified risk area most of these can be rectified within 6 months.”

In the Executive Summary of her report she observed that “MSC delivers Home Care Packages in accordance with legislation, namely the Aged Care Act 1997 and its accompanying principles. Included in the requirements for Approved Providers of Home Care is demonstrating how the Aged Care Quality Standards, which came into effect in July 2019, are being met.”

Establishment of Clinical Review Committee

Whilst the Quality Team has undertaken many noteworthy initiatives, under their watch for the first time in MSC's history, a Clinical Review Committee (CRC) was established with the sole purpose of improving clinical care outcomes for all consumers under the management of MSC. The committee is chaired by MSC's Board of Management Secretary, Ms Kim Luby who has more than 40 years' experience as a Clinical Nurse Specialist and its Dy Chair is Ms Jenny Au Yeong, who has a Master's degree in Social Work. She was the former CEO of EDAC and has had several years' experience in hospital settings. The committee includes another board member, Dr Zarrin Siddique (MBBS, MD and PhD in Medical Education from UWA), who is the MD Program Director at Vin University, Vietnam. She was a former Associate Professor in Health Professions Education, Faculty of Medicine UWA. The Committee also includes MSC personnel with a nursing background as well as Ms Elspeth Kerr who is a registered nurse and midwife, who is specialised in residential aged care, disability services, individual support training etc. and is currently training Dip. Nursing students at Central Regional TAFE, Northam.

The committee's purpose is to assist MSC in fostering quality and safety in consumer care across its Aged and Disability programs by monitoring and advising on matters relating to clinical care and consumer safety. The committee will also provide assurance to the MSC Board that the clinical governance, clinical policy framework etc. are implemented and adhered to, and the clinical systems, processes and outcomes are effective. Its functions include:

- Identifying the need for investigation/ commissioning multi-disciplinary investigations of significant complaints, clinical incidents, including incidents that result in serious potential avoidable harm.
- Identifying opportunities to reduce avoidable harm, improve consumer safety and health care outcomes.
- Reviewing the Individual Risk assessment forms of consumers receiving clinical care and making recommendations of risk management strategies.
- Providing advice/recommendations to the Quality Team as part of their internal audits
- Reviewing all clinical care policies, procedures and plans at MSC.

- Advising the Board about high and emerging clinical care risks as part of service delivery.
- Identifying opportunities for continuous improvement.

Risk mitigation and Management

We appointed Worldwide Risks Pty Limited (WWR) to complete a review of our risk management documentation.

WWR identified the necessary improvements to comply with the requirements of the recently enacted Work Health and Safety (General) Regulations and the standard for risk management.

The report recommended that the findings from the report are made available to key MSC personnel and that a rigorous system is put in place to update the documents in line with the corresponding improvements included in this report. Every document improvement requires an auditable close-out confirming that the improvements have been addressed appropriately.

Adopting an overall risk management procedure across MSC, that includes sound procedures, codes of practice, standards and forms, and provision of information and training for their correct and effective use is necessary for MSC to meet the health and safety legislation and risk management standard requirements.

WWR emphasised that their report “does not eliminate the need for MSC to continue improving its risk management and safety processes and procedures by periodically reviewing their content and application, particularly when potential changes to the organisation and / or its services are being considered.”

Home Care Packages Program Assurance Review No 1 – Indirect and Care Management Charges

The published report of the Review can be accessed from:

<https://www.health.gov.au/resources/publications/hcp-program-assurance-review-report-indirect-and-care-management-charges>

The purpose of the Review was to understand how selected providers calculate and charge for indirect and care management costs of the HCP Program. Consistent with the notice issued to selected providers, the Review aimed to answer the following questions:

- What are HCP providers charging for indirect and care management and why?
- Whether HCP providers are charging consistently with relevant departmental policies and guidance?
- Whether the methodology applied by HCP providers for determining indirect and care management charges can be verified? and
- Whether indirect and care management charges have been applied to HCP care recipients on a consistent and accurate basis by HCP providers and can be verified?

The documentation requested from participating providers included:

- HCP provider policy, procedure, guidance material, or where unavailable, a narrative/description of the methodology in relation to establishing charges,
- An Excel file seeking HCP provider charges (revenue) for the period of July 2020 to 30 June 2021,
- HCP provider revenue for the sample of 10 care recipients selected for the Review for each charge,
- Audited financial statements for the HCP provider (or where unavailable unaudited financial statements or management accounts),
- Signed Home Care Agreements, care plans, individualised budgets, relevant pricing schedules and monthly statements for the Review period for the sampled care recipients, and
- In relation to the March 2021 monthly statement (or the last monthly statement where a HCP care recipient ceased their package during the Review period), verifiable information for all variable indirect charges.

Based on My Aged Care published prices, for the 100 providers reviewed, on average:

- Fully managed care management charges represent 17% of the total HCP subsidy for Level 1 (ranging between 0% and 60%) and 16% of the total HCP subsidy for Level 4 (ranging between 0% and 35%),
- Self-managed care management charges represent 12% of the total HCP subsidy for Level 1 (ranging between 0% and 35%) and 7% of the total HCP subsidy for Level 4 (ranging between 0% and 23%), and
- Package management charges represent 10% of the total HCP subsidy for Level 1 (ranging between 0.3% and 30%) and 10% of the total HCP subsidy for Level 4 (ranging between 3% and 31%).

Program Reports

With regard to the above until 30 of September 2020, MSC charged care management at 12.5%. In October 2020 this was increased to 15%. Until 30 of September 2020, MSC also charged package management at 12.5% and this was reduced to 8% in October 2020. Most importantly we argued that value for money cannot be judged by these charges in isolation of the fees that agencies charge for a variety of services that they offer. The following is the context in which we argued our case:

In undertaking the Review, it became apparent that the concept of 'value for money' is subjectively interpreted by both providers and care recipients. For example, a low or no charge for care management might be considered optimal by a care recipient but can constrain the HCP provider from meeting their regulatory obligations. Full control over their HCP funds may be desired by self-managed care recipients, but providers remain accountable for the use of funds and hence still need to charge for care management. Some providers may consider simpler administrative processes to be more cost effective, but this may inadvertently compromise pricing transparency and/or consumer choice.

MSC's input was reflected in the final report i.e. "Package management resourcing requirements to administer the HCP to care recipients increases depending on the subsidy level of the care recipient, which is consistent with the increased amount that higher level care recipients are charged out of their package".

The Department's HCP Program Assurance Reviews are separate to the Aged Care Quality and Safety Commission's (the Commission) role as the national

regulator of aged care including the HCP Program. The Department is responsible for HCP Program funding and for assuring that these funds are spent for the purposes provided under the Aged Care legislation.

The Review team has shared relevant information with the Commission. Where providers are found to be non-compliant with their provider responsibilities, the Commission will take proportionate regulatory action. Depending on the level of assessed risk, the Commission may issue a Direction, a Non-Compliance Notice or take other escalating enforceable regulatory action/s such as issuing a Sanction. In all circumstances, the Commission's response to non-compliance will be informed by the risk posed to the safety, health, wellbeing and quality of life of consumers.

All 100 providers covered by the review received a final detailed individual provider report as part of this Review. The final report includes actions in the context of the Program Assurance Review. For example, a provider may have been asked to advise the Review team in writing within 12 weeks of what action it has taken where the Review team identified an issue/concern. A Program Assurance Review compliance team has been established to monitor these actions. MSC has already provided its response to the Program Assurance Review compliance team.

According to the Review report, "understandably, there was some concern given the nature of such reviews and the uncertainty associated with an inaugural Review, exacerbated by the challenges of COVID-19. Overall, providers positively engaged

with the Review, made senior staff available, and cooperated by providing documentation and follow-up clarifications. Encouragingly, several providers embraced the Review process as an opportunity to improve their current practices. Anecdotal feedback suggests that overall providers found the Review team to be respectful and the process procedurally fair.”

MSC found the Review team to be respectful and the process procedurally fair and most importantly, MSC was one of the five providers across Australia, who volunteered to participate in this inaugural Program Assurance Review. The other 95 were “Approved Providers” as they “covered a significant proportion of HCP care recipients and should be representative of issues identified regarding indirect and care management charges.” This is not the first time that MSC has volunteered and it will continue to voluntarily participate in such reviews as it considers them as valuable opportunities to enhance its service delivery.

Glorious Year for CHSP

In June of 2021, MSC was notified of its successful growth funding application by the Department of Health, which meant over \$600,000 of additional growth funding was granted for each of the financial years 2020-21 and 2021-22. The growth

funding provides MSC the opportunity to meet the exponentially increasing demand for culturally and linguistically appropriate social support group activities, particularly in the Vietnamese and Burmese Communities, and as such the program was able to open two new groups for each of these communities.

As MSC was only informed about this outcome on June 21, 2021, the majority of the 2020-21 portion of these additional funds were carried over into the 2021-22 financial year. This presented an enormous challenge for the program given the equivalent of two years growth funding needed to be utilized within the 2021-22 financial year. The program also faced further challenges due to the impact of COVID-19 such as fluctuations in day centre activity attendance, lockdowns and enforcing capacity limits, additional measures being put in place to ensure client and staff safety and the impact of COVID-19 on staffing.

The figures in the table below show that the program was able to reach optimal outputs in all regions for the Social Support Group service type, which includes the additional growth funding and is a testament to the collective hard work and determination of the CHSP team in achieving what was thought to be an impossible task.

	Actual Achieved 20 / 21	Actual Achieved 21 / 22	% Increase between financial years
East Metro			
SSG	37319	49398	24%
Transport	7897	9451	16%
North Metro			
SSG	10142	15771	36%
Transport	2380	2633	10%
South East Metro			
SSG	14631	26790	45%
Transport	2606	3778	31%





CHSP Consumer Feedback

(some names have been omitted and others have just initials)

"It's me again, letting you know that we all had a wonderful time and enjoyed ourselves so much. The food we had was super yummy and all the carers took such good care of us that we didn't want the day to end. Please find enclosed some photos to make you jealous lol. A big "thank you" from everyone in the Wednesday group."

"Thank you so much for giving us the opportunity to go on our outing to Bullsbrook Church, to Divine Mercy Church and a beautiful scrumptious lunch at Pasta in the Valley. Our loving carers took great care of us and brought us all home safely on time. I have attached some photos for you to see. Thank you once again and GOD BLESS you all."





"I would like to say a big thank you to you and MSCWA for giving us the Burmese seniors from the Wednesday and Thursday group an opportunity to have this holiday.

*We were given a lovely morning tea at Yanchep. And when we got to Jurien bay we had a beautiful lunch. When we arrived at Geraldton we had spacious rooms for the three nights.
We were taken to some beautiful places during our trip. If it wasn't for MSCWA some of us would never had got a chance to visit these places.*

The carers were so patient and caring towards us and made sure we got back before the cyclone came. Thank you again and GOD BLESS you all."

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

Program Reports

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

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

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

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

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



Re: 75th Independence Day celebrations

Dear sir,

I would like to show my appreciation for today's excellent, well organised get together for India's 75th Independence Day celebration. I feel proud to be a member of MSC group. We had wonderful time this afternoon. The food was good along with enjoyable company. The staff was as usual very attentive and caring. I am very fond of them. Moreover, I am very happy that we had an opportunity to show our amateur talent under Dear Rajyashree's leadership and tireless efforts. Similarly, we have had lot many occasions to enjoy our get together under your initiative for which I am very grateful.

*Looking forward to your continual interest and support for W.A seniors. With kind regards
Sincerely*

From: LJ

Dear Rajyashree

Once again, I would like to thank you, the Staff and Management Team of MSCWA for providing us with the opportunity for another getaway, this time to Rendezvous Hotel Scarborough.

Rajyashree, your devotion to the well being of your clients is exemplary, and all the other staff members present contributed, taking care of us, towards making our getaway memorable.

Most of us seniors, look forward to these getaways, because it provides us the opportunity to explore places and see sights that are beyond our expectations and our reach, due to our age or other constraints.

Thanks so much again, we all appreciated the getaway opportunity.

Sincerely

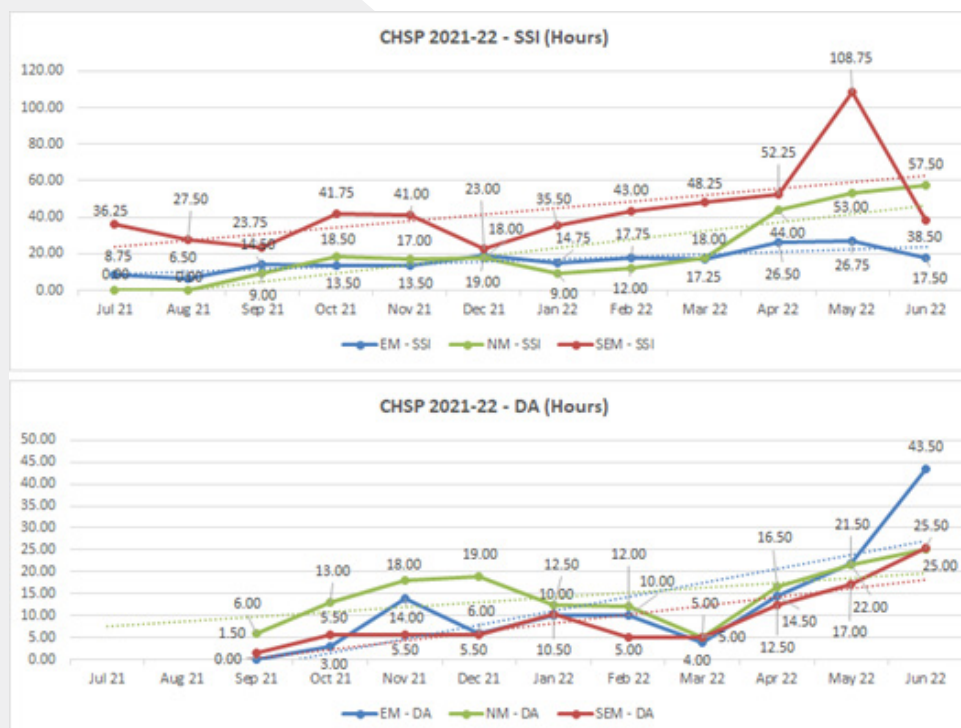
From: LJ

Program Reports

SSI and DA

In addition to the growth funding for Social Support Group activities in June 2021, MSC was approved to provide 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) under the Commonwealth Home Support Program. As such the program commenced these services late in the first quarter of the financial year.

Staffing shortages in the aged care sector due to the impact of COVID-19 resulted in a slow start to the provision of these service types as well as a slow growth in referral numbers at the beginning. However, there is a high demand for these services within the community and the program has been continuously working with the HR team to address staffing challenges and meet this demand. The charts below provide a snapshot of the monthly hours of SSI and DA services provided through the year.



Home Care Package Program (HCP)

The HCP program and its client numbers have continued to grow. There is also a trend towards an increase of clients who receive a Level 3 and 4 Home Care Package at a steady rate as shown in the table below. The majority of clients who ceased their HCP with MSC either transitioned to residential care or sadly passed away and the number of clients who have transferred to another service provider was minimal, which shows the quality of care and services provided by HCP support staff and service coordinators.

Table 1. HCP Program Growth

Package Level	2018 / 2019	2019 / 2020	2020 / 2021	2021 / 2022
Level 1	4	2	5	0
Level 2	8	15	17	17
Level 3	4	4	9	18
Level 4	5	12	18	28
TOTALS	21	33	49	63

Independent Brokerage Services

MSC continued to provide its Independent Brokerage Services to support consumers who have Home Care Packages with other providers and wish to access our culturally specific social group activities as well as private fee-paying clients. The number of consumers accessing services on a brokered arrangement continues to grow exponentially which is further testament to the quality of support and care provided as well as the uniqueness of MSC's services. The focus for the program now will be to seek growth in the number of brokered clients accessing in-home aged care services.

Corporate Services and Compliance

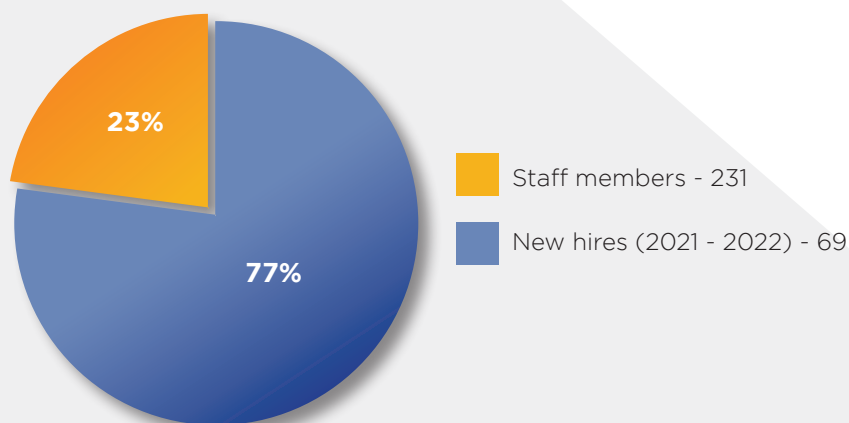
As a part of the overall restructuring program of MSC, Corporate Services and Compliance as a centralised service division was launched towards the end of the financial year. People and Culture, ICT and Compliance were initially structured under the Corporate Services division.



Corporate Services and Compliance Team
L-R Sein, Linda, Shimmy, Barbara, Bhashini, Agata, Joyce and Anil

Key Achievements

- Significant contribution to the organisation's growth - (83 new hires onboarded)
- Major changes in the aged care program to be effective from July 2024 and the related restructuring of the management structure was carefully and professionally managed with the guidance of the CEO to enable a smooth transformation. The challenges were managed effectively and with almost zero impact by any increased costs. During the year under review the P & C Unit was also restructured and increased recruitment was managed well specially during the period when Covid infections in WA were high.
- Effective representation of MSC at external events, such as Jobs Fair and Jobs Expo and engaging with external candidates and organisations (e.g., Stott's College).
- Successfully cooperating with Jobs and Skills Centre and regularly posting vacancies to internal staff members, also promoting vacancies within other MSC programs (e.g., Dolls Project).



ICT

Key Achievements

- A complete MSC website redesigned and launched by the ICT team.
- Visitors and staff check in utilising power apps was launched at all MSC offices except the satellite offices.
- Greater usage of Office365 especially MS SharePoint through training carried out by ICT.
- Introduction of MS Teams for internal meetings.
- All MSC support workers have been given MSC email addresses. They are now using the official email facilities.
- Transition of Desktop computers to Laptops and dock stations and implementation of WFH and VPN for office staff. Almost 100% of office staff can now work from remote locations.
- Migration of mobile phone and data to a new service provider Optus.
- An ID card was issued internally to all MSC employees.



ICT Team
L-R: Shimmy, Sein and Anil

Compliance, Learning and ICT

Key Achievements

- Commenced the construction and implementation of a quality management system.
- Commenced incident management, feedback and complaints reporting mechanisms into the organisation.
- Commenced monitoring and reporting on compliance with Age Care and NDIS Standards.
- Commenced identifying high level operational risks (Age Care and MDSP).
- Completed drawing up clinical governance framework, policies, procedures and reporting requirements.



Compliance and Learning ICT Team
L-R: Barbara, Anil and Linda

Disability Services National Quality and Safeguarding Commission External Audit

Multicultural Services Centre (MSC) disability services had its first external NDIS evaluation in November 2021. This was a departure from previous practice for the disability sector in WA where the Disability Services Commission appointed an independent evaluator who then evaluated all services being provided by the service provider. MSC had a Disability Services Commission (WA) lead evaluation in August 2020.

From December 2020, WA fully transitioned to operate under the national NDIS model and consequently needed to meet the practice standards set by the National Quality and Safeguarding Commission. At the point of transition into the national model, MSC was required to trigger an evaluation under the national model within six months of transition.

Commencing in August 2020 MSC continued to work until November 2021 to ensure the services we provided work, met or exceeded the national practice standards that we would be evaluated against. This included and was not limited to the following:

- Complete review of Intake Documentation.
- Complete participant reviews confirming diagnosis, specialised support needs requiring specialised training.
- Complete review of Support Worker training including mandatory competency and ensuring all staff supporting participants with specialised needs have necessary training.
- Review and implementation of the participant risk assessment form.
- Full Implementation of Nightingale as a CRM – including claiming for services provided.
- Review of all existing policies and procedures.
- Review and implementation of incident reporting system and procedure.
- Communication to participants and staff about changes and updates.
- Regular and ongoing Group meetings for disability Support Workers (SW).
- Review and update all participant related documentation which included complaints, privacy, and consent forms.

- Worked with Quality Assurance team to upload all reviewed Disability services policies and procedures on SharePoint allowing better document and version control of available documents and forms.
- Review of restrictive practices which involved aligning MSC policies and procedures with national standards, providing training to Support Workers and Service Coordinators on restrictive practices and new requirements including external reporting.

The result of this extensive work was that MSC passed the evaluation in Nov 2021 with no required actions as noted in the outcome communicated by the National Quality and Safeguarding Commission around our registration. None of this would have been achieved without the exceptional staff in the Disability Services team lead by William and Linda from the Quality Assurance team.

Thank you for your application to be registered as a National Disability Insurance Scheme (NDIS) provider. I am pleased to advise that I have decided to register MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INCORPORATED (trading as: Multicultural Services Centre Of WA Inc) as a registered NDIS provider under section 73E of the National Disability Insurance Scheme Act 2013 (NDIS Act).

Lotterywest Emergency Relief (ER)



Provision of essential short-term financial assistance to eligible clients through the Emergency Relief program continued over the July 2021 to June 2022 period. This assistance was crucial for many MSC clients who could not meet their financial responsibilities due to extremely tough rental market conditions, low vacancy rates, considerably increased rental prices across Perth as well as increased living costs and high utility bills.

Assistance was provided to Permanent Residents/ Citizens and Australian Temporary Residents (ATRs) and priority was given to clients experiencing homelessness and/or family domestic violence. It was evident that during this financial year, the number of ATR clients who approached us for financial assistance significantly decreased as many of them, especially international students, managed to find and secure new jobs due to the post-Covid recovery which provided more working opportunities. We assisted a total of 70 Australian Temporary Residents which is a large drop compared to 346 who were assisted over the previous reporting period. In parallel, assistance to PRs and Australian Citizens steadily increased, especially to clients who have been in Australia longer than 10 years.

During this financial year, ER distribution was conducted through two separate Lotterywest grants. In July 2021 MSC continued with the distribution of the 2020-2021 grant of \$302,500.00

which was finalized on 26 October 2021. The most recent ER grant for FY 2021-2022 was approved by Lotterywest on 24th November 2021 and was implemented on 7th December 2021. The total amount approved was \$217,250.00 which was consistent with pre-Covid level funding.

Through the two above mentioned Lotterywest grants, during this reporting period, MSC distributed a total of \$212,936.18 and ER staff conducted 1,002 transactions which are remarkable figures.

A vast majority of the distributed funds were spent on assistance with utilities bill payments (60.24%) and Coles Cards (30.22%). For more details on different types of assistance provided through ER program during this FY please refer to the Table 1 below:

Table 1: Different types of ER assistance provided during FY 2021-2022

ER ASSISTANCE PROVIDED DURING FY 2021-2022		
Type of Assistance	\$ Amount spent	Percentage
Payment of utilities bills	\$ 128,281.47	60.24%
Rent arrears/bond top up	\$ 8,092.00	3.80%
Removalist cost	\$ 4,650.00	2.18%
Emergency accommodation	\$ 2,083.24	0.98%
School fees	\$ 800.00	0.38%
St John Ambulance bills	\$ 1,250.00	0.59%
Other Bills	\$3,429.47	1.61%
Total bill payments	\$148,586.18	69.78%
Coles Cards	\$ 64,350	30.22%
GRAND TOTAL	212,936.18	100%

As with previous years, besides many cross-program referrals within MSC, a large number of clients were referred to our ER program externally by different organizations such as MMRC, Ishar, ECC, Mercy Care and the Salvation Army.

Community Housing Program (CHP)

The portfolio of MSC managed CHP properties remained unchanged at 9 properties during this financial year. Eleven families on low income were provided with affordable accommodation where the rent payable is calculated based on the tenant's gross assessable household income.

A major crisis in the rental market with significantly increased rental prices across Perth and a record low vacancy rate generated major competition amongst tenants throughout this reporting period. Several CHP tenants were disadvantaged by this competition and unable to secure alternative rentals

even after submitting multiple applications. As a result, these tenants have been accommodated in CHP properties for longer than anticipated.

During 2021-2022 FY, one of the CHP properties was under major renovation through the SHERP Grants Program (Social Housing Economic Recovery Package Grants Program) offered by the Department of Communities.

MSC's application for refurbishment which was submitted in October 2021 was successful and the grant funding amount of \$45,053 was approved on 28th January 2022. With an additional MSC contribution of \$11,465 from funds for long-term maintenance, the property was fully renovated.

Also, the Department of Communities funded renovation of the bathroom in another MSC managed CHP property. This renovation which was done between two tenancies avoided any disruption to our tenants.

Housing Services

MSC continued to deliver three programs under its Housing Services funded by the Department of Communities. The program was due to end on June 30, 2022 but at the end of March, the Department granted a two-year extension from 1 July 2022 to 30 June 2024.

Multicultural Housing Services Program

Private Rental Tenancy Support Services Initiative

Multicultural Children Support Service



Housing Services staff at Mirrabooka

Program Reports

A team comprising of eight, as of 30 June 2022, provided support to Culturally and Linguistically Diverse (CaLD) individuals and families and their children aged 4-14 who are:

- At risk of or have experienced homelessness;
- Facing eviction and at risk of having to vacate a private rental home;
- Looking for private rental accommodation other than emergency or short-term housing;
- Staying with family/friends or wherever they can while looking for stable rental accommodation;
- Unable to access or afford private rental accommodation;
- Having difficulty finding a private rental property because of previous tenancy problems;
- In need of advice, guidance and advocacy to find or maintain a private rental accommodation;
- Struggling with tenancy responsibilities, utility bills, rent payments, etc.;
- Eligible to be on the Department of Communities (Housing) priority waiting list;
- Caring for a child/children aged between 4-14 needing support through social, recreational, school activities due to an insecure housing experience.

Our Housing Services Team also provided tenancy education and referrals internally and externally to MSC programs and other wrap around support services. We have access to a few properties into which families were placed for short term transitional accommodation and offered minor immediate financial assistance by way of emergency relief and referrals for financial counselling.

The FY year 2021-2022 was challenging for clients as well as the Housing Services staff. Those seeking to rent private properties have been engaged in an ongoing battle to secure suitable and affordable housing with unprecedented and unexpected changes to the rules of engagement. The cessation of the moratorium on tenant evictions and rent increases on 28th March 2021 allowed property owners to increase rental prices for the first time in 12 months since it was introduced as a WA Government COVID-19 tenant's relief measure. This should have attracted more investors to buy properties in WA and consequently increase supply of rental properties thus maintaining a balanced and more affordable rental market. By the last week of July 2021 there were 2,670 properties offered for rent (1,432 houses and 1,238 units) and 743 properties were rented out and although the rental listing figure and vacancy rate increased, these figures were still a way off those required for a balanced rental market in the longer term. Market conditions characterized by extremely low vacancy rates and strong demand for rental properties exceeding supply saw weekly rents going up in the majority of Perth suburbs throughout the year. This put a downward spiral of risk of eviction and homelessness into motion for many in need of these properties which continued through to the end of June 2022

with no signs of abating. According to Domain, during the June 2022 quarter, the median house rent increased by 3.1% to \$495 per week, which is an increase of 10% in the last 12 months. Median unit rents sustained the highest point in eight years at \$400 a week, after increasing 5.3% annually. As a result, by the end of June 2022, tenants were continuing to compete in a severely undersupplied rental market that favours landlords. This has had a huge financial impact on our clients, especially those who rely on Centrelink income only, putting them in a very disadvantaged position as prospective tenants.

Our track record over the years that we have engaged in the provision of specialist housing services to individuals and families from CaLD backgrounds prompted an influx of referrals from other MSC programs internally and, from external organisations. Everyone in need of a rental property, including those who work, have the skills and ability to negotiate with real estate agencies and who would normally apply and secure properties without needing external assistance, presented to us for assistance as victims of a very tight rental market. Case workers on the frontline and clients have reported that viewing of houses available to rent have often attracted more than 100 people. They, however, successfully served both employed and unemployed clients to secure rental properties after assisting many with more than 10 applications to rent. Given the pressure of going through the process of submitting multiple applications for properties they have viewed, those who were already renting often accepted weekly rent increases when their leases were expiring regardless of their limited financial means. Others just gave up and applied for public rental housing despite knowing that there is a long waiting list. Out of desperation, if they were already on the waiting list, clients requested us to advocate for them to secure priority public housing despite having no grounds to do so.

Program	Number of Clients	Male	Female
Multicultural Housing Services Program	304	102	202
Private Rental Tenancy Support Services Initiative	104	36	68
Multicultural Children Support Service	31	15	16

As the number of interventions per client was significant during the reporting period, the figures themselves in the table above do not reflect the scale of services provided.

Going forward, in FY 2022-2023 tenants will continue to pay unprecedented high rents as they face major competition with others, especially those coming into Perth following the reopening of the international and domestic borders and a proposed increase to the number of migrants being granted visas to move to Australia. Rent bidding will continue, with many tenants continuing to offer more than the asking price or up to six months of rent in advance to secure a property. This will continue to negatively impact most of our clients who rely on Centrelink income only. During this reporting period, MSC continued to use Brokerage and Emergency Relief funds to support our housing clients in need with payment of accumulated rent arrears and utility bills. Our Housing Services team will continue to live up to community expectations of the high quality services we provide thus living up to our reputation as a specialist CaLD community service provider.

A new initiative was introduced in FY 2021-2022 for our Multicultural Children Support Service which had been supporting children whose parents are at risk of homelessness with engagement and activities organised in our Mirrabooka office during school holidays. The school holiday approach had limited opportunity for intensive work with children and we felt that a need for change in the service delivery pattern was very important, as by doing so, we would be able to improve delivery, engage more often with children and be more effective. In July 2021, talks were initiated with a teacher with a Bachelor of Education from ECU, who has worked as a kindergarten teacher, with the aim of implementing a program to:

- Engage more children
- Develop a better understanding of their needs
- Improve their English Language skills and assist with homework
- Improve variety of skills through fun activities
- Provide a safe environment for children to express their feelings and escape the pressures of resettlement and the risk of homelessness.

The approved Action Plan had a two-hour session every week/fortnight over weekends to assess the needs of Housing Program clients' children aged 4 - 14 and engage them in educational and fun activities. This was facilitated in our Mirrabooka office on Saturdays and/or Sundays. Our experience is that children and their parents will not engage on school weekdays.

While the school holiday programs continued, the weekend activities and homework assistance recommenced on Sunday 22nd August 2021 and has been running successfully on Sundays ever since. The Program was launched in August 2021, with two distinct components making up the sessions. Each session comprised of at least one engaging activity with educational ties, followed by an hour of a Homework Club. Clients were able to attend one or both parts of the session depending on their needs, and both have shown success in their increasing attendance numbers. It operates as a regular supplement to the school holiday activities.

The Multicultural Children Support Service is proud to have conducted regular school holiday activities funded by brokerage to children at risk of homelessness. Moreover, parents appreciated the support that was provided to them which helped them to avoid financial hardship and overcome the risk of becoming homeless.

“Devlin, thank you for your and MSCWA's assistance. The contribution you and MSCWA have made to ensure the safe accommodation of the client this week has made an immeasurable difference to her sense of well-being and safety. My colleagues and I at Naala Djookan are very grateful for the collaboration.”

Key Achievements

- Exceeded KPIs for the last contract with the Department of Training and Workforce Development (DTWD) for provision of Specialist Jobs and Skills (JSC) Centre services for Culturally and Linguistically Diverse (CaLD) clients. 5,346 services were offered over 16 service category types with over 3,000 contacts with clients. These included Career Guidance activities; advice on a multitude of training opportunities – including free and heavily subsidised courses; Job Search Assistance and Relationship brokering with industries, Recruitment and Employment services providers, Training organisations, support services, Registered Training Organisations (RTOs), Schools and Career Counsellors and Internal MSC clients.
- Was awarded a one year Local Jobs Program for the North Metro area through the Department of Education, Skills and Employment for women from migrant backgrounds whose career aspirations have been impacted by trauma, migration, caring and other responsibilities.
- Forged and improved good relationships with stakeholder organisations –
 1. DTWD - Audits/ meetings with the Director General of the Department, Procurement Manager and Contracts Managers have all provided positive feedback on our Specialist Services. We are also provided as a contact for special recruitment projects for industry and sectors and training programs for addressing skills shortage issues – e.g., Roads/ HR licences; Aged Care; Hospitality.
 2. TAFEs – strong partnerships forged with ongoing requests to deliver workshops and individual sessions at different English levels and sites.
 3. Job Active Agencies – alliances that were robust and with intensive partnerships with Agencies – e.g. STATUS. However, many of these agencies have not been offered ongoing contracts under the new Workforce Australia system. Accordingly, MSC, early in 2022 collaborated and is working very well with agencies that have been offered new contracts – for example atWork Australia, partnering for additional add-on services in the area of Employment Services
 4. Local Councils/ Libraries – Both North and South of the river, we have a presence with the main libraries (Mirrabooka and Cannington areas) and regularly make ourselves available to offer workshops and information sessions on career planning, training courses and employment opportunities.
 5. Registered Training Organisations (RTOs) - Stanley College is working closely with us to offer programs for our client groups with extra sensitivity to our client needs as is the Australian Technical College, Industry Skills Training Centre, Insight, Western Roads (DRM Driver Training).
 6. Study Perth – A successful agreement and service initiative was implemented to provide Career Counselling and Job Search services to international students in addition to assisting them with mental health issues through a difficult time when many were stranded in WA because of Covid restrictions.
- 7. Women's Refuges – Contacts nurtured and developed to assist a growing number of women affected by Family and Domestic Violence who are now seeking to find career options and start in / return to the workforce. Main agencies being dealt with are Jacaranda Community Services and North Lakes Medical Centre – Psychology, Ishar Multicultural Centre for Women's Health.
- 8. Working closely with other programs within our own organisation – A concerted effort is being made to strengthen internal referrals to the Jobs and Skills Centre and to assist with recruitment opportunities to address the organisation's growing recruitment needs.
- 9. CISWA Council for International Students WA and Career Development Association of Australia – our Senior Career Counsellors have been active participants and contributors in their regular forums/ meetings.
- 10. Participation in Job Fairs/ Career Expos – MSC has participated in Job Fairs and Career Expos organised by Local Councils, the Department of Training and Workforce Development and Department of Education, Skills and Employment and employment providers. The feedback has always been positive with many clients following through with individual appointments for Career Counselling.

Major changes in the program

- The Department for Training and Workforce Development has extended our Specialist Jobs and Skills Centre (JSC) Services for 3 years to 2025. Consequently, all JSC staff were taken off fixed term contracts and are now “permanent staff”.
- Management – A new part time Manager was appointed for the program in October, to attend to KPI achievement, staff development, service coordination and quality improvement and Contract Management. Additionally, she was tasked to identify, develop and deliver add-on and potential fee for service products in line with staff expertise in the areas of Career Development activities.
- Staffing – The service lost two staff as a result of non- compliance with State Covid Health Orders.
- Volunteers – The JSC section assisted in the set-up of MSC's Volunteer and Work Experience Program with a referral and commencement system for clients to fit into MSC opportunities and give them the capacity to make a meaningful contribution to the CaLD community. This system is also tasked with developing confidence of volunteers, and assist them with valid and supervised experience on the job.
- Staff Qualifications – All JSC staff have or have now completed their Certificate 4 in Career Development.
- Extension of DTWD Contract – New KPIs have been negotiated.
- Offer and Acceptance of DESE Contract
- Staff interactions
- Driving – Keys for Life free training sessions were conducted to assist CaLD clients obtain

their Learner's Licences. A lack of a driving licence is often the major barrier for our clients to obtaining jobs. Excellent feedback has been received from clients and community services agencies.

- Team goals and Team Spirit – Key Performance Indicators, (KPIs) whilst tied to individual performance are also being monitored and presented as group performance to foster team spirit. This has been successful with all KPIs met or exceeded for the year 2021-22.
- Planning Days – A day in December and one day in June have been nominated for the team to decide on the best ways to achieve KPIs as a team, how to improve quality and reach of our services, how to improve efforts to Network and how to work “smart”. Action oriented SWOT analyses with measurable outcomes have been a motivating factor for the team and has engendered high team performance and unity of purpose.
- Staff Health/ Mental Health/ impact of Covid – Omicron variant – All JSC staff are compliant with State Health Orders and have been offered flexible working opportunities. The Omicron variant has affected almost all staff in the section and has had an impact on attendance, however, working from home arrangements have mitigated the risks of poor performance.
- Involvement in set up of Thread Connect/ Dolls Project – offering clients an option to learn life and transferrable skills with possibilities of self-employment programs – sewing and upcycling through a partnership with “LOOP” a social enterprise which trialled a short-term project with us.

Client events of significance

Good News Stories – These are client success records which are highlighted every month. These stories are evidence of the positive and life-changing impact our services have on CaLD clients by opening doors and giving them a “hands up” for their futures.



L-R: Career Counsellors Persis and Tahereh with a “satisfied” client who is now a volunteer and a staff member across MSC services.

Settlement Engagement and Transition Support (SETS) – Client Services Activity

SETS is funded by the Department of Home Affairs and managed by the Community Grants Hub at their South Australia State Office.

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

SETS services employ seven part-time employees and operate five days a week from the following locations:

- Metro:** MSC Offices: Cannington & North Perth;
Outreach Metro: North Metro TAFE Northbridge campus.
- Regional:** Bunbury from Milligan Community Learning and Resource Centre, Carey Park;
Mandurah sharing office with the Peel Multicultural Association.

Client events of significance

SETS Bunbury:

The Driving to make a Difference project was relaunched in August 2020 with funding from Soroptimist International of Bunbury. In 2021 the City of Bunbury provided \$5,000 funding to BMG to run another iteration of the project. This time there was opportunity for 10 participants, depending on the capacity of the instructor.

MSC Bunbury SETS clients who have participated in this project have, uniformly, expressed deep gratitude for the opportunity to gain their license, stating overall that it has given them freedom to move, to access employment and education opportunities, transport their children to school and to activities, and to engage more fully with social activities and life in the region.

At least four of the women involved in the project are survivors of FDV, having been case-managed by SETS in collaboration with other regional agencies.



Bunbury - Driving to make a difference

SETS Group activities with a focus on employment and/or education and training for women

- SETS Mandurah Certificate III in Education Support course started on 15 November 2021 and restarted on 31 January 2022 by the Fremantle Education Centre (FEC) for CaLD women. The course duration is 20 weeks Monday, Tuesday and Wednesday, excluding school holidays.

Program Reports

The Digital Mentoring course started on 20 June 2022 at the Mandurah office for participants to gain basic computer skills including:

- how to use a keyboard and icon
- how to type, to open and save a document
- how to access the internet and open an email address
- how to use a language learning program.

Sewing classes also started on 20 June 2022 at the Mandurah office for participants to be able to:

- gain new life skills
- maintain meaningful social relationships
- access activities that support cultural practice.



Career Search and Job Training for Chin Community - January 2022



The DEX report indicates that in terms of Local Government Areas, the highest number of clients came from the City of Gosnells (49), followed by Mandurah (34), City of Canning (32), City of Stirling (27), and Bunbury 17).

The highest number of individual client services was provided from the Cannington office (140), followed by our North Perth office (56), Mandurah office (43), Bunbury office (43) and North Metro TAFE, Northbridge Campus (34).

In terms of country of origin, the majority of clients originated from Myanmar (27.0%), followed by Afghanistan 11.2%, Philippines (9.0%), Syria (6.4%), Iran (4.5%), Sudan, India, Thailand and Indonesia.

In terms of language spoken, most clients (16.9%) spoke Karen, followed by Arabic (13.5%). The other common language groups comprised speakers of

Dari, Chin Haka, Tagalog, Persian excl Dari, Burmese, Indonesian and Tigrinya.

SETS staff participated through videoconferencing in the COVID-19 Best Practice and Innovation facilitated by the CoP (Community of Practice), Anna Rolandsen Senior Manager - Settlement, from Migration Council Australia, based in Queensland. The Settlement Engagement and Transition Support Community of Practice (SETS CoP) brought together service providers delivering the SETS program to maximise the sector's contribution to effective settlement of migrants and refugees in Australia.

SETS staff also participated in a one day training "Understanding FV in a Settlement Context" presented by Tania Cass from InSpire, an initiative of the InTouch Multicultural Centre Against Family Violence based in Melbourne.



L -R: Frances Kosseh, Jennyfer Godfrey (both Department Home Affairs) and Julie, at Bunbury SETS office.



CERT III Education Support



Money Matters, Mandurah May 2022



Vimauna – Breaking the Silence

Family and Domestic Violence Project funded by the Department of Communities

June 21 – May 22

The Vimauna – Breaking the Silence training program was developed to enable and motivate CaLD individuals and community members to become change agents, by acquiring the necessary tools and understanding to step in and address problematic behaviour and prevent violence against women in their own communities.

There has been no group based FDV education/awareness raising programs in WA for CaLD communities that are focussed on and specialised in engaging men/perpetrators. Most services are designed to help women and there are few that support men to take responsibility for their behaviour and provide them the assistance they need to change this.

To address the issue of FDV in CaLD communities across WA and develop this community education program, a consortium was formed between the following organisations:

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

Project aims and objectives

- Codesign and implement an FDV Community Education Program, targeted at Male Perpetrators within CaLD communities across WA
- Raise community awareness and understanding of FDV in CaLD communities
- Support, coach and encourage men in their journeys of change with regards to their attitudes and behaviour
- Address specific needs and factors in the lives of CaLD men that have led or could lead to FDV
- Create opportunities for CaLD individuals/community leaders (formal and informal) to become proactive Upstanders on FDV

- For CaLD individuals/community leaders to acquire knowledge, skills and understanding to step in and prevent violence against women within their communities
- Provide opportunities for CaLD individuals/leaders to become role models and mentors in preventing FDV in their communities
- Encourage community leaders to be proactive in addressing FDV and or sexist attitudes, behaviours and practices
- Support CaLD men to critique gender norms and attitudes that support and contribute to violence against women

Thirty MWCs were recruited from different cultural/language groups in July 2021. A total of 24 Community Workshops were delivered during the period from October 2021 through to April 2022. The original aim of the project was to conduct a minimum of one community workshop per month, aiming for a minimum of 12-24 community workshops during the project period. The Project has achieved double the set minimum number of workshops. Given that this was achieved during the COVID-19 Pandemic and had to adapt to the relevant WA government restrictions, this is an outstanding outcome.

Another key objective of the project was to specifically engage men from CaLD communities to attend these community workshops. This was clearly achieved with approximately 72% of community workshop attendees being male. This is a significant achievement for the Project.

An evaluation plan using a Program Logic model was developed at the very beginning of the project, prior to the commencement of project activities. An independent evaluator was appointed to undertake the evaluation of the project activities. Several survey tools and feedback forms were developed and administered throughout the project.

Based on the evidence collected via the evaluation and feedback mechanisms from the community workshops, MSC has been funded by the Office of Multicultural Interests to develop an FDV

multicultural primary prevention training model of change called RIIGHT for CaLD communities with a twin-focus. Firstly, it will include basic universal characteristics of self-reflection needed to bring about individual behavioural change and secondly the model will include techniques for change that go beyond addressing individual behaviours alone and explore the broader cultural, social, political and economic factors at play in FDV and pathways to change. RIIGHT is also a strengths based Family and Domestic Violence (FDV) prevention/intervention model that will enable women to be more assertive of their rights and make the transformation necessary to ensure that they don't continue to remain in relationships that are harmful to them and their children. The model is such that it can also be used by men who choose or potentially can choose to make choices that are harmful not just to their partners and children but to themselves, to make alternative choices which will enable women to lead lives free of FDV.

On conclusion of the project the following recommendations were made to the Government.

- Invest in the further development and implementation of a comprehensive CaLD-specific FDV community education and prevention program i.e., the RIIGHT model developed by MSC.
- Invest in further research and data collection to gain a more accurate picture of FVA in CaLD Communities in WA.
- Invest in CaLD-specific perpetrator response, counselling and advocacy programs, which take into account cultural differences.
- As part of the mass media community education campaign, develop short videos and other resources that can be promoted on social media and shared amongst the community.
- When developing or funding FVA programs, ensure that they are more inclusive of men to increase their involvement in addressing this issue.
- WA Police and others working directly with the community to receive more comprehensive training in how to respond appropriately to FVA and when working with CaLD communities.
- Greater investment in FDV response and support services to prevent victims becoming homeless or being forced to remain with the perpetrator due to a lack of other safe and affordable housing options.
- Greater investment in addressing issues around homelessness and affordable housing to ensure FVA victims have safer accommodation options.
- Invest in early intervention behaviour change programs for perpetrators, including investment in CaLD-specific programs.
- Fund the FVA and CaLD sectors to enable greater coordination between the FVA Peak bodies and key CaLD agencies.
- Ensure all FVA Case Workers have appropriate sensitivity training and are culturally competent.
- Invest in the improvement of competency of FDV Case Workers in legal issues relating to FVA, to ensure only the most accurate and current information is provided to clients.
- Ensure integrated approaches to FVA prevention, response, services and programs are adequately funded.

Mental Health and Suicide Prevention Project

The WA Government Office of Multicultural Interests (OMI) funded Mental Health and Suicide Prevention Project aimed to reduce stigma as a barrier to mental health services, reduce self-harm and prevent suicides in CaLD communities.

Project activities included 10 workshops on stigma reduction and self-harm and suicide prevention facilitated by a qualified social worker, psychologist and mental health practitioner.

The project also included a survey to assess the impact of COVID-19 safety measures on mental health and adaptation to the “new normal”.

Fifty individual counselling sessions were also provided as per grant requirements.

Information in nine new community languages were uploaded on the MSC web site: Cantonese, Farsi, Italian, Kirundi, Malayan, Spanish, Tagalog, Punjabi and Bosnian to expand the range of languages in which we were already providing information on suicide prevention and intervention.

The planning and delivery were undertaken by Nadia Loncar another paid staff and three volunteers who were supported by community leaders and other key stakeholders including: Saroj Kaki, Aliny Conceicio, Vicky Powell, Dhyan Singh, Tahereh Omid, Jan Rose, Barbara Taylor and Paul Kyaw.

Three hundred and seventy three (373) participants participated in the workshops from various communities, including Karen, Chin and other groups from Myanmar, as well as from Afghanistan, ex-Yugoslavia, countries in Africa and Europe, India, Nepal, Vietnam and Bangladesh.

Four out of ten workshops were delivered to International students at Stanley College and Australian Technical College.

Three out of ten workshops were delivered to ethnic communities in regional areas: Katanning, Albany and Kalgoorlie and for the amount of grant money provided, this was clearly value for money.

- Male participants comprised majority of the total number:
- The age groups 19-25 and 26-35 combined comprised 68% of the total number, which, in turn, is related to the greater participation of International students.

- Two hundred and three international students participated across four workshops. Their countries of origin were: Bangladesh, Nepal, Bhutan, India, Pakistan, Sri Lanka, Malaysia, Thailand, Brazil, China, Philippines, Kenya, Taiwan and Maldives.

- The analysis of pre- and the post-workshop questionnaires that were completed showed significant increase in their awareness about things that might contribute to their stress level, proportionate increase in their knowledge about available services, and an increase in their comfort level in talking to somebody who might be going through suicidal thoughts or mental illness etc. Their confidence also increased very significantly.

Eighty four people completed the Ethnic Experience of COVID and its Impact on Mental health survey questionnaire which was administered only after it was pilot tested and changes made.

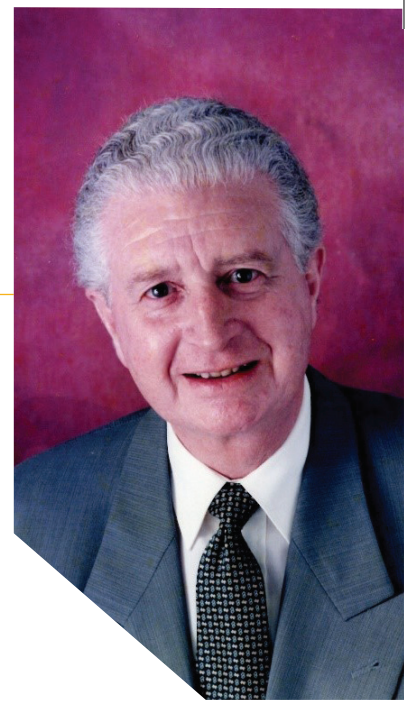
Dr Bijit Munshi MBBS MS, Service Registrar in Vascular Surgery, Sir Charles Gairdner Hospital, Vascular Engineering Laboratory, led the Survey in a voluntary capacity and MSC extends him its immense appreciation.

- Twenty eight out of 84 participants came to Australia on a Refugee visa or as Humanitarian entrants, while 53 participants identified themselves as Australian citizens by naturalization.
- Thirteen participants stated their English proficiency was not good while three participants identified themselves as not having any proficiency.
- Twenty two of the 84 participants identified themselves as having an occupation, 15 as retired, four as students and 43 without occupations.
- Female participants comprised majority of participants (73%) compared to male.
- Fifty one percent of participants were aged 66+
- The largest group was Filipinas (29) followed by Burmese (18) and Indian (14). The other ethnicities as indicated by the participants were Middle East, Karen, Spanish, Chinese, Australian, Vietnamese, Singaporean, Thai and Somalian.

- Only seven respondents stated they did not receive any information about COVID and Vaccination. One of them reported she understood the information. This person was female, 69 years old and might have relied on information provided by her family members.
- Fifty-five (55) people stated they understood the information they received about COVID while 23 out of 84 did not answer this question.
- Importantly, 59 stated they did receive information in their preferred language.
- It appears that only 18 participants out of 84 were vaccinated at the time of our inquiry although 55 stated they were eligible. It is important to remember the survey took place before the mandatory vaccination policy came into force.
- Sixty seven participants reported they were leaving the house significantly less than before COVID while 13 stated they maintained the same status.
- Not surprisingly, a significant proportion (more than 50%) i.e. 45 participants reported that their mental health was impacted because they could not celebrate community events and 31 were impacted because they could not attend funerals or organize one as they wished.
- Fifty three participants said they were fearful about getting COVID, and 36 reported that they became lonely/isolated because of COVID.
- Forty five participants indicated that their mental health was affected because they were not able to celebrate cultural events and 31 said it was affected because they were not able to commemorate or attend funerals.
- Importantly the vast majority (67) reported they were able to maintain a healthy diet.
- Considering that 51% of participants belong to older age groups, our survey discovered a significant impact of COVID on employable participants' financial situation and employment. Thirty-two participants turned to the Government for financial support while twenty participants stated they had to ask their families for additional support. Nineteen people reported heavy financial hardship.



Vale Bob Mahar



The board and staff of the Multicultural Services Centre acknowledge Bob Mahar's 17 years of invaluable work on our board, his compassionate, clear sighted approach to better the lives of migrants and refugees, and his willingness to provide advice based on his decades of experience. Bob's quick wittedness, gentle and gentlemanly ways makes him the ultimate courtly gentleman.

Bob Mahar's Social work background played a critical role in how the Centre expanded over the years. According to MSC's CEO Ramdas Sankaran, Bob Mahar was the most astute Social Work Administrator that he has known since 1978. He was a wonderful boss, mentor, teacher, and friend, not just for him but for hundreds of Social Workers. Many notable initiatives that currently operate in the community services sector can be traced back to Bob when he was the Divisional Head of the Department of Social Security in WA.

Back in the late 70s and early 80s, Bob was the Divisional head of the Department of Social Security in WA and his responsibilities included the Aboriginal and Migrant Services Sections as well as the Subsidies Section covering Aged Care, Disability Services, and Accommodation focusing on Homelessness and services for Children. So, many of the current programs that we have in these areas, commenced or blossomed under Bob's watch.

Bob retired when he was 55, and was immediately approached to work at the Lotteries Commission. His role was to distribute money earned from lotto earnings, as a grants consultant and he stayed with the Commission for 12 years. He became very popular in the community services sector given the number of grant approvals that he facilitated.

Whilst at the Lotteries Commission, Bob was appointed to the South Perth Hospital board. He was their chairman for 12 years, and retired in 2011. His passion for the community-based hospital

was an important part of his life. He embraced the challenge of keeping the hospital running when it hit hard times, and as chair of the hospital board his extensive networks, knowledge of the South Perth community and his astute solution focused administration capacity, proved to be invaluable.

Bob served as a councillor with the South Perth Council for 16 years. He was Chairman of the Building and Town Planning committee, and left his legacy on many buildings that are now a part of the City of South Perth.

Messages that MSC received from people who knew Bob well include - "Bob was a man who always showed gratitude and integrity. Bob will be sadly missed yet you will have happy memories of a true gentleman."; "A real loss to all of us but pride as to his contribution to the social work profession and to those social workers he mentored. He will be sorely missed"; "Bob was a gentleman through and through and such a decent human being"; "he always came across as a true gentleman & always happy to assist"; "An absolute gentleman to go with his deep passion for the area."

Given all of the above, we can't thank Bob enough, for his generosity, his time, advice, guidance etc. for decades. We miss him greatly and he will remain in our thoughts till our souls catch up.

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 2022:

- 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 income of MSC increased by 20.33% from \$10.28 million in 2020-21 to \$12.37 million in 2021-22. However, our total expenses increased by about 25% from \$9.56 million dollars in 2020-21 to just under \$12 million in 2021-22. Consequently, the operational surplus less depreciation fell from \$567,763 to \$206,244 in 2021-22. This outcome is indeed very significant, considering that COVID-19 related income fell sharply from \$786,160 in 2020-21 to just \$36,360 in 2021-22 and the total wages for the same periods increased from \$6.86 million to \$8.62 million.

Whilst the 25.6% increase in salaries and wages would normally be of concern to agencies like ours, it is important to note that MSC spent a considerable amount of money on strengthening its compliance, governance, risk management etc. and it also had to address the needs of a growing number of consumers in our Aged and Disability services programs.

As I noted in my last year's report, the sources of MSC's finances are still quite diverse and most importantly our fee-based income from programs such as Disability Services and Aged Care. Although not as spectacularly as in the previous year, these programs have continued to grow substantially from about \$5.4 million to

about \$6.49 million. Interestingly, this year the spectacular increase was in the growth of our grants income, i.e. by 53.57% from \$3.64 million in 2020-21 to \$5.59 million in 2021-22.

The board continued to monitor the impact of COVID-19 on the Centre's operations and I am pleased to advise that we did not 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 2022**

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MULTICULTURAL SERVICES CENTRE
OF WESTERN AUSTRALIA INC.

CERTIFICATION BY THE BOARD OF MANAGEMENT

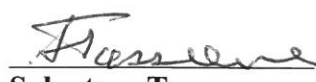
The Board of Management has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

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 2022 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements; and
- (3) at the date of this statement, there are reasonable grounds to believe that Multicultural Services Centre of Western Australia Inc. will be able to pay its debts as and when they fall due.

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


Sheila Rajan
CHAIRPERSON


Salvatore Tassone
TREASURER


DATED THIS 14th DAY OF October 2022

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 2022, 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 14th DAY OF OCTOBER 2022

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 2022, 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 2022 and its financial performance for the year then ended in accordance with the accounting policies described in note 1 to the financial report and the requirements of *Associations Incorporation Act 2015* of WA and the *Australian Charities and Not-for-profits Commission Act 2012*.

Basis for Opinion

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

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

Emphasis of Matter – Basis of Accounting

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

INDEPENDENT AUDITOR'S REPORT (Continued)

Responsibilities of the Board of Management for the Financial Report

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

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

Auditor's Responsibilities for the Audit of the Financial Report

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


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

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

INDEPENDENT AUDITOR'S REPORT (Continued)

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

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


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


A MACRI
PARTNER

PERTH
DATED THIS 14th DAY OF OCTOBER 2022.



MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2022**

	2022	2021
	\$	\$
INCOME		
Grants	5,589,667	3,643,622
SACs Payment	61,241	255,678
Interest	6,573	7,950
Fees for Services	6,489,225	5,399,836
Other Income	190,437	188,724
COVID-19 (Related)	36,360	786,160
Total Income	<u>12,373,503</u>	<u>10,281,970</u>
EXPENDITURE		
Employee Benefits Expenses	9,593,136	7,559,934
Depreciation	171,178	154,949
Expenses (Grants and Projects)	1,090,681	855,322
Other Expenses	1,312,264	1,144,002
Total Expenditure	<u>12,167,259</u>	<u>9,714,207</u>
Surplus/(Deficit) before Other Comprehensive Income	206,244	567,763
Other Comprehensive Income	-	-
Total Comprehensive Income/(loss) for the year	<u><u>206,244</u></u>	<u><u>567,763</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 2022**

	NOTES	2022 \$	2021 \$
CURRENT ASSETS			
Cash and cash equivalents	2	3,971,531	4,327,331
Other Financial Assets	3	28,467	28,444
Stock on Hand/ In Store (Food Voucher/Food)		12,350	10,450
Trade and other receivables	4	614,194	479,455
Prepayments	5	51,400	36,166
		<u>4,677,942</u>	<u>4,881,846</u>
NON-CURRENT ASSETS			
Property, plant and equipment	6	5,273,263	5,330,523
Total Fixed Assets		<u>5,273,263</u>	<u>5,330,523</u>
TOTAL ASSETS		<u>9,951,205</u>	<u>10,212,369</u>
CURRENT LIABILITIES			
Trade and other payables	7	720,094	577,043
Grants Unexpended & Rent in advance	8	679,265	1,653,740
Provisions	9	1,123,075	883,603
		<u>2,522,434</u>	<u>3,114,386</u>
NON-CURRENT LIABILITIES			
Borrowing (Interest Bearing) - Secured	10	4,152	8,206
Provisions	9	322,593	231,831
Trade and other payables	7	101,500	63,664
Total Non-Current Liabilities		<u>428,245</u>	<u>303,701</u>
TOTAL LIABILITIES		<u>2,950,679</u>	<u>3,418,087</u>
NET ASSETS		<u>7,000,526</u>	<u>6,794,282</u>
MEMBERS' FUND			
Retained Surplus	11	7,000,526	6,794,282
TOTAL MEMBERS' FUND		<u>7,000,526</u>	<u>6,794,282</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 2022**

	Retained Surplus 2022	Retained Surplus 2021
	\$	\$
Opening balance as at 1 July (at beginning of year)	6,794,282	6,226,519
Surplus/(Deficit) for the year attributable to members of the entity	206,244	567,763
Closing balance as at 30 June (at end of year)	<u>7,000,526</u>	<u>6,794,282</u>

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2022**

	2022	2021
	\$	\$
<u>Cash Flows from Operating Activities</u>		
Grants	5,386,526	3,937,436
SACs	67,365	281,245
Fees	6,376,578	5,307,767
Projects Receipt	762,107	70,547
Interest (Receipt)	6,573	7,950
COVID-19 (Related)	36,360	1,015,562
Other Receipts (Rental/Membership/Donation/etc.)	190,437	188,724
GST refund/(paid)	-487,124	-265,407
Interest (Payment)	-121	-8,893
Payments to Suppliers and Employees	-12,578,690	-8,160,126
Net Rental Deposits Received/(Paid)	2,184	-
Net Cash provided by (used in) operating Activities 12(c)	<u>-237,805</u>	<u>2,374,805</u>
<u>Cash Flows from Investing Activities</u>		
Investments in Term Deposit	-23	-243
Payment for Property, Plant, Equipment and Vehicles	-113,918	-1,134,779
Net Cash provided by (Used in) Investing Activities	<u>-113,941</u>	<u>-1,135,022</u>
<u>Cash Flows from Financing Activities</u>		
Proceed from borrowing (Bendigo Bank)	-4,054	7,291
Net Cash provided by (Used in) Financing Activities	<u>-4,054</u>	<u>7,291</u>
 Net Increase/(Decrease) in cash in hand	 -355,800	 1,247,074
Cash at beginning of Financial Year	4,327,331	3,080,257
Cash at end of Financial year 12(a)	<u>3,971,531</u>	<u>4,327,331</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 2022**

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 2022**

(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 2022**

(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 2022:

1. Multicultural Services Centre (MSC), Counselling Services (MAITRI), Relationships Australia WA (RAWA) (Funded by Relationships Australia WA), Multicultural Disability Services Program (MDSP) and Independent Disability Services (IDS) (Funded by NDIA), Independent Support Services – Brokerages (ISS), Disability Support for Older Australians-Activity Program (DSOA) (Funded by Department of Health), Job and Skills Centre Services (JSC) (Funded by Department of Training and Workforce Development), Projects (Funded by Office of Multicultural Interests, Department of Communities, Department of Health, Department of Education Skills and Employment, StudyPerth and Lotterywest)
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. Multicultural Wellness Programs (CHSP/HCP) (Funded by the Australian Government Department of Health)
5. Emergency Relief (ER) (Funded by Lotterywest)
6. Community Housing Program (CHP) (Funded by Department of Communities)

(i) Comparatives

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

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**NOTES TO FINANCIAL STATEMENT
FOR THE YEAR ENDED 30 JUNE 2022**

	2022	2021
	\$	\$
2. CASH AND CASH EQUIVALENTS		
Cash Assets		
Bendigo Bank - Cheque Account	1,832,190	2,513,391
Bendigo Bank - LSL Account	832,274	646,799
Bendigo Bank - Asset Replacement/Reserve Fund Account	516,991	402,139
Bendigo Bank - Natural Disasters (Donation)	3,395	-
Bendigo Bank - Term Deposit Accounts	738,173	737,436
Bendigo Bank - Debit Cards Accounts	41,108	19,766
Cash on Hand	7,400	7,800
	<u>3,971,531</u>	<u>4,327,331</u>
3. Other Financial Assets		
Bendigo Bank - Term Deposit Account	28,467	28,444
	<u>28,467</u>	<u>28,444</u>
4. TRADE AND OTHER RECEIVABLES		
Accrued Income		
Services Fees Accrual - CHSP	28,902	19,590
Services Fees Accrual - HCP	17,093	1,344
Services Fees Accrual - MDSP (NDIA)	416,557	333,422
Services Fees Accrual - IDS	20,739	6,782
Services Fees Accrual - ISS (Brokerage Services)	15,298	14,688
Rent - Accrual (CHP)	432	-
	<u>499,021</u>	<u>375,826</u>
Trade Debtors		
Australian Taxation Office (GST)	44,006	39,722
StudyPerth - Services Fees	28,322	-
Loop - Services Fees	2,648	-
LGIS Insurance - Payment	14,375	-
Bond from Clients/Others - MSC & CHSP & CHP	16,034	17,623
RAWA - Indexation 20-21	-	3,018
RAWA - Community and Languages Grant	-	38,500
Reimbursement for office expenses from ECC	9,788	4,766
	<u>115,173</u>	<u>103,629</u>
Total Trade and Other Receivables	<u>614,194</u>	<u>479,455</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022**

	2022	2021
	\$	\$
5. PREPAYMENTS		
Utilities/Security - Paid in Advance	811	-
MV Licence Fees - Paid in Advance	5,987	5,528
Rent - Paid in Advance	3,529	4,703
Services Fees - Paid in Advance	1,506	274
Subscriptions - Paid in Advance	35,933	18,716
Rate and Taxes	3,634	6,945
	<u>51,400</u>	<u>36,166</u>
6. PROPERTY, PLANT AND EQUIPMENT		
Land at cost	<u>2,424,662</u>	<u>2,424,662</u>
Building at cost	3,029,611	3,002,966
Less: Accumulated Depreciation	<u>-451,733</u>	<u>-391,492</u>
	<u>2,577,878</u>	<u>2,611,474</u>
Motor Vehicle at Cost	929,350	893,895
Less: Accumulated Depreciation	<u>-797,040</u>	<u>-749,189</u>
	<u>132,310</u>	<u>144,706</u>
Plant and Equipment at Cost	354,281	306,530
Less: Accumulated Depreciation	<u>-215,868</u>	<u>-156,849</u>
	<u>138,413</u>	<u>149,681</u>
Total Property, plant and equipment	<u>5,273,263</u>	<u>5,330,523</u>
7. TRADE AND OTHER PAYABLES		
Current		
Australian Taxation Office (GST)	79,251	199,294
Trade Creditors/Accruals	209,833	90,345
Payroll Liabilities	418,652	275,641
Bond Holdings	12,358	11,763
	<u>720,094</u>	<u>577,043</u>
Non-Current		
Other Liabilities	<u>101,500</u>	<u>63,664</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022**

	2022	2021
	\$	\$
8. GRANTS UNEXPENDED & RENT IN ADVANCE		
CHSP - Unspent Fund	198,957	675,891
ER - Grant in Advance (Lotterywest)	66,102	96,425
HCP - Unspent Fund (Clients)	120,528	324,655
CHP - Unspent Fund (SHERP project)	45,053	-
MHSP - Brokerage Fund - Unspent	2,769	11,474
MSC - Grant in Advance (OMI - Mental Health and Suicide Prevention)	-	50,000
MSC - Grant in Advance (OMI - My Health Our Health Project)	100,000	-
MSC - Unspent Fund (OMI- Wellness Centre Extension)	48,500	50,000
MSC - Unspent Fund (OMI -CaLD Women's Shed)	9,025	34,000
MSC - Grant in Advance (DoC-COVID19 Family & Domestic Violence)	-	408,186
MSC - Grant in Advance (Lotterywest Dolls Project)	25,213	-
MSC - Grant in Advance (OTA Project)	39,500	-
MSC - Grant in Advance (DoH - Cancer Prevention Project)	20,000	-
Rent in Advance	3,618	3,109
	<u>679,265</u>	<u>1,653,740</u>
9. PROVISIONS		
Current		
Provision for Annual Leave	542,174	395,991
Provision for Long Service Leave	509,681	414,968
Provision for Redundancy	71,220	72,644
	<u>1,123,075</u>	<u>883,603</u>
Non- Current		
Provision for Long Service Leave	<u>322,593</u>	<u>231,831</u>
10. BORROWINGS (INTEREST BEARING)		
Non-Current - Loan (Secured)	<u>4,152</u>	<u>8,206</u>
	<u>4,152</u>	<u>8,206</u>
11. RETAINED SURPLUS		
Retained Surplus - at beginning of financial year	6,794,282	6,226,519
Surplus/(Deficit) for year	206,244	567,763
Retained Surplus - at end of financial year	<u>7,000,526</u>	<u>6,794,282</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022**

	2022	2021
	\$	\$
12. CASH FLOW INFORMATION		
(a) Reconciliation of cash		
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:		
Bendigo Bank - Cheque Account	1,832,190	2,513,391
Bendigo Bank - LSL Account	832,274	646,799
Bendigo Bank - Asset Replacement/Reserve Fund Account	516,991	402,139
Bendigo Bank - Natural Disasters (Donation)	3,395	-
Bendigo Bank - Term Deposit Accounts	738,173	737,436
Bendigo Bank - Debit Cards Accounts	41,108	19,766
Cash on Hand	7,400	7,800
	<u>3,971,531</u>	<u>4,327,331</u>
(b) Other Financial Assets		
Bendigo Bank - Term Deposit Account	28,467	28,444
	<u>28,467</u>	<u>28,444</u>
(c) Reconciliation of Cash Flow from Operations with Surplus/(Deficit) from Ordinary Activities		
Surplus/(Deficit) from operations	206,244	567,763
Non-cash flow in profit from ordinary activities		
Depreciation	171,178	154,949
Change in Assets & Liabilities		
(Increase)/Decrease in Stock on Hand/in Store	-1,900	9,500
(Increase)/Decrease in COVID-19 (Related)	-	229,402
(Increase)/Decrease in Trade Debtors	-7,260	-33,097
(Increase)/Decrease in Accrued Income	-123,195	-223,314
(Increase)/Decrease in Prepaid Expenses	-15,234	13,428
Increase/(Decrease) in Provision	330,234	243,035
Increase/(Decrease) in Trade Creditors & Accruals	-673,545	1,356,609
Goods and Services Tax - movements	-124,327	56,530
Cash flow from operations	<u>-237,805</u>	<u>2,374,805</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**NOTES TO FINANCIAL STATEMENT
FOR THE YEAR ENDED 30 JUNE 2022**

13. CONTINGENT LIABILITY

No contingent liabilities existed at 30 June 2022.

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 2022**

	2022	2021
	\$	\$
INCOME		
Grants	5,589,667	3,643,622
SACs Payment	61,241	255,678
Donations	13,304	4,541
Fees for Services	6,489,225	5,399,836
Interest	6,573	7,950
COVID-19 (Related)	36,360	786,160
Other Income	35,041	27,049
Rental Income	142,092	157,134
Total Income	12,373,503	10,281,970
EXPENDITURE		
Accommodation	39,042	26,659
Accounting & Audit Fees	17,811	16,800
Activities	11,350	3,832
Advertising	4,680	4,933
Bad Debts	6,232	3,424
Bank Charges	2,469	2,111
Cleaning	90,292	65,692
Computer Expenses	23,302	13,182
Conference/Seminar	1,003	1,105
Consultancy	54,889	6,995
COVID-19 (Related)	34,536	145,850
Donation/Sponsorship	9,677	27,009
Dues and Subscription	80,024	53,791
Emergency Relief Grant - Distribution	218,350	208,621
Expenses for Brokerage Fund - Distribution	14,452	9,884
Expenses for Project based Grants	216,393	31,458
Expenses (non-wage) for Services	641,486	605,359
Expenses (40th Anniversary)	40,521	-
Equipment Purchase (not capitalised)	18,660	25,276
Interest on Mortgage	121	8,782
Interpreting Services	760	984
Insurance - Association Liability, Business Combined, Legal	39,373	33,483
Insurance - Motor Vehicles, Composite	19,744	18,370
Insurance - Employer Journey	2,022	2,021
Kitchen equipment	3,791	2,371
Maintenance (Houses)	45,333	50,587
Maintenance - Offices/Equipment/Furniture	42,944	39,203
Marketing & Promotion/Community Development	2,086	3,656
Meals (CHSP)	71,948	44,365
Meeting Expenses - AGM/Board/General	659	1,047
Mileage/Parking/Taxi	198,626	161,579
Balance c/fwd	1,952,576	1,618,429

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

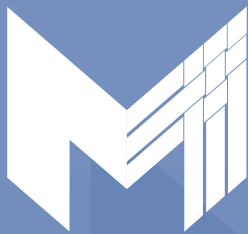
**STATEMENT OF PROFIT OR LOSS (DETAILED)
FOR THE YEAR ENDED 30 JUNE 2022**

	2022	2021
	\$	\$
Balance b/fwd	1,952,576	1,618,429
Motor Vehicle Expenses	104,738	64,470
Other Expenses	921	2,337
Postage/Photocopying/Printing/Stationery	30,309	22,971
Purchased Service	-	5,465
Rates and Taxes	9,877	17,625
Rental Expenses	66,720	60,138
Salaries & Wages	8,622,115	6,863,084
Security	3,442	3,600
Services Fees (Legal/CCI/etc.)	3,963	194
Staff Amenities & Others	10,596	24,183
Staff Training	26,062	7,936
Superannuation	811,604	603,081
Telephone/Fax/Internet	136,045	136,347
Utilities (Electricity/Gas/Water)	57,696	35,629
Workers Compensation Insurance	159,417	93,769
Total Expenditure	<u>11,996,081</u>	<u>9,559,258</u>
Surplus/(Deficit) before Depreciation	377,422	722,712
Less: Depreciation	171,178	154,949
Surplus/(Deficit)	<u><u>206,244</u></u>	<u><u>567,763</u></u>

40th Anniversary Celebrations December 2021







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