



ANNUAL REPORT 2022 - 2023



Individualised
Innovative
Integrated

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The cover design illustrates that the Multicultural Services Centre is multicultural not just in name only, but its 250+ staff, volunteers and board are very diverse from cultural, linguistic, faith and other perspectives. The photos on the front and inside front cover is a sample of this diversity. We are immensely proud that it reflects the diversity of the people we serve as well.

Concept: **Devlin Bose**

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

Acknowledgements

Partners and funding bodies

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

- Carers WA
- City of Bayswater
- City of Belmont
- City of Bunbury
- City of Canning
- City of Mandurah
- City of South Perth
- City of Stirling
- City of Swan
- City of Vincent
- CWDNA
- Department of Communities (State)
- Department of Education, Skills and Employment (Commonwealth)
- Department of Health (State)
- Department of Health and Ageing (Commonwealth)
- Department of Home Affairs (Commonwealth)
- Department of Social Services (Commonwealth)
- Department of Prime Minister and Cabinet (Commonwealth)
- Department of Training and Workforce Development (State)
- Donate Life
- Ethnic Communities Council of WA
- Foodbank
- Ishar
- Kin Advocacy (EDAC)
- Lotterywest
- National Disability Insurance Authority (Commonwealth)
- North Metropolitan TAFE

- Office of Multicultural Interests
- Peel Multicultural Association
- Relationships Australia (Western Australia)
- Rise
- SecondBite
- South Metropolitan TAFE
- Stanley College
- StreetSmart
- Study Perth
- West Australian Primary Health Alliance
- Wungening Aboriginal Corporation

Peak Bodies

MSC is a member of the following peak bodies and extends its appreciation for the support and assistance it received during 2022-2023.

- 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
- Institute of Public Administration Australia 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

Chairperson's Report



2022-23 was a productive and poignant year for two reasons. Firstly, because MSC's Morley, Mirrabooka and Cannington Offices were named Katherine Ursich OAM Wellness Centre, the Robert Mahar Centre and the Dr Leela De Mel Community Centre respectively, to honour and acknowledge the significant contribution they made as MSC's board members for many years, in Kathy's case since MSC was established.

Secondly, because the travesty of justice that occurred in 1995, when the Metropolitan Migrant Resource Centre was established at the cost of MSC losing its core grant of about \$250,000 was finally rectified, with the former "closing its doors", and novating all its programs and services to MSC in December 2022.

Most importantly, I am pleased to report that the merger was implemented smoothly as reflected in the feedback from the MMRC Chair, Leena Bakshi and its Acting General Manager Amnada Gillet as outlined on page 9 of this report.

As you will note from the Treasurer's report, MSC's exponential growth has continued with an additional two million dollars in turnover and most importantly achieving a sizable operational surplus.

We secured funding to implement a number of new exciting projects as outlined from page 44 One that's very worthy of mention is Zero Tolerance, which is an online program for staff and community workers aimed at preventing sexual harassment in the workplace. Nearly a third of the total grants (\$335,000) disbursed to 14 WA organisations through the significantly expanded Women's Grants for a Stronger Future 2022-23 Program was provided for this project!

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.

I extend my special thanks to my board colleagues, as listed in page 5 & 6 of this report and in particular to the office bearers, Dr. Prabha Karan Krishnan (Vice Chairperson), Kim Luby (Secretary) and Sam Tassone (Treasurer), for their substantial support. I take this opportunity to formally thank Patrick Tan, who is stepping down as a board member after nine years of providing us sound advice and support on so many issues. His was the voice of reason at all times and he played a pivotal role in providing critical advice in relation to the growth of MSC's assets.

The Executive/Senior management team comprising Ramdas Sankaran CEO, Pius Joseph COO, Anil Wijesinghe, Amy San Pe, Anjali Mukund, Shobhana Chakrabarti, Leonard Alvares, Linda Vettoor, and Michele Cohen 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.

We have listed a diverse range of government agencies as well as mainstream and multicultural service providers on page 1, 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

I share MSC Chair, Sheila Rajan's view that 2022-23 was both a very productive and a very poignant year for MSC for the reasons she mentioned.

The Highlights section contains a number of notable events and besides the naming of three MSC offices in honour of three incredible people, Bob, Leela and Kathy, who MSC and I are greatly indebted to, arguably the most memorable one was the decision of the MMRC board to cease its operations and facilitate the novation of all its funded programs to MSC. So, I extend my thanks to Leena Bakshi, the Chair and all members of MMRC's board.

Like our Chair, I also wish to emphasise the importance of the Zero Tolerance project, not merely because of its historic importance but because it aims to prevent sexual harassment at the workplace, an issue that's been plaguing our country and globally for decades.

I am most grateful to Chairperson Sheila Rajan; Vice Chairperson Dr. Prabha Karan Krishnan; Treasurer, Sam Tassone and Secretary, Kim Luby, as well as all board members for their substantial guidance and support. Patrick Tan and Kathy Ursich OAM are stepping down as board members at the 2023 AGM and their advice and support have been invaluable. I can't thank them enough for the same.

Given the growing complexities of MSC programs and the governance and compliance requirements that service providers like us have to meet, it was very fortunate that Pius Joseph returned from retirement in the capacity of a consultant and then COO, albeit in a part time capacity. I relied heavily on him and am most grateful to him, for I never considered that this would eventuate. Our many managers and team leaders who have decades of experience in such roles are Anil, Baily, Amy, Anjali, Shobhana, Zeljka (whose Silver Jubilee at MSC was on 6th October 2022), Devlin, Stella and Pokua. It is most pleasing that succession planning is now well underway with Linda, Leonard, Michele, Barbara, Joyce, and Manju, our emerging leadership team in management and Team Leader positions.

I extend my special thanks to all of them as well as their staff, particularly Leonard who besides his managerial duties also provided me substantial support in a troubleshooting role.

MSC's strong and lasting relationship with Relationships Australia WA continued to flourish thanks to Danielle Newport, Mandy Drommer and Elizabeth Thompson their CEO; Senior Manager, FDR Services and Manager, FRC respectively. Equally worthy of mention are our relationships with Rise Network and the City of Stirling as well as the partner agencies of the consortia that they led. I extend them special thanks for their continued partnership. Our strong ties with Ishar, ECC and Kin Advocacy continued and another partnership worthy of mention is with Rise (Lead agency) and Wungening Aboriginal Corporation to implement the Rivers project. I also thank the many partner agencies and funding bodies listed on page 2 of this report for their continuing substantial support and assistance.

Volunteers continue to make substantial contributions to our Job Skills Centre, Housing, Reception, Administration, Wellness and other programs. They are too many to single out and so, I extend my thanks and appreciation to all of them.

My ending remains the same as always with extension of 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 69 languages and dialects as follows:

Acholi	French	Kurdish	Siyin Chin
Afghani	German	Maay Maay	Somali
Akan	Gujarati	Macedonian	Spanish
Arabic	Hakka	Malay	Sudanese Arabic
Armoric	Hausa	Malayalam	Swahili
Azari	Hazaragi	Mandarin	Tamil
Bangla	Hindi	Marathi	Telugu
Bosnian	Hokkien	Nepalese	Teochew
Burmese	Indonesian	Nuer	Thai
Cantonese	Italian	Oromo	Tigre
Chin	Japanese	Pashto	Tigrinya
Croatian	Karen	Persian	Turkish
Dari	Kayah	Polish	Urdu
Dzongkha	Kibembe	Portuguese	Vietnamese
English	Kinyarwanda	Punjabi	Zulu
Eritrean	Kirundi	Russian	Farsi
Korean	Serbian	Filipino	Kuku
Sinhala			

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.



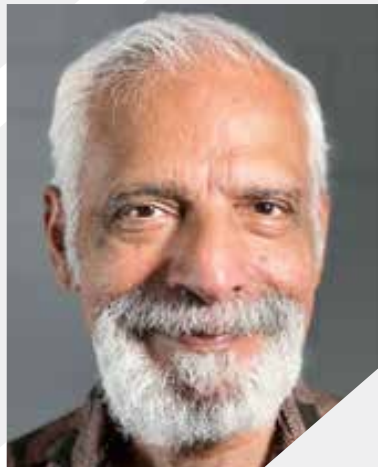
Cr. Yaso Ponnuthurai

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. Resigned following her election as the President of ECCWA.



Ms. Trinh Le

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



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

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

Highlights

Honouring MSC Legends

The board decided to name our Morley, Mirrabooka and Cannington offices the Katherine Ursich OAM Wellness Centre, the Robert Mahar Centre and the Dr Leela De Mel Community Centre respectively, to honour and acknowledge the significant contribution that Kathy, Bob and Leela made as MSC's board member for many years.

The formal naming of the Mirrabooka and Morley Centres was undertaken by the Hon Alannah MacTiernan, who unveiled both plaques at a ceremony held at the Morley Centre in December 2022. The guests included the Mayor of the City of Bayswater, Filomena Piffaretti and Councillors Catherine Ehrhardt, Josh Eveson, Steven Ostaszewsky, Former Minister Nick Catania and the families of Kathy and Bob. They included Bob's wife Jill, son Simon and Kathy's sister Olga and daughter Jane, as well as many former colleagues of Bob including Jan Stewart the former CEO of Lotterywest. Alannah acknowledged Kathy and Bob have been with this organisation (MSC) for so long as stalwarts.

The naming ceremony of the Cannington office was held at 7 Mallard Way and MSC Chair, Sheila Rajan welcomed the guests. The unveiling of the plaque was done by Dr. Anne Aly, Minister for Early Childhood Education and Minister for Youth, who also provided the keynote speech. Other speakers at the event were, Ballardong Yorga Elder, Aunty Lois May who provided the welcome to Country; Mr Yas Mubarakai MLA Member for Jandakot, Parliamentary Secretary to the Minister for Education, Aboriginal Affairs, Citizenship and Multicultural Interests, who represented Premier McGowan and Minister Buti; Ms. Deanne Lightfoot the CEO of the Aboriginal Interpreting Service; Ms Yvonne Henderson, former Minister and Commissioner of the Equal Opportunity Commission and Janek Woods, Leela's son.

The well attended and poignant event included Suresh Rajan and Yaso Ponnuthurai, former Presidents of the Ethnic Communities Council of WA; Minister Buti's senior policy advisor Said Padshah; the Executive Director of OMI, James Jegasothy; Leela's brother Manil de Mel; her sister in law Radha, other family and close friends of Leela, and many of her former colleagues.

The Text below was conveyed by the Western Australian Media Network (WAMN) television coverage of the Morley and Mirrabooka offices renaming event.

Presenter Ivan Leung

"The Multicultural Services Centre of WA has formerly named its Mirrabooka and Morley facilities after two unsung heroes within the Perth community. The Centre's Mirrabooka facility has been named after Bob Mahar in recognition of his 17 years of contribution; and the Morley Wellness Centre was named after Katherine Ursich, OAM, in recognition of her substantial contribution to MSC since 1980. Outgoing labour veteran minister, Alannah MacTiernan, was the guest of honour at the naming ceremony."

Ramdas Sankaran

Look, I think it's fantastic. We couldn't have thought of a better person to do us the honours of naming two of our properties to honour and pay tribute to two people who served as board members, one who is still a board member and one who passed away on the fourth of April. They are Katherine Ursich, OAM and Bob Mahar, respectively. They are both fantastic people. We honestly couldn't think of a more fantastic person than Alannah herself because she had a hell of a lot to do with us getting this building and developing it to what it is now."

Alannah MacTiernan

"Because community organisations like Multicultural Services aren't anything without the volunteers. These are organisations that need people that make commitment day in, day out, year in, year out and today, we're celebrating Kathy and Bob, who have been stalwarts of this organisation for so long."



Metropolitan Migrant Resource Centre (MMRC) “Merger”

The board of MMRC decided to cease its operations, and following negotiations, they agreed to advise their funding bodies to novate their contracts in MSC's favour. This and other expectations were outlined in the MoU that we entered into with MMRC and we implemented them to their satisfaction, as can be gauged from the following:

*From: Ramdas Sankaran <ramdas@mscwa.com.au>
Sent: Monday, February 13, 2023 5:40 AM
To: Leena Bakshi <leena.bakshi@research.uwa.edu.au>
Subject: very urgent request RE: MOU*

*From: Leena Bakshi <leena.bakshi@research.uwa.edu.au>
Sent: Monday, 13 February 2023 9:18 AM
To: Ramdas Sankaran ramdas@mscwa.com.au
Subject: Re: very urgent request RE: MOU*

*“Good morning,
The response from our board.
In late October '22, the MMRC board decided to transition MMRC projects and attached staff to MSCWA. This process was completed by 31st of Dec'22, after which the existing staff of the MMRC were employed by MSCWA, and the services that MMRC provided are now provided by MSCWA. From the perspective of the board, this process has been respectful, as smooth as can be given the number of staff and projects, and in an atmosphere of trust. The view of the MMRC board has been that this process of transitioning has been successful. We sincerely thank Ramdas and his staff that have been involved in this process for their hard work and sincere desire to ensure the transition was a success.*

*Kind Regards Leena
Chairperson”*

Verbal Response from Amanda Gillet, Manager Community and Organisation Development at her farewell on 7th February 2023.

“Thank you very much. Ramdas, I really appreciate your words. And yes, I think working together with you during this whole transition phase has been very good and I really appreciated your professionalism and patience and because it wasn't an easy process you know for anybody, especially for a lot of the staff. I know that and I certainly do appreciate the way that the MMRC staff kind of hung in and trusted us. And I also really appreciate the way that the MSC staff have welcomed us into the fold. And even though I've only been here for a few short weeks, certainly the staff here made me feel very welcome.”

Clearly the seamless merger wouldn't have happened but for the Finance, HR and ICT program staff working in a coordinated and effective manner and with Leonard playing a pivotal role in harnessing their efforts.

This poignant development will forever remain nostalgic in MSC's history, for in 1995 when MMRC was established after the then Minister for Immigration, the Hon Nick Bolkus ceased MSC's (Northern Suburbs Migrant Resource Centre as it was known then) annual core funding of \$250,000, no one imagined the day would come when MMRC would be integrated into MSC. For those board members and staff members who fought long and hard to ensure MSC's survival in the 90s and beyond, this outcome is best described as sweet justice.

The merger led to MSC purchasing 20 Cobbler Place, Mirrabooka as our existing Mirrabooka office didn't have adequate space to accommodate the MMRC staff who we engaged.

MSC's 5 Year Strategic Directions document

Anil Wijesinghe was engaged as a consultant to update the above and after a brainstorming session with staff and managers and discussion of the outcomes by the board of management, Anil presented a final version which was adopted by the board.

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 longterm Graylands Hospital patients.

Pakistan Floods Appeal

According to UNICEF, the flash floods which was triggered by destructive monsoon rains across much of Pakistan submerged one third of the country, affecting 33 million people, half of whom were children. The floods damaged most of the water systems in affected areas, forcing more than 5.4 million people to rely solely on contaminated

water from ponds and wells. MSC established an Appeal to raise funds for relevant relief work to be undertaken in Pakistan in partnership with Pakistanis in Australia (PIA) Inc. \$55,153.39 was raised and it was used to purchase much needed medical supplies.

Syria and Türkiye (Turkey) Earthquake Appeal

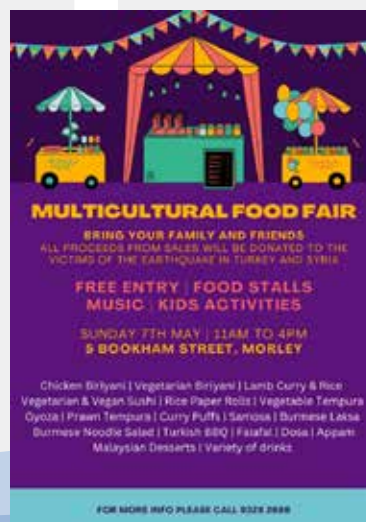
Türkiye and Syria endured three earthquakes in February 2023; the first was a 7.7 magnitude, quake followed by further tremors of 7.6 and 6.4 magnitude. More than 50,000 people are known to have been killed, including children, and tens of thousands more were injured. Millions of people were displaced after being forced to leave their damaged homes, and hundreds of thousands continue to live in temporary shelters. Millions of children are still in need of assistance, with families pushed to the

brink and left without access to essential services like safe water, education and medical care.

MSC launched its Appeal to address the above situation and its efforts included its first ever street appeal and its first ever Multicultural Food Fair. A total of \$15,356.49 was collected and the funds were transferred to the Bridge to Türkiye Fund for its Project CATE (Child Amputees of Türkiye Earthquake), which funds the expenses of prostheses and scholarships for amputee applicants in Çocuk Lyilik Merkezi.



Turkish Earthquake Street Appeal Volunteers



Gerry Campbell Volunteer of the Year Award

The above Award with a gift of \$2,003 was sponsored by Eventum Consulting and was presented at the MSC 2022 Christmas event by MSC Chairperson, Sheila Rajan to Saw Paul Kyaw, Hazel Kyaw and Geeta Naik for their substantial volunteering efforts over many years, which saved MSC thousands of dollars in wages and enhanced the quality and reach of its services.



L-R: Geeta Naik, Sheila Rajan, Bagia Ramdas, Pius Joseph & Jenny Au Yeong



Shobhana Chakrabarti holding the commendation certificates for Paul & Hazel Kyaw

Aged Care Program

The 2022/2023 financial year proved to be the best year so far for the Home Care Package Program since its inception in 2018, thanks to the strategy developed and implemented by COO, Pius Joseph. From just 4 consumers in 2017/18 we ended the financial year with 103 consumers, which represented a 63.49 % increase from last year. There was also an exponential increase in the number of consumers receiving Level 3 and Level 4 packages.

2022-2023 was another excellent year for our CHSP for it delivered a total of \$2,637,927.11 worth of social support group activities, transport, social support individual and domestic assistance.

Advanced Skilled Workers

The concept of Advanced Skilled Workers was introduced to MSC by the Disability program team. Since its inception in June 2023, several Advanced Skilled Workers with clinical backgrounds have been engaged to support participants with complex clinical histories. These workers have been offered tailored clinical care training that assist them provide best possible clinical care.

Jobs and Skills Centre program

The program achieved/ exceeded KPIs at an average of 138% for the first year of the new 3-year contract with the Department of Training and Workforce Development (DTWD) for provision of Specialist Jobs and Skills Centre services for Culturally and Linguistically Diverse (CaLD) clients.

A very successful SHINE (Success, Hope, Inspire to independence, New Skills and Empowerment and Employment) one-year Local Jobs Program for

the North Metro area through the Department of Education, Skills and Employment was implemented. Fifty women from migrant backgrounds whose career aspirations were impacted by trauma, migration, caring and other responsibilities participated and graduated from this program. This pre-employment and Personal development program had rave reviews from the women who hailed from 17 different countries of origin, one of which was "I was asleep and now I am awake".



Hon Dr. Anne Aly MP addressing SHINE Graduates

Special Projects

The special projects that MSC has been undertaking has been growing both in diversity and in numbers (as outlined on page 44) and we have named the program Projectum, the Latin word for projects. The following projects were undertaken by the Special Projects team during July 2022 to June 2023.

Whilst every project undertaken was unique and important, we are highlighting just one of them, namely Zero Tolerance Project – online programs for staff and community workers aimed at preventing sexual harassment in the workplace. It started in April 2023 and is being coordinated by Dr. Lana Abdullah along with Sentrient Services Victoria. There has never been an occasion where a multicultural services provider has been by far the largest single beneficiary of a grants program. So, MSC being granted \$100,000 of the total grant of \$335,000 disbursed to 14 WA organisations through the significantly expanded Women's Grants for a Stronger Future 2022-23 Program makes it a very historic occasion. MSC Chairperson, Sheila Rajan acknowledged this and commended and thanked the state government and former Premier Mark McGowan and Minister Ellery in particular.

Sheila Rajan, Chairperson, MSC



Hon. Sue Ellery, MLC, Minister for Finance; Commerce, Women's Interests



Settlement Engagement & Transition Support (SETS)

With MMRC's closure, its two SETS programs, SETS Clients Services and SETS Youth Services (for 12 – 25-year-old) were transferred to MSC on 1 January 2023. We continued the provision of SETS services from Herb Graham Centre Welcome Hub in Mirrabooka as a part of the City of Stirling led consortium that includes Ishar, ASeTTS and Youth Futures. This marked the return of MSC as a prominent SETS provider in the North Perth Metro area after several years of not being a provider there despite being the most diversified multicultural and multilingual services provider in WA.

Family and Community Support Program (FaCS)

The FaCS program, which was transferred from MMRC to MSC in January 2023 has been operating since 2013 with core funding from the Department of Communities. FaCS offers counselling, support and advocacy services to individuals, couples and families; as well as an information and referral service to community-based and mainstream support services; and community-based information sessions on a variety of topics. Its undoubtedly a very useful addition to the suite of multicultural services that MSC provides.

Donations

We received a cheque for \$1,000 from the WA Tamil Ladies Club to be used for the mental health work that we undertake.



Maha Arulsingam (L) and Prema Nair (R), Vice President and President of the WA Tamil Ladies Club with Ramdas Sankaran (centre)

NDS Funding Submission

NDS excluded us from making an application for Disability Workforce Development and Retention Funding based on its definition of conflicts of interest. Its decision was astounding from both accountability and transparency perspectives, because MSC demonstrated that it has not been advantaged in any way in bidding for this tender.

At a time when governments are seeking to promote collaboration, codesign etc. having an inflexible policy approach such as the one NDS adopted is clearly not in the interest of consumers or service providers within the sector. We have drawn this to the attention of relevant authorities and have reasons to believe that such situations will be better managed in future.

Opening of Mandurah office

The City of Mandurah offered/renovated our new space (Sutton Street Hall) in which we launched the Grand Opening of our Mandurah office. This was an old church turned into a Peel Kitchen Soup (the new office used to be the kitchen). There is a huge hall that we can use for our activities and a secured office space which is designated and shared with

Peel Multicultural Association. The office space renovation cost the City of Mandurah \$50,000.

We have a three year free rent contract. The event was well attended by local politicians, different service providers, MSC CEO Ramdas Sankaran and Manager Leonard Alvarez. This was captured by Roots TV and subsequently shown on Youtube.



Silver Jubilee employment with MSC

Ms Zeljka Prodanovic, our Settlement Engagement and Transition Support (SETS) Program Team Leader completed 25 years at MSC on 6th October 2022. She would be by far the longest serving Settlement Services personnel, not just in Western Australia, but arguably in the whole of Australia. The emphasis that she places on organisational loyalty is praiseworthy. Her humility is beyond belief. Her hard work and dedication to making a difference to the lives of multiple waves of newly arrived migrants in Western Australia for twenty five years is highly valued by all. There's no greater testament to what she has achieved than the many clients and their families who, on arrival in Australia, spoke little or no English but went on to doing extremely well in Australia. She has created special memories for many and helped MSC to be where it is today. This milestone epitomises what MSC has been able to do

in retaining staff of high calibre. It serves as the finest example of the resilience that MSC is renowned for. One of our staff, a member of Zeljka's community states in an email congratulating her that she is a living legend for the ex-Yugoslavian community. They have been saying all these years "if you need something done, go to Zeljka in Immigration". While congratulating her and wishing her the very best, the MSC Board, management, staff, and volunteers hope that she will continue as a colleague for many, many more years.



Backend Operations

Last but not least and arguably, the most critical aspect of MSC's growth and development has been its backend operations structure, personnel and resources comprising Finance, Compliance and Governance, People and Culture (HR), ICT, Administration and the newly created Central Resource Unit. CRU Staff, Team Leaders/ Coordinators and Managers of these operations have relevant qualifications and skills, substantial experience and most importantly passion and dedication.



Program Reports

Aged Care

Overview

MSC's Aged Care services operate through two programs which are our Commonwealth Home Support Program (CHSP) and our Home Care Packages (HCP) Program. Both programs continued to grow in terms of new consumer referrals and intake as well as the workforce, most of which was through word of mouth.

The Support At Home Program which has now been deferred for another 12 months by the Federal Government, is set to commence from 1st July 2025. The new program will see the merger of the CHSP, HCP Program as well as the Short Term Restorative Care (STRC) Program and Residential Respite. The new program will also implement a single assessment framework for consumers. For in-home Aged Care Providers such as MSC, this means that CHSP funding and the HCP program will continue until 30 June 2025. Support At Home is one of the many ways that the Federal Government is looking to improve Aged Care services for older Australians following the recommendations of the Royal Commission into Aged Care Quality and Safety.

The Federal Government has also implemented several other Aged Care Reforms which came into effect during this financial year including:

- The new Code of Conduct for Aged Care which sets out how providers and workers delivering services are expected to conduct themselves
- The Serious Incident Response Scheme (SIRS) being rolled out to include Home Care providers in addition to residential aged care providers
- New reporting responsibilities and requirement for providers to improve governance arrangements through the Strengthened Governance of Approved providers reform
- Home Care Package financial reforms including the capping of Care Management and Package Management fees.

MSC like many other providers, was required to adjust and adopt new processes to meet the requirements of the above reforms, for example the development of the "Report It" app which

our support workers and staff can use to report incidents.

At the beginning of this financial year, several changes to the Social, Community, Home Care and Disability Services (SCHADS) awards came into effect which had a major impact on home care services. Changes to minimum engagements, broken shifts and cancellation of shifts made rostering and filling shifts even more difficult given the tight labour market across the aged care sector. The development of the Central Resource Unit (CRU) and input from MSC's IT, HR and Finance teams proved pivotal in ensuring that the program was able to address this issue and meet our requirements.

CHSP Ad Hoc Funding

On 17th February 2023, the Department of Health advised that MSC was successful in its application for additional CHSP Ad Hoc Funding on a recurring basis. The Department supported our application for a total amount of \$157,899.86 in addition to our base funding on a recurring basis. This funding was to meet the exponentially increasing demand for MSC's Social Support Group services in the South East and North Metropolitan regions.



CHSP Social Support Group

The figures in the table below show that the program was able to achieve impressive outcomes in reaching its annual target for Social Support Group services across all of the aged care funding regions. This is particularly impressive given the additional Ad Hoc Funding was only confirmed in mid-February, requiring the program to meet the additional output within just over 5 months.

The program continued to deliver high quality, culturally appropriate social group services in our day centres, as well as through outings and getaways, and combined celebrations in line with cultural and religious events.

	Actual Achieved FY	Target FY	Achieved FY (%)
East Metro			
Social Support Group	46179	47,482	97.26%
Transport	8850	8,550	103.51%
North Metro			
Social Support Group	16138	16,302	98.99%
Transport	2509	2,641	95.01%
South East Metro			
Social Support Group	20655	20,844	99.09%
Transport	3184	2,825	112.70%



Social Support Individual and Domestic Assistance

The program continued to provide Social Support Individual and Domestic Assistance services to CHSP consumers, although the desirable outputs were not achieved for these service types in this financial year, particularly Social Support Individual services. Staff shortages as well as the development and review of internal systems resulted in new intakes being put on hold throughout the period. These issues have been resolved with the development of the CRU team and the recruitment of an Intake Officer within the CHSP team. Improving outputs in these service types will be a major focus for the Aged Care Program in the 2023/2024 financial year.



Home Care Package Program Growth

The 2022/2023 financial year proved to be the best year so far for the program since its inception in 2018. As highlighted in the table below, the number of consumers drastically increased in the financial year in comparison to other years. This is an incredible achievement and speaks volumes of the high-quality care management and support services that MSC provides. There has also been an exponential increase in the number of Level 3 and Level 4 packages that are being assigned as is evident in the table below. Many of the current clients accessing MSC HCP services transition onto higher levels with assistance from our Service Coordinators as their care needs increase or their health deteriorates.

Package Level	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Level 1	0	4	2	5	0	0
Level 2	3	8	15	17	17	18
Level 3	1	4	4	9	18	35
Level 4	0	5	12	18	28	51
TOTAL	4	21	33	49	63	103



Celebrations were held on 18th January 2023 for the relocation of MSC's Burmese Group to Indian Society of WA (ISWA) in Willetton.



13 April 2023 MSC Burmese Group celebrated Thingyan which is the Annual Water Festival in Myanmar.



26th to 28th April 2023 MSC commenced our Getaways with our Italian Clients staying 2 nights at the Crown Metropol



12th to 14th April 2023 MSC commenced our Getaways with our Thursday Mixed Asian Group staying 2 nights at the Crown Metropol. Clients had a wonderful getaway with special meals and outings planned during the day.

Compliance and Governance

- Developed in-house and rolled out the “Report It Incident Management App” by ICT team under guidance from Compliance and Governance team (‘C&G Team’) to all MSC staff. The App will assist staff members to report incidents/hazards/near misses/complaints/feedback in a user-friendly format via MSC staff mobiles.
- MSC Document library created, published and rolled out.
- Policy and procedure on Complaints Management updated to incorporate Serious Incident Response responsibilities (SIRS). Incident investigation, reporting and, escalation processes were unified to ensure that the organisation is prepared for SIRS. All Operational teams were inducted into SIRS.
- Established a Central Resources Unit (CRU). Unified an Induction program across MSC.
- Developed a Supervision register to ensure all Support Workers had a direct line supervisor.
- Developed a cancellation policy, workflows and roll out session in conjunction with our HR and ICT teams.
- Conducted a Consumer Survey within the CHSP program.
- Held consumer consultations within CHSP SSG groups to gauge consumer awareness on aged care quality standards.
- Internal document reviews, training sessions, creation of new workflows, team consultations and internal audits were undertaken to ensure the organisation is compliant with changes to both Aged Care and NDIS quality standards and governance expectations.
- Developed a comprehensive staff training register to record competencies of support staff across MSC.
- Secured Docusign facility for online document signing across MSC operations.
- NGO Training platform launched to provide self-paced training options for Aged Care/Disability Services staff.
- Developed and implemented 10 new policies.

Compliance and Governance Team

L-R: Linda Vettoor, Barbara Sanghani, Nongnaphat Khemmalai (Emily)



Background

The Disability Services growth remained more or less neutral over the year.

There was an increase in the number of support workers employed by the program, particularly of Karen and Burmese backgrounds, to support participants who required language specific support.

One of the key changes to the program was the change in leadership. Since the departure of Executive Manager George Cherian in August 2022, the program responsibility was solely managed by William Winkyi. In March 2023, William resigned to pursue other career goals. This resulted in leadership responsibilities being transferred to Anil Wijesinghe and then to Pius Joseph. In June 2023, Linda Vettoor (Team Leader Compliance, Learning and Development) assumed the role of Disability Manager.

Two new service coordinators (1 FTE and 1 PTE) and one Administration Officer were appointed to support the program and staffing changes.

Key Achievements

The concept of Advanced Skilled Workers was introduced to MSC by the Disability team. Since its inception in June 2023, MSC has acquired several Advanced Skilled Workers with clinical backgrounds

to support participants with complex clinical histories. These workers are then offered tailored clinical care training that assists them provide best possible clinical care.

Three support workers undertook an apprenticeship program through the Insight Training group at the end of which they would have completed a Cert III in Individual Support (Disability stream).

Disability Services key documents including service agreements, complex support plans, and budget calculator tools were updated to ensure compliance with NDIS practice standards and other industry regulations.

The Disability Services team effectively contributed and hosted a 'Journey together' session along with a 24/7 plan management. The session provided an opportunity to bring together CaLD based service providers, NDIS planners and advocacy agencies for an initial meet and greet to discuss issues unique to CaLD NDIS providers. The team also partnered with MSC's Projects team under the leadership of Shobhana Chakrabarti to run NDIS Life Skill sessions for NDIS participants. The sessions will be hosted in MSC's North Perth Office and will focus on key areas like English language and capacity building skills such as assistance with banking, shopping etc. The sessions are expected to run until the end of the year.



Lotterywest Emergency Relief (ER) Program



MSC, as in many previous years, continued to provide short-term financial assistance to eligible clients in need through the Emergency Relief program funded by Lotterywest. The number of clients who could not meet their financial responsibilities significantly increased during this financial year due to multiple factors, chief among them being very tough rental market conditions in Perth characterized by a seriously low level of rental stock and supply, a record low vacancy rate below one percent, and strong tenant competition which all led to considerably increased rental prices across Perth. These combined with significantly increased living costs and high utility bills put many of our clients who rely on Centrelink income alone in a very vulnerable position.

Over the July 2022 to June 2023 period, assistance was provided to Permanent Residents (PRs) / Citizens and Australian Temporary Residents (ATRs). The number of ATR clients who approached us for assistance remained low during this reporting period as many clients from this category, especially international students, managed to secure new jobs. As a result, we assisted a total of 68 ATRs. The number of assisted PRs and Australian Citizens, including clients who have been in Australia longer than 10 years, remained steady. We had 102 exemptions to the eligibility criteria for ER approved on different grounds during this period to clients who could demonstrate they were going through extenuating financial circumstances.

During this financial year, ER distribution was conducted through two separate Lotterywest

grants. In July 2022, MSC continued with the distribution of the 2021-2022 grant of \$217,250.00 which was finalized on 25th January 2023. The most recent ER grant for FY 2022-2023 was approved by Lotterywest on 28th March 2023 and was implemented on 18th April 2023. The amount approved was \$300,000 and this is the second biggest grant MSC has been approved to date.

Through these two Lotterywest grants, MSC distributed a total of \$128,106.88 and ER staff conducted 630 transactions. A large majority of the distributed funds were spent on assistance with utilities bill payments and Coles cards (87.05 %). Please refer to the Table below for more details on different types of ER assistance provided during this reporting period.

ER ASSISTANCE PROVIDED DURING FY 2021-2022		
Type of Assistance	\$ Amount spent	Percentage
Payment of utilities bills	\$66,016.44	51.53%
Rent arrears/bond top up	\$6,589.00	5.35%
Removalist cost	\$3,580.00	2.79%
St John Ambulance Bills	\$2,775.00	2.17%
Other Bills	\$3,376.74	2.64%
Total bill payments	\$82,606.88	64.48%
Coles Cards	\$45,500.00	35.52%
GRAND TOTAL	\$128,106.88	100%

Community Housing Program (CHP)

During July 2022 to June 2023, the portfolio of MSC managed CHP properties remained at 9 properties. All were tenanted during this FY, with 4 of them having short vacancy periods due to change of tenancies.

A total of thirteen families on low income were provided with affordable accommodation – 15 primary tenants and 31 accompanying children.

A contract service review of the CHP program for 2022 was conducted by the Department of Communities during this Financial Year. Preparations for this audit were finalized in August 2022 and all the required information submitted to the Department. The outcome of the contract service review was positive, and the letter received from the DoC's Contract Manager stated that "the audit review has assured Communities that Multicultural Services Centre of WA Incorporated is broadly meeting its contractual obligations with Communities".

Quite a few maintenance issues, in particular plumbing issues caused by the age of the CHP properties, were attended to, including replacement of hot water systems in two properties within our portfolio.

My Home

The My Home program through which shared accommodation was provided to long term Graylands Hospital patients continued through this financial year.

Two of three head leased villa-units used for this program were returned to the owners on their request for vacant possession. One remained head leased with one long-term tenant accommodated. Due to a significant increase in the weekly rent payable, MSC secured another tenant for this property and signed a periodic lease agreement commencing from 27th April 2023. A second tenant in this unit put MSC in a better financial position. We stopped subsidizing the rent and incurring a loss which MSC was bearing for many years considering that no Government or other external funding has ever been received for this project.

Family & Community Support Program

The FaCS program was transferred from the Metropolitan Migrant Resource Centre (MMRC) to MSC in January 2023. The program has been running since 2013 with core funding from the Department of Communities. FaCS is designed to support migrants, refugees, humanitarian entrants and newly emerging communities on a universal basis to meet their varied and complex settlement needs. FaCS offers counselling, support and advocacy services to individuals, couples and families; an information and referral service to community-based and mainstream support services; and community-based information sessions on a variety of topics.

A total of 56 open client files were brought over from MMRC. By May 2023, the program had received 52 new referrals from MAITRI, referrals from other agencies or self-referrals. A number of the MAITRI referrals were redirected to other agencies because FaCS does not offer a mental health diagnostic or treatment service.

Gender	Number
Female	61
Male	26
Unknown	0
TOTAL	87

Age	Number
Under 20 Years	21
20-29 Years	10
30-39 Years	22
40-49 Years	19
50-59 Years	6
60 Years and Over	7
Unknown	2
TOTAL	87

Family Composition	Number
Couple & Dependent Children	13
Couple	7
Single person & dependent children	34
Single person	28
Grandcarers - Couple	0
Grandcarer - Single Person	0
Extended Family / Kinship	4
Unknown	1
TOTAL	87

Ethnicity	Number
Aboriginal / Torres Strait Islander	0
Other*	86
Unknown	1
TOTAL	87

*Other includes: Burma, Somalia, Macedonia, Croatia, Iraq, Malaysia, China, Indonesia, Democratic Republic of Congo, Thailand, Ethiopia, Liberia, South Sudan, Sudan, Philippines, Eritrean, Togo, Vietnam, Egypt, India, Turkiye, Iran, Malawi, South Korea, Afghanistan, Chile, Pakistan, Poland, Russia, South Korea, Indonesia, East Timor, Palestine, Colombia, Venezuela, Norway, Syria



SETS Women's Group at Hainsworth Community Centre in Girrawheen.

Type of presenting issue	Number
Family Relationships / Issues	64
Social Isolation	57
Physical Health / Medical Issues	48
Mental Health Issues (for example anxiety or depression)	59
Parenting	31
Financial Issues	50
Grief and Loss	57
Life Skills and Coping Issues	16
Personal Development and Self Esteem Issues	15
Practical Skills	20
Other*	73
TOTAL	489

*Other includes: Substance abuse, Post homicide intervention, State Administrative Tribunal matters, homelessness, migration sponsorship, precarious migration status in Australia, visa issues, psychiatric illness, motor vehicle accident compensation claim, Juvenile Justice, Family and Domestic Violence, Human Trafficking, Family Court, Community Corrections Order, involuntary psychiatric admissions, NDIS, Disability, Public Advocate, Public Trustee, Children's Court, Applications for grants of legal aid, International Students who are homeless with no income or medical supports, Clients who do not qualify for My Aged Care, Racism, Elder Abuse, Perth Children's Court, Criminal Proceedings, child victims of violent crimes including sexual assaults.

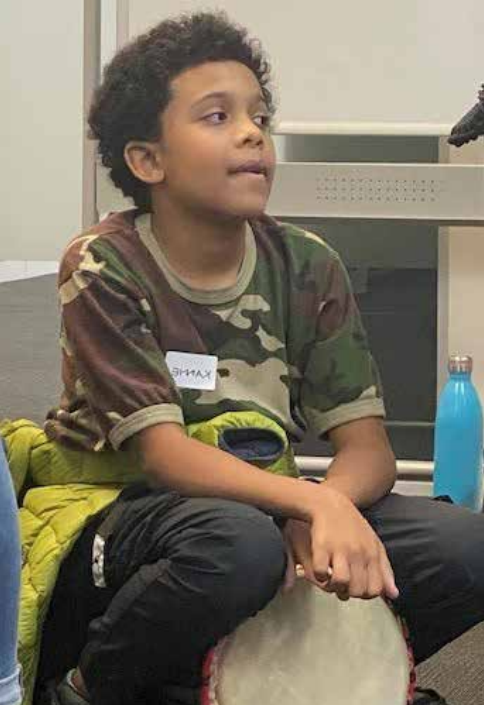
FaCS conducted 937 individual consultations with clients in this period and had 14 one-off contacts with clients. Individual consultations included face to face interviews, online communications, telephone communications, formal referrals, and the maintenance of active linkages with other agencies in relation to our clients. In this period, we made submissions in relation to our clients to the SAT, Perth Magistrates Court, Perth Children's Court, Public Trustee, Department of Housing, Legal Aid WA, and Department of Home Affairs. We attended a number of interagency and multidisciplinary meetings with the Mental Health Commission, Ishar, Mercy Care, Department of Communities, Royal Perth, Sir Charles Gairdner and Bentley Hospitals, Selby Lodge and met with the Mirrabooka-Joondalup Family Support Network on a monthly basis.

As part of our community-based education requirement, FaCS hosted: two community information sessions on Family Violence Restraining Order Shuttle Conferencing with Perth Magistrates Court and Legal Aid WA; two workshops on Dealing with stress and anxiety with Ethnic Communities Council WA and the SETS Girrawheen Women's Group; two Family Matters djembe drumming workshops for parents and children with Tribal Village and funding from Parenting WA; the Disability Royal Commission CaLD submissions in the Mirrabooka catchment. The FaCS program also participated in 2023 Refugee Week with SETS youth worker, Kevin Oyori.



Family Violence Shuttle Conferencing information session.
L-R Champo Bulawayo (LAWA), Michèle Cohen, Registrars Caroline Brookes and Rebecca Lockwood (Perth Magistrates Court).





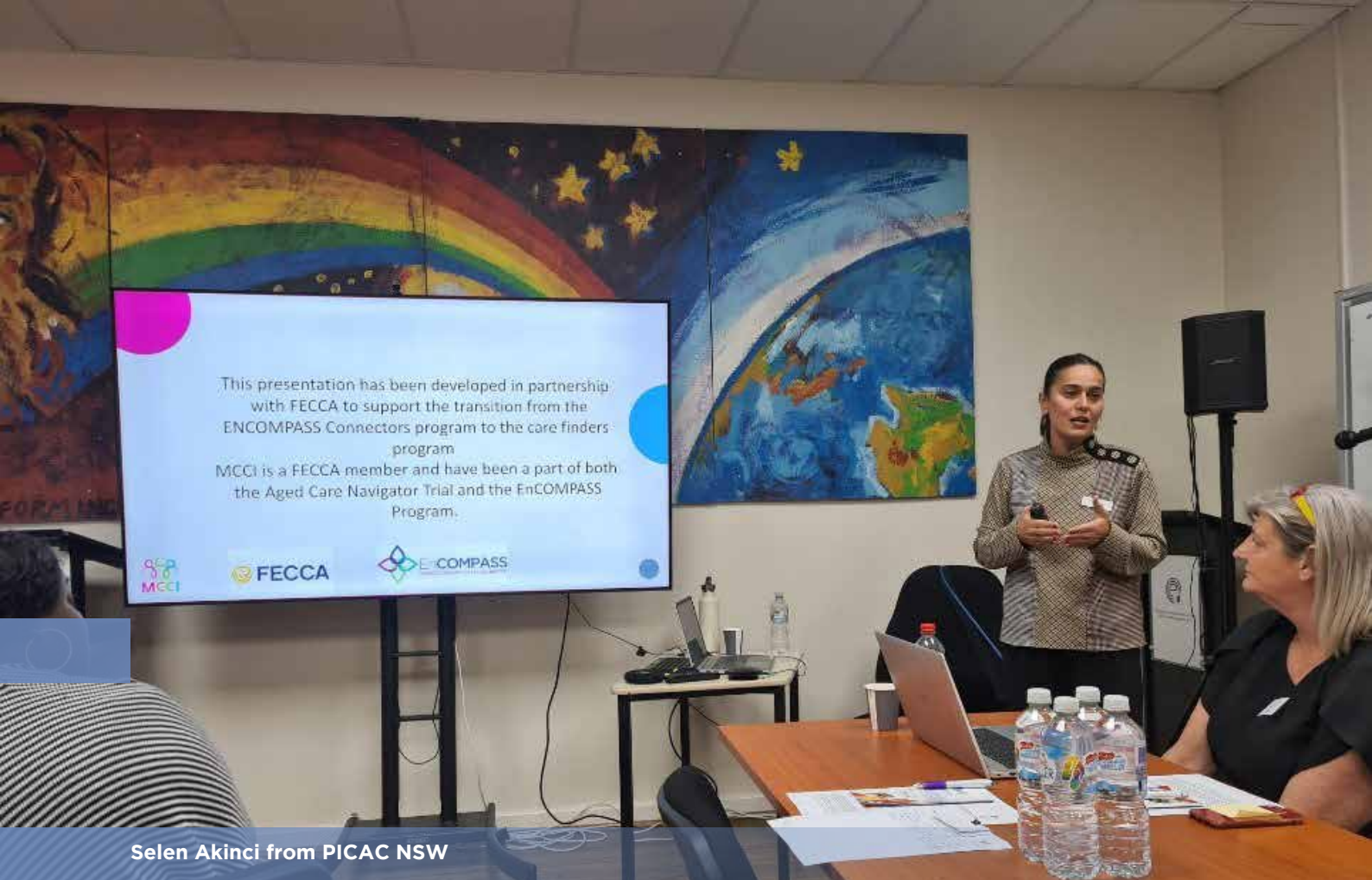
Family Matters parent-child drumming workshop presented by FaCS and Tribal Village with funding from Parenting WA.

EnCompass Aged Care Connector Program

The EnCOMPASS Multicultural Aged Care Connector program is a partnership between FECCA and local community organisations to provide navigational support to older people of Culturally and Linguistically Diverse (CaLD) backgrounds and their communities to access the aged care system and other supports. FECCA was funded by the Commonwealth Department of Health to lead the EnCOMPASS program until June 2023. EnCOMPASS Connectors, Hassan Ibrahim and Vesna Bujak Cirkovic, ran a series of community briefing and touch point information sessions throughout the year and successfully referred all their elderly clients to Care Finder organisations prior to the conclusion of the program. MSC hosted a WA Cultural Responsiveness Workshop in May 2023 with Chung Wah Association, Umbrella and Multicultural Communities Council WA. The purpose of the workshop was to assist Care Finder organisations to understand the complex and diverse needs of CaLD elderly individuals and families and promote inclusive and culturally responsive service delivery to their CaLD consumers and their carers. EnCOMPASS concluded on 30 June 2023.



WA Cultural Responsiveness Workshop. Marlene Marcus (Umbrella), Sally Fan (Chung Wah), Mehwish Ali (MCCWA), Vesna Bujak Cirkovic, Selen Akinci (Key presenter PICAC NSW), Gail Jergow (PICAC WA), Michèle Cohen and Michelle Jensen (Fortis Consulting).



Selen Akinci from PICAC NSW



Vesna Bujak Cirkovic (right) conducting a community briefing session.



Hassan Ibrahim (right) presented a healthy eating workshop for CaLD elderly with North Metropolitan Health Service and Curtin University.

Family Dispute Resolution Program

MSC has three co-located family dispute resolution practitioners at the Perth Family Relationships Centre (PFRC) supported by lead agency, Relationships Australia. The three dispute resolution practitioners are from CaLD backgrounds with extensive experience in working with individuals and families from a culturally sensitive and responsive perspective.

“Our core responsibility is helping separating families and assisting them in the resolution of conflicts that arise from these separations. In our daily work, we understand the potential challenges that arise for

people from culturally and linguistically diverse backgrounds. PFRC allocates cases to us where it is important to understand family dynamics and family structures within a cultural set of beliefs and values. We're also mindful of the difficulties posed by language barriers. That's why having the assistance of interpreters and referrals to MSC services is often a crucial component of our mediation process.

Our mediation process doesn't just focus on parents and kids. We also work with extended family members like grandparents and relatives and in these cases, we will conduct what we call a 'grand parenting mediation.' We also offer support for dividing financial assets through property mediation and we write Financial Settlement Agreements for our clients. As mediators, our journey is a constant learning experience, especially as we navigate the complexities of cultural diversity.”



L-R. Ramdas Sankaran, Maria Ferretti, Nedzada Nadia Loncar and Sebastian Nunez at Perth Family Relationships Centre in October 2022.

Housing Services

As a carryover from the previous year, throughout the six months from July to December 2022, Perth's rental market continued to be plagued by a short supply of vacant rentals. The consequent record low vacancy rate continued to drive up rental prices. The increase in demand to rent was largely driven by the post-COVID return of overseas migrants and international students, individuals and families relocating to Perth from the eastern states as well as those looking to selling their properties facing affordability issues due to increases in interest rates on mortgages. Over the 12-month period ending April 2023, Perth experienced its tightest rental market since 2013, with house rents increasing by 13.1% and unit rents increasing by 13.6%. An alarming fallout of rising demand and short supply has encouraged competition amongst tenants to secure a rental property with reports alleging that many prospective tenants were offering more than the asking price of up to six months of rent in advance. Vacancies are filled very quickly and rents are beyond reasonable. Rent bidding, a virtually unknown phenomenon, continued to plague the market. Many with reasonably good incomes were finding it hard to find a home to rent. Our housing services clients are from CaLD backgrounds. Most rely on Centrelink income alone and obviously have

had very slim chances or none at all of finding rental housing options in Perth. Those who do are left with little or no change to meet the cost of other essential items after paying skyrocketing rents. This situation is unlikely to change for some time yet. Some relief should come with changes to legislation, provision of social housing, reduction in the cost of living pressures, and incentives to employment.

Despite the bleak picture painted above, across three distinct services funded by the Department of Communities to assist individuals and families who are homeless or at risk of homelessness, our case workers doggedly pursued, as they always do, nothing less than positive outcomes, i.e., long term housing, for clients. The time taken with each client increased significantly to achieve this. In most cases an average of no less than 10 applications to rent were prepared and submitted per client with no assurance of a successful outcome. When an application was rejected the entire process of searching for a property, viewing it and applying had to begin all over again. The total number of clients who received assistance under each of three services between July 2022 and June 2023 is shown in the table below:

Program	Number of Clients	Male	Female
Multicultural Housing Services Program	319	115	204
Private Rental Tenancy Support Services Initiative	87	32	55
Multicultural Children Support Service	33	11	22

Our Multicultural Housing Services Program and Private Rental Tenancy Support Services Initiative receive referrals for individuals and families from CaLD backgrounds in need of housing from many community service organisations, hospitals and healthcare providers, the Department of Communities (Housing) and Centrelink. A significant number of these referrals are for single mothers with children alleging domestic violence, families that have received notices to vacate, those who cannot afford rent increases, and singles who are couch surfing or sleeping rough. These circumstances take a toll on people's physical and mental health pushing them into a downward spiral where the

landing ground is a hard one on the streets of Perth and real poverty.

The tight and unaffordable private rental market prompted many clients to apply for public housing even though the waiting list for public housing is still very long and to seek priority public housing without any strong grounds for doing so. Case workers identified cases that had strong reasons to apply for priority and assisted these clients with their applications, with advice on the documentation required to support them, and provided support letters addressed to the Department of Communities

Program Reports

(Housing). In some cases where applications are knocked back, case workers advocate for clients for reassessment of their applications where the client can provide evidence that could be submitted that is strong enough to elicit a positive response.

Given the range of services that MSC provides to people from CaLD backgrounds, workers can confidently take a holistic approach to serving their complex needs. When clients present with housing related issues that need to be addressed, workers ensure that clients are given the option to accept

or decline to get assistance to address other issues that they or the workers identify. The issues could be relating to depression or mental health requiring counselling; financial issues that require alleviating through immediate Emergency Relief and, in the long term, through employment; relationship issues including domestic violence that may or may not require legal advice; and increasingly, chronic homelessness. Many issues are dealt with through other MSC programs and externally if there is no scope for in-house assistance.



L - R: Stella Sokolovic, Ojdana Druskovich, Ha Huyen, Thet War Sein, Ahlem Khadhraoui

Multicultural Children Support Service

For the months of January to June 2023, the Multicultural Children's Services (MCS) maintained the provision of services which aimed to meet the academic, social/emotional, physical, and financial needs of children 4-14 years old from families that were homeless or at risk of homelessness.

A Program facilitated by Hebah Harris and Israa Atti was made available regularly on Sunday in order to maintain consistent contact and upkeep of learning, as well as to provide a routinely safe space for children to relax.

Not only did it provide accessibility to computers for online assignments and research, but homework assistance and tutoring as well. It also gave children new friends, freedom of creativity, and a sense of confidence, autonomy, and ownership of their own learning. Activities included: design and technology projects incorporating general science and mathematical skills as well as knowledge (measurement, hypothesising, inquiry, problem-solving, movement, friction, gravity); literacy and numeracy games covering many cross-curriculum outcomes; movement games incorporating vocabulary, self-regulation, spatial awareness and teamwork; and activities for improving fine and gross motor skills.

Outside of the Sunday Program, financial assistance was provided for school uniforms and extracurricular activities, and further help given in accessing government vouchers and other community sporting programs. Clients were also aided in school liaison and advocacy, as well as via referral and liaison with external agencies. The provision of school holiday programs was also beneficial in that it provided access to what are usually costly programs, facilitated in, or close to, our usual locations, overcoming issues such as affordability and transport.



Jobs & Skills Centre

Exceeding of KPIS at an average of 138% for the first year of the new 3-year contract with the Department of Training and Workforce Development (DTWD) for provision of Specialist Jobs and Skills Centre services for Culturally and Linguistically Diverse (CaLD) clients. 4657 individual services to clients and additionally 480 services to organisations were delivered over 10 service category types with 3417 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.

A very successful SHINE (Success, Hope, Inspire to independence, New Skills and Empowerment and Employment) one-year Local Jobs Program for the North Metro area through the Department of Education, Skills and Employment. 50 women from migrant backgrounds whose career aspirations were impacted by trauma, migration, caring and other responsibilities participated and graduated from this program. This pre-employment and Personal development program had rave reviews from the women who hailed from 17 different countries of origin.

Across the 4 intakes the outcomes are classified as below:

Outcome	Participant Numbers
Employment/ Work Experience/ Voluntary work/ Self-employment/ referral to jobs and awaiting placement	15
Training	20
Education / English classes to enhance ability to compete and participate in the workforce	13
Other major barriers being/ to be addressed (e.g., mental health)	2



This is a great achievement for a pre-employment program where 96% of all participants are on the pathway to employment.

Other benefits/ Achievements: Participants reported a high degree of a feeling of “belonging”, they felt socially included and they stated their confidence after the program had increased tremendously and they were now capable knowing where to go for assistance in their next step of career decision-making. They also requested assistance with community participation activities which MSC is in the process of coordinating / delivering, e.g. conversational English classes, sewing and other skills with training in an informal environment.





LRF GRADUATION

SHINE - SUCCESS, HOPE, INSPIRE TO INDEPENDENCE, NEW SKILLS AND EMPLOYMENT

The third and fourth intakes of the SHINE Local Recovery Funded Activity have now graduated!

The Multicultural Services Centre Western Australia hosted graduation ceremonies celebrating the women who completed this course. This Local Recovery Funded Activity has empowered 50 women from 17 countries. What an achievement.

The Workforce Australia Local Jobs Perth North are proud to have been able to support this Local Recovery Fund Activity.



The Workforce Australia Local Jobs program is funded by the Australian Government Department of Employment and Workplace Relations.



CONTACT US:
pnsupport@employmentfacilitatorwa.com.au



Connect with us on
Social Media

Good relationships with stakeholders:

1. DTWD - Audits/ meetings with the Contracts Manager of the Department, have continued to provide positive feedback on our Specialist Services. This was not limited to our achieving / exceeding KPIs but also encompassed audits on our service quality, integrity of our data and client feedback. We are also used as a contact for special recruitment projects for industry and sector training programs to address skills shortages - e/g Roads / HR licences; Aged Care; Hospitality.
2. TAFEs and Schools - strong partnerships continued with ongoing requests to deliver workshops and individual sessions at different English levels and sites.
3. Workforce Australia agencies - In 2022 most agencies who had Federal contracts to deliver employment services in our areas of operation lost their contracts. The past year saw us build relationships with the new providers.
4. Local councils/ libraries - Both North and South of the river, we have a presence with the main libraries (Mirrabooka and Cannington areas) and regularly make ourselves available to offer workshops and information sessions on career planning, training courses and employment opportunities.
5. Registered Training Organisations (RTOs) - Stanley College is working closely with us to offer programs for our client groups with extra sensitivity to our client needs as is the Australian Technical College, Industry Skills Training Centre, Insight, Western Roads (DRM Driver Training).
6. Study Perth - With the gradual return of international students to Perth, we have been asked to continue to provide career counselling services at the Study Perth Hub in Wellington Street, starting with some group presentations on Working in Australia.
7. Women's Refuges - Contacts continue to be nurtured and developed to assist a growing number of women affected by Family and Domestic Violence who are seeking career options and starting in / returning 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 our own organisation - A concerted effort was 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, the 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.
11. Representation on Local Jobs North Committee and the Metronet committee to advocate on behalf of our client base.

Major changes in the program

■ The Department for Training and Workforce Development having extended our Specialist Jobs and Skills Centre (JSC) Services for 3 years to 2025, all JSC staff were taken off annual contracts and are now “permanent staff”.

■ 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 2022-23.

■ Planning Days – A day in December and one day in June have been utilised by the team to decide on the best ways to achieve KPIs as a team, how to improve quality and reach of our services, how to improve efforts to Network and how to work “smart”. Action oriented analyses with measurable outcomes have been a motivating factor for the team and has engendered high team performance and unity of purpose.

■ Staff Health/ Mental Health - All JSC staff are compliant with State Health orders and have been offered flexible working opportunities.

Client events of significance

■ Good News Stories – These are client success records which are highlighted every month. These stories are evidence of the positive and life-changing impact our services have on CaLD clients in opening doors and giving them a “hand up” for their futures. Every month we record stories of significant impact through our assistance to clients whose career development we have facilitated. One of our main success stories for the year was the nomination of Olga, pictured below for the CaLD trainee of the Year Awards. Olga has been selected as a finalist for the Award and it is hoped she will win. She came from Ukraine and after career counselling sessions during her English courses at TAFE, continued to obtain a Certificate IV in Health and Safety and has now found a job with the Perth Mint.



Apart from crediting the Career Development support she received, Olga also sent us this message:

"I extend my heartfelt gratitude to you and your team for the unwavering support during the WA Training Awards preparations."

People & Culture

The financial year commenced with the People and Culture program located within the jurisdiction of Anil Wijesinghe, Executive Manager Corporate Service, with Barbara Sanghani as its Team Leader.

The structure has since evolved with Anil's contract coming to an end, Barbara taking on the team leader responsibility for Compliance and Governance and Joyce Chen taking over as Team Leader for People and Culture.

Key Achievements

- Contributed significantly to the organization's growth:

- 116 new hires onboarded, including 12 volunteers

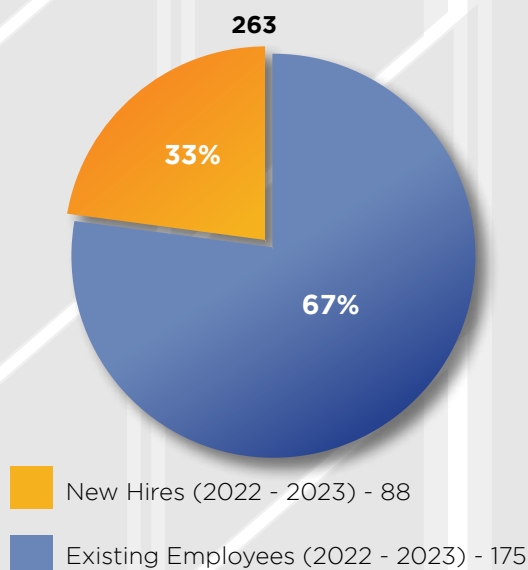
- Smooth transition of MMRC staff to MSC within a very short time frame

- Effectively represented MSC at external events, participated in the Boutique Job Café at Girrawheen, and worked together with the Jobs and Skills Centre to represent MSC vacancies and services.

- Successfully cooperated with Jobs and Skills Centre, delivered presentations to Shine project clients (professional CaLD women), and shared our recurring vacancies and key requirements for the role.

- Since there were many changes to the SCHADS Awards effective from 1 July 2022, such as minimum engagement hours, client cancellation, broken shifts, etc., the People and Culture team provided the interpretation of these changes to operation staff and worked with them to manage the change appropriately and thus comply with the Award requirements.

Total Number of Employees (by June 30th, 2023):



People & Culture Team
Agata Lewandowska-Sobkow - Lina Alvarez - Joyce Chen - Madonna Manzanares

Settlement Engagement & Transition Support (SETS)

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

SETS service areas are Metro: Perth Inner, Perth-South East, Perth-South West; Regional: Mandurah and Bunbury and the program operated from the following locations:

Metro: MSC Offices: Cannington & North Perth and North Metro TAFE Northbridge campus

Regional: Bunbury Milligan CLRC, Carey Park; Mandurah office shared with the Peel Multicultural Association.

In terms of individual client contacts, as recorded in DEX, the total number of individual clients was 279 (211 females and 68 males) and number of individual client sessions was 1069, i.e., an average of 5.6 sessions per client. According to DEX the average satisfaction score was 4.87.

The DEX report indicates that in terms of LGA (Local Government Area) the highest number of clients was coming from Mandurah (59), followed by City of Gosnells (36), City of Canning (32), City of Stirling (23), Bunbury (22) and City of Wanneroo (21).

The highest number of individual client services was provided from our office in Cannington (95), followed by our offices in Mandurah (75), Bunbury (50), North Perth (46), and North Metro TAFE, Northbridge Campus (35).

In terms of country of origin, the majority of clients were from Myanmar (26.2%), followed by those from Afghanistan (14.7%), Philippines (11.5%), Indonesia (3.9%), Iran (3.9%), China (32.2%), Eritrea (2.9%), India (2.9%) and Ukraine (2.9%).

In terms of language most clients (12.5%) spoke Dari, followed by Karen (11.1%), Chin Haka (8.2%), Tagalog (7.2%), Arabic (6.8%). The other common language

groups were: Burmese, Filipino, Indonesian and Persian.

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

- Certificate III in Education Support course (ESC) in Mandurah by the Fremantle Education Centre (FEC) for CaLD women started on 15 November 2021 and continued until the end of December 2022, three days per week, excluding school holidays. The number of SETS clients enrolled in this course with FEC increased from seven to eight.

- Certificate III in Early Childhood Education course (ECEC) in Mandurah by the Fremantle Education Centre (FEC) for CaLD women, from July to December 2022, three days per week. Seven clients completed this course.

Both courses were held at our Mandurah office and FEC provided a creche.

The Graduation ceremony was on 27th June 2023. Work placements for students will be organized with Anglicare, Mandurah Primary School, Peel Volunteer Resources Centre and Waroona Community and Family Centre.

A Digital mentoring course which started on 20 June 2022 at our Mandurah office for participants to gain basic computer skills continued into 2022-23.

One of SETS service objectives was to engage with services and agencies to build partnerships and referral channels to assist clients. SETS Case Manager participated in the Working Group of the WACHS (Western Australian Country Health Service) South West Multicultural Group in Bunbury. The purpose of SETS inclusion in the Working Group

was to provide consultation and advice regarding interactions with patients from CaLD communities, use of interpreters, creation of appropriate signage and messaging for CaLD patients. Feedback received from Paediatric Ward Nurse Bunbury Regional Hospital to our SETS Case manager, following up on a presentation regarding MSC services and TIS:

I just wanted to say a BIG thankyou for coming to Bunbury Regional Hospital to speak to staff about the Multicultural services and issues relating to CaLD clients in the community.

We all really enjoyed and appreciated your passion for providing equality and empathy to your clients, your enthusiasm is infectious!

We have your handouts for your SETS program and groups up and visible for our consumers and now we will refer all eligible dependents to your services.

The information you presented in regards to use of interpreter services in the hospital was especially appropriate, this information has been passed onto the floor staff and gaps of knowledge have been addressed.

For the paediatric ward staff we found it valuable the need to engage with Interpreter services for both the parents despite if one has proficient English! You have empowered staff to be confident to give our CaLD patients a voice and to utilize TIS for all interactions!

With the closure of the Metropolitan Migrant Resource Centre both SETS programs (SETS Clients Services and SETS Youth Services for 12 – 25-year-old) were transferred to MSC on 1 January 2023 including the provision of SETS services from Herb Graham Centre in Mirrabooka as a partner with the City of Stirling as lead agency in the consortium that includes Ishar, ASeTTS and Youth Futures Welcome Hub.

MSC's performance from 1 January to 30 June 2023 in the City of Stirling led consortium is as follows:

In terms of individual client contacts, as recorded in DEX, the total number of individual clients was 358 (213 females and 145 males) and number of individual client sessions was 1194, i.e., an average of 4.6 sessions per client. According to DEX the average satisfaction score was 4.9.

The DEX report indicates that in terms of LGA (Local Government Area) the highest number of clients were from the City of Stirling (225) – Balga, Nollamara and Girrawheen being the most common suburbs, followed by those from the City of Wanneroo (86), City of Bayswater (18), City of Swan (16) and City of Joondalup (5).

Almost all individual client services (307) were provided from the MSC office in Mirrabooka, or the Herb Graham Centre. Additionally SETS Youth program based at our Mirrabooka office provided services to 51 clients.

Program Reports

In terms of country of origin, the majority of clients were from Myanmar (23.5%), followed by those from Eritrea (14.2%), Iraq (11.2%), Syria (10.3%), Afghanistan (8.7%), Ethiopia (7.3%), Iran (4.2%), Sudan (3.4%) and DR Congo (3.1%).

In terms of language most clients spoke Arabic (28.2%), followed by Tigrinya (12.0%), Karen (11.2%), Burmese (7.3%), Oromo (5.0%), Dari (4.7%), Persian (4.7%), Hazaraghi (3.7%) and Swahili (3.4%).

There were five monthly gatherings of the Women's Support Group with the following structure - a presentation by a relevant service provider, chat and socialising, Bingo, and a light lunch at the Hainsworth Centre, Girrawheen on:

- 15th February 2023 - 12 ladies
- 15th March 2023 - 8 ladies
- 12th April 2023 - 17 ladies
- 10th May 2023 - 23 ladies
- 7th June 2023 - 18 ladies.



Vimauna (Breaking the Silence)

Workshops were delivered to clients on Domestic and Family Violence. The workshops aimed to help clients build healthier and happier relationships, empower them on how to use critical thinking skills to solve problems, how to care for self and family members and where to get help when required. The sessions were planned and delivered in a culturally and appropriate way and delivered by language groups as follows:

- 9th June 2023, 20 Arabic speaking clients;
- 14th June 2023, 20 Karen speaking clients;
- 16th June 2023, 11 Persian speaking clients;
- 23rd June 2023, 17 Tigrinya speaking clients.



SETS Youth:

Two Life skills programs were delivered in partnership with Intensive English Centres of two schools: Balga Senior High school and Aranmore Catholic College.

The focus of the term 1 2023 was Self Development, to assist young people identify goals and to make plans on how to achieve them.

- 7-week Life Skills program was delivered at Aranmore Catholic College February-April 2023, Total Participants -165
- 7-week life skills Balga Senior High school, February - April 2023, Total Participants -148

Term 2 2023, Emergency services focused on creating awareness regarding emergency services available in Western Australia and how to contact, when to contact and types of emergency that one may encounter:

- 9-week Life Skill program was delivered at Aranmore Catholic College April-June 2023, Total Participants - 295
- 5-week life skills Balga Senior High school April-June 2023, Total Participants - 72

Belonging through Citizenship (BTC)

The BTC project was funded by the Office of Multicultural Interests (OMI) to deliver a 12-month program of regular workshops teaching the steps to obtain Australian citizenship and the skills required to practice and undertake the Citizenship Test. The project started on July 1st 2022 by the MMRC was transferred to MSC on January 1st 2023.

The aim of the project was to engage up to 200 participants from targeted migrant backgrounds and in doing so build the capacity of new migrants, particularly those from humanitarian and refugee backgrounds, to participate and contribute to the civic and economic life of Western Australia.

Initially the target groups were members of the Oromo, Tigrinya, Chin and Karen communities in WA. Since the project was transferred to MSC it was broadened to include Afghan women. MSC was required by way of the project objectives to undertake workshops to enhance the capacity of women, Afghani in particular, to pass the citizenship test and in the process document the effort that was involved to hopefully provide relevant information that can be used to advocate for changes to the Test.

The Citizenship Information Sessions that included presentations, provided an opportunity to learn about the Australian Citizenship test, becoming an

Australian Citizen, privileges responsibilities and values as an Australian citizen, etc. The important part was the opportunity to participate in an online Citizenship sample test numerous times.

The following sessions were organized:

27/02/2023	Afghani women	Mirrabooka	8
01/03/2023	Chin community	Mirrabooka	10
07/03/2023	Chin community	Mirrabooka	4
13/03/2023	Afghani women	Mirrabooka	6
09/05/2023	Chin community	Mirrabooka	6
10/05/2023	Chin community	Mirrabooka	6
22/05/2023	Afghani women	Mirrabooka	4.

Additionally, the BTC Program Officer provided about 100 individual client contacts assisting them with on-line practice of the citizenship test. More practice increased confidence to sit the test. While most of our clients are still waiting to sit the test, some have already successfully passed it.

Australian Citizenship is an important part of the settlement journey particularly in building a strong sense of inclusion, participation and commitment to Australia. The BTC project assisted many to achieve this.

SETS Staff

L-R: Feloora Kiani, Say Paw Hay, Rasha Saweris and Suhair Mustafa



Special Projects

The following projects were undertaken by the Special Projects team during July 2022 to June 2023

- Organ Donation - 10 community workshops, podcasts and expos - Coordinated by Dr. Lana Abdullah, funded by Donate Life Canberra. Workshops were delivered in conjunction with Donate Life WA, Department of Health.
- Cancer Consultation - 20 community consultations and 2 workshops were conducted - Coordinated by Dr. Lana Abdullah and funded by the Cancer Network Department of Health
- Multicultural Dolls project - Coordinated by Vidhu Karolia, set up a community Enterprise. The project is continuing as Sew and Socialise. The Dolls project was funded by Lotterywest WA.
- Occupational Specific Food Industry Training (OSFIT) - Coordinated by Vidhu Karolia, completed Cycle 4 January 2022 to June 2023 from Mirrabooka and now Cycle 5 held at IQRO from Cannington and currently assisted by Mutiara - conducted in conjunction with North Metropolitan TAFE English and CKSS - Funded by the Department of the Prime Minister and Cabinet, Government of Australia



- Communities Connect - Mental Health sessions and Expo - Coordinated by Tanin/Dr. Lana Abdullah. Facilitated by Adi, Vidhu. Activities were held in Bunbury, Busselton, Albany, Katanning, Harvey and Mandurah.



- MY Choice Our Choice (MCOC) - 1 Pilot MCOC for Multicultural Wellness Connectors and 10 community workshops were delivered - Coordinated by Lana Abdullah and facilitated 5 by Adrienne Gordon and 5 by Pokua Asomani.
- Volunteering Management - 8 workshops were conducted. Facilitation was shared by Volunteer SouthWest, Linda Vettoor, Pokua Asomani, MSC. Video podcasts on Volunteering were produced to be used as an educational tool for future programs.

Program Reports

- Vimauna workshops conducted for City of Stirling - 6 workshops - Conducted by Lana Abdullah and facilitated by Adrienne Gordon and Pokua Asomani
- Rivers - Mental Health Project - Started in April 2023 - Three-year project Coordinated by Dr. Lana Abdullah
- Zero Tolerance Project - online programs for staff and community workers aimed at preventing sexual harassment in the workplace, started in April 2023 - Coordinated by Dr. Lana Abdullah along with Sentrient Services Victoria.





On behalf of our Siyin Chin Group, I would like to thank MSC and its team.

*Thank you Mr. Ramdas, CEO of MSC
Thank you Shobhana, Vidhu, Tanin, Lana and Adi.*

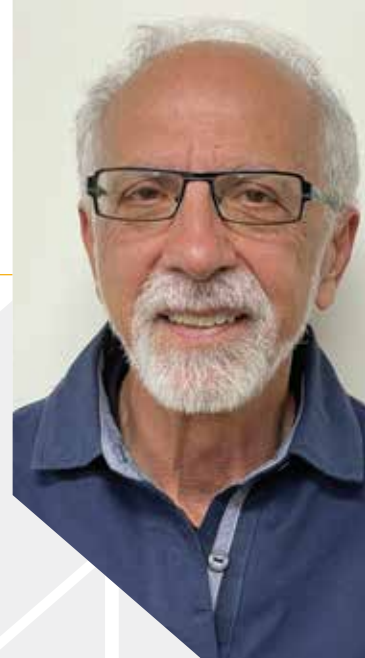
We are refugees from remote Chin Hill of Burma. We are poor, No schooling and with no skills. Thank you all for teaching us sewing. Now we become more confident in sewing, speaking English and dealing with people. Thank you for taking all of us down to Bunbury, Katanning and Albany. We don't have money and friends there. It is very good for us to see many people and beautiful landscapes.

Now we can earn some money from sewing. We tell our friends about MSC. They all want to join MSC. We want to give you our small present of our Chin Cultural dress. May God Bless you all.

Thank You.

*Kind regards
Siyin Chin Group*

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 2023:

- 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

2022-23 was another great year for MSC. Whilst the increase in the total income of MSCWA was not as high as 2021-22 i.e., 20.33%, it still increased by 15.42% from \$12.37 million in 2021-22 to 14.28 million in 2022-23.

Our grants income also grew but the increase was not as substantial as last year, i.e., it grew by \$0.495 million or 8.86%.

Our two major fee for service programs namely aged care and disability have continued their significant growth trend, with fee for service income growing by \$1.34 million (about 20.7%) from about \$6.5 million in 2021-22 to about \$7.83 million in 2022-23.

Our total expenses increased by only 5.98%, and in the case of 21 of the 46 items of expenditure, we spent less than what we did in 2021-22. Consequently, the operational surplus less depreciation increased significantly i.e., by \$1.18 million. This resulted in Total Members Funds of \$8.39m.

MSC is continuing to strengthen its compliance, governance, risk management etc. and from July 2023, it also needs to accommodate the new hourly wage rate representing an increase of 5.75% for all staff and 20% increase on top of

that for Support Workers covered by the Home Care stream of the SCHADS Award as well as the employer superannuation contribution payment which increased to 11%.

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

Acknowledgements

Amy San Pe, our Finance Manager as always, prepared and managed the accounts and related administration tasks meticulously and efficiently. 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.

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 2023**

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

CERTIFICATION BY THE BOARD OF MANAGEMENT

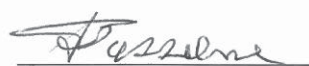
The Board of Management has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

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 2023 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 12th DAY OF October 2023

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 2023, 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 ¹³ DAY OF OCTOBER 2023

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 2023, 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 2023 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 13th DAY OF OCTOBER 2023.

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2023**

	2023	2022
	\$	\$
INCOME		
Grants	6,085,190	5,589,667
SACs Payment	63,108	61,241
Interest	25,533	6,573
Fees for Services	7,832,719	6,489,225
Other Income	230,794	190,437
COVID-19 (Related)	26,128	36,360
Profit/(Loss) on Sale of Assets	18,488	-
Total Income	<u>14,281,960</u>	<u>12,373,503</u>
EXPENDITURE		
Employee Benefits Expenses	10,417,639	9,593,136
Depreciation	178,178	171,178
Expenses (Grants and Projects)	879,649	1,090,681
Other Expenses	1,416,221	1,312,264
Total Expenditure	<u>12,891,687</u>	<u>12,167,259</u>
Surplus before Other Comprehensive Income	1,390,273	206,244
Other Comprehensive Income	-	-
Total Comprehensive Income for the year	<u><u>1,390,273</u></u>	<u><u>206,244</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 2023**

	NOTES	2023 \$	2022 \$
CURRENT ASSETS			
Cash and cash equivalents	2	3,825,750	3,971,531
Other Financial Assets	3	700,000	28,467
Stock on Hand/ In Store (Food Voucher/Food)		7,650	12,350
Trade and other receivables	4	1,135,350	614,194
Prepayments	5	50,472	51,400
		<u>5,719,222</u>	<u>4,677,942</u>
NON-CURRENT ASSETS			
Property, plant and equipment	6	<u>5,998,498</u>	<u>5,273,263</u>
TOTAL ASSETS		<u>11,717,720</u>	<u>9,951,205</u>
CURRENT LIABILITIES			
Trade and other payables	7	836,385	720,094
Grants Unexpended & Rent in advance	8	835,169	679,265
Provisions	9	1,301,745	1,123,075
		<u>2,973,299</u>	<u>2,522,434</u>
NON-CURRENT LIABILITIES			
Borrowing (Interest Bearing) - Secured	10	3,764	4,152
Provisions	9	236,478	322,593
Trade and other payables	7	113,380	101,500
		<u>353,622</u>	<u>428,245</u>
TOTAL LIABILITIES		<u>3,326,921</u>	<u>2,950,679</u>
NET ASSETS		<u>8,390,799</u>	<u>7,000,526</u>
MEMBERS' FUND			
Retained Surplus	11	8,390,799	7,000,526
TOTAL MEMBERS' FUND		<u>8,390,799</u>	<u>7,000,526</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 2023

	Retained Surplus 2023 \$	Retained Surplus 2022 \$
Opening balance as at 1 July (at beginning of year)	7,000,526	6,794,282
Surplus/(Deficit) for the year attributable to members of the entity	1,390,273	206,244
Closing balance as at 30 June (at end of year)	8,390,799	7,000,526

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2023

	Note	2023 \$	2022 \$
<u>Cash Flows from Operating Activities</u>			
Grants		5,752,471	5,386,526
SACs		69,418	67,365
Fees		7,318,133	6,376,578
Projects Receipt		1,094,198	762,107
Interest (Receipt)		25,533	6,573
COVID-19 (Related)		28,740	36,360
Other Receipts (Rental/Membership/Donation/etc.)		233,999	190,437
GST refund/(paid)		-277,211	-487,124
Interest (Payment)		-212	-121
Payments to Suppliers and Employees		-12,834,480	-12,578,690
Net Rental Deposits Received/(Paid)		476	2,184
Net Cash provided by (used in) operating Activities	12(c)	1,411,065	-237,805
<u>Cash Flows from Investing Activities</u>			
Proceeds of Sale of Assets		18,488	-
Investment in Term Deposit		-671,533	-23
Payment for Property, Plant, Equipment and Vehicles		-903,413	-113,918
Net Cash provided by (Used in) Investing Activities		-1,556,458	-113,941
<u>Cash Flows from Financing Activities</u>			
Repayment of borrowing (Bendigo Bank)		-388	-4,054
Net Cash provided by (Used in) Financing Activities		-388	-4,054
Net Increase/(Decrease) in cash in hand		-145,781	-355,800
Cash at beginning of Financial Year		3,971,531	4,327,331
Cash at end of Financial year	12(a)	3,825,750	3,971,531

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 2023**

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

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

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

AASB 101 - Presentation of Financial Statements

AASB 107 - Statements of Cash Flows

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

AASB 1048 - Interpretation of Standards

AASB 1054 - Australian Additional Disclosures

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

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

(a) Property, Plant & Equipment

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

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

(b) Impairment of Assets

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

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

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023**

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

(c) Income Tax

The association is exempt from income tax.

(d) Revenue and Other Income

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

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

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

Interest revenue is recognised when earned.

(e) Goods and Services Tax (GST)

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

(f) Borrowing Costs

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

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

(g) Employee Provisions

Annual Leave and Annual Leave Loading

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

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023**

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 2023:

1. Multicultural Services Centre (MSC), Counselling Services (MAITRI), Relationships Australia WA (RAWA) (Funded by Relationships Australia WA), Multicultural Disability Services Program (MDSP) and Independent Disability Services (IDS) (Funded by NDIA), Independent Support Services – Brokerages (ISS), Disability Support for Older Australians-Activity Program (DSOA) (Funded by Department of Health), Job and Skills Centre Services (JSC) (Funded by Department of Training and Workforce Development), Projects (Funded by Office of Multicultural Interests, Department of Communities, Department of Health, Department of Education Skills and Employment, StudyPerth, Lotterywest, City of Stirling, NM TAFE, Organ and Tissue Donation and Transplantation Authority, Department of Education, Department of Communities, Department of Health - Health Networks, WA Department of the Prime Minister and Cabinet, Primary Health Alliance, FECCA, Rise Network, Volunteer Centre of WA Inc.)
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), Family and Community Support (FaCS) (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 2023

	2023 \$	2022 \$
2. CASH AND CASH EQUIVALENTS		
Cash Assets		
Bendigo Bank - Cheque Account	3,151,072	1,832,190
Bendigo Bank - LSL Account	-	832,274
Bendigo Bank - Asset Replacement/Reserve Fund Account	623,926	516,991
Bendigo Bank - Natural Disasters (Donation)	13	3,395
Bendigo Bank - Term Deposit Accounts	-	738,173
Bendigo Bank - Debit Cards Accounts	42,639	41,108
Cash on Hand	8,100	7,400
	<u>3,825,750</u>	<u>3,971,531</u>
3. Other Financial Assets		
Bendigo Bank - Term Deposit Account	700,000	28,467
	<u>700,000</u>	<u>28,467</u>
4. TRADE AND OTHER RECEIVABLES		
Accrued Income		
Services Fees Accrual - CHSP	342,552	28,902
Services Fees Accrual - HCP	325,433	17,093
Services Fees Accrual - MDSP (NDIA)	214,932	416,557
Services Fees Accrual - IDS	11,591	20,739
Services Fees Accrual - ISS (Brokerage Services)	19,305	15,298
Services Fees Accrual - Projects	34,560	-
Accrued Income (Insurance)	8,934	-
Accrued Income (Bank Interest)	16,350	-
Rent - Accrual (CHP)	-	432
	<u>973,657</u>	<u>499,021</u>
Trade Debtors		
Australian Taxation Office (GST)	53,962	44,006
Projects - Services Fees	78,847	28,322
Gardening Services	286	-
Loop - Services Fees	-	2,648
LGIS Insurance - Payment	-	14,375
Bond from Clients/Others - MSC & CHSP & CHP	16,289	16,034
Reimbursement for Wages (CHSP)	1,495	-
Reimbursement for Catering (Umbrella Multiicultural Community Care)	170	-
Reimbursement for office expenses from ECC	10,644	9,788
	<u>161,693</u>	<u>115,173</u>
Total Trade and Other Receivables	<u>1,135,350</u>	<u>614,194</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

	2023 \$	2022 \$
5. PREPAYMENTS		
Utilities/Security - Paid in Advance	1,385	811
MV Licence Fees - Paid in Advance	6,113	5,987
Rent - Paid in Advance	2,900	3,529
Services Fees - Paid in Advance	10,192	1,506
Subscriptions - Paid in Advance	28,822	35,933
Rate and Taxes	1,060	3,634
	<u>50,472</u>	<u>51,400</u>
6. PROPERTY, PLANT AND EQUIPMENT		
Land at cost	<u>2,837,162</u>	<u>2,424,662</u>
Building at cost	3,413,533	3,029,611
Less: Accumulated Depreciation	<u>-515,577</u>	<u>-451,733</u>
	<u>2,897,956</u>	<u>2,577,878</u>
Motor Vehicle at Cost	975,938	929,350
Less: Accumulated Depreciation	<u>-820,939</u>	<u>-797,040</u>
	<u>154,999</u>	<u>132,310</u>
Plant and Equipment at Cost	375,586	354,281
Less: Accumulated Depreciation	<u>-267,205</u>	<u>-215,868</u>
	<u>108,381</u>	<u>138,413</u>
Total Property, plant and equipment	<u>5,998,498</u>	<u>5,273,263</u>
7. TRADE AND OTHER PAYABLES		
Current		
Australian Taxation Office (GST)	196,511	79,251
Trade Creditors/Accruals	171,463	209,833
Payroll Liabilities	455,322	418,652
Bond Holdings	13,089	12,358
	<u>836,385</u>	<u>720,094</u>
Non-Current		
Other Liabilities	<u>113,380</u>	<u>101,500</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

	2023 \$	2022 \$
8. GRANTS UNEXPENDED & RENT IN ADVANCE		
CHSP - Unspent Fund	219,225	198,957
HCP - Unspent Fund (Clients)	76,814	120,528
MHSP - Brokerage Fund - Unspent	7,146	2,769
ER - Grant in Advance (Lotterywest)	197,501	66,102
MSC - Grant in Advance - FDV (SETS) and Zero Tolerance Projects	108,711	-
MSC - Unspent Fund (OSFIT)	222,829	-
CHP - Unspent Fund (SHERP project)	-	45,053
MSC - Grant in Advance (OMI-My Health Our Health Project)	-	100,000
MSC - Unspent Fund (OMI-Wellness Centre Extension)	-	48,500
MSC - Unspent Fund (OMI-CaLD Women's Shed)	-	9,025
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	2,943	3,618
	<u>835,169</u>	<u>679,265</u>
9. PROVISIONS		
Current		
Provision for Annual Leave	537,143	542,174
Provision for Annual Leave Loading	64,748	-
Provision for Long Service Leave	621,334	509,681
Provision for Redundancy	78,520	71,220
	<u>1,301,745</u>	<u>1,123,075</u>
Non- Current		
Provision for Long Service Leave	<u>236,478</u>	<u>322,593</u>
10. BORROWINGS (INTEREST BEARING)		
Non-Current - Loan (Secured)	<u>3,764</u>	<u>4,152</u>
11. RETAINED SURPLUS		
Retained Surplus - at beginning of financial year	7,000,526	6,794,282
Surplus/(Deficit) for year	<u>1,390,273</u>	<u>206,244</u>
Retained Surplus - at end of financial year	<u>8,390,799</u>	<u>7,000,526</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

	2023 \$	2022 \$
12. CASH FLOW INFORMATION		
(a) Reconciliation of cash		
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:		
Bendigo Bank - Cheque Account	3,151,072	1,832,190
Bendigo Bank - LSL Account	-	832,274
Bendigo Bank - Asset Replacement/Reserve Fund Account	623,926	516,991
Bendigo Bank - Natural Disasters (Donation)	13	3,395
Bendigo Bank - Term Deposit Accounts	-	738,173
Bendigo Bank - Debit Cards Accounts	42,639	41,108
Cash on Hand	8,100	7,400
	<u>3,825,750</u>	<u>3,971,531</u>
(b) Other Financial Assets		
Bendigo Bank - Term Deposit Account (LSL)	700,000	28,467
	<u>700,000</u>	<u>28,467</u>
(c) Reconciliation of Cash Flow from Operations with Surplus/(Deficit) from Ordinary Activities		
Surplus/(Deficit) from operations	1,390,273	206,244
Non-cash flow in profit from ordinary activities		
Depreciation	178,178	171,178
(Profit)/Loss on Sale of Assets	-18,488	-
Change in Assets & Liabilities		
(Increase)/Decrease in Stock on Hand/in Store	4,700	-1,900
(Increase)/Decrease in Trade Debtors	-36,564	-7,260
(Increase)/Decrease in Accrued Income	-474,636	-123,195
(Increase)/Decrease in Prepaid Expenses	928	-15,234
Increase/(Decrease) in Provision	92,555	330,234
Increase/(Decrease) in Trade Creditors & Accruals	166,815	-673,545
Goods and Services Tax - movements	107,304	-124,327
Cash flow from operations	<u>1,411,065</u>	<u>-237,805</u>

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

NOTES TO FINANCIAL STATEMENT FOR THE YEAR ENDED 30 JUNE 2023

13. CONTINGENT LIABILITY

No contingent liabilities existed at 30 June 2023.

14. EVENTS AFTER THE REPORTING DATE

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

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

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

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

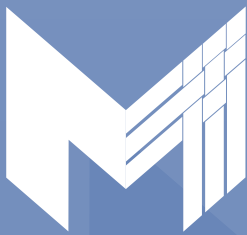
**STATEMENT OF PROFIT OR LOSS (DETAILED)
FOR THE YEAR ENDED 30 JUNE 2023**

	2023	2022
	\$	\$
INCOME		
Grants	6,085,190	5,589,667
SACs Payment	63,108	61,241
Donations	48,465	13,304
Fees for Services	7,832,719	6,489,225
Interest	25,533	6,573
COVID-19 (Related)	26,128	36,360
Other Income	32,045	35,041
Rental Income	150,284	142,092
Profit/(Loss) on Sale of Assets	18,488	-
Total Income	14,281,960	12,373,503
EXPENDITURE		
Accommodation	36,865	39,042
Accounting & Audit Fees	18,287	17,811
Activities	17,312	11,350
Advertising	3,714	4,680
Bad Debts	2,551	6,232
Bank Charges	2,456	2,469
Cleaning	110,553	90,292
Computer Expenses	15,867	23,302
Conference/Seminar	127	1,003
Consultancy	12,758	54,889
COVID-19 (Related)	1,992	34,536
Donation/Sponsorship	51,851	9,677
Dues and Subscription	90,288	80,024
Emergency Relief Grant - Distribution	128,306	218,350
Expenses for Brokerage Fund - Distribution	6,477	14,452
Expenses for Project based Grants	167,814	216,393
Expenses (non-wage) for Services	577,052	641,486
Expenses (40th Anniversary)	-	40,521
Equipment Purchase (not capitalised)	9,853	18,660
Interest on Mortgage	212	121
Interpreting Services	1,559	760
Insurance - Association Liability, Business Combined, Legal	43,994	39,373
Insurance - Motor Vehicles, Composite	20,932	19,744
Insurance - Employer Journey	2,021	2,022
Kitchen equipment	6,566	3,791
Maintenance (Houses)	28,562	45,333
Maintenance - Offices/Equipment/Furniture	90,503	42,944
Marketing & Promotion/Community Development	10,132	2,086
Meals (CHSP)	76,143	71,948
Meeting Expenses - AGM/Board/General	2,038	659
Mileage/Parking/Taxi	313,579	198,626
Balance c/fwd.	1,850,364	1,952,576

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA INC.

**STATEMENT OF PROFIT OR LOSS (DETAILED)
FOR THE YEAR ENDED 30 JUNE 2023**

	2023	2022
	\$	\$
Balance b/fwd.	1,850,364	1,952,576
Motor Vehicle Expenses	102,979	104,738
Other Expenses	531	921
Postage/Photocopying/Printing/Stationery	30,400	30,309
Rates and Taxes	20,972	9,877
Rental Expenses	57,296	66,720
Salaries & Wages	9,280,575	8,622,115
Security	3,950	3,442
Services Fees (Legal/CCI/etc.)	4,766	3,963
Staff Amenities & Others	19,599	10,596
Staff Training	32,633	26,062
Superannuation	955,821	811,604
Telephone/Fax/Internet	131,703	136,045
Utilities (Electricity/Gas/Water)	40,677	57,696
Workers Compensation Insurance	181,243	159,417
Total Expenditure	<u>12,713,509</u>	<u>11,996,081</u>
Surplus/(Deficit) before Depreciation	1,568,451	377,422
Less: Depreciation	178,178	171,178
Surplus/(Deficit)	<u><u>1,390,273</u></u>	<u><u>206,244</u></u>



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