



MSCWA 30 YEARS ON

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MESSAGE FROM PRIME MINISTER JULIA GILLARD
MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA
30TH ANNIVERSARY

It is with great pleasure that I send my best wishes to everyone celebrating the Multicultural Services Centre of Western Australia's 30th anniversary.

Since it was officially opened in 1981 as The North Perth Migrant Resource Centre, the good work of MCSWA has touched the lives and hearts of many migrants to our shores.

The scope of its services is broad; assisting in the settlement, accommodation and care of new arrivals and helping them to participate fully in the life of their local community.

However, the valuable impact of these services extends even further; resonating over a far larger section of Australian society.

The works of MSCWA encourage cultural expression and celebration of cultural heritage. They enrich the colour and vibrancy of our national life and understanding and tolerance of different cultures; nurturing the spirit of multiculturalism that makes our society so unique.

I therefore extend my sincere congratulations to MSCWA on these remarkable achievements, and pay tribute to all the Centre's staff and supporters, past and present, who have contributed to its success.

We are a stronger, fairer and more united nation because of your thirty years of inspired effort. Congratulations and thank you.

A handwritten signature in black ink that reads 'Julia Gillard'.

The Honourable Julia Gillard MP
Prime Minister of Australia



The Hon Tony Abbott MHR
Leader of the Opposition
Federal Member for Warringah

Message from the Leader of the Opposition, the Hon Tony Abbott MHR

MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA
30th Anniversary

I am pleased to congratulate the Multicultural Services Centre of Western Australia on the occasion of your 30th anniversary.

For three decades, the Centre has been a valuable resource and focal point for people of many different cultures in Western Australia.

Since 1788 Australia has been an immigrant society. Successive waves of newcomers eager for a better life have enriched our culture and added a heroic dimension to our national story.

Organisations such as the Multicultural Services Centre have played an important role in the lives of new migrants, providing settlement, education and cultural assistance. I congratulate the past and present staff of the Centre for their work in delivering a wide variety of services across the state.

I look forward to hearing about the ongoing work of the Centre.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Tony Abbott'.

TONY ABBOTT

14 September 2012



**GOVERNMENT HOUSE
PERTH**

**A MESSAGE FROM THE GOVERNOR OF WESTERN AUSTRALIA
HIS EXCELLENCY MR MALCOLM MCCUSKER, AC CVO QC**

Congratulations to the Multicultural Services Centre of Western Australia Inc, to its supporters, and to all those whose work and commitment to the goals of the Centre have enabled it to achieve so much over the 30 years since its inception.

Those achievements were chronicled in the book "A History of Achievement at North Perth 1980 – 2002" by Russell Raymond OAM, a book which has now been updated with the support of funding from Lotterywest, which clearly recognises the Centre's important service and contribution to the State of Western Australia.

Originally called the North Perth Migrant Resource Centre, it has faced and overcome threats to its survival along the way (not the least, withdrawal of core funding for a period) and has done so with determination and resilience, to the great benefit of many new arrivals to this state from all over the world.

A phenomenon which has often been remarked upon is "immigrant vigour" – the enrichment of the host country's culture and economy, and the vitality and resourcefulness that immigrants bring to their new home.

Western Australia, which has one of the most ethnically diverse communities in the world, has been the fortunate beneficiary of that phenomenon.

The Centre has enhanced that benefit by assisting immigrants in many different ways, so that they can realise their full potential, contributing to and becoming a part of the Western Australian community.

For that, the Centre deserves our thanks as well as our congratulations.

Best wishes

GOVERNOR



**CHRIS BOWEN MP
MINISTER FOR IMMIGRATION AND CITIZENSHIP**

I am delighted to offer my best wishes to the Multicultural Services Centre of Western Australia (MSCWA) on the occasion of its 30th anniversary publication.

Since it was established in 1980 as Western Australia's first Migrant Resource Centre, the MSCWA has provided assistance to generations of clients.

From its early days when it was known as the North Perth Migrant Resource Centre right up to today, the MSCWA has provided invaluable cultural, welfare and educational services to migrants in the west.



The MSCWA helps many new arrivals to overcome the challenges they face as they settle in Australia. The organisation has facilitated the successful settlement of migrants, refugees and humanitarian entrants and helped to ensure their participation in Australian society.

I congratulate your organisation and all involved on your achievements over the past 30 years. I extend my congratulations to the centre's management and staff for the vital role you play in providing these essential services to migrants in WA. You have a direct and positive influence on the future of our nation through your work every day.

I wish all at MSCWA every success in the future.

Chris Bowen MP
Minister for Immigration and Citizenship

**MESSAGE FOR THE 30TH ANNIVERSARY OF THE
MULTICULTURAL SERVICES CENTRE OF WESTERN AUSTRALIA**

Australia has a proud history and strong record of ensuring those we invite to come to our country are welcomed into our communities and empowered to participate to their full potential in all levels of our national life.

Each entrant brings with them a new perspective. Their individual story and commitment to our shared Australian values strengthens our bond as a nation that believes in giving everyone a fair go, regardless of where you have come from.



Our Australian way of life has attracted more than 7.2 million immigrants to our shores from over 200 countries and we have welcomed more than 770,000 refugees since the Second World War.

As these men and women, with their families, have resettled here, not only have they built a new life for themselves; they have played pivotal roles in building our local communities. Our nation has drawn strength and unity from our diversity. It is this diversity that has and continues to inspire our creativity, prosperity and close sense of community despite our vast continent.

Devoted people working on the ground in organisations such as the Multicultural Services Centre of WA, provide vital support and encouragement for people as they resettle, helping build strong community networks whether it be through English language programs, employment or citizenship support.

They provide tangible assistance that makes a fundamental difference to the people they work alongside, as evidenced by the centre's wide reaching programs over the last three decades.

Congratulations to the Multicultural Services Centre of Western Australia on its 30th Anniversary. Thank you for your unwavering commitment and service in the settlement sector.

Scott Morrison MP
Federal Member for Cook
Shadow Minister for Immigration and Citizenship



**MESSAGE FROM HON COLIN BARNETT MLA
PREMIER OF WESTERN AUSTRALIA**

It is a pleasure to congratulate the Multicultural Services Centre of Western Australia (MSCWA) on its 30 years of service to the culturally and linguistically diverse communities of this State.

Western Australia remains one of the most culturally, linguistically and religiously diverse States in Australia, with more than 30 per cent of its population born overseas. Western Australians come from every part of the world and from many different cultures, each community making its contribution to our richly diverse cultural landscape.



It is now well-known that WA's culturally and linguistically diverse communities create long-term economic benefits for this State, boosting our workforce skills and qualifications, increasing our entrepreneurial successes and extending our global networks.

However, for new migrants the process of establishing themselves and their families in a new country can be challenging. For many, this transition has been made easier through the support and services provided by the MSCWA.

The services offered by MSCWA have grown and become more diverse over the past 30 years, reflecting the priorities of WA's culturally and linguistically diverse communities.

In particular, MSCWA is known for its work in the fields of community housing, health and lifestyle, law, employment and family services, and for taking its programs beyond the Perth metropolitan area.

I commend the Multicultural Services Centre of Western Australia for its extensive work with migrants and congratulate its Board, staff and volunteers for their vision and commitment in assisting Western Australia's culturally and linguistically diverse communities.

A handwritten signature in black ink that reads "Colin Barnett". The signature is written in a cursive, flowing style.

Colin Barnett MLA
PREMIER



LEADER OF THE OPPOSITION

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MESSAGE – 30TH ANNIVERSARY OF MULTICULTURAL SERVICES CENTRE OF WA

I send my warmest wishes to everyone involved with the Multicultural Services Centre of WA during the 30th Anniversary celebrations.

The Centre has played a core role in ensuring that the needs of Western Australian migrants and refugees are effectively met. Its broad range of services have provided assistance to countless Western Australians from diverse cultural and ethnic backgrounds and I commend the Centre's staff and board members for their extraordinary work over the past 30 years.

WA Labor has always listened to the multicultural community. Former Premier Geoff Gallop set the tone for modern Labor in WA when he was Opposition leader and then Premier, taking on the portfolio himself.

I was honoured to serve as Dr Gallop's Parliamentary Secretary, at a time WA Labor developed and implemented the Multiculturalism Charter, Substantive Equality policy and the Anti-Racism Strategy. I am extremely proud that we were able to award the Multicultural Services Centre tenders to provide housing advocacy and mental health services for multicultural Western Australians.

I congratulate the Multicultural Services Centre of WA on its achievements to date in serving the interests of Western Australians of diverse cultural and ethnic backgrounds and wish staff and volunteers the very best for anniversary celebrations.

**MARK MCGOWAN MLA
WA LABOR LEADER**



**MESSAGE FROM HON JOHN CASTRILLI MLA
MINISTER FOR CITIZENSHIP AND MULTICULTURAL INTERESTS**

I am pleased to have the opportunity to congratulate the Multicultural Services Centre of Western Australia on its 30th anniversary.

The Multicultural Services Centre of Western Australia (MSCWA) has a long history of providing a range of important services to the culturally and linguistically diverse communities in this State.

Over time, the programs offered have diversified to meet the needs of new migrants in the areas of health, settlement, employment and training, accommodation support, suicide prevention, aged care and financial management for vulnerable groups. This work is highly valued by those receiving the benefits of these programs.

I offer my very best wishes to MSCWA on achieving this anniversary and I wish everyone associated with the Centre continued success for the future.

A handwritten signature in blue ink, which appears to read "John Castrilli".

**G M (John) Castrilli MLA
MINISTER FOR LOCAL GOVERNMENT; HERITAGE;
CITIZENSHIP AND MULTICULTURAL INTERESTS**

MESSAGE FROM JOHN HYDE MLA



Congratulations to the Multicultural Services Centre of Western Australia (MSCWA) on achieving 30 years of service to the multicultural community of WA.

Thousands of migrants, refugees and indigenous people have been helped by the many and diverse services that the centre provides and by its well qualified staff and management who between them speak a total of 50 languages other than English.

For 30 years the MSCWA has met and exceeded its own charter to meet the settlement, welfare, education and training, cultural, legal and related needs of culturally and linguistically diverse Western Australians.

MSCWA has faced its own adversity during the years but has overcome them to become a leading migrant resource centre, providing services that include health, housing, employment, education, financial, family and community service assistance to those in need.

The Centre provides invaluable advocacy for and in the promotion of a racism free society whilst providing support and assistance for victims of racial discrimination, abuse and harassment.

MSCWA has extended its services across much of WA with offices in Perth, Morley, Mirrabooka, Cannington and Bunbury.

I wish MSCWA a great future and many years of service to come, to its wonderful staff and management I would like to extend a very big thank you from everyone they have helped, all Western Australians and the WA State Labor Party.

John Hyde MLA
Member for Perth
Shadow Minister for Multicultural Interests

MESSAGE FROM MSCWA CHAIRPERSON



The range of programs and services to migrants and refugees that the Multicultural Services Centre of Western Australia has been providing for three decades is unrivalled in Western Australia and possibly in Australia. Most importantly these services have been delivered in a manner which exceeded the Centre's funding contractual obligations and to the satisfaction of the thousands of the clients that it has served over the years.

A number of factors have contributed to the Centre's tremendous achievements and they include (pages 33 to 46 refers)

- It being multicultural not just in name but in terms of service diversity as well as cultural and linguistic diversity of its staff, board and volunteers
- Attracting and retaining quality board members
- Attracting and retaining quality staff (in the last 10 years it has attracted 3 CEOs of notable community service agencies to work for it in various capacities)
- Its flat management structure - For an organization with an annual turnover of about six million dollars and about 60 staff, spread over seven premises it has a remarkably flat management structure and the exceptional work of the Centre's Finance and Administration section has been notable.
- Attracting substantial "voluntary input" from members of the board of management, and others who have played an important role in ensuring MSCWA consumers receive an excellent service. The estimated financial value of this contribution in 2005-2006 was \$186,282 according to Jill Cameron and Associates and the calculations were based on conservative estimates of relevant hourly rates and commercial costs.
- Its Corporate Citizenship responsibilities epitomised by the following:
 - Disability Access and Inclusion Plan
 - Environmental Policy Statement
 - The Western Australian Carers Charter
 - Responding to natural disasters and humanitarian causes
- Its advocacy and Input to Policy and Professional Development
- The partnerships it has entered into and its membership of peak bodies

The people who have made significant contributions to the Centre are too numerous to list in this message. Arguably the most crucial contribution was that of the Richard Court state government when the then Minister for Immigration, the Hon Nick Bolkus made the astounding and indefensible decision to cease the core funding of the Centre in 1995. The Court government's support not only ensured the Centre's survival but it being hailed as "a beacon amongst migrant centres" by the Minister of Immigration the Hon Philip Ruddock.

On behalf of the Centre I extend special thanks to the Hon. Richard Court and all those who have assisted the Centre over the years.

Dr. Prabha Karan Krishnan

Historical Background

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

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

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

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

The period that followed the astounding and indefensible decision of the then Minister for Immigration, Hon Nick Bolkus in 1995 to cease the core funding of the Centre was arguably the most traumatic part of its history. But it was also the period that defined its ethos and dogged determination not just to survive but to be an exemplary provider of multicultural services, which it now justly can lay claim to.

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

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

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

1. Inception to 1995
2. 1995 to 2002
3. Post 2002

The first two were covered by “A History of Achievement (2002) publication.

Post 2002 Era Highlights

This publication focuses on the third stage and outlines the highlights of the Centre’s operations from July 2002 to June 2012, which marks 30 years from when it became an incorporated Association. It will also outline some of the features that have made it the unique organisation that it is and why it still fits Minister Ruddock’s description of it being “a beacon amongst migrant centres”

Whilst MSCWA has not received core funding since 1995, it has diversified and expanded its operations through successfully tendering for contracts to deliver services to its target groups. Arguably it has been the most successful of Perth's Migrant Resource Centres in positioning itself strategically to respond to a new funding environment. The era beginning 2002-03 was an important one, for it marked the commencement of the Centre's expansion with its finances moving from the red into the black and steadily continuing on that path. Thanks to the efforts of the board and staff the Centre is confident that it has positioned itself as a viable, reliable service provider able to adapt to changing needs and priorities.

2002-03 Highlights

1 Community Settlement Services Scheme Grant (CSSS)

The Department of Immigration Multicultural and Indigenous Affairs provided the Centre a CSSS grant to host settlement services for the Iraqi community in Perth following its success in providing services to the Somali community.

2 Personal Support Program

The first of the Centre's forays into the fee for service model of service provision was successful with it being contracted by the Commonwealth Department for Family and Community Services program to provide services for 35 clients resident in the North Metropolitan area of Perth.

3 Multicultural Housing Advocacy Services

The migrant-specific service was one of nine support and advocacy services funded statewide by the Department for Community Development, for people in private rental housing threatened with homelessness. The Centre won the tender, in a highly competitive field, to operate the Multicultural Housing Advocacy Program which was established to help migrants find, retain and manage private rental housing. Service delivery was scheduled to commence in October 2003.

4 Expansion of Premises

Having to deliver all of the above in addition to its existing services meant that the Centre needed additional office space and it leased 4 View Street in North Perth from the Town of Vincent at well below market rental. Lotterywest provided funds for refurbishing the building.



Chairperson Russell Raymond & Vice Chairperson Kathy Ursich with staff

2003-04 Highlights

1 Launch of Multicultural Housing Advocacy Program

A project steering committee of several key stakeholders chaired by MSCWA board member Mr. Robert Mahar provided strategic directions for the effective implementation of the service which was awarded to it via a competitive tendering process in 2002-03.



Minister Sheila Mc Hale (who launched the program) with Sakina Ababaker, Ramdas Sankaran, and Town of Vincent Mayor, Nick Catania

2 Extensions of Funded Programs

The Department for Community Development re-funded the SAAP program for a further three-year period and the Generalist CSSS grant was re-funded by the Department of Immigration and Multicultural and Indigenous Affairs for two years.

3 Living in Harmony Quilting Project

The Centre embarked on a Quilting Project funded under the Commonwealth's Living in Harmony Program. The project's objective was to bring together ethnic and indigenous groups to promote inter-ethnic awareness and understanding, as well as reconciliation with our indigenous people.

4 Internal Audit and Risk Management

The completion of a risk management analysis on the delivery of our HACC program by Worldwide Risks Pty Ltd, followed by the establishment of an Internal Audit and risk management subcommittee were big steps forward in the management of the Centre's operations. There are few, if any, multicultural service providers that have undertaken such initiatives across Australia.



2004-05 Highlights

1 HACC Fifteenth Birthday

MSCWA's HACC Day Centre celebrated its fifteenth birthday with a lunch at Rosetti's Function Centre attended by nearly two hundred clients, volunteers, Board members, Commonwealth, State and Local Government representatives and leaders of ethnic communities. Certificates of Appreciation signed by the Premier, Dr Geoff Gallop, were presented to 42 volunteers who helped with the program during its fifteen years, including two who had been with the day centre for the entire fifteen years.



Town of Vincent Mayor Hon. Nick Catania, Robert Mahar MSC Board Member, Russell Raymond MSC Chairman and WA Premier, the Hon Geoff Gallop at MSCWA HACC Day Centre's fifteenth birthday celebrations at Rosetti's Function Centre

2 Asthma Project

The Asthma Foundation funded the Centre to conduct training sessions in 'Working With Asthma Effectively' for community workers and volunteers. Thirty two bilingual workers attended the three sessions that were conducted in North Perth and the regional areas of Quinns Rock and Bunbury. The bilingual workers were from diverse backgrounds such as Indian, Iranian, Afghani, Hungarian, Italian, Iraqi, Zimbabwean, Indonesian, Pilipino, Thai, Yugoslavian, Greek, Malaysian, Noongar and Wongi. Five workshops were conducted in February 2005 in Maori, Hungarian, Hindi, Noongar, and Afghani/Dari by the bilingual trainers and 45 participants attended these sessions. A database of trained bilingual workers and volunteers was created to help communities access these workers and volunteers.

3 Living in Harmony Quilting Project

The Minister for Ageing the Hon. Julie Bishop launched the massive and colourful Harmony Quilt (2.5 by 2.5 metres) at Sr. Kate's home on 31st Jan 2005. The project far exceeded the funding contractual outcomes with 126 participants, 111 more than was required. While it was not an intended outcome the project had significant mental health impact as three of the participants indicated that they had contemplated taking their lives prior to their involvement in the project. The breaking down of social isolation and establishment of new friendships were priceless outcomes of this project. As a multicultural organisation the Centre acknowledged that it was important that it continues to explore joint projects with indigenous organisations to achieve the objective of Aboriginal reconciliation.



Ramdas Sankaran, Minister for Ageing the Hon Julie Bishop MHR, Noongah Elder the late Mrs Collard, MSC Chairperson Russell Raymond, State Director of DIMIA Jose Alvares & Project Officer, Lily Kauler

4 All Dressed Up and Somewhere to Go

The Department of Education and Training funded ECCWA \$60,000 for a youth employment and training action-research project in response to the findings of ECCWA's research report "All Dressed Up and Nowhere to Go". ECCWA subcontracted MSCWA (\$45,000) to undertake the employment and training project components. The Project was implemented successfully and the final report was aptly called "All Dressed Up and Somewhere to Go".

5 Training and Consultancy

The Department of Immigration, Multicultural and Indigenous Affairs contracted the Centre to provide CSSS workers and management committee members of CSSS funded agencies training in the areas of Media and Communication, Financial Management, Generic Management, Advocacy and Lobbying and Essential Casework Skills. The feedback from those who participated in the training was extremely positive.

6 Integrated Humanitarian Settlement Strategy (IHSS) Tender

Substantial effort was devoted to compiling the proposal to provide accommodation and tenancy training under the IHSS program as part of the Metropolitan Migrant Resource Centre led consortium's tender bid with a view to substantially expanding MSCWA's fee for service based programs/services.

7 South Asia Program

A successful application to HACC resulted in funding to establish a day care group for people of Indian, Sri Lankan, Pakistani, Afghani and Burmese backgrounds.

8 Multicultural Arts Program

MSCWA is probably the only MRC/multicultural service agency in Australia, which has an active arts program. Besides promoting the arts and culture of new and emerging communities this program was an integral part of the Centre's community capacity building strategy. The Centre secured funding and implemented a community cultural development project called Opportunity Access and Community Arts project. This helped members of selected new and emerging communities to acquire knowledge and skills on issues such as funding sources, Community Consultation, Budgeting, Copyright, Insurance and Project Promotion. It also succeeded in obtaining additional funding for two other exciting projects, (Emerging Voices, Emerging Dreams and the Discovery Project) scheduled to commence in late 2005.

2005-06 Highlights

1 IHSS Tender

The Centre's substantial efforts in bidding for the IHSS services for eligible entrants seeking to settle in the northern suburbs of Perth and regional areas in the North of WA as part of the Metropolitan Migrant Resource Centre led consortium was successful. The services the Centre was required to provide included provision of suitable long term accommodation (6 to 12 months), supplying food and other essentials for the first week, completing and explaining lease agreements, completing and lodging bond assistance applications, provision of tenancy, health and safety training and organising public housing registration.

2 Preferred Service Provider status

The Centre's New Directions Employment program, its Supported Accommodation Assistance Program and its Multicultural Housing Advocacy Program secured preferred service provider status from the Department of Education and Training and the Department of Community Development.

3 Preach not Practice not DVD

This was a documentary on female genital mutilation (FGM) that the Centre produced in Somali and English with funding from the Office of Multicultural Interests, the Health Department of WA and the Office of Women's Policy. When the Centre embarked on producing this DVD it did not realise that it would turn out to be bigger than Benhur and challenging in accommodating the diverse views within the Somali community which expressed the need for such a product. The gender, medical, psychological, religious and legal aspects were all covered in a balanced way. Most importantly the DVD included a message from the Mufti of Australia, Sheik Taj Aldin Alhilali that unambiguously states that FGM is not sanctioned by the Koran or indeed any other Islamic religious texts.



**Hon. Margaret Quirk, Minister for Citizenship and Multicultural Interests
at the Launch of the Female Genital Mutilation DVD**

4 HACC Funding Contract

The year marked the first time that the Centre's HACC program covered more than just one geographic service area of the Health department with a four-year contract covering the North and East Metropolitan Health regions.

5 Amalgamation of Settlement Services

Thanks to the support and foresight of the Department of Immigration and Multicultural Affairs, the Centre succeeded in consolidating the settlement services it provides with its three grants i.e. Generalist, African and Middle East operating as one program.

6 Emerging Voices, Emerging Dreams and the Discovery Project

This project was a follow up to the Opportunity Access and Community Arts project, which the Centre implemented the previous year to help members of selected new and emerging communities such as Iraqi, Sudanese, Somali, Congolese, Burundi, Ethiopian, Ugandan and Sierra Leone, undertake arts projects.



Salim Omar, Lyn Gaddafi and Carmelita Baltazar

7 Discovery Project

The Department of Education and Training provided \$10,000 to assist 6 artists to enhance their employment prospects. This involved recording a series of performance skills workshops resulting in a DVD for each artist to publicise their community cultural development work and to promote their skills to the mainstream music and arts industry and the general public.

8 Bassendean office

The Centre's office at 15 Park Lane, Bassendean was formally inaugurated by the Mayor of the Town of Bassendean, Her Worship Tina Klein on 2nd December 2005.

2006-07 Highlights

1 MAITRI

MSCWA took the bold step to establish its own professionally staffed mental health service because culturally and linguistically diverse populations were not being adequately served by the mainstream. This decision paid dividends when the Centre was successful in its bid to establish WA's first community based non-condition specific multicultural clinical mental health service with funding provided by the Office of Multicultural Interests. The service was named MAITRI, which is a Hindi word meaning friendship or goodwill and is thought to be derived from the ancient Sanskrit word Maitreya from which mother, matrix, matron etc have their origins. In a matrix all things are in order and all things find their fit with one another.

MAITRI, as a mental health service, aspired to extending that state of fitness and well-being to those accessing its services.



**Ramdas Sankaran, Hon Ljiljanna Ravlich
MLA Minister for Multicultural Interests,
and Russell Raymond MSC Chairman at
the launch of Maitri**



**Dr. Prabha Karan Krishnan, Alan Rodd,
Dr. Bernadette Wright, Minister Ravlich
and Ramdas Sankaran**

2 Settlement Grants Program

The Centre obtained funding from the Department of Immigration and Citizenship to provide a case work, advocacy and community development service over a two-year period for communities originating from Burma, especially Karen and Chin.

3 Outreach Services

The Centre switched its outreach service from Bassendean to Morley and the move was an instant success as reflected in the significant increase in the number of clients using its services.

4 Employment Contracts and Code of Ethics

The Centre employs a number of permanent, temporary and casual staff and their contracts developed many years ago did not reflect the current industrial relations realities. Mr. Jack Gregor was engaged to provide templates to standardise employment contracts and also to simplify the Centre's current code of conduct and draft it in plain English for the benefit of both staff and clients.

5 Training and Consultancy

MSCWA won a tender to provide Kuwinyawardu Aboriginal Resources Unit Inc. (KARU) change management services. Thanks to Sheila Rajan's (Secretary, MSCWA's Board of Management) skills and expertise the Centre finished this consultancy with its reputation greatly enhanced. She earned not just their trust but the respect and professional admiration of all stakeholders alike i.e. staff, governing committee, host agencies and the funding bodies. The work she did positioned MSCWA to tender for the Community Development Employment Program (CDEP) grant for 2008-09, if it so desired.

Sheila Rajan with KARU Staff





HACC staff and clients

2007-08 Highlights

1 Family Relationship Centre for Perth City

The Perth Relationship Services Consortium comprising Relationships Australia (WA), UnitingCare West, Perth, Hills Division of General Practice Limited and the Multicultural Services Centre was awarded the contract to establish the Family Relationship Centre for Perth City by the Commonwealth Attorney General. This is the first collaboration of its kind in Western Australia and possibly Australia and heralds a new era in “socially inclusive” service provision.

2 Outreach Services

The Ethnic Disability Advocacy Centre commenced an outreach service from the Centre’s Cannington office and the Karen Welfare Association was also provided space to operate from that office.

3 Collaboration and peak body membership

MSCWA is a partner of two major consortia, one led by MMRC which provides the IHSS service in the northern suburbs of Perth, and the other, the Perth Relationship Services Consortium led by Relationships Australia (WA). It also entered into an MOU with PVS Workfind, a national Job Network Agency. MSCWA is a member of a number of peak bodies.

4 Closure of the Centre’s Legal Program

Sadly the year witnessed the closure of the Centre’s legal program, which was the only one of its kind in Australia. It became increasingly difficult to continue to provide an effective service with the levels of funding the program attracted. Winding up the program was one of the most difficult decisions that the board had to make.



Farewell for Anton Nilsson, Social Work student on placement from Mid Sweden University

2008-09 Highlights

1 Settlement Grants Program in Bunbury

MSCWA received a total of \$377,724 for three grants including one to provide a service for the South West SD & Bunbury SSD. Until end June 2009 the South West Migrant & Multicultural Service (SWMMS) provided the latter service. MSCWA extends special thanks to Iraj Fanayan the Chair and members of the board of SWMMS for it was at their request and with their support that we applied for that SGP Grant.

2 Complex Case Management

The Centre was one of four agencies that were approved by the Department of Immigration and Citizenship to provide Complex Case Management services. The word complex is an understatement of the status of some of the clients and meeting the expectations of the funding body posed several challenges; but our staff met them in full.

3 HACC Program Outreach Services South of River



The Centre expanded its HACC program to provide services from the Manning Seniors Centre for eligible clients of South Asian background.

HACC Clients

4 Family Relationship Centre

The Perth Relationship Services Consortium comprising Relationships Australia (WA), UnitingCare West, Perth, Hills Division of General Practice Limited and the Multicultural Services Centre commenced the operation of Family Relationship Centre (FRC) for Perth on 1st July 2008. Whilst the FRC operates from offices in the Hay Street Mall, CaLD clients can use this service from there or from the North Perth, Morley or Cannington offices of the Multicultural Services Centre. In providing this service the Centre further consolidated its position as the most diversified multicultural service provider in WA.

5 Outreach Psychological Services

The Centre entered into MoUs with Central, Swan and Balga TAFEs to provide cost-free psychological services to their students at their respective campuses.

6 Western Australian Institute of Learning and Development (WAILD)

The Centre's application for the registration of the Western Australian Institute for Learning and Development as a Registered Training Organisation (RTO) was approved in March 2009.

7 Indigenous Employment and Business Development Panels

At the invitation of Mr Victor Hunter a Nyikina elder and with the support of other indigenous elders from Broome and Derby, the Centre successfully applied to be a member of the Indigenous Employment and Business Development Panels. The Centre's success was meritorious given that this was a global tender. The membership of these panels enables the Centre to propose initiatives for the next five years anywhere in Western Australia.

8 Refugee and Immigrant Women Setting the Social Inclusion Agenda Conference

Australia's first national broad based Refugee and Immigrant women's conference was held in Fremantle on March 6th and 7th 2009 to coincide with the celebration of International Women's Day. The conference was jointly organised by ECCWA and FECCA and some notable features included:

- Participation of Australia's first Woman Governor General, first woman Deputy Prime Minister (via pre recorded DVD), and first woman Premier.
- Participation of about 300 delegates.
- Participation of a number of high profile women (including a number of CEOs).
- A substantial number of women (more than 60) being provided cost free and heavily discounted entry.
- Incredible media coverage in the print and electronic media. (No other IWD conference in WA came close to the coverage this event received).
- A number of important recommendations of state and national significance being adopted.



MSCWA was by far the largest sponsor of the conference if a value was to be placed on the time the board and staff assisted in different ways. MSCWA also had many more conference registrations than the organisation that had the next largest number. The Centre's staff and board members, Devlin Bose, Laksamee Chaiyahan, Dr. Leela de Mel, Ei Ei, Nadia Loncar, Nihal Iscel, Amy Pe, Sheila Rajan, Russell Raymond and Ramdas Sankaran were thanked by ECCWA for their contributions in organising the conference.

9 MAITRI sponsorship of 2008 Mental Health Good Outcomes Awards

The above awards were presented at a gala breakfast on Tuesday 7 October 2008 by Minister for Mental Health, Dr Graham Jacobs. The Consumer Group or Individual Award was sponsored by the Multicultural Services Centre of WA and the winner was Ms. Pauline Miles. GROW received a Special Commendation.



Minister for Mental Health, the Hon Dr Graham Jacobs, Pauline Miles, Louise Howe representing GROW, and Russell Raymond MSCWA Chairman

10 Street Doctor Service

The Centre entered into a MoU with the Hills Division of General Practice Limited for the latter to provide its Street Doctor Services from the Centre's Morley premises in 2009-10. The service is a mobile, fully-accredited GP clinic providing the full range of medical services, including health checks for adults and children. The MOU also includes the Healthy Directions which provides health programs for people at risk or/with Type 2 Diabetes; and Mindcare, a low-cost counselling service for people suffering depression, anxiety, grief or stress.



Location of Street Doctor Service





2009-10 Highlights

1 Opening of Bunbury Office

Hon. Senator Chris Evans, Minister for Immigration and Citizenship formally opened the Centre's Bunbury office situated at 9a Wittenoom Street, Bunbury on Friday 9th October 2009. The Mayor of Bunbury, the Hon David Smith also addressed the audience. In his address the Minister said, "I do want to thank the Multicultural Services Centre for their leadership. The organisation has an established reputation in WA and it is encouraging that migrants who choose to settle in the Bunbury Region will now have access to professional settlement services through MSCWA. The efforts of MSCWA in providing settlement services are recognised and appreciated by the Rudd Government. Things have been tougher for NGOs in recent years, but also it has been a good thing I think; because people have to make sure they are accountable, make sure that they were delivering services that were needed. This organisation is one of those that's done that well and we know that on a limited budget, they'll do it well in the South West...."



Guests with Minister Chris Evans and Mayor David Smith



MSCWA Bunbury Office



Hon David Smith



Dr. Leela De Mel



Minister Evans



Minister Evans and Kathy Ursich

2 Stigma Reduction Suicide Prevention Program

The Centre entered into an agreement with Multicultural Mental Health Australia to develop a Suicide Prevention Program for targeted ethnic groups and to deliver stigma reduction training as part of that program. The latter's aim was to reduce the negative impact of stigma within CALD communities by exploring how individuals and communities can deal with stigma and discrimination faced by people with mental illnesses.

3 HACC 20th ANNIVERSARY CELEBRATIONS

The HACC Program celebrated its 20th Anniversary on 2nd October 2009. The celebration was held in the Adriatic Club and was very well attended by clients, volunteers and staff. Dr. Peter Flett the Director General of Health addressed the participants and the Hon Nick Catania, the Mayor of the Town of Vincent and he distributed merit certificates to long term HACC staff and volunteers.



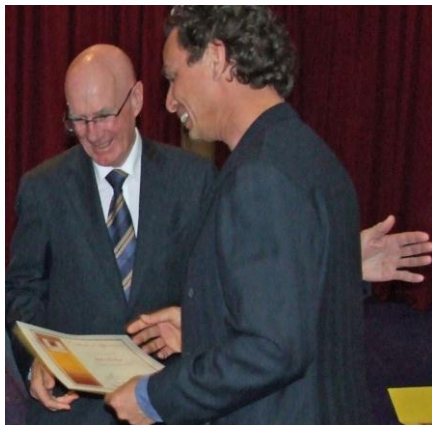
Dr Flett & Anka



Town of Vincent Mayor Nick Catania & Sue White cutting cake



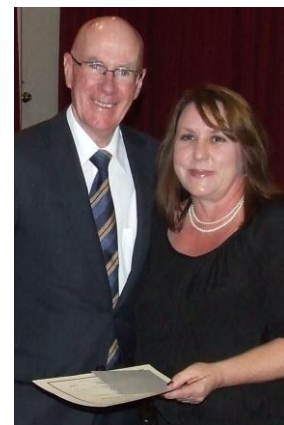
Dr Flett & Jing



Dr. Flett & Steve



Dr. Flett & Raul



Dr. Flett & Angie



Dr. Flett & Anicia



HACC Consumers, Kathy & Amy



Dr. Flett & Jeff

4 Extension/New Programs and Services

4.1 Multicultural Children Services

This program is funded by the Commonwealth and Department for Child Protection under the National Partnership Agreement on Homelessness for a three year period (2010 – 2012). It commenced operation in mid April 2010. The target group is children aged 4-14 years who are currently living in or being supported by NAHA family accommodation services or Public Tenancy Support Services and Supported Housing Assistance Program.

4.2 Private Rental Tenancy Support Services Initiative (CaLD)

This program is funded by the Commonwealth and Department for Child Protection under the National Partnership Agreement on Homelessness for a three year period (2010–2012). The target group is CaLD people in private rental accommodation.

4.3 Workforce Development Centre Program

The state funded Employment Directions Network program was replaced by the Workforce Development Centre Program in October 2009. Mercy Community Services (lead agency) and our Centre jointly tendered successfully for the CaLD Workforce Development Centre services. Whilst the Centre is pleased that this enables it to continue to extend employment and training services to people of CaLD background, it expressed regret that Fremantle Multicultural Centre and Centrecare (which together with the Centre had been funded to provide the CaLD Employment Directions Network program) had missed out. The partnership with Mercy has got off to a very good start.

4.4 HACC Program new Centre-based Day Care Services

Two new Centre-based Day Care Services were started in the year. The Manning group which caters mostly to Indians operates on Mondays from the Manning Senior Citizens' Club. The Vietnamese group which started in March 2010 caters to the Vietnamese community living in Balga, Nollamara, Mirrabooka and neighbouring suburbs. This group operates on Fridays at the Vietnamese Catholic Community Centre in Balcatta.

5 External Social Work Student

MAITRI supported Wilfrid Laurier University in Ontario, Canada by providing Christine Skinner, a final year Masters in Social Work student, a field placement. The placement period was August to November 2009. Christine completed her placement successfully and also contributed to the HACC and Maitri programs.

6 Mental Health Good Outcomes Awards 2009

For the second year the Centre sponsored the Aboriginal and CALD Mental Health Award and there were a number of entries. The winner was Youthlink a specialist youth mental health service assisting young people aged between 13 and 24 with serious mental health problems.

The Runners up were Fred Yasso the Aboriginal Liaison Officer at Alma Street Centre, Fremantle Hospital and Su Chan a Clinical Psychologist in the Great Southern Mental Health Service who had worked with CaLD clients in the NGO programs for settlement of refugee survivors.



Minister for Mental Health, the Hon Dr Graham Jacobs, Denise Follett and Steve Feehan of Youthlink, and Russell Raymond

2010-11 Highlights

1 Changes to Centre's Constitution

At the October 2010 AGM, the objects of the Constitution were overhauled and four in particular are worthy of mention for they either sharply changed the focus of how MSCWA operates or opened up new and exciting opportunities for growth. They are:

- Alleviate poverty within migrant and refugee families through the provision of emergency relief and other available support services and initiatives.
- Advocate for and promote a united Australia which respects this land of ours, values Aboriginal and Torres Strait Islander and our multicultural heritage and provides justice and equity for all.
- Advocate for and promote a racism free society and provide support services for victims of racial discrimination, abuse and harassment.
- Undertake initiatives to better assist the Association to respond to natural and other disasters and humanitarian causes overseas.

2 New Programs and Services

2.1 NESB Measure up and Multicultural Health Services Program

The Centre will receive a total of \$276,000 over a three year period for the implementation of the NESB Measure up project. Its successful bid for the project opened up an excellent opportunity for it to diversify its services into the health services area which the board seized by amalgamating the NESB Measure up project and Maitri to establish the Multicultural Health Services Program.

2.2 Humanitarian Settlement Strategy (HSS) Service Provision

For about six years on a subcontract basis MSCWA was the Accommodation Services Provider for the Perth Northern Suburbs and Regional and Rural North contract region for the Integrated Humanitarian Settlement Strategy. It chose to bid for the Accommodation component of the HSS program (which included the supply of Household goods) and was successful. The contract commenced in April 2011 and is for a period of 3+3+1 years.



HSS Program Team

3 Settlement Grants Program (SGP)

The Centre's Bunbury Grant which was previously funded on an annual basis was funded for a three year term commencing July 2011. The Centre's other two SGP grants are also for three year periods.

4 ACSWA Excellence in Care Awards

Anka Babich, HACC Support Worker who was nominated by MSCWA for the employee of the year won the award and will take part in the national award for the same category, to be held in Sydney.



Anka (back row second from left) with the Minister for Mental Health, the Hon Helen Moreton, HACC staff, and the MSCWA Executive Director

5 Financial Management Program - Vulnerable Groups

This FaHCSIA funded project exceeded the contracted outcomes by about 25% and not surprisingly the Centre received another three-year grant to continue this program.

6 Lotterywest Grant

Lotterywest provided an information technology grant of \$102,572 for the purchase of hardware and software to support the Centre's operations.

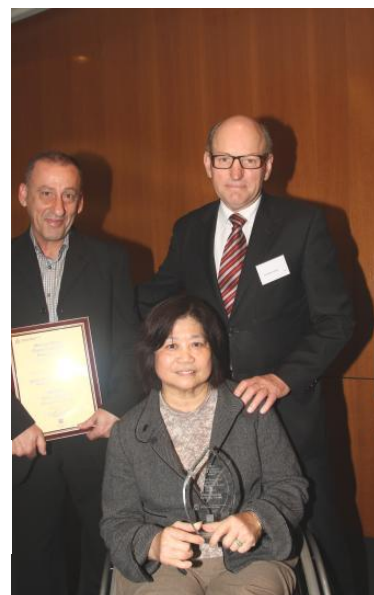
7 DEEWR Panels - Indigenous Employment Program

The Department of Education, Employment and Workplace Relations (DEEWR) offered a three year extension of its Deed of Standing Offer 2009-2012 to all current Members of the Indigenous Employment Program for the Employment Panel and the Economic Development and Business Support Panel. MSCWA accepted the offer.

8 Mental Health Good Outcomes Awards 2010

For the third year the Centre sponsored the Aboriginal and CaLD Mental Health Award. Sheila Rajan was one of the judges and there were a number of entries.

The winner was the Ethnic Disability Advocacy Centre (EDAC) and the Runners up were ISHAR Multicultural Carers Support and Skills Development Program and the Fremantle Multicultural Centre Mental Health Access Service.



Minister for Mental Health, the Hon Dr Graham Jacobs, Jenny Au Yeong CEO, EDAC and Angelo Cianciosi, President EDAC

9 Interpreting is no Laughing Matter

The Centre produced a thought provoking DVD on interpreting as an entry for NAATI's Short Film Competition but chose not to enter the competition and retained it as a training and promotional tool. It highlights the importance of using professional interpreters and with a strategic use of humour illustrates the dire consequences of not using one.

10 Suicide Prevention Project

With funding obtained from Multicultural Mental Health Australia the Centre developed a training manual to raise the awareness of community leaders of the warning signs of suicide and how they can assist their communities in dealing with it.

11 Carnarvon Flood Relief

The Centre donated \$1,000 to the City of Perth, Lord Mayor's Distress Relief Fund (LMDRF) for victims of the Gascoyne floods.

12 WA Women's Hall of Fame

To mark the 100th anniversary of International Women's Day members of the public were called on to nominate their most influential and inspiring women, and organisers received hundreds of suggestions for the final top 100 list. The ceremony for the induction into the WA Women's Hall of Fame took place on 7th March 2011 at Perth Convention Centre.



Nihal (L) and Lesley (R) at the induction into the WA Women's Hall

After a brief video message from Australia's first female Prime Minister, the inductees were announced and among them were Janet Holmes-a-Court, Allannah MacTiernan, Lisa Scaffidi, Georgina Rinehart, Carmen Lawrence, Professor Fiona Stanley, Julie Bishop, Helen Cattalini and Lesley Akora refugee advocate, author and Resolution Practitioner at Perth Family Relationships Centre (MSCWA staff member).

2011-12 Highlights

1 Live Smart

Live Smart Program the Centre's latest program provides accommodation support services for ethnic people with disabilities. The disadvantages and vulnerabilities of disability and ethnic minority status are substantial and we are proud to be the first and only multicultural service provider to be approved by the Disability Services Commission to provide this long overdue service. This program has immense potential and could soon develop to be our largest program. Hopefully, this is also the harbinger of many more services that our Centre will offer ethnic people with disabilities, their families and carers.

2 Mirrabooka Office and Lotterywest Grant

The Centre acquired 14 Brewer Place in Mirrabooka to extend a range of services to migrants and refugees resident in that area and surrounding suburbs. Lotterywest approved substantial funding to renovate the property and cover the costs of IT, furniture and equipment to support the Centre's operations from that office.

3 Suicide Prevention

The Centre secured funding from the WA State government's One Life Suicide Prevention Program to engage a part time coordinator to undertake community consultations and develop a project proposal for the second phase. The second phase funding has also been approved and the Centre will roll out Western Australia's and possibly Australia's most comprehensive Suicide Prevention Program for migrants and refugees in 2012-13.

4 Living Treasure Choir

The Living Treasure Choir was formed in 2012 and comprises HACC clients with a HACC staff providing instrumental support on the guitar.



The Living Treasure Choir performing at an ACSWA/ MSCWA Forum

5 Extension of Programs

5.1 Financial Management Program

FaHCSIA re-funded the above program for another three years based on the outcomes that the Centre was able to deliver with the initial grant.

5.2 Family Relation Centre

The Relationship Australia led consortium of which the Centre is a member was re-funded for another three years to operate the Family Relation Centre in Perth.

5.3 Bunbury SGP grant

DIAC has funded this project for three more years commencing 2011-12

6 Community Housing Limited Partnership

The Centre entered into a “tripartite agreement” with the Department of Housing and Community Housing Limited (CHL) to manage the Homeswest properties that had been assigned to the Centre more than 15 years ago on a title deed and lease basis. The title deeds were returned to the Department of Housing and the properties will be head leased for an initial period of 12 months. CHL will manage the properties whilst the Centre will continue to provide the support services for the tenants. If the partnership between CHL and the Centre works out as we expect it will, at the end of 12 months the head leases will be transferred to CHL.

7 Stigma Reduction Program

Mental Health Commission funded the Centre to conduct nine workshops in nine CaLD communities. These workshops were facilitated by a Community Trainer from that particular culture with the assistance of a MSCWA SOS Trainer. The training materials were adapted to the cultural needs of the community prior to delivery and hopefully this has spurred mental health promotion and prevention activities with those communities.

8 Wellness Centre

The Centre obtained funding from the Health Department of Western Australia to refurbish 10 Farmer Street HACC Day Centre and to build a Wellness Centre adjacent to it. Matching funding will be sought from Lotterywest and hopefully the City of Vincent will provide the Centre a long term lease at well below market rentals.

9 Cross Cultural Healthy Lifestyle project

Healthways has funded the Centre to undertake train a trainer workshops to enable bilingual workers promote Healthy Lifestyle initiatives within their communities. The training manual will be produced in DVD format. This project is being undertaken in partnership with FOODBank and the Heart Foundation.

10 Media Services Program

Social Messaging is an important part of what this program is designed to deliver. The first production, a DVD on the importance of using professional interpreters, which we undertook last year prompted us to establish the program. In the pipeline are other topics such as mental health, family mediation, racism and consumer protection. The program obtained \$10,000 to make a 20 minute documentary to encourage regional re-population amongst CaLD communities based on the success of preliminary projects in Katanning and emerging projects in Dalwalinu. Using local images and interviews the DVD will show and explain the benefits of regional re population to clients, businesses and local government. We are approaching other sources for an additional \$40,000 to undertake this production.

11 Sensory Garden

The Sensory Garden at the Farmer Street HACC Centre was inaugurated by Deanne Reagan Smith, HACC Project Officer on 7th November during Seniors Week.



Deanne Reagan Smith, Kathy Ursich and guests at Sensory Garden Launch



Gaelle Gouillou, HACC Manager with staff



Eric, the SWAP IT DON'T STOP IT Campaign Mascot at MSCWA Events



12 Overseas Projects

Last year the Centre amended its constitution to add the following to its objects: "Undertake initiatives to better assist the Association to respond to natural and other disasters and humanitarian causes overseas." A three-day training program on stigma reduction and suicide prevention and intervention for service providers in Miyagi, adjacent to Fukushima, Japan, is hopefully the first of many initiatives that the Centre will undertake to achieve this object. The workshops funded by the Department of Foreign Affairs and Trade are scheduled to be presented in March 2013.

What makes MSCWA tick?

MSCWA is arguably the largest multicultural service provider in WA and it achieved this status thanks to the following;

1 Multicultural not just in name

1.1 Service Diversity

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

- Children's Services
- Disability Accommodation Support
- Emergency Relief, one-off financial support offered to individuals in time of crisis and more substantial support for vulnerable HSS clients.
- Employment & Training related assistance in partnership with Mercy Employment Services.
- Family Mediation Services as part of the Relationships Australia (WA) led consortium.
- Health promotion
- Home and Community Care Program
- Housing Advocacy and Support Services
- Mental Health Services
- Settlement Grants Program
- Suicide prevention

1.2 Linguistic Diversity

The Centre's staff, board and volunteers speak no fewer than 60 languages and dialects as per the table below

AFRIKAANS	AMHARIC	ARABIC	BENGALI
BOSNIAN	BURMESE	CANTONESE	CHIN
CHINESE	CROATIAN	CZECH	DARI
DINKA	DUSUN	FALAM	FARSI
FRENCH	GERMAN	GREEK	GUJARATI
HAKKA	HAZARAGI	HERERO	HINDI
HOKKIEN	HUNGARIAN	INDONESIAN	ITALIAN
JAPANESE	KADAZAN	KAREN	KHMER
KINYARWANDA	KIRUNDI	LINGALA	LUO
MACEDONIAN	MALAY	MALAYALAM	MANDARIN
MONTENEGRIN	MIZO	OROMO	PASHTO
PORTUGUESE	PUNJABI	RUSSIAN	SERBIAN
SINHALESE	SPANISH	SUDANESE ARABIC	SWAHILI
TAMIL	TAGALOG	THAI	TIGRINYA
UKRAINIAN	URDU	VIETNAMESE	YAP

2 Performance Outcomes

On a consistent basis the Centre's programs have exceeded the contracted performance outcomes and in some cases quite substantially so and not surprisingly it has received glowing feedback from a number of agencies that fund these programs.

3 Attraction of Quality Board Members

Many notable personalities have served on the Centre's board over the years and non current members include (in alphabetical order of surname), Nick Agocs, Connie Allmark, Costa Angelkov, Giofranco Boranga, Tony Bozich, Helen Cattalini, Nick Cattania, Christine Choo, Hanifa Dean-Oswald, Ljiljana Djordjevic, Wilfred D'Souza, Constantino Economou, the late Thevant Fitzgerald, Rose Kakulas, Hema Krishnan, Theresa Kwok, Tan Kiet Le,

John Little, Alastair McGregor, Stan Mensik, Matt Ngui, Jim Pavlos, the late Sam Piantadosi, Terry Pitsikas, Olga Ramaswami, Mariagrazia Saraceni, Vince Scurria, Munna Sharma, Connie Sideris, Sarina Sirna, the late Carlo Stransky, Halina Szunejko, Raymond Tan, Nasa Tsingoidas, George Vassiley, Marija Vujcic, Diana Warnock, and Chu San Yow.

Two members of the current board have been on the board for all but one year since the Centre was established. One of them is Russell Raymond who served as Chairperson for seventeen years and in the capacity of Secretary, Treasurer and board member for the remainder. The other is Kathy Ursich who has served as Vice Chair, Treasurer and board member. Three current board members Sheila Rajan, Robert Mahar and Peter Kalaf have each served 10 years on the board, Sheila as Secretary and the other two as board members. The other board members, Dr. Pendo Mwaiteleke, Swaran Ludher, Dr. Leela De Mel, and Alexander Lone have served as board members from four to seven years. Albert Cheong has served as Treasurer since October 2004 and the current Chairperson Dr. Prabha Karan Krishnan has served in that capacity since October 2010.

A cursory glance of the profile of the current board members (Appendix 4 refers) shows how fortunate MSCWA is in having access to a remarkable depth of qualifications, skills and experience that cover the areas of law, senior management within the state and commonwealth public service, social work, finance and accounting, risk management and quality assurance, journalism, small business management, medicine, public policy, teaching etc. Not many organisations multicultural or otherwise are fortunate to have a board that is so highly qualified and experienced.

4 Attraction and Retention of Quality Staff

The Centre's capacity to attract and retain quality staff in a highly competitive job market is testimony to it being an organization where many come to work because they want to and not because they have to. Since 2002 we have had 12 staff who have served MSCWA for 5+ years and ten who have served MSCWA for 10+ years.

5 Flat Management Structure

Managing an organization with an annual turnover of about three million dollars and about 60 staff, spread over seven premises is no easy task. Despite the size of the organisation and the diversity of its programs, it still has an incredibly flat management structure. (Appendix 3 refers) Our many significant achievements would not have eventuated but for the substantial voluntary input of members of the board of management, and the exceptional work of the Centre's Finance and Administration section.

6 Valuing Volunteering

Volunteers have played an important role in ensuring MSCWA consumers receive an excellent service. MSCWA's service is underpinned by the contribution of volunteers who have a high level of professional skill and experience. The following table shows the estimated financial value of this contribution in 2005-2006. Calculations are based on conservative estimates of relevant hourly rates and commercial costs.*

Type of Contribution	2005/06	\$
Administration		46,613
Legal Volunteers		61,058
HACC Volunteers		48,100
Employment Direction Volunteers		5,000
Community Work Volunteers		25,500
Total:		186,282

* Taken from the 2006 Jill Cameron and Associates Report, "on Future Plans and Accommodation Options for the Multicultural Services Centre of WA."

Volunteering activities at the Centre vary and include:

- Undertaking the role and responsibilities of board of management
- Undertaking reception duties at MSCWA offices
- Providing transport to clients
- Assisting with recreational activities and tutoring for children
- Providing mentoring support
- Providing entertainment to elderly clients - e.g. music, dance etc.
- Assisting with outings in the community
- Assisting clients with sourcing accommodation.

MSCWA Volunteer Honoured

Long term MSC HACC Volunteer (over 15 years) Mrs. Despina Kalaf was awarded the Premier's Citizens of the Year award in recognition of her community work for the past 70 years, at the Town of Vincent Australia Day Celebrations



Town of Vincent Mayor, Hon Nick Catania, (the late) Mrs. Despina Kalaf, Member for Perth, Mr. John Hyde MLA and Albert Da Cruz

7 Corporate Citizenship

Over the years the Centre has taken its corporate citizenship responsibilities seriously as can be judged by the following:

7.1 Disability Access and Inclusion Plan

In 2008-09 the Centre adopted a Disability Access and Inclusion Plan as per the requirements of the Disability Services Act 1993, for Public authorities to make their services accessible and inclusive of persons with a disability. MSCWA as a public authority committed itself to:

- Identifying any barriers to accessing MSCWA's services under the DAIP;
- Consulting with the relevant parties in order to develop strategies to overcome those barriers;
- Reviewing MSCWA's Disability Access and Inclusion Plan at any time or at least once every five years;
- Amending its DAIP or prepare a new plan at any time.

MSCWA further committed itself to achieving six desired outcomes of its DAIP as follows:

People with disabilities:

- Have the same opportunities as other people to access the services of MSCWA, and any events organised by our Centre.
- Have the same opportunities as other people to access the buildings and other facilities of MSCWA.
- Receive information from MSCWA in a format that will enable them to access the information as readily as all others.
- Receive the same level and quality of service from the staff of the MSCWA.
- Have the same opportunities as other people to make complaints to MSCWA.
- Have the same opportunities as other people to participate in any public consultation by MSCWA.

7.2 Environmental Policy Statement

Whilst the nature of MSCWA's environmental impact is obviously not large given the population of Australia, our Centre believes all Australians and organisations which service them have an obligation to do all they can to influence environmental better practice and to demonstrate to the community their social responsibility in this regard.

Accordingly MSCWA's Board adopted an Environmental Policy Statement in 2008-09 which sought to achieve that objective by committing MSCWA to continually improve its business performance and conduct its operations in an environmentally responsible manner, clearly reflecting a commitment to fostering the sustainable use of the earth's resources. Towards this end MSCWA committed itself to:

- Comply with all relevant environmental legislation and regulations;
- Minimise negative impacts it may have on the environment, through efficient use of resources, and reduction in emissions and waste;
- Incorporate environmental better practice into all technological solutions, and the fit-out and operation of accommodation;
- Work closely with its clients, suppliers, local communities, and other interested parties to continually improve processes in environmental better practice; and
- Foster the initiation and ownership of environmental activities by all staff, thereby inculcating a strong environmentally aware business culture.

7.3 The Western Australian Carers Charter

Under Part 2 s.7(d) of the Carers Recognition Act 2004 any person or body providing a service under contract with a health or disability service is required to comply with the Western Australian Carers Charter. MSCWA is fully compliant with the Charter and provides annual reports to relevant funding bodies on what it does in this regard for and with Carers.

7.4 Responding to Natural Disasters and Humanitarian Causes

- The Centre donated \$1,000 to the City of Perth, Lord Mayor's Distress Relief Fund (LMDRF) for victims of the Gascoyne floods.
- In October 2011 it amended its constitution to make "responding to natural and other disasters and humanitarian causes overseas" one of its objects. In 2012 it successfully applied for a grant from the Department of Foreign Affairs and Trade to undertake a mental health and suicide prevention project in 2013 adjacent to Fukushima, Japan.

8 Advocacy and Input to Policy and Professional Development

Over the years the Centre has taken a keen interest in advocacy and policy development and its efforts include:

- Providing a detailed submission to the proposed Western Australian Mental Health Bill
- Participating with other multicultural service providers to present a joint submission under the auspices of ECCWA and providing its own submission to the WA Mental

Health Towards 2020: Consultation Paper that was released by Minister for Mental Health, Dr Graham Jacobs, in July 2010.

- Presenting papers/facilitating workshops at state and national conference such as Diversity in Health (DIH) Conference from 7th to 9th June 2010 Financial Counsellor's Association of WA Annual State Conference, October 19th to 23rd 2009, Australia's first national broad based Refugee and Immigrant women's conference which was jointly organised by ECCWA and FECCA and held at Fremantle in March 2009.
- Participating in the Leadership and Partnership Forum established by the Department of Child protection which comprises senior officers of that department including the Director General and CEOs or Executive staff of about 15-20 community sector agencies,
- Providing placements for students undertaking studies in social work, community work, aged care etc from Australian as well as international institutions such as the Wilfrid Laurier University in Ontario, Canada and the Mid Sweden University.
- Sponsoring Awards for excellence e.g. for three years it sponsored the Aboriginal and CALD Mental Health Award which was one of the State government Mental Health Good Outcomes Awards.

9 Partnerships and Peak Body Membership

The Centre has always pursued a collaborative approach to ensure that the needs of ethnic Western Australians are met equitably and in a culturally appropriate manner. Our links with several multicultural and mainstream organizations remain strong.

MSCWA was a partner of the consortium led by the Metropolitan Migrant Resource Centre along with St Vincent DePaul and ASeTTS between 2005 and 31st March 2011 which provided the IHSS service in the Northern Perth and Western Australia contract region.

It has been a partner of the Perth Relationship Services Consortium led by Relationships Australia (WA) along with Uniting Care West and Perth and Hills Division of General Practice established in 2007 to provide the Family Relationship Centre services.

It also entered into a MOU with PVS Workfind, a national Job Network Agency in 2008. Since April 2011 the two agencies work closely to provide the HSS service to those settling in the Northern Perth and Western Australia contract region.

Together with Mercy Community Services (Lead Agency) it has been providing the state government funded Work Force Development program since October 2009.

Since 2010 it has worked in partnership with the Heart Foundation to implement the Measure Up Program for ethnic communities in Perth.

It has worked closely with the Ethnic Disability advocacy centre and this has led to the Centre establishing Maitri, WA's first community based non-condition specific multicultural clinical mental health service and Live Smart the first and only DSC approved Disability Accommodation Support Service provider in WA.

MSCWA is a member of several peak bodies such as

- Advocates of Survivors of Child Abuse
- Aged and Community Services Western Australia
- Chamber of Commerce and Industry, Western Australia
- Consumers of Mental Health WA (Inc)
- Ethnic Communities Council of Western Australia
- Refugee Council of Australia
- Volunteering WA
- WA Low Interest Loans Inc

MSCWA Board of Management from 2002-03 to 2011-12

2002-04

Office Bearers

Chairperson	Russell Raymond
Deputy Chairperson	Kathy Ursich
Treasurer	Thevant Fitzgerald
Secretary	Sheila Rajan

Board Members

Sam Piantadosi, Peter Kalaf, Manuel Jr. Marquez, Robert Mahar, Stan Mensik, Hema Krishnan

Ex- Officio Ramdas Sankaran, Executive Director

2004-06

Office Bearers

Chairperson	Russell Raymond
Deputy Chairperson	Kathy Ursich
Treasurer	Albert Cheong
Secretary	Sheila Rajan

Board Members

Sam Piantadosi, Peter Kalaf, Manuel Jr. Marquez, Robert Mahar, Stan Mensik, Swaran Ludher

Ex- Officio Ramdas Sankaran, Executive Director

2006-08

Office Bearers

Chairperson	Russell Raymond
Deputy Chairperson	Kathy Ursich
Treasurer	Albert Cheong
Secretary	Sheila Rajan

Board Members

Sam Piantadosi, Peter Kalaf, Dr. Pendo Mwaiteleke, Robert Mahar, Stan Mensik, Swaran Ludher, Alexander Lone until January 2007

Ex- Officio Ramdas Sankaran, Executive Director

2008-10

Office Bearers

Chairperson	Russell Raymond
Deputy Chairperson	Kathy Ursich
Treasurer	Albert Cheong
Secretary	Sheila Rajan

Board Members

Sam Piantadosi, Peter Kalaf, Dr. Pendo Mwaiteleke, Robert Mahar, Stan Mensik, Swaran Ludher, Dr. Leela De Mel

Ex- Officio

Ramdas Sankaran, Executive Director

2010-12

Office Bearers

Chairperson	Dr. Prabha Karan Krishnan
Deputy Chairperson	Kathy Ursich
Treasurer	Albert Cheong
Secretary	Sheila Rajan

Board Members

Russell Raymond, Nicholas Agocs, Peter Kalaf, Dr. Pendo Mwaiteleke, Robert Mahar, Swaran Ludher, Dr. Leela De Mel, Alexander Lone

Ex- Officio

Ramdas Sankaran, Executive Director

NPMRC/MSWA Chairpersons since 1980

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

MSWA Coordinator/Directors/Executive Director since 1980

Sylvia Pace, Claudio Pierluigi, Joe Iannitelli, Toulia Mylonas, Patricia Tassell, Peter Quinn, and Ramdas Sankaran.

MSCWA Purpose and Objects

Purpose of Centre

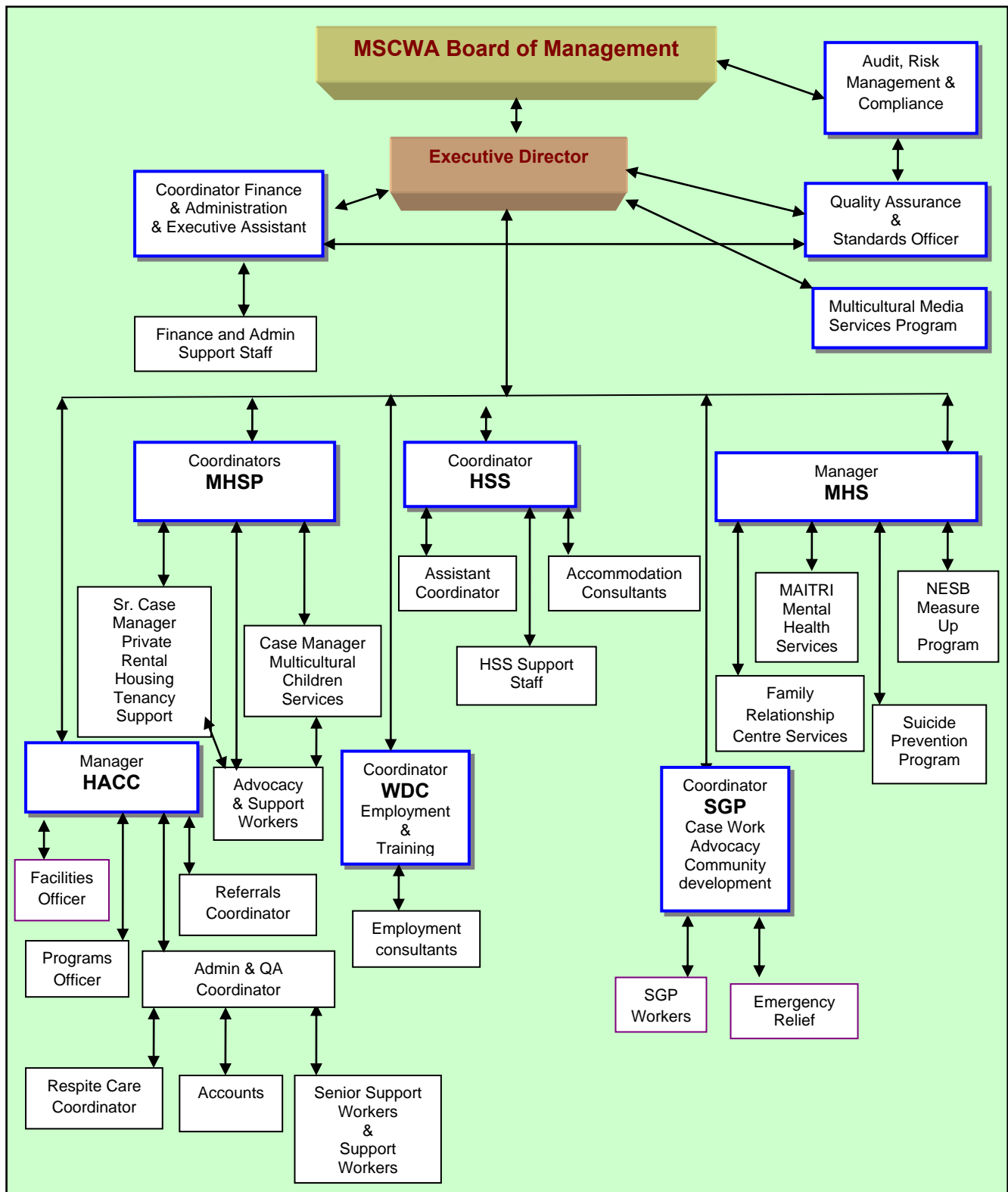
- To meet the settlement, welfare, education and training, cultural, legal and related needs of culturally and linguistically diverse Western Australians;
- To undertake research and community education activities related to their needs; and
- To establish Foundations/trusts for this purpose

Objects

The Objects of the Association shall be:

- a) Alleviate poverty within migrant and refugee families through the provision of emergency relief and other available support services and initiatives.
- b) Provide appropriate cultural and linguistic services to address the needs of the diverse populace of WA with special emphasis on matters affecting their general settlement, welfare & education, training & employment, legal & health (including mental health).
- c) Provide culturally and linguistically appropriate services targeting specific needs of women, elderly, youth and people with disabilities.
- d) Build the capacity of new and emerging ethnic groups and empower them to address issues of concern to them.
- e) Collaborate and assist ethnic groups whose aims and objects are compatible with those of the Association.
- f) Promote greater awareness of the needs and concerns of culturally and linguistically diverse Western Australians among all levels of the government and non-government sector and general public.
- g) Provide facilities for cultural activities.
- h) Advocate for and promote a united Australia which respects this land of ours, values Aboriginal and Torres Strait Islander and our multicultural heritage and provides justice and equity for all.
- i) Advocate for and promote a racism free society and provide support services for victims of racial discrimination, abuse and harassment.
- j) Undertake initiatives to better assist the Association to respond to natural and other disasters and humanitarian causes overseas.
- k) And such other Objects as the Association shall consider worthy and appropriate from time to time.

MSCWA Organisational Chart 2012



WDC Workforce Development Centre
HACC – Home and Community Care
HSS- Humanitarian Settlement Strategy

MHSP – Multicultural Housing Services Program
SGP – Settlement Grants Program
MHS- Multicultural Health Services Program

MSCWA Board of Management 2012-14

Office Bearers

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

Vice Chair, Mr. Russell Raymond OAM, retired senior journalist; substantial experience in the multicultural sector (30+ years) at the local, state and national levels. Positions held include, President and Secretary, Ethnic Communities Council of WA (ECCWA), and Deputy Chair and Secretary of FECCA. Currently, Hon. Administrator ECCWA.

Treasurer, Mr. Albert Cheong JP, Practicing Chartered Tax Adviser and Public Accountant and extensive experience in the multicultural sector with involvement in a number of ethnic organisations in Perth since 1982.

Secretary, Ms. Sheila Rajan, Substantial experience at senior levels of management within the Commonwealth Public Service including head of ATO's Prosecution Unit. Currently an Official Visitor and a Consultant undertaking projects in the employment, training and community sectors. Extensive involvement in the multicultural sector.

Board Members

Vice Chair, Mrs. Kathy Ursich OAM, Retired small business manager of 40 years experience. Long-standing and substantial involvement (30+ years) in the multicultural sector in WA. Currently the Treasurer of the Ethnic Communities Council of WA.

Dr. Leela De Mel, Substantial Senior Executive experience within the state public service including the department of Aboriginal Affairs, Auditor General's Office and as the Executive Director of the Office of Multicultural Interest. Extensive involvement in the multicultural and indigenous sectors. Currently working in the disability sector.

Mr. Robert Mahar, Professional Social Worker with substantial experience at the Senior Executive level within the Commonwealth Public Service including head of the Settlement Branch of DIMIA, in Perth. Until recently also Chair of the South Perth Community Hospital.

Dr. Pendo Mwaiteleke, Extensive experience as a professional social work and social policy practitioner, with expertise in community work, policy development, case management, evaluation and consultancy in the multicultural, youth, health and disability sectors. Was a lecturer in Social Work & Social Policy at Curtin University.

Mr. Swaranjit Singh Ludher, Legal practitioner with history of active involvement in civic and voluntary bodies including service as both club president and national president of Apex Malaysia and latterly in disability and ethnic organizations in Perth.

Ms. Jo Wynaden, has Bachelor degrees in law and in arts. Became a co-Director of a private legal practice in 2005. After working for an iron ore exploratory firm and the Department of Environment and Conservation, became the Principal Legal Officer of the Citizens Advice Bureau, a community legal centre. Is also a Board member of the Sussex Street Legal Centre.

Ex Officio Board Member - Ramdas Sankaran OAM, (MSCWA Executive Director) Professional social worker, 25+ years senior managerial experience within Commonwealth & State public services and the community services sector. Extensive experience in planning and implementing a range of "grant & fee based" programs and services.

MSCWA Staff 2011-12

Adupa-Ekwang	Francis	Coordinator (WDC)
Akora	Les Emma	Family Relationships Adviser (RAWA) & Senior Case Manager (DASP)
Babich	Anka Anna	Support Worker (HACC)
Baez	Irene	Support Worker (HACC)
Benjamin	Olive	Programs Officer (DASP)
Benson	Raynold	Administration Assistant (MSC)
Blackham	Sandra	Assistant Coordinator (HSS)
Bose	Devlin	Coordinator (HSS)
Calabro	Giovanna	Support Worker (HACC)
Ceranic	Zeljka	Administration Officer (HSS)
Chakrabarti	Shobhana	Manager (MHS)
Chau	Sam	Support Worker (HACC)
Chirenda	Dzivisai	Case Manager (MHSP - MCS)
Cokis	Erifili	Support Worker (HACC)
De Souza	Stephen	Administration and Quality Assurance Coordinator (HACC)
Del Borrello	Angela	Respite Care Coordinator/Senior Support Worker (HACC)
Dinh	Thi Lan	Support Worker (HACC)
Doshi	Jyoti Ajay	Support Worker (HACC)
Drommer	Josef	Family Relationships Adviser (RAWA)
Druskovich	Ojdana	Advocacy Officer (MHSP)
Fung	Rebecca	Family Relationships Adviser (RAWA)
Ghulam	Shakiba	Community Support Worker (HSS/ER-FMP)
Gouillou	Gaelle	Manager (HACC)
Grubic	Jadranka	Case Manager (MHSP - MCS)
Hirsch	Lorna	Program Officer - Suicide Prevention Program (MHS)
Htoo	Michael	Support Worker (HACC)
Iscel	Nihal	Family Relationships Adviser (RAWA)
Khaing	Yi Yi Win	Support Worker (HACC)
Khine	Ei Ei	Senior Accounts Assistant - Finance
Kiani	Feloor	Coordinator (MHSP)
Kondo	Masahiro	Administrative & Accounts Assistant (MSC)
Kovincic	Marina	Support Worker/Administration Assistant (HACC)
Kurubone	Gaston	Advocacy Officer (MHSP)
Kyaw	Saw Paul	Settlement Grants Program Officer (Burma) & Employment Officer (WDC)
Latt	Maung Mang Zaw	Support Worker (HACC)
Le	Joanne Linh	Senior Support Worker (HACC)
Li	Xiaobing	Accounts & Administrative Assistant (MSC)
Lian	David Siang	Community Support Worker (HSS/ER-FMP)
Lin	Charles	Administration Assistant (HSS)
Liu	Fang	Accounts Assistant (HACC & MSC)
Loncar	Nedzada	Family Relationships Adviser (RAWA)

Lu	Mei Yan	Support Worker (HACC)
Luu	Phung Thi Phi	Support Worker (HACC)
Macri	Roberto	Coordinator Day Centre Services and Facilities (HACC)
Malaviya	Rajyashree	Support Worker (HACC)
Manicom	Pary	Senior Support Worker (HACC)
Meek	Daravann	Settlement Grants Program Officer (Bunbury)
Moe	Sein Aung	Administration Officer (HSS)
Mohideen	Nafisa	Case Manager/Housing Advocate (MHSP)
Naran	Puspavati	Support Worker (HACC)
Nguyen	Anna	Support Worker (HACC)
Nguyen-Chilton	Thi Kim	Support Worker (HACC)
Opacic	Anica	Support Worker (HACC)
Otor	John Ajak	Support Worker (HACC)
Paine	Amanda	Accounts Assistant (HACC)
Parker	Yusuf	Settlement Grants Worker (SGP)
Pe	Amy San	Coordinator - Financial Services & Executive Assistant
Pegrum	Joansy	Settlement Grants Program Officer (Generalist)
Pham	Thi Thuy Van	Support Worker (HACC)
Press	Wayne	Coordinator (SAAP, CHP & MHSP)
Prodanovic	Bojana	Administrative Assistant (MSC)
Prodanovic	Zeljka	Coordinator - Settlement Grants Program
Ramirez	Raul	Support Worker (HACC)
Rifai	Aida	Support Worker (HACC)
Roobleh	Sahardeed	Case Manager (MHSP-PTS & MHSP)
Rose	Wendy	Coordinator (MHS)
Rozario	Jeffrey	Assistant Coordinator (HACC)
Safo	Heatham	Case Manager (ER-FMP) & Administration Support Officer (HSS)
Saied	Mai	Settlement Grants Program Officer (Generalist)
Sankaran	Ramdas	Executive Director
Soe	Myat Nilar	Programs Officer (NESB)
Sokolovic	Stela	Accommodation Officer (HSS)
Tassone	Iolanda	Support Worker (HACC)
Tayal	Vivita	Care Support Worker (HACC)
Taylor	Adelin	Settlement Grants Program Officer (Bunbury)
Tha Ceu	John	Settlement Grants Program Officer (Burma)
Thuyasithu		Psychologist
Tran	Thanh Thi Dang	Support Worker (HACC)
Tsuzuki	Keiko	Coordinator - Referrals, CCC & CSIA (HACC)
Vu	Thong Hai	Support Worker (HACC)
Wang	Jing Li	Support Worker (HACC)
Warner	Vikki	Programs Officer (HACC)
Zar	Min Yar	Operational Support Worker (HSS)

MSCWA Volunteers 2011-12

Agocs	Nicholas	Board Member
Aung	Leonard	Honorary Administrative Assistant (MSC)
Aye	Thein Thein	Honorary Administrative Assistant (MSC)
Baker	Penny Anne	SGP (Bunbury)
Benson	Raynold	Honorary Administrative Assistant (MSC)
Bentel	Erica	MSC
Berman	Ruth	WDC
Brockman	Jan	SGP (Bunbury)
Cheong	Albert	Treasurer - Board Member
De Mel	Leela	Board Member
Di Marco	Giovina	HACC
Dolinska	Aska	MHSP
Doshi	Jyoti	HACC
Famiano	Maria	HACC
Ferro	Anna	HACC
Ghulam	Shakiba	Honorary Administrative Assistant (MSC & MHSP)
Ghulam	Shakeela	Honorary Administrative Assistant (MSC)
Goodman	Russlyn	SGP (Bunbury)
Hamid	Syafrina	MHSP
Henney	Jeanette	Honorary Administrative Assistant (MSC)
Indu	Shan	HACC
Isaia	Rajendran	Honorary Administrative Assistant (MHSP)
Joan	Stela	Honorary Administrative Assistant (MSC)
Johnston	Deidre	SGP (Bunbury)
Kalaf	Peter	Board Member
Kalpana	Naik	HACC
Kogiopoulos	Christina	HACC
Kpede	Kukuyo	Honorary Administrative Assistant (MHSP)
Krishnan	Dr. Prabha Karan	Chairperson
Lane	Meg	SGP (Bunbury)
Larki	Parisa	MHSP
Lay	Mu	MHSP
Leontarou	Despina	HACC
Lone	Alexander	Board Member
Loyalka	Rashmi	HACC
Ludher	Swaran	Board Member
Mahar	Robert	Board Member
Manish	Ahmad	Honorary Administrative Assistant (MSC)

Martin	Sue	SGP (Bunbury)
Mayank	Goldy	MHSP
Mu	Tha	Honorary Administrative Assistant (MSC)
Mupanduki	Vimbai	SGP (Bunbury)
Mwaiteleke	Pendo	Board Member
Nguyen	Henry	HACC
Nguyen	Sr To	HACC
Nguyen	Trang	HACC
Omer	Fatima	Honorary Administrative Assistant (MHSP)
Onesmo	Ruth	Honorary Administrative Assistant (MHSP)
Ortuondo	Francisco	HSS
Panaia	Carmela	HACC
Pegrum	Carlyle	Honorary Administrative Assistant (MSC)
Pham	Fr. Hong	HACC
Pinto	Lily	Honorary Administrative Assistant (MSC)
Press	Ayden	Honorary Administrative Assistant (MSC)
Press	Catherine	Honorary Administrative Assistant (MSC)
Prodanovic	Bojana	Honorary Administrative Assistant (MSC)
Pushpa	Naran	HACC
Rajan	Sheila	Secretary – Board Member & Administration Support
Raymond	Russell	Board Member & Administration Support
Ripani	Albana	Honorary Administrative Assistant (MSC)
See	Alice	MHSP
Seydalzadeh	Mahboubeh	MHSP
Sigismondi	Lavinia	HACC
Stanisheff	Vessa	HACC
Tabassum	Sheriff	HACC
Tan	David	HACC
Tee	Ta Nay Tha	MHSP
Urfig	Marion	WDC
Ursich	Kathy	Deputy Chairperson – Board Member & Administration Support
Vivita	Tayal	HACC
Win	Kay-Thi	SGP
Win	Saida Sein	SGP
Yassini	Antoine	MHSP
Ziatis	Angie	HACC

IN MEMORIAM



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

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

Vale Claudio Pierluigi

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



Vale Thevant Fitzgerald



Sam was a member of the interim Committee that established the North Perth Migrant Resource Centre (NPMRC) in 1980. (The North Perth Migrant Resource Centre changed its name to the Multicultural Services Centre in 2001.) He was NPMRC's Founding Vice President and served for four years in that capacity. He subsequently served as a Board Member for several years including at the time of his passing. The many positions he held besides the above include Founder of the Stirling Ethnic Aged Homes Association, Founding President of the Ethnic Communities Council of WA, Honorary Patron of the Chinese Community Centre of WA, and the Chinese Community Centre School.

Vale Sam Piantadosi JP OMRI FOC

ACKNOWLEDGEMENTS

MSCWA is what it is today because of the substantial support and assistance of a number of local, state and commonwealth government agencies, ethno-specific and multicultural organisations, mainstream agencies and individuals.

As they are too numerous to acknowledge individually, the Board and Staff of MSCWA extend all of them special thanks.

Particular mention is being made of Lotterywest for its financial support for the production of this publication and the DVD to celebrate the Centre's 30th anniversary.



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of W.A. Inc**

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