



multicultural  
futures

**ANNUAL REPORT**  
2021-2022

# PAGE OF CONTENTS

CHAIR REPORT	03
MENTAL HEALTH ACCESS SERVICE	04
MY HOME AND FAMILY	07
SEE ME SEE YOU	10
SETTLEMENT ENGAGEMENT AND TRANSITION SUPPORT	13
WORLD MUSIC CAFE	16
ADMINISTRATION & BOARD OF MANAGEMENT	18
FUNDERS AND SUPPORTERS	19
2021-22 AUDITED FINANCIAL STATEMENTS	20

# CHAIR REPORT

The year 2021-22 was dynamic, for our Board. We would like to thank departing board member Marlon Fernando, we wish him well for the future. In addition, we welcomed three board members Weng-Si Cheang, Kamel Elnaggar and Dr Helen Grzyb. We would like to thank all Multicultural Futures Board members for their valuable contributions over 2021-22.

In early 2022 Roshan stood down from the role of Chair, and we thank Ivy Chen for stepping in as Interim Chair, until the appointment of Helen Grzyb as Chair in late June. Roshan commented that "Looking back over my time as Chair it is pleasing to see Multicultural Futures as the go-to organisation for all matters multicultural, leveraging our long-standing industry reputation."

This year also saw us farewell CEO Stuart Tomlinson. In the five years of his tenure, we maintained all our key funding streams and relationships and created a new partnership with the City of Canning. We also developed and implemented a new name, visual identity, and communication program, and established a range of innovative programs such as World Music Cafe.

Earlier this year, Multicultural Futures moved from Fremantle, where we commenced providing services to migrants more than 40 years ago, to our new home in Bentley.

In our new premises, we look forward to establishing a presence and service engagement in the Southeast Metropolitan corridor. We are working on collaborative, complementary, and integrated connections with the City of Canning and other community services in the region.

We would like to extend our appreciation and respect to all Multicultural Futures staff for their continuing commitment, dedication and passion for the clients and communities we are here to serve.

We would like to thank Anita Tuzlukovic and Alec Uzunovsky for stepping up to act in the role of CEO during the year.

The Board have now appointed Anita to the ongoing role of Interim CEO.

All small organisations face challenges in the current funding environment. We are looking forward to development of new opportunities with a focus on achieving long term outcomes for our clients and communities. As an organisation we have strong foundations and are well placed to expand our capacity and influence in the multicultural sector.

**Roshan Weddikkara and  
Dr Helen Grzyb**



## Mental Health Access Service

MHAS continues to work tirelessly to ensure that Culturally and Linguistically Diverse (CaLD) communities have improved and equitable access to appropriate mental health services through advocacy, provision of information, referral, and support services. The service uses a community development approach to engage CaLD individuals/families to empower them and strengthen their capacity to effectively integrate and participate in the wider community, thus promoting resilience.

This year we sadly had to farewell Mathias Silas who left the service to continue work in his area of passion - the AOD sector. We warmly welcome Elorm Nusetor to our team. Elorm comes with a wealth of varied experience in working with CaLD communities.

The service has assisted 291 clients from over 51 countries to provide 1987 number of services to clients in Perth metro. This number does not include the families and carers who were supported and linked to appropriate services.

CaLD clients often present with multilayered complex mental health needs and the pandemic continues to heighten these complexities. The service evidenced higher than usual number of women with children, notably on spouse visa presenting with mental health issues because of family violence in the context of isolation and restricted access to support services. Increased anxiety and uncertainty related to the future among asylum seekers and international students was also a frequently presented issue. With limited resources and staff shortages the team rose to the challenges efficiently and professionally to respond to differing needs of our clients.

To assist our clients with timely services, continuity of care and referral pathways, MHAS has **partnered with more than 40 agencies** both government and non-government including Hospitals, Community Mental Health Services, Dept of Corrections, Community Legal Centres, Fremantle Women's Health Centre, Red Cross, Women Refuges, Richmond Well-being, Ishar -Multicultural Women's Health Services, NEAMI, Local Councils and WAPHA to name a few. Partnerships with mental health services have been particularly effective in facilitating culturally specific input into diagnosis, treatment, and recovery plans.

MHAS team continues to be a voice for CaLD clients/families and their needs on various Steering/Advisory Committees. MHAS's significant representations include:

- Interagency Expert Advisory Group (EAG) to support the Ministerial Taskforce into public mental health
- Cultural Advocacy for Mental Health Network
- Perth Suicide Prevention and Postvention development groups
- Services Australia / Centrelink Multicultural Advisory Group
- Chairing South – West Multicultural Services Network
- South – East Multicultural Services Network
- Red Cross Stakeholders Meetings
- Multicultural Youth Advocacy Network
- City of Wanneroo – Multicultural Advisory Group
- WAAMH NDIS Psychosocial Reference Group
- NDIA Community Engagement – CaLD Issues
- Safe Family Alliance
- Rockingham / Kwinana FDV Action Group
- Mental Health and AOD Peer Workforce
- Mental Health Expert Advisory Group

Community Ambassadors' Model initiated by MHAS in 2010 has proven to connect the diverse populations to support services that are meaningful and effective. This model that engages bilingual community members with networks in the communities to disseminate vital information in a culturally competent and safe manner continues to garner interest in the wider community. MHAS has effectively used the model to increase awareness of Covid 19 among CaLD Communities. On-going training is undertaken to recruit Community Ambassadors.

#### CaLD ASSERTIVE OUTREACH SUPPORT Funded by WA Primary Health Alliance

The service delivers culturally safe assertive outreach services to CaLD individuals and communities affected by poor mental health and /or alcohol and other drugs. We provide an integrated, evidence-based response to problematic substance use and mental health issues.

The service has supported 84 clients during the last year.

As CaLD communities can be a critical resource in identifying people in their communities who may require support from MH or AOD services, further group sessions on these topics, were provided to three different ethnic communities, in this reporting period. The Community Ambassadors model was presented and well received at WANADA Alcohol & Other Drugs Conference in Perth.

To help services better understand and respond to the needs of the communities we serve, CaLD clients have been represented at:

- Headspace Fremantle Consortium Advisory Group
- WAPHA Multicultural Stakeholder Reference Group
- Alliance Against Depression Working Group

**Marina Korica**

Manager Health and Wellbeing

**Pushpa Sirole**

Senior Mental Health Advocate

**Dragana Prodanovic**

Mental Health, Alcohol, and Other  
Drugs

**Geoff Lobo**

Mental Health Advocate

**Karen Orel-Hughes**

Mental Health Advocate

**Elorm Nusetor**

Mental Health Advocate



**291**

Clients Assisted



**51**

Different  
Client Countries



**1987**

Services to  
Clients



**40+**

Partnered  
with agencies





## My Home and Family

In 2021/22, the My Home and Family services, (Supported Transitional Accommodation, Children in Homelessness and Homeless Accommodation Support Work), continued to provide a wraparound service to migrant and refugee families who find themselves homeless or at risk of homelessness. The services assisted families from 33 different countries, (South Sudan, Democratic Republic of Congo, Iran, Somalia, and the Philippines being the five most predominant countries of origin for families supported). The services collaborated extensively to ensure that families were provided supported accommodation and supports to address issues and concerns associated with their homelessness, 32 children of the families were provided early intervention supports in health, education and social/community integration and families also assisted to access and maintain long-term housing, (25 families and individuals assisted to access stable, long-term accommodation).

Multicultural Futures - Supported Transitional Accommodation, (STA).

The STA service assisted 25 families, consisting of 38 adults and 58 children in 2021/22. The service continued to utilise seven properties provided by Housing Choices Limited, (WA), and Community Housing Limited to house and support families from a migrant and refugee background who were homeless or at risk of homelessness. The STA service was also assisted by Saint Vincent de Paul to access housing for clients who are then case managed by the service. In the 2021/22, the STA service housed and supported 25 families from a range of different migrant backgrounds to access supported accommodation, engage with a range of services and agencies to deal with presenting issues and to seek long term, stable accommodation. The service worked with families to provide support around homelessness,

trauma and mental health issues, family and domestic violence, financial and legal concerns, and employment and education and collaborated with Department of Communities – Child Protection and Family Services, Department of Communities – Housing, Family Support Network, Financial Counsellors, Parents Next providers, Family and Domestic Violence – Outreach services and Legal Aid WA to provide better outcomes to families within the service. In 2021/22, the STA service assisted six families to access long term accommodation, (two families into public housing and four families accessed the private rental market).

#### Multicultural Futures – Children in Homelessness, (CIH).

In 2021/22, the CIH service supported 32 children, ranging in ages from 0 -17 years and from a range of different migrant backgrounds. The children presented with range of health, dental health and mental health, educational and social engagement issues that the service supported and assisted to access suitable services and agencies. The service focused on an early intervention approach to address the issues of each child and in accessing the appropriate support networks to assist the children and families to achieve better outcomes, (the service utilised over \$8000 towards accessing early intervention therapies and supports).

The CIH service collaborated with local health centres, allied health providers, (WIZE Therapy provides occupational therapy and speech therapy services), Child Development Centres, Child and Adolescent Mental Health Services, Oral Health Service of WA and school dental therapy services, and Curtin University and Murdoch University Psychological Services to provide therapeutic interventions for the children's health, dental health, and mental-health needs. The CIH service also supported a range of educational/learning issues, (developmental delays, cognitive processing concerns, learning difficulties and behavioural concerns), and supported these needs through collaboration with each school, Child Development Centres, School of Special Education Needs and speech and occupational therapy through WIZE therapy. The service assisted children to engage with social and recreational activities, attend activities with families during holidays and to attend Perth Royal Show, (Lotterywest and Royal Agricultural Society of WA provided family tickets for each family in CIH service).

#### Multicultural Futures – Homeless Accommodation and Support Work, (HASW).

In 2021/22, the Multicultural Futures - HASW service assisted 38 families and individuals. Of the families and individuals supported, 21 families were from a migrant and refugee background and 17 families and individuals who were Australian born, (12 of these families and individuals identified as being aboriginal). The service worked closely with Department of Communities – Housing, Housing Choices Australia, (WA), Community Housing Limited and Department of Communities – Child Protection and Family Service to accommodate and support families and individuals who were homeless or residing in a crisis/supported transitional accommodation service into stable, long-term housing. The HASW service also assisted and supported families and individuals to address issues and concerns contributing to their homelessness and supported access to educational and employment options, (three individuals commenced fulltime employment, four part-time and one casual employment and two clients commenced TAFE courses and two clients continued university courses). In 2021/22, the HASW service supported 19 families and individuals to access long term accommodation and to maintain accommodation once housed.





**Alec Uzunovsky**  
Manager - My Home and Family

**Alicia Asic**  
Supported Transitional Accommodation

**Victoria Mashonga**  
Children's Program



**32**

Children provided  
early intervention  
support



**33**

Different  
Client Countries



**25**

Families  
provided homes



**10+**

Collaborated  
Agencies and  
Health providers



## See Me See You

Over the last financial year, the See Me See You training program (SMSY) has built upon the strong base that was established since starting its first workshop in August 2020 and consolidated the offering to participants. We have seen a continued positive uptake of this cultural responsiveness training program despite the increase in challenges that the impact of Covid-19 has presented. SMSY continues to be free for not-for-profit organisations that work in WA, running over three hours with a minimum of 15 participants and a maximum of 25 per session for face-to-face training, and 20 for virtual sessions. These numbers create the optimum opportunity for learning under such interactive circumstances.

Overall, the See Me See You program is creating an appetite within organisations to build upon this training and go the extra mile to create Multicultural Action Plans (MAP) and/or making SMSY compulsory for staff members. Over the 2021\_22 financial year, almost 800 people were trained in 47 workshops, and most of these also completed their Intercultural Readiness Check (IRC).

The IRC, measuring the current level of intercultural effectiveness based on four core intercultural competencies, has been welcomed by participants as either a personal self-development tool, or a tool for team development. It continues to be one of the standouts of the program with participants stating in our survey that they feel more likely or willing to improve or work on their intercultural skills. IRC results could also be used to measure cultural competency trends within the community services sector in Western Australia.

During the first part of 2021 financial year until around March 2022, the training delivery was mainly face to face. However, once the WA borders were opened, many organisations cancelled their bookings or requested online training. This urged SMSY to shift to more virtual sessions and explore hybrid sessions where people have the option to attend either face-to-face or virtually.

Participants attending SMSY were a good representation of age, education and the various sectors within the community services sector in Western Australia. The feedback from participants during the 2021/22 financial year continues to be overwhelmingly satisfied with the training. Organisations who requested in-house training include: Smith Family, Women's Health and Family Services, Centrecare, EdConnect, Royal Life Saving, Foodbank, Youth Focus, Volunteering WA, Ruah, Cancer Council, Kids are Kids, Little Green Steps WA, The Blue Room Theatre, Wanslea and Compassion WA. The SMSY virtual sessions advertised on Eventbrite drew a multitude of organisations across the State. There was also an increase in numbers of virtual participants from Bunbury, Karratha, Albany, and Geraldton.

The 2021/2022 Annual Symposium was hosted at the newly opened Hillview Intercultural Community Centre, Bentley on 5 May 2021. This year the symposium explored cultural responsiveness through the lens of welcoming and inclusiveness, as well as taking a more in-depth look at the cultural competence, 'Building Commitment'. Facilitator, Rika Asaoka teamed up with Dr Chris Hogan, a facilitator, educator, author and development consultant.

Over the next year, SMSY will actively be targeting delivering training to regional participants. We will also be delivering a more in-depth training workshop called See Me See You 2.

Towards the end of 2021/22 financial year, we have been attending more stakeholder meetings with Local Government Agencies, as this provides access to lesser-known organisations, and adding our voice to bring positive changes for people from a migrant or refugee backgrounds in our communities. This is in line with pitching SMSY as a pathway for organisations and LGAs to create Multicultural Action Plans.





**Erika Von Kaschke**  
Program lead

**Rika Asaoka**  
Training program Designer/Facilitator

**Ilor Barman**  
SMSY Community Ambassador



**777**

People Trained



**47**

Workshops



**15+**

Organisations  
Trained





## Settlement Engagement and Transition Support

SETS Client Service - 'inspire me®' Digital Literacy for Employability Skills

Digital Literacy is an essential everyday life skill, but also a required component for education, training & employment. During this reporting period 'inspire me®' Digital Literacy for Employability Skills has delivered the program to 87 clients.

Computer classes were delivered in a small group, using lesson plans that have been created by Multicultural Futures Inc. The lesson plan orientates each participant in using a computer and learn Microsoft Word. Lessons are designed to be adapted for each participant based on their learning level. Introduction lessons-built mouse skills and keyboarding skills. Further lessons assist in typing skills, formatting skills, and creating word documents. In learning how to use the internet, the activities incorporated into the lesson plan included: Living in Australia, employability skills and seek employment.

Employment Information Sessions were delivered during each course covering: Australian Workplace Culture - Communication in the Workplace, Volunteering, Preparing for work, Applying for work, Resume Writing, Interview Skills, Family & Domestic Violence.

Multicultural Futures 'inspire me®' Digital Literacy Course For Employability Skills has achieved great outcomes with participants actively mapping out short-term and long-term career pathways. With most of the participants attending TAFE, many were seeking entry level part-time positions, with 22 clients successfully obtaining employment. The 'inspire me®' course has equipped participants with skills to become self-sufficient, gain confidence and self-esteem for education, training, and employment.

Multicultural Futures have built and established a strong working partnership with the Adult Migrant English Program (AMEP) South Metropolitan TAFE. Attendance and outcomes of these courses have been highly successful, and we continue to provide ongoing timetabled courses to AMEP – SETS eligible clients during the term breaks. Classes are run from the AMEP South Metropolitan Campuses Thornlie and Carlisle. A Community based course in Mandurah continues to run at Mandurah Library, with referrals predominantly from AMEP South Metropolitan TAFE, Mandurah.

A course was delivered at the Multicultural Community Centre – Program run through the Edmund Rice Centre, at Thornlie Primary School. Mothers of the children who attended the school and clients of the Multicultural Community Centre enrolled into the course. Many of the ladies who attended had not finished or engaged in their English studies, due to parenting/family commitments. A creche and transport was made available for the those who attended. Due to lower literacy levels, the computer skills section of the course was delivered, with focus on building mouse skills, keyboarding skills, typing documents and internet skills (Google, Learners Permit Quiz, Hazard Perception, Citizenship). 'inspire me®' online was launched in July 2020 to address Covid-19 and continues to be offered to eligible SETS clients with support. [www.inspireme.org.au](http://www.inspireme.org.au)

#### Youth Service – North Lake Senior Campus

67 clients were provided with individualised case management delivered on site at North Lake Senior Campus, using a strengths-based co-design process with each young person. Services have included needs assessment and goal setting, action planning, information, advice and advocacy.

A number of workshops delivered included social participation, economic participation - employment pathways, and young women's family domestic violence information sessions. Successful outcomes include:

- MF SETS negotiated for a specialised CaLD counselling service to deliver in person sessions at North Lake Senior Campus
- Continued partnership with First Hike Project, providing excellent opportunities for social connection and community participation for many young people. For many hikers this was their first experience of Australian bushland and socialising outside of school.
- Providing weekly job vacancy, volunteering and training opportunity updates through the classrooms; individualised in person and digital support for resumes, cover letters, interview preparation, tax file number applications, and reporting in come to Centrelink.

#### SETS Community Capacity Building

The purpose of Multicultural Futures SETS Community Capacity Building (SETS CCB) program is to equip and empower new and emerging organisations and communities to work towards collectively increasing the social participation, economic and personal well-being of community members to ensure that positive settlement outcomes are sustained in the long term.



During 2021-2022 SETS CCB had an opportunity to intensively support 3 multicultural community groups: Women of World Stage Association, Harvey Filipino group, and Ubuntu Australia Inc. SETS CCB also provided medium intensity CCB support to Malaysian Women's Group and EALD Women's Group in this funding period and will continue to work with these two organisations more intensively in FY 22/23.

Each group/association presented specific areas of improvement and were significantly distinct from one another, allowing us to exclusively explore pathways and avenues to assist community groups through variety of greater community sector resources. Assistance provided to associations/groups ranged from direct assistance with grant/funding applications, engagement with industry experts to provide professional leadership and governance trainings and mentoring opportunities for community leaders/organisations to assisting community groups with incorporation procedures and processes.

**Anita Tuzlukovic**

Manager - Settlement and Community Engagement

**Teresa Zemek**

Employability Facilitator

**Karen McCulloch**

Youth Settlement



**87**

Client's Trained



**67**

Personalised Cases Managed



**43**

Employability Workshops.  
22 Clients Successfully Employed.



**3**

Multicultural Community Groups Supported



## World Music Café

The World Music Café social enterprise program has had a strong year of social enterprise trading, profile building, and cultural development in the culturally diverse community and arts sectors. The World Music Café team presented nine public 'Dinner & Show' events, seven corporate events, eleven musician's workshops, produced 20 short film clips, and developed the first World Music Café documentary for the international Australian Cultural Diplomacy program.

### World Music Café 'Dinner & Show' Events

Despite the impact of the Covid-19 pandemic restrictions, the World Music Café team presented nine monthly 'Dinner and Show' events for public audiences at the Mt Lawley Bowling Club Function Room and the Camelot Theatre in Mosman Park. These events provided 58 industry employment opportunities for the WMC crew members in the catering, customer service, Front of House and marketing support teams. There were 23 musical acts featuring 71 culturally diverse artists, that included; Anninora, Tango 22, Roberto Balsamo, Perth Choro, Mesut Med, Hot Paprika, Mahamudo Selimane, Zola Li, Duende Indalo, Grace Barbe, Rob Zielinski, Ani Santos & Felipe Cairello, Los Huaira, Gamelan Langen Swara, Joshua De Silva, Shutong Liu, Moha Builo Michel & Novos Ares, Red Sea Pedestrians, Olman Walley, Alastair van Schoor & Ilan Zagoria Quartet, Stellar 5, Geraldine Rey and Dana Kazhimova.

### World Music Café Collaborations

World Music Café Collaborations is a world musician cultural development project that provides structured jam session networking opportunities and music skills workshops. The purpose is to create opportunities to engage new culturally diverse artists and connect them to the established local arts community.

Two Creative Communities grants were secured from the Department of Culture and the Arts. There were 11 WMC Collaborations events that attracted 207 diverse music participants and thematic music workshops included, Congolese Soukous (Mahamudo Selimane & Jamie Searle), Japanese Ma (Mark Cain), Seychelles Sega (Grace Barbe), Indonesian Gamelan (Mike Burns), Georgian Choral (Digby Hill), South African Marimba (Alastair van Schoor) and Brazilian samba (Michael Boase).

#### Australian Cultural Diplomacy Program

World Music Café secured a two-year Australian Cultural Diplomacy Grant Program support from the Department of Foreign Affairs and Trade. World Music Café was one of 12 successful recipients, out of 124 applicants, and one of four to receive multi-year grant support. The World Music Café film team are producing a series of four documentaries for global release showcasing our Australian values of multicultural social cohesion and creative collaboration through a lens of the World Music Cafe cultural activities for specific international trading regions. The DFAT grant support allows the World Music Cafe team to film all our activities and also create extensive marketing promotions for use on multiple digital platforms to extend the World Music Café marketing profile and audience development.

### Jon Cope Social Enterprise Facilitator



**71**

**Culturally Diverse Artists**



**9**

**Events**



**58**

**Industry Employment Opportunities**



**3**

**Collaborations**



## Administration Team

**Robyn Bishop**  
Administration/Front Desk

**Vesna Cvijanovic**  
Accounts

**Gavan Wood**  
Accounts

**Anita Tuzlukovic**  
Interim CEO

## Board of Management

**Dr. Helen Grzyb**  
Chair

**Tim Martin**  
Secretary

**Jaideep Singh**  
Treasurer

**Roshan Weddikkara**  
Member

**Roseanne Thomas**  
Member

**Ivy Chen**  
Member

**Kamel Elnaggar**  
Member

**Weng-Si Cheang**  
Member



## **Multicultural Futures would like to acknowledge and thank the following funders and supporters**

**Department of Home Affairs  
Department of Communities  
Mental Health Commission  
Office of Multicultural Interest  
Lotterywest**

**Department of Foreign Affairs and Trade  
WAPHA**

**Soroptimist International**

**Adult Migrant Education Program- South Metropolitan TAFE**

**Peel and Rockingham/Kwinana Mental Health Service**

**Office for the Arts**

**Fremantle Women's Health Centre**

**Fremantle Community Legal Centre**

**Richmond Wellbeing**

**City of Stirling**

**City of Canning**

**City of Mandurah**

**North Lake Senior Campus**

**Mosman Park Probus Club**

**Share the Dignity**

**Housing Choices Limited WA**

**Community Housing Limited**



## Multicultural Futures 2021-22 Audited Financial Statements

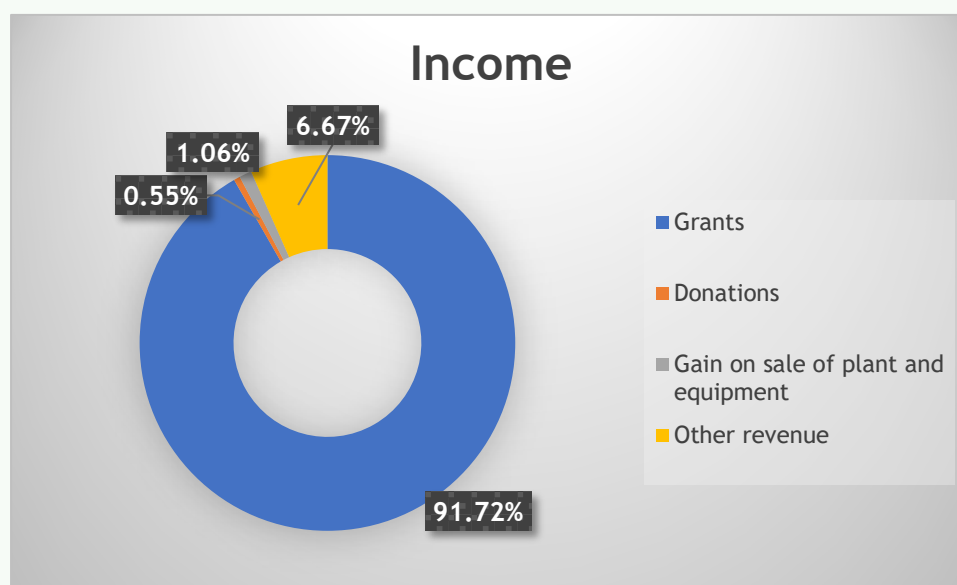
Multicultural Futures has, as an organisation, successfully navigated the uncertainties presented by the COVID-19 pandemic with support from funders and various stakeholders. Over the last few years, the not-for-profit industry has experienced a tough operational environment driven by growth in cost base outstripping the growth in revenues from funding agencies. Peer organisations have either responded by lowering the quality of services provided to clients, merged with other organisations, or have exited the industry altogether. In this backdrop, Multicultural Futures with its strong asset base has been able to continue to provide above industry average services and maintain brand values and standing with stakeholders.

The 2021-22 Financial Year saw the sale of our Fremantle premises which shored up our liquidity position to over \$3million. This enhanced liquidity position provides us the flexibility to properly evaluate and execute strategic initiatives to deliver growth and greater stability to the organisation, key for enduring operations. The sale of the unique Fremantle premises involved a non-cash accounting loss which is reflected in the Profit and Loss Statement.

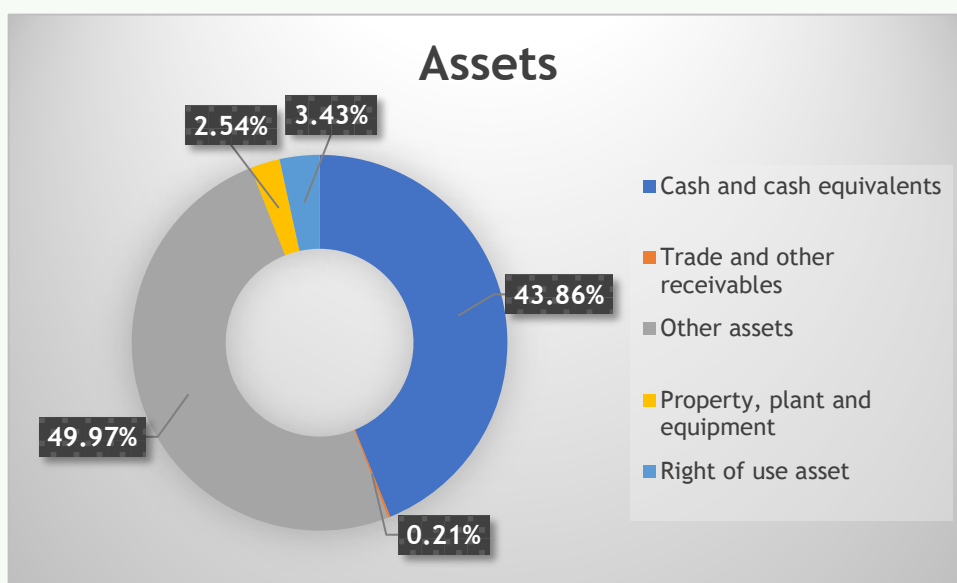
Multicultural Futures is acutely aware of the operational cash deficit of \$85,948 during the 2021-22 Financial Year and with an invigorated executive team is working to bring the operations to a cash neutral position over the near term. As we settle into our new premises, Hillview Hub, the team continues to identify avenues for greater operational efficiency through a review of the organisation from a commercial lens.



# FINANCIAL SUMMARY

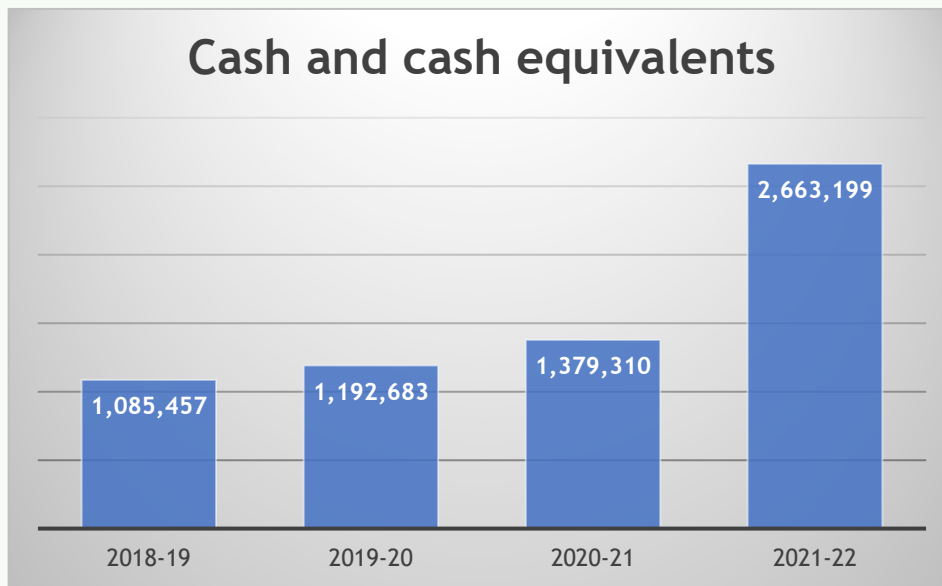


Grants	\$ 1,944,264
Donations	\$ 11,576
Gain on sale of plant and equipment	\$ 22,491
Other Revenue	\$ 141,370
<b>Revenue</b>	<b>\$ 2,119,701</b>



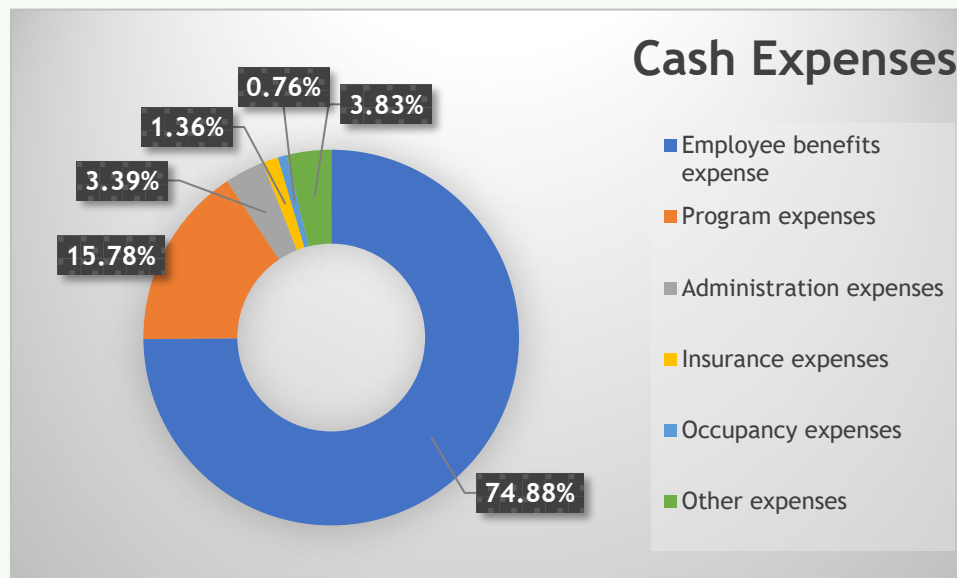
Cash and Cash Equivalents	\$ 1,259,829
Trade and other receivables	\$ 5,900
Other Assets	\$ 1,435,572
Property, plant and equipment	\$ 72,931
Right of use asset	\$ 98,439
<b>Total Assets</b>	<b>\$ 2,872,671</b>

## Cash and cash equivalents



2018-19	\$ 1,085,457
2019-20	\$ 1,192,683
2020-21	\$ 1,379,310
2021-22	\$ 2,663,199

## Cash Expenses



Employee Benefits expense	\$ 1,622,407
Program expenses	\$ 341,920
Administration expenses	\$ 73,540
Insurance expenses	\$ 29,422
Occupancy expenses	\$ 16,492
Other expenses	\$ 82,980



## CONTACT US

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