



Melaleuca Refugee Centre

Annual Report

2016-2017





Welcome

My name is Melaleuca.

It comes from the Greek words 'Mela' meaning black and 'Leuca' meaning white. My name was chosen in 2002, as both a statement and a symbol. Portraying the diversity of people who come to Melaleuca as clients, staff, volunteers and communities.

I am also a tree that is native to Darwin and the Top End of Australia and an important resource to the traditional people of the area. My name conveys what the people felt best represented the organisation I am called. I am shelter. I am new growth sending down roots. I am strength. I am resilience and I am beauty. I am the tree as that survives with its roots in water for half the year and on dry land for the other half.

As this tree, Melaleuca nurtures and sustains life in harsh environmental conditions. Every part of me as a tree can be used for sustainability. My bark is used to build shelters, laid over structures to provide shade and keep out the elements. It can also be used for cooking to give life. My wood can be used to build structures and to burn for warmth and cooking. My leaves are used for medicinal purposes, as can the oil extracted from my leaves.

For the shade I give ... I invite people to gather and sit with me. A place to meet, exchange, talk, share and transform.

We are Melaleuca Refugee Centre

continuing to reflect the origins of our name, providing comfort, support and welcome relief for the people we serve.

This is our story for the year 2016 -17

Our Vision

Melaleuca Refugee Centre is recognised as a leader in facilitating the recovery of refugee survivors of torture and trauma.

Our Mission

Melaleuca Refugee Centre provides an environment for resettlement and healing of refugee survivors of torture and trauma, their families and community through confidential, high quality and holistic services.

Chairperson's Reflection



This year has been an extremely busy year for Melaleuca on a number of fronts.

Early in the year Caz Coleman resigned to return to Melbourne for family reasons. We were then fortunate that Kwame Selormey was able to join us as our interim Chief Executive Officer.

At the same time the Australian Government closed the last detention centre in the Northern Territory. It also announced that the Humanitarian Settlement Programme would be put out to tender. Melaleuca was successful in the tender submission. However to get to this point has meant a massive piece of work had to be undertaken over the last 12 months.

On behalf of the Board, the members of Melaleuca and most importantly our clients, I thank Kwame and all the staff for the efforts. This work has not been smooth nor was it without pain. However, it has resulted in significant changes to the organisation.

We now go forward with a mandate to help our new and existing clients find a new life amongst us within the Darwin community.

The Australian Context

Melaleuca's sole purpose is to support Refugees and Humanitarian Entrants arriving in the Northern Territory to experience positive outcomes. A recent research – The Economic Impact of Migration published by the Migration Council of Australia showed that Australia's population will increase

to 38 Million by the year 2050, and Migration will be contributing \$1.625 billion to Australia's GDP. In the absence of a migrating program, Australia's population in 2050 would be only 24 million. Small as we may be, Melaleuca plays a role in how the work it does changes the economy for the Northern Territory, creating an impact nationally.

The year 2015 has increased Melaleuca's questions about how best to support newly arrived clients to connect to meaningful employment. This question, which was sparked heavily by the surge of new arrivals this year, led to the formation of certain partnerships by the end of the year in response. These partnerships continue into the future. The agenda of employment remains topical for the Territory Minister and her Advisory Council, which includes the Interim CEO of Melaleuca.

Humanitarian services were significantly in focus during the year such as:

- The treatment of people seeking asylum at Nauru and Manus regional processing centres (RPCs) and the Senate inquiry into this led by the Legal and Constitutional Affairs References Committee.
- The debate about the introduction of the Australian Citizenship tests
- The introduction of Settlement outcomes
- The Australian Government's Announcements of the Changes to the adult Migrant English program.

Strategy

I congratulate the Australian Government for taking the contemporary step towards individualised outcome based services, and for the introduction of the Humanitarian settlement outcomes. Given the mix of services that Melaleuca delivers which ranges from a Program of Assistance to Survivors of Torture and trauma, Refugee Health Services and a number of Community Development services, the challenge is now to reduce the fragmentation and silos across services and to ensure that individuals experience a good life that is seamless across the contracting point. A challenge that Melaleuca embraces wholeheartedly. This change towards outcome based contracting means Melaleuca has to refocus and rethink its strategy.

- Melaleuca's Board of Management focused attention this year on considerations of future proofing strategies for the organisation.
- Melaleuca was one of 5 organisations nationally who were successfully won the Humanitarian Settlement Program contract. This significant achievement bodes well for the organisation as we now transition into the new world of outcome based contracting.

Operations

- The operations team focused largely on strategies to best manage the increase of client numbers arriving in the NT this year. This increase of over 300% meant that there were some challenges that not only affected the organisation but also the Territory. Especially as the increase in arrivals was also counteracted by the increase in client exits as majority of the newly arrived clients from Syria and Iraq opted to exit to bigger cities such as Sydney and Melbourne for various reasons including weather, employability and the lifestyles of larger city living.

- Melaleuca started seeing an increase also in linked families to existing client groups starting to arrive through such natural links. Which means the Territory is finally starting to draw in natural family connections.
- At an operational level 2015-16 focused significantly on reviewing of internal systems with the lens being to improve client services and to increase the quality of services experienced by our clients.
- The team brought a large number of diverse communities together in Goyder Square this year to celebrate the inaugural World Music Festival in honour of World Refugee Day.

I take this opportunity to thank the members of the board for their work during the year.

Finally, I offer our collective appreciation to the staff and volunteers of Melaleuca for their resilience through what has been an extremely challenging and unsettling year.

Ross Springolo FAICD FCPA FGIA FCIS

Chairperson

CEO's Message



We exist because of the people we serve, and it is because of them that we are able to support our own families, be well, be part of caring communities and to achieve meaningful and positive outcomes.

When I think of that, the irony does not escape me. As a Humanitarian Agency, we serve people who are displaced as a result of refugee movement. They leave behind their hard earned possessions, their friends, their homes and tangible places of sanctuary that remind them of the life they led with pride.

In the last 12 months my colleagues and I have seen, heard and felt more of the strengths that individuals bring with them, gathered through their journey. To be strong self-advocates, who speak about how best they can become one with Australia, who are experts of their own lives and who seek support that is individualised.

It has mostly been business as usual within the Program of Assistance to Survivors of Torture and Trauma, Family Harmony Program, Communities for Children, Reconnect Youth Program and the Trauma informed services. However, the Settlement services program experienced a complete paradigm shift this year, which generated a flow on ripple effect as we broke down programmatic silos to ensure seamless support to clients.

The Australian Government honoured its commitment to settling an additional 12,000 people arriving from Syria and Iraq nationwide.

Australia experienced a new wave of change as Humanitarian Settlement Services all over the nation made changes to ensure optimum support. Melaleuca was no exception. There were times when we got it right and there were times when we got it wrong.

Australia experienced a significant internal migration of the people arriving from Syria and Iraq, as they self-initiated further interstate relocation. For Melaleuca and the Northern Territory, our story was a bit different. The number of people arriving in the Territory tripled and so did their subsequent exits interstate from the Territory. Naturally this had a flow on impact on the other services.

The year also saw Melaleuca concluding its Humanitarian Settlement Services contract and responding to the Humanitarian Settlement Program Tender, which combined Complex Case Services with Settlement Services. Melaleuca successfully negotiated a new contract following the success of the request for tender for the new program featuring outcome based service delivery, improved client-centred case management, collaboration, innovation and flexibility in service delivery. This new contract heralds in further changes in the way Humanitarian Settlement Services will be delivered into the future.

We saw several young people within the Reconnect Youth Program take up a strong leadership focus this year and increased the collaboration with a number of youth service providers. Story telling in client's language featured strongly as a therapeutic approach with Treasure Language.

Earlier in the year, we accepted the Refugee Health Contract for the Northern Territory, which meant that Melaleuca become responsible for the coordination of refugee health services in collaboration with 8 clinics in the Northern Territory, as well as the integration of health and social services for newly arrived refugees. This new initiative complemented the integration of services across the organisation, with the aim of supporting holistic wellbeing of clients.

Collaboration continued to feature strongly this year as we worked with various groups and organisations to enhance services of inclusion. The City of Palmerston and over 20 Community groups and Red Cross supported us to host the World Music Festival as part of World Refugee Day.

As the year progressed, and because of limitations of funding and resources, we farewelled a number of our colleagues, some of who have been long standing employees of Melaleuca. I remain grateful for their contribution to Melaleuca and for the difference they have made to the people we serve.

In summary, the year 2016-17 was the year of the most profound changes in the 20 years of Melaleuca's existence. It was characterised by the highest number of client movement in its history, contract changes; from an output based contracting to an outcome based contract, commencement of new complementary services, integration of service models and changes to workforce.

2016-17 was a watershed year for everyone of us – our Board, Staff, Clients and Volunteers.

I thank the Board of Management for their leadership and my colleagues for the gifts of immense learning, adaptability, resilience, and vulnerability.

To the people who give us reason to exist, our clients. The only way we can repay you for your gift is by asking you to continue to hold us accountable for the services we provide to you and to never be silent about your rights to be supported to remain connected to your own families, be well, be part of caring communities and to achieve meaningful and positive outcomes.

With sincere gratitude

Kwame Selormey

Interim CEO

*Another world is not only possible, she is on her way.
On a quite day, I can hear her breathing.*

Arundhati Roy

Yobora's Wish

My name is Yobora and I am from the
Democratic Republic of Congo

I recently led my family of ten people into
Australia

Before then we lived in a Refugee Camp,
where life was not the best. It is a story of
terrible things It is not for telling here

However I have brought my people to a
better place

I am studying

I am financially stable

I still have my 7 children and my mother
with me

As well as my grand daughter who is growing

I too am going to keep growing

I am learning English

Soon I will be speaking English

I just finished my driving course

Soon I will be driving

My wish is that you see me as woman who is
very proud of what I have achieved despite
adversity





Young Voices of Leadership

Melaleuca asked young people what they would do differently as leaders. This is what 18 year old Faida and 21 year old Emmanuel said.



Q: Tell us about yourself?

Faida: I was born in Congo but due to the war, my parents decided to run to a foreign county which is Kenya. I grew up there in Kakuma refugee camp of Kenya, we stayed there for about eight years until I was almost to finish middle school. In the camp we were being treated very nice and well. My journey to Australia was very fantastic however I was like scared in the aeroplane because it was my first time to flew in the aeroplane since I was born. I am currently in year 11 at Darwin High School and I am hoping that when I finish my study I want to work in a health area such as a nurse or midwifery. I always attend church every Sunday morning, and I am one of the singers at my church. I am learning how to play drum set and guitar at church. I live with my both mum and daddy in our family we are eight people five girls and one boy. Both of my parents do not have any job as they are still learning English at Charles Darwin University (CDU) I have lots of friends in Darwin especially at school because I always want to communicate with different people from different back ground, to know how their countries are like. I like listening to news that are happening around the world, I play basketball and I love singing.

Q: What do you think are the main issues affecting multicultural youth in Australia today and why?

Faida: Education is one of the issues that is affecting multicultural youth in Australia today because some youth think that due to what they passed through during the war have interrupt their lives. They just find that it is extremely difficult for them to read or communicate in English apart from their own languages. Also feeling lonely is one of the issues among the multicultural youth in Australia, some youth does not have any friends or relatives that they can talk to when they are having problems. Through this, many youths feel lonely and think that they are being discriminated.

Q: If you had the opportunity to improve things in the Northern Territory for young people: 1. What do you think should be changed? 2. What would you do if you were in charge of making the changes?

Faida: I would change the right to drink from 18 years to 22 to 25 to start drinking. Since many people in Australia when the turn 18 years old, they do not want to be under control by their parents because they think that they are mature enough to do so. Also warning should be put to youth in terms of abusing others because of their colour appearance and their back ground traditional. The change that I would do is to make sure that there is no discrimination among youth and they should consider and love one another like sister s and brothers. I hope this could make some changes to the youth.



Emmanuel

Q: Tell us about yourself?

Emmanuel: *I was born in Ugandan refugee camp and grew up there until I came to Australia in 2013. I lived with mum and dad for about 9 years until I left for Australia via the humanitarian visa in 2005. Along with my mum and brothers, we lived in the refugee camp ever since dad left. He then managed to bring us to Australia in 2013. I acted as a father from my early teens and during our journey to Australia. This is because mum could not speak English and I had to translate and explain to her whatever was said to us. As a shy boy, this came with a challenge and I struggled approaching people especially those I do not know. Mum would a times ask me twice to go and ask. Eventually we arrived in Australia and settled in Darwin where dad was. I have always wanted to be an accountant from childhood and my interest changed when in Australia. I thought of doing Medicine as a way of giving back to the community. I value my family time so much and often do things together with my brothers. I also enjoy my alone time especially at the beach and while bike riding. I value helping others hence the reason I volunteer to go to Batchelor twice a month to teach the indigenous children some bible stories and prepare them lunch. I like acquiring knowledge through reading books in spare. I also like to be updated about what is taking place in the world hence the reason I watch news when I sit for a television session. I find that I like challenges in life where I get the opportunity to grow. Meeting new people is also one of my interest. I am also a very serious person and often choose who I befriend.*

Q: If you had the opportunity to improve things in the Northern Territory for young people: 1. What do you think should be changed? 2. What would you do if you were in charge of making the changes?

Emmanuel: *I would like to see more services that include or bring young people together from immigrant and refugee backgrounds. This gives young people an opportunity to hear from young people who have lived here longer and those who are newly arrived to share about how they overcame challenges. I would like to see more camps to give opportunity to young people to mingle.*

There are services provided for young people but there are not young people on the board to advise the service providers about what they actually need assistance with. I believe having young people in these services to provide advise would be a great asset. Here in the Northern Territory, we often miss out on conferences due to lack of financial support to travel to those events in other states meaning our voices do not come across strongly as we are missed. I would like to see opportunities provided in other states for young people from immigrant and refugee backgrounds.

Q: What do you think are the main issues affecting multicultural youth in Australia today and why?

Emmanuel: For majority of young people, they were born and grew up in refugee camps where they have experienced traumatic experiences, such as seeing their loved ones killed in front of them. For many this haunts them for many years. Mental health is a huge issue because the environment the young person is living in and growing up is very different hence integrating can be a huge challenge hence why young people are often stressed. It is often also young people have left their loved ones in their countries of origin and they feel left alone due to this separation, prolonged loneliness could lead to depression, for example and if help is not sought earlier it could cause negative consequences to the young person's life.

Youth unemployment – This is an issue because depending on where the young person lives, often finding work can be challenging. For example, language barrier can lead to lack of employment and lack of understanding of work in Australia. For others who have not gone to school can find it challenging to find work hence they end up being unemployed. People often are hardworking and are willing to find any type of work, but often they are not called in because they are young, have different or “weird/ hard to pronounce names”, and no experience in their chosen field. Youth unemployment can also arise because this young people do not have the social networks to help them find work easily. Lack of resources, transport and support along with finance can make it hard to find a job.

Racism and discrimination – often due to different cultural background, people can have negative views about you. This is because the young immigrants have different language, religions, beliefs/values, disability, the way they look, their accent and weird names.

Finding culturally appropriate services – due to small or no numbers of people from the same country, services targeting certain background are not provided hence young people not having the opportunity to get the culturally appropriate services. It can also be that the service providers do not understand the cultural needs of the needy young immigrants making young people avoid the services as their needs are not met.

Parents of immigrants not understanding the education system hence young people have to find their own resources for them. Normally the parents give the support and find resources that can help with the young person's education. Another issue is that young people often need help with their homework and their parents can not give them because the parents had no education. It becomes frustrating as the young person will have to find their support and resources which can be exhausting and stressful. Other young people feel like their parents are worthless as they do not give the needed education support to them.

The “so what” of what we do...

Moving into 2017 and beyond

Melaleuca this year has been actively breaking down programmatic silos to ensure that our clients experience a seamless service across the various programs.

Just because we have different sources of funding does not mean the individual should experience a fragmented service. We work with people whose journeys to joining us has been characterised by significant displacement. Our commitment is to working with the person as a whole and making sure

that behind the scenes we put systems in place that support appropriate reporting and accountability to our funders.

Our individualised outcomes model is in its infancy and will continue through the years to come as we fine tune and adapt it to meet the holistic person centred approaches.



Our Integrated Outcomes Framework



Living between Syria and Jordan



My mother is Taghreed, she is from Jordan and my father is Saied, he is from Syria. My name is Nadeem and my siblings are Nezar, Naseem, bashir and Laian. We grew up between Syria and Jordan and we spent a lot of time moving between both places.

As we grew up my father who did not speak English regularly travelled to Syria and make a passport for us. He did that one passport at a time. However, because he could not speak English, most of us had our names spelt wrongly on our travel documents, including our last names.

Things were going really well until I turned 18. Then problems started in Syria, but Jordan was ok. So we started spending more time in Jordan to avoid the problems in Syria. We didn't feel the impact so much until the war finished. People started fleeing Syria and refugees from Syria arrived on mass into Jordan. Jordan had limited resources and the economy could not cope with the increased number of people seeking refuge and asylum. There were over 3 million refugees arriving into Jordan.

The Jordanian government then imposed many restrictive laws on all Syrians living in Jordan. Although we were half Syrian and half Jordanian, the government took a position that was in its best interest and saw us as Syrians only. We were not allowed to work, to drive, not open or access bank accounts and education become highly unaffordable. We continued schooling, however it was extremely

expensive. At the time, my brother and I had a scholarship to go and study in the UK and US, however both scholarships were revoked.

Any work that could be done had to be done without any trails as we were not allowed to work.

The UN did not accept us as refugees from Syria because mum was from Jordan. For people from Syria, we did not belong in Syria because they saw us as Jordanians and for people from Jordan, we did not belong in Jordan as they saw us as Syrians. We soon heard that Australia was accepting refugees from Syria, so in February 2016 we applied and we heard that some people had been waiting for 3 – 4 years for their applications to be processed. This was disheartening.

On 1st September, we heard that we may have had our application processed, but it was not certain until 5 September when it was confirmed. We were then told that we had until the 20th September to leave Jordan. The period of preparation was crazy we had 15 days to pack up all of our lives into limited suitcases. For me I had to pack up 26 years of my life. My parents it was more. My grandmother was living with us at that time. We also then had to move her to other family members and say goodbye to many people. So that we could start a new life. All 7 of us.

We arrived in Brisbane as our first stop early on the 20 September, but then we encountered some problems, which prevented us from leaving immediately. Because our names were all spelt wrongly on our travel documents, it was hard



to prove that we were a family. On our Arabic documents, our names matched but on the translated documents, this was not the case. Brisbane was nice, cool and refreshing, which we liked. When we arrived in Darwin the weather was very different. Melaleuca staff met us and we went home. The next day we slept all day. Then the process of essential registrations such as banking, English classes, health Centrelink etc begun.

Before I left Jordan, I knew I would work for myself. After two months, we decided to start a business. I saw the Mindil beach markets on its last night and I knew this was where I wanted to be. so we worked hard to make it happen. We made connections and did a lot of research. Eventually we started our own business in February 2017. A good man trusted me and gave loaned me money without a contract to get started. We bought a caravan and started firstly with a partner as Damascus Kitchen. That act of

trust was profound and that is how we begun.. Not long afterwards, we went back and repaid him.

In September this year, the business changed to Flavours of Damascus and it is going really well. 5 years from now, my dream is to own a chain of restaurants. Creating opportunities for others to be employed as well as sharing in Australia's diversity. Our God puts us at the right place at the right time. My advice to Syrians arriving into Darwin is please fight to stay here, there are many opportunities and you can begin something very special.

Our family wants to support others to stay and we want our community to grow for our children and us.

My advice to Syrians arriving into Darwin is please fight to stay here, there are many opportunities and you can begin something very special.

Our Community of Practice network



World Music Festival

Goyder Square was home to the World Music Festival on Saturday 17 June 2017, from 6pm to 9pm, in honour of World Refugee Day 2017.

This celebration hosted by Melaleuca continues to be a significant event for the many cultural groups with a refugee background residing in the Darwin area. Over 1800 community members, of all cultures, ethnicities and backgrounds, joined to celebrate the achievements and significant contributions refugee-background communities bring to the Top End.

The event comprised of seven international food stalls and twenty-two performances representing eleven cultural groups. Ten community organisations held stalls that provided information, services and free activities. Eighteen youth and twenty-four adult volunteers were engaged in a variety of activities, providing invaluable support to the success of the festival.

As with previous years, the event began with a Citizenship Ceremony organised by the Department of Immigration and Border Protection, the City of Palmerston and assisted by the Multicultural Council of the Northern Territory Inc. (MCNT). Eighty constituents made their pledge and received their Australian Citizenship certificates.

Melaleuca took a strong collaborative approach in the delivery of the World Refugee Day 2017 event.



MCNT participated in planning meetings and provided practical operational support at site planning meetings and in the promotion of the festival. MCNT provided use of their facilities free of charge for consultations and sought the participation of community leaders and representatives.

The City of Palmerston again this year provided invaluable assistance from the planning stage to implementation, including:

- Council staff provided equipment and materials for the Citizenship Ceremony
- Waiving of booking and hiring fees for play and activity equipment, event space (Goyder Square), keys, rooms for planning meetings, banner spaces
- Advice from staff
- Assistance with promotion through their website
- Display of the promotional poster at Goyder Square
- Circulation of flyers and posters through digital networks
- Opening of the Community Room for a community consultation session held in May 2017 and for use at the event.

Buslink provided free transport to and from the event on their bus services and The Red Cross funded \$500 in meal vouchers that were distributed to vulnerable groups including asylum seekers newly arrived refugees, and at-risk young people. In addition, Melaleuca provided transport to newly arrived families and young people involved in our youth programs. This enabled many people to participate in the event who may otherwise have been unable to attend.

Other agencies continued their commitment to the event, with Anglicare NT providing sponsorship for face-painting activities and Catholic Care NT providing sponsorship for the jumping castle. Relationships Australia held a kite making workshop and Football Without Borders hosted football activities at the event.

Thirty-eight individuals representing over twenty community organisations and cultural groups were consulted in the lead up to the festival, through the hosting of two community consultations. These consultations were used to determine the priorities and activities of the event. Planning was also informed by conversations with community leaders and discussions with specific cultural or faith groups. Melaleuca consulted informally in its day to day work with community representatives to elicit ideas and participation.

Leading to the event, significant training and mentorship was provided inclusive of Food handling, media mentorships, and on a range of volunteering support options.

The following countries and/or cultural groups were represented through Performances:

- Afghanistan
- Bhutanese
- Democratic Republic of Congo
- Karen
- Madagascar
- Malayalee
- Nepalese
- South Sudanese
- Syrian
- Togo
- Vietnamese.

There were food staff representative of the following cultural groups:

- Bhutanese
- Democratic Republic of Congo
- Liberian
- Palmerston Islamic Society
- South Sudanese
- Syrian
- Vietnamese.



Ten organisations or groups contributed to information stalls, some combining their resources to provide information, staff the stall and offer an activity at their marquee. These included:

- Australian Red Cross
- Headspace
- Islamic Society of Palmerston
- Melaleuca Refugee Centre
- Migration Advice (Ward Keller and associated professional colleagues)
- NT Legal Aid Commission
- Relationships Australia NT
- Top End Medical Service
- Vietnamese Community of Australia – NT Chapter
- Welcome Dinner Project.

Melaleuca thanks all partners and supporters for making this event a success.





Our Impact

Humanitarian Settlement Service	
Number of clients welcomed into the NT	172
Number of referrals received	248
Number of family reunions	7
Number of families welcomed	42
Number of children welcomed (under 18)	57
Number of families in long term accommodation	42

Family Harmony Service

Number of family harmony modules provided	59
Communities represented at the family harmony programs	Democratic Republic of Congo, Nepalese, Bhutanese, Syrian, Iraqi
Number of languages within which programs were delivered	Swahili, Lingala, Nepalese, Bhutanese, Arabic
Number of community members involved in World Music festival	1,800
Number of trained facilitators	8
Number of individuals representing community organisations or cultural groups consulted in lead up to World Music Festival	38
Number of cultural groups and/or countries represented at the World Music Festival	11
Number of participants attending Food Handling Training sessions in preparation for World Music Festival	33
Number of volunteers involved in World Music Festival	42

Communities for Children

Number of attendees from Palmerston	253
Number of Family Information training sessions provided	52
Number of Our Common Threads program (supported attendance of newly arrived women and children for social inclusion/support)	14 (part of the 52 sessions)
Language/Cultural groups	Swahili, Arabic, Urdu
Number of Facilitators trained	6 (2 Arabic speakers & 4 Swahili speakers)

Trauma Informed Training

Number of participants trained	798
Number training sessions held	43
Number of PASSTT funded training	7
Number of Agencies receiving PASSTT funded training	8

Program of Assistance to Survivors of Torture and Trauma

Number of asylum seekers supported	13
Number of children supported through groups in schools	3 groups (13 participants)
Number of clients counselled	95
Number of counselling psycho-education sessions run	7 (100 participants)

Youth Reconnect Program

Number of young people who accessed youth services	27
Number of young people who participated in youth leadership programs	3
Number of youth groups run	14



We Welcome Refugee Health Coordination Services

In March, we accepted responsibility for the management of the Refugee Health Coordination Services for the Northern Territory (NT).

The service which originally came into effect within the NT on 1st July 2011 was based on the model with two General Practice Groups: Arafura Medical Clinics and Top End Medical Clinics. Both Clinics are contracted by Northern Territory Primary Health Network (NT Phn) to render bulk-billing primary health care services for newly arrived Refugees in the NT for their first 12 months of arrival. Melaleuca accepted the contract in March to continue with the Coordination of the functions associated with Refugee Health. The two clinics associated with the model were:

- Arafura Medical Clinics with four General Practice located in Darwin and Palmerston city and a fifth clinic, which opened this year in suburb of Zuccoli (<http://www.arafuramedical.com.au>).
- Top End Medical Centre with three General Practices located in Darwin and Palmerston city (www.topendmedicalcentre.com.au).

Melaleuca appointed Irene Simonda as the Refugee Health Leader with a background and extensive experience in Refugee Nursing provision to lead the coordination aspects of the service. Work done involved upskilling General Practice nurses across all the clinics in relation to the speciality of Refugee Health practice. Melaleuca also provided Trauma informed Practice training to some GP's Registered nurses and Allied practitioners.

The commitment of the clinics to progressing Refugee Health Practice saw both Top-End Medical Clinics and Arafura Medical clinics engaging two Arabic speaking doctors each and Arafura appointing a dedicated specialist care plan nurse.

The Partnership with Top-End Clinic extended to their involvement in the World Music Festival, providing healthy eating advice as well as GP appointment bookings at the event.

Melaleuca's shift into growing health partnerships saw us partner with a number of doctors to present Healthy Start sessions for the Congolese community members who were within 8-12 weeks of arrival. This pilot program benefitted 46 individuals (10 families). Preparations are underway to progress the model to other community groups.

In the short period that the Refugee Health Program has been led by Melaleuca, the following other linkages were made:

- Presentation of the Refugee health component - introduction to clinical practice, 2017 NT Flinders Medical Program
- Presentation at the NT Centre for Disease Control 2017 conference-conference theme Prevention, promotion and participation
- Active participation in the commonwealth funded project- Australian Refugee Health Practice guide scheduled to launch in the next reporting period

Melaleuca thanks NT PHN for making the program possible, as well as Top-End and Arafura Clinics for their support of the Refugee Health Program.



Financial Statements



Independent auditor's report to the members of Melaleuca Refugee Centre Torture & Trauma Survivor's Service of the Northern Territory Incorporated

Opinion

We have audited the accompanying special purpose financial report of the Melaleuca Refugee Centre Torture & Trauma Survivor's Service of the Northern Territory Incorporated (the "Association"), which comprises the balance sheet as at 30 June 2017, the profit and loss statement for the year then ended, a summary of significant accounting policies and other explanatory notes and the statement by members of the Committee of Management.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the Melaleuca Refugee Centre Torture & Trauma Survivor's Service of the Northern Territory Inc. as at 30 June 2017 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial report.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Association in accordance with the independence requirements of the Australian professional accounting bodies. We have also fulfilled our other ethical responsibilities in accordance with the independence requirements.

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

Emphasis of matter – Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the Association meet the needs of the Associations Act and the Association's constitution. As a result, the financial report may not be suitable for another purpose.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the Associations Act and the Association's constitution and has determined the accounting policies used as described in Note 1 are appropriate to meet the needs of the Association and for such internal control as management determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

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

Those charged with governance are responsible for overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report for the year ended 30 June 2017 as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

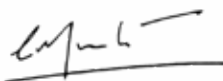
As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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

Merit Partners

Merit Partners



MunLi Chee
Director

Darwin
9 November 2017

meritpartners.com.au

**MELALEUCA REFUGEE CENTRE
TORTURE AND TRAUMA SURVIVOR'S SERVICE OF THE NORTHERN TERRITORY INC**

STATEMENT BY MEMBERS OF THE COMMITTEE OF MANAGEMENT

The Committee of Management have determined that the Association is not a reporting entity.

The Committee have determined that this special purpose Financial Report should be prepared in accordance with the accounting policies outlined in note 1 to the Financial Statements.

In the opinion of the Committee of Management:

- (a) The accompanying Financial Report, being a special purpose financial statement, is drawn up so as to present fairly the state of affairs of the Association as at 30 June 2017 and the result of its operations for the year then ended;
- (b) The accounts of the Association have been properly prepared and are in accordance with the books of accounts of the Association; and
- (c) There are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

The Committee of Management confirms as follows:

- (a) The names of each Committee Member of the Association during the relevant financial year were:

Ross Springolo, Paresh Ray Ghimire, Elisabeth Armitage, Colin McDonald, Allison Stewart, Emily Raso, Catherine Curry and James Smith.

- (b) The principal activity of the Association during the relevant financial year was the provision of settlement and counselling services to refugee families in the Northern Territory.

- (d) The net Operating Deficit of the Association for the year was \$288,290 (2016 – \$1,056 surplus)

Signed at Darwin this 8 day of November 2017


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MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVOR'S SERVICE OF THE NT INC.

**BALANCE SHEET
AS AT 30 JUNE 2017**

	Notes	2017 \$	2016 \$
CURRENT ASSETS			
Cash and bank	2	1,357,817	1,408,229
Receivables	3	183,445	288,377
Prepayments		4,722	6,558
		<u>1,545,984</u>	<u>1,703,164</u>
NON CURRENT ASSETS			
Property, Plant and Equipment	4	673,437	774,594
TOTAL ASSETS		<u>2,219,421</u>	<u>2,477,758</u>
CURRENT LIABILITIES			
Payables	5	291,327	256,284
Employee Entitlements	6	230,327	221,581
Unexpended Grants	7	110,456	97,794
Provisions		0	10,000
Revenue Received in advance		3,190	5,640
		<u>635,300</u>	<u>591,299</u>
NON CURRENT LIABILITIES			
Employee Entitlements	6	9,507	23,637
TOTAL LIABILITIES		<u>644,807</u>	<u>614,936</u>
NET ASSETS		<u>1,574,614</u>	<u>1,862,822</u>
EQUITY			
Accumulated funds at Start of Year		1,862,904	1,861,766
Surplus /(Loss) for the Year		(288,290)	1,056
Accumulated funds at End of Year		<u>1,574,614</u>	<u>1,862,822</u>

The Balance Sheet should be read in conjunction with the notes to and forming part of the Financial Statements. To be read in conjunction with the accompanying Auditor's Report.

MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVOR'S SERVICE OF THE NT INC.

**PROFIT AND LOSS STATEMENT
FOR THE YEAR ENDED 30 JUNE 2017**

	2017	2016
	\$	\$
INCOME		
Contract Services	2,162,261	2,351,253
Funding/Grants	1,225,571	911,654
Donations & fund raisings	2,261	9,399
Other funding	22,622	23,475
Other Income	7,391	7,695
Sale of Assets	2,727	0
Interest received	7,315	11,555
TOTAL INCOME	3,430,148	3,315,031
EXPENDITURE		
Salaries & Wages	2,184,260	1,970,755
Contract Services	1,165,033	960,079
Audit fees	10,793	23,371
Depreciation	105,142	101,715
Office Rent	78,695	78,515
Electricity	30,778	23,673
Insurance	70,455	69,549
Telephone	40,593	36,533
Administration	32,689	49,785
TOTAL EXPENDITURE	3,718,438	3,313,975
SURPLUS(DEFICIT) FOR THE YEAR	(288,290)	1,056

The Profit and Loss Statement should be read in conjunction with the notes to and forming part of the Financial Statements. To be read in conjunction with the accompanying Auditor's Report.

**MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVOR'S SERVICE OF THE NT INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017**

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Constitution and the Northern Territory Associations Act. The Board has determined that the Association is not a reporting entity, because in the Board's opinion there are unlikely to exist users who are unable to command the preparation of reports tailored so as to satisfy all of their information needs.

This financial report is therefore a special purpose financial report that has been prepared to meet the requirements of the Northern Territory Associations Act and Regulations and the Association's Constitution. The Association is a not-for-profit entity.

The Financial report has been prepared on an accruals basis and is based on historical cost except where stated, does not take into account changing money values or current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this report.

(a) Statement of Cash Flows

The Association does not prepare a statement of cash flows. The Association believes there is adequate relevant information available from the financial report, and therefore the omission of the statement of cash flows does not adversely affect:

- (i) decisions about the allocation of scarce resources made by the users of the financial report, and
- (ii) discharge of accountability of management and committee of management.

(b) Property, plant and equipment (PPE)

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation. The depreciable amount of all PPE is depreciated over the useful lives of the assets to the Association commencing from the time the asset is held ready for use.

The rates used are: Motor Vehicles: 16.67% - 30% (2016: 16.67%)
Building renovations: 8.33% (2016: 8.33%)
Computer Server: 14.29% (2016: 14.29%)
Computers: 20% (2016: 20%)

(c) Income Tax

The Association is a Public Benevolent Institution with all applicable taxation exemptions.

(d) Employee entitlements

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee entitlements have been measured at the amounts expected to be paid when the liability is settled.

(e) Provisions

Provisions are recognised when the Association has a legal or constructed obligation, as a result of past events for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVOR'S SERVICE OF THE NT INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

(f) Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

(g) Revenue and Other Income

Revenue is measured at fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue. All revenue is stated net of the amount of goods and service tax. Interest revenue is recognised using the effective interest rate method.

Grant and donation income is recognised when the Association obtains control over the funds, which is generally at the time of receipt. The portion of grant income received in the current year that remains unspent at year end is transferred to current liabilities in the balance sheet. Contract services income is recognised when invoiced and fees not received yet will reflect as receivables in current assets.

(h) Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of GST. Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount receivable or payable to the Australian Taxation Office is included with other receivables or payables in the balance sheet.

(i) Expenditure for Humanitarian Settlement Services

Under the terms of the contract with the Department of Immigration and Border Protection (DIBP) amounts paid to legitimate Australian citizens for the purchase of household furniture and transit accommodation expenses are not recorded as non-current assets in the books of the Association. The disbursements are treated as general expenditure and are tracked or substantiated through the documentation.

	2017 \$	2016 \$
2. Cash and Bank Balances		
General Account ANZ	6,280	58
STA Account ANZ	3,457	324
General Account – Westpac	219,059	539,407
STA Account – Westpac	8,911	12,374
Cash Management Ac - Westpac	879,052	617,681
Cash Reserve Ac – Westpac	240,594	238,933
Cash on Hand - Emergency	464	-547
	<u>1,357,817</u>	<u>1,408,229</u>
3. Receivables		
Trade Debtors	183,445	288,111
Other Debtors	0	266
Provision for impairment	<u>0</u>	<u>0</u>
	<u>183,445</u>	<u>288,377</u>

MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVOR'S SERVICE OF THE NT INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
4. Property Plant and Equipment		
Building Renovations St Mary's	974,597	974,597
Accumulated Depreciation	<u>(365,474)</u>	<u>(284,257)</u>
	<u>609,123</u>	<u>690,340</u>
Office equipment	50,816	46,830
Accumulated Depreciation	<u>(21,906)</u>	<u>(16,390)</u>
	<u>28,910</u>	<u>30,440</u>
Motor Vehicles at Cost	141,898	191,938
Accumulated Depreciation	<u>(106,494)</u>	<u>(138,124)</u>
	<u>35,404</u>	<u>53,814</u>
Total Property, Plant and Equipment	<u>673,437</u>	<u>774,594</u>
5. Payables		
Trade Creditors	53,031	44,9867
Westpac visa card - Director	0	-528
Westpac visa card – Finance Manager	2,542	2,382
Australian Taxation (GST)	126,979	103,736
Australian Taxation (PAYG)	21,968	23,208
Sundry	209	0
Accruals Balance	<u>86,598</u>	<u>82,619</u>
	<u>291,327</u>	<u>256,284</u>
6. Employee Entitlements		
CURRENT		
Annual Leave	155,797	163,000
Long Service Leave	<u>74,530</u>	<u>58,581</u>
	<u>230,327</u>	<u>221,581</u>
NON-CURRENT		
Long Service Leave	<u>9,507</u>	<u>23,637</u>
	<u>239,834</u>	<u>245,218</u>
7. Unexpended Grants		
Dept of Health & Ageing - PASTT	0	21,094
Australian Redcross Society	1,200	75,000
Office of Youth Affairs – youth vibe	0	1,700
PHN NT – Refugee Health Program	51,256	0
NT AIDS and Hepatitis Council (NTAHC)	34,000	0
Human services - Training Advisory Council Grant	20,000	0
NTG Territory Families (Welcome to Country)	<u>4,000</u>	<u>0</u>
	<u>110,456</u>	<u>97,794</u>

**MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVOR'S SERVICE OF THE NT INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017**

8. Economic dependency

The Centre receives significant grant funds from both the Federal and Northern Territory Governments to provide various assistance and support services to refugees & Humanitarian entrants as well as the survivors of torture and trauma and their families. The financial report has been prepared on a going concern basis on the expectation that this funding will continue.

9. Commitments

We have a commitment to lease the building for 6 years with further option to extend for another 6 years (4 June 2012 – 3 June 2024).

10. Subsequent Events

Following the award of the Humanitarian Settlement Program (HSP), which combines Settlement Services with Complex case services, the organisation has commenced a significant restructure as part of its Transition Plan towards being HSP ready. This is necessitated by the Department prescribing certain qualifications for some roles, the need to put in place a structure that responds to the fluctuating settlement patterns, and the need to be more responsive to outcome based services that are individualized to clients.

As a result, a number of positions were made redundant after the financial year ended 30 June 2017. The financial impact of the restructure has not been included in these financial statements.

Board of Management Members 2016-17

Name	Position
Ross Springolo	Board Chair
Paresh Raj Ghimire	Treasurer
Colin McDonald	Ordinary Member
Allison Stewart	Ordinary Member
James Smith	Ordinary Member
Emily Raso	Ordinary Member
Cathy White	Ordinary Member



Melaleuca

Staff Roles

Support Services Team

Regina Andrua

Jane Black

Debi Bodden

Anura De Silva

Dawn Harte

Narelle Higginson

Badawi Ismail

Wulan Morling

Kwame Selormey

Irene Simonda

Joan Washington

Emily McIntosh

Settlement Team

Lana Asaad

Atheel Aljanabi

Akshy Athukorala

Mie Mie Aung

Fereshteh Bekker

Tarun Singh Bohra

Esther Canmue

Thereza Kagayo

Sarah Kavanagh

Olivia Kelly Cruz

Sianne Little

Tapiwa Mbakile

Nadina Morarescu

Laura Quirk

Amena Salman

Counselling Team & Youth Services

Albert Adakpoku

Debi Bodden

Alana Martin

Richa Pant

Irene Stark

Prathiba Subramaniam

Andrea Van der Werf

Sabine Wolfrath

Community Development Team

Daniel Baschiera

Naomi Brown

Sheereen Fatima

Annie Nkiere Biongo

Penelope (Gail) Price

Monique Ulani

Ahmed Yusuf, Issa

Wolfrath, Sabine



We thank you ...



Anglicare NT

Arafura Medical

Australian Red Cross

Catholic Care

*Chamber of Commerce
& Industry*

City of Darwin

City of Palmerston

Coleman's Print

*Department of Chief
Minister NT*

*Department of Children
and Families*

Department of Health

Department of Housing

*Department of Social
Services*

*Football without
Borders*

General Ledgers

*Inspire Consulting
Group*

*Relationships Australia
NT*

Kate West Designs

MCNT

NT Gov funding

*NT Primary Health
Network*

Off the Leash

Top End Medical

*Volunteers of all ages
in consultations and
implementation*

Our Patrons

Ms Sue Roman

Reverend Bishop D Eugene Hurley DD – Bishop of the Diocese of Darwin

Sir Gerald Brennan, AC, KBE, QC

Get involved, stay informed and donate



Active participation

- Join as an associate Member to receive our newsletter and priority access to special events: <https://melaleuca.org.au/become-member-melaleuca>
- Make a donation of your time as volunteer with Melaleuca in supporting activities in the community: <http://melaleuca.org.au/volunteering>



Follow us

- Participate in Melaleuca's Facebook community to join discussions about refugee and asylum seeker issues and events:
<https://www.facebook.com/melaleucacentre>



Support us

- Make a financial donation to continue Melaleuca programs:
<http://melaleuca.org.au/make-donation>
- Sponsor one of our events such as World Refugee Day Celebrations.



VOLUNTEERS
CHECK-IN

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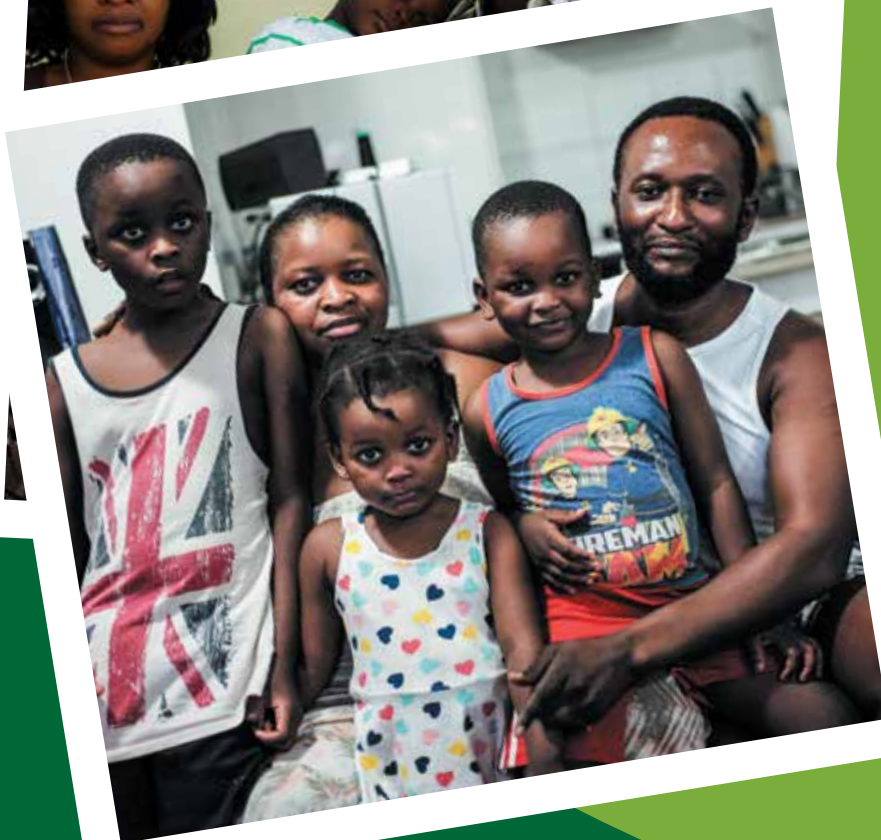
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Our story from last year continues, with happy turns, great achievements and a wonderful reunion...

Our daughter and little sister has now joined us in Australia... we are whole and we are a strong and resilient family.



Melaleuca Refugee Centre

24 McLachlan Street, Darwin NT 0800

PO Box 1930, Darwin NT 0801

Tel: (08) 8985 3311

www.melaleuca.org.au

