



Melaleuca Refugee Centre Annual Report 2017-2018

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 2017-18.

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.

Our Values

- Ethical Behaviour
- Professional
- Compassion
- Respect for Human Rights
- Social Inclusiveness
- Quality
- Client Focus



Chairperson's Reflection

This year has been another year of great achievement for Melaleuca enabling tremendous support and care to be provided to our new brothers and sisters who have come to join our community.

According to the UNHCR's Population Trend Report 2017, the world refugee population stood at 25.4 million people at the end of 2017. This hides a worrying fact that this number is an increase of more than 10 per cent over the previous year. It reflects the disturbing trend that for the last 6 years the total number refugees has continued to increase at such a significant rate. Every minute of every day, 31 people become displaced.

Australia is among the top 16 countries that accepts refugees. The arrival patterns of refugees in Australia took a leap from 16,000 refugees in 2015 to 33,000 in 2016 and now to 36,000 in 2017. The increasing numbers of displaced people naturally has a flow-on impact for hosting countries and this has a correlation to how Melaleuca is faring as a Settlement Agency that also provides a Program of Assistance to Survivors of Torture and Trauma, among other essential services.

This speaks to the need for us to take stock of our behaviours in alignment with our vision, mission and values, mature our systems, processes and continue to adapt to the changing needs of the vulnerable people we serve.

The highlights for Melaleuca during the year included:

- Commencing the year with a Board composed of 40% new members who were chosen by matching skills to those needed to govern a modern humanitarian NGO. The Board has continued to work well together and provide good support to the Chief Executive Officer and all the staff of Melaleuca.
- At present core operations rely on 5 funding agreements. Melaleuca was successful in applying for and receiving continued funding from 4 core agreements. Core funding is now secured for between 3 and 5 years. A number of smaller funding agreements were secured that enables additional services to be offered to our clients.
- Establishment of a number of strategic pathways that aim to support client services and to improve the integrated approaches to service delivery that keeps our clients central to our service delivery.
- Increased involvement of our clients in numerous activities and events that grow inclusion and celebrate diversity. This included the highly successful World Music Festival held at the Jingili Water Gardens.
- Representing Melaleuca, our Chief Executive Officer, was invited to meet with His Royal Highness, the Prince of Wales during his visit to Darwin.

- Continuing our engagement with three corporate change partners to support our organisations reform as we create a focused, accountable and transparent organisation. The Board of Management thanks Chenoa Ellison (HR/IR), Toni Stampalija (Strategy) and Hamish McDonald (Finance and Resources) for their commitment to supporting Melaleuca as it creates a positive future.
- Working through a set of foundational plans between October 2017 and October 2018 aimed at creating a solid base upon which the organisation can build its future strategic positioning. This was developed following extensive consultations with stakeholders, clients and government departments. Melaleuca is now progressing to the next stage of developing its 5 year Strategic Plan which will mark a phase of exceptional maturity for the organisation.
- Launch of the new and refreshed website for Melaleuca that emphasises our commitment to people and humanity.
- Achieving a positive financial turn around and seeing the organisation reduce its operating deficit from \$288,000 in the previous year to \$55,000. An increasing positive trend that has continued into the new financial year.
- The year has also seen Melaleuca undertake significant structural changes with the sole purpose being to ensure that our workforce is aligned with the requirements of contracts which seek to deliver quality outcomes to clients.

- Appointment of Chief Executive Officer – following a thorough 360 degree review feedback process that confirmed the Board's decision.
- Melaleuca, throughout the year, predominantly settled refugees arriving from the Democratic Republic of Congo and a small number from Syria.

Melaleuca Refugee Centre's work is only possible because of the support of the Commonwealth and Territory Governments. Underpinning this is the tireless commitment of its staff, volunteers and partner stakeholders. On behalf of the Board, I thank them and our Patrons for the success of this year and I look forward to the positive impact of our work in the next year.



Ross Springolo FCPA FGIS FCIS FAICD
Chairperson

Board Members 2017-18

Ross Springolo	Board Chair
Paresh Raj Ghimire	Treasurer
Catherine White	Ordinary Member
Kamal Ali	Ordinary Member
Colin McDonald	Ordinary Member
Rowan Dollar	Ordinary Member
Lorenzo Siciliano	Ordinary Member
Alison Stewart	Ordinary Member – Resigned Part-Term
Steven Bird	Ordinary Member

If you want to support the work of Melaleuca, please consider becoming a member.



“The people who existed before us always pave a path that leads to greater learning and transformation. Be it good or bad, the learning and transformation always ensues.”

CEO’s Report

My colleagues described the year 2017-18 as the rising of the Phoenix, as Melaleuca entered its third year of intensive changes shaping its journey of maturity.

A year in which the organisation and our clients started to see the culminating benefits of changing steadily, maturing gracefully and intentionally turning on its axis to face a new direction that it has never before faced.

In keeping with the theme of pathways and passages that lead to new places, I want to tell you about the pathways that we have travelled this year, which although at times appear cross directional, all lead to the one person – our client.

The four pathways that sum up the year 2017-18 are strengthening client services and inclusive communities, improving strategic and operational systems and infrastructure, high performing workforce and positive workplace culture and lastly improved economic stewardship of our resources. Here are our top five achievements for each of the pathways:

Pathways to strengthening client services & inclusive communities

Our work is twofold, to directly support the individuals we serve and to build communities around them. On this pathway we...

1. Negotiated new contracts for the Program of Assistance to Survivors of Torture and Trauma, Family Harmony, and Refugee Health this

year, bringing every service within Melaleuca towards outcome based service delivery.

2. Operationalised the Humanitarian Settlement Program (HSP), which saw us having to implement the ‘Transition-In Plan’, as one of the 5 national providers, while a large number of Humanitarian Settlement Service (HSS) Providers and Complex Case Service Providers nationally were ‘Transitioning Out’. This process also involved activating an Indigenous Participation Plan which has been implemented.
3. Established integrative approaches between the HSP and all other services, especially the Program of Assistance to Survivors of Torture and Trauma. This will ensure Melaleuca is underpinning service focus, founded on trauma-informed care approaches.
4. Commenced work on the Refugee and Migrant Employment Strategy for the NT.
5. Formed at least 15 new collaborative partnerships with private businesses and not-for-profit organisations. This increased the ambassadors for inclusion, generating outcomes such as empowering new entrepreneurs from culturally diverse backgrounds to establish themselves as small businesses. Also to reduce social isolation, improve education, and increase knowledge around the impact of Torture and Trauma on individuals.

Pathways to improving strategic and operational systems and infrastructure

Melaleuca is a small organisation that manages Federal and Territory Government contracts. In most States and Territories each of the contracts we manage form the core business of an entire organisation, yet for Melaleuca we bring these complex and complementary services together under the one roof as a unique point of difference. Such responsibility requires us to continue to establish and refine pathways that support integration.

On this pathway we...

1. Commissioned a new Client Management database integrating all the services we provide, centralising access to client information and service tracking.
2. Developed and implemented Foundational Readiness Plans, which addressed any residual/historical systemic gaps within the organisation. Leading towards the next Strategic Planning cycle.
3. Acquired and implemented Outcome Measurement tools across all programs to support client services.
4. Launched a Client Lounge and Commercial Kitchen on-site, supporting the partnerships with clients and increasing their opportunities to use readily available facilities.
5. Introduced a new system for tracking workforce and HR related matters, while reducing the administrative burden.

Pathways to a high performing workforce and a positive workplace culture

The people who work at Melaleuca are Melaleuca. This year we have invested significantly on strengthening our team through the following pathways:

1. We negotiated new Workplace Agreements with all staff that are now in place.
2. We integrated several roles across the organisation.
3. All staff in partnership with Corp, underwent a regular targeted professional development series over the course of 6 months aligned with the changes and client service focus.
4. A Charter of Agreed Behaviors was developed by staff which serves as the blue print to the culture being fostered by the organisation.
5. Various workforce cultural initiatives were introduced with staff that fosters collaboration.

Pathways to improved and economic stewardship of our resources

The Australian and Northern Territory Governments fund Melaleuca. To ensure that we maintain full accountability as well as provide value for money in services, we implemented the following pathways:

6. An approach of transparency was introduced by the Board which welcomes any staff member to sit in and witness discussions of the Finance and Audit Review Committee meeting.

7. Melaleuca funded some additional positions this year to assist with improving client services to a higher standard, out of its own reserves.
8. All of our funding contracts are secured.
9. We have been able to reduce the organisation's deficit position by about 85% through diligent smart and collaborative approaches to managing finances and reducing costs. This also included some workforce restructure. The reduction pattern remains consistent.
10. We were able to renegotiate several contracts with our suppliers that led to reduced costs and increased savings. We also aligned workforce models with client arrival fluctuation patterns.

None of these changes would have been possible without my colleagues signing up to the vision of a Melaleuca that is committed to supporting clients on their settlement and healing journeys. I remain proud to be working with a team of dedicated professionals and I am grateful to our Funders and Patrons for their supports.

I look forward to the next 12 months with you and I sincerely thank our clients for their continued faith in Melaleuca as their home and family.

Yours sincerely



Kwame Selormey



The world at a glance at 2017

68.5 Million

The number of people
forcibly displaced worldwide

(source: UNHCR)

44,400

People are newly displaced
every day – The highest number
recorded by the UNHCR

(source: UNHCR)

16.2 Million

the number of people displaced

(source: UNHCR)

25.4 Million

The number of refugees worldwide

(source: UNHCR)

102,800

The number of refugees
admitted for resettlement

(source: UNHCR)

52%

The percentage of refugees who
are children below 18 years old

(source: UNHCR)

40 Million

The number of internally
displaced people

(source: UNHCR)

3.1 Million

The number of asylum seekers

(source: UNHCR)

68%

The percentage of all refugees
coming from just five countries
(Syrian Arab Republic, Afghanistan,
South Sudan, Myanmar, Somalia)

(source: UNHCR)

173,800

The number of unaccompanied
or separated children as
refugees and asylum seekers

(source: UNHCR)

4.4 Million

The number of Internally
Displaced people in the
Democratic Republic of Congo

(source: UNHCR)

655,500

The number of refugees displaced
in Bangladesh in 2017 and in 100
days since the end of August 2017

(source: UNHCR)

122

The number of countries where
state-sanctioned torture
is widespread

(source: Amnesty International)



Every day in Melaleuca, we weave a tapestry that connects courageous and resilient people to Inclusion and Belonging, Health and Wellness, Love and Relationships and Growth and Independence. This is our story...



You belong ...

Humanitarian Settlement Program

Melaleuca is one of 5 Humanitarian Settlement Service Providers across Australia approved by the Australian Government to welcome and settle refugees into Australia. The 5 agencies come together as the HSP Community of Practice established to support and facilitate the sharing of best practice in delivery of the program across Australia and also to serve as the Provider Advisory Group.

Funded by the Australian Government – Department of Social Services

Melaleuca has been settling refugees arriving into the Northern Territory since 2002 under the Humanitarian Settlement Service (HSS). Between 2016 and 2017, the Australian Federal Government underwent a reform of the HSS, therefore combining Complex Case Support with Humanitarian Settlement Service. This was a complex process as settlement services all across the nation were affected.

During this period, Melaleuca underwent a parallel reform to ensure that our clients' services remained at the forefront of our offerings. The internal reform reached its peak in 2017 as Australia changed its approach to Humanitarian Settlement. On 27 July 2017, the Assistant Minister for Social Services and Multicultural Affairs, Senator the Hon. Zed Seselja announced the outcome of the Humanitarian Settlement Program (HSP) tender at Parliament House. 5 organisations nationwide, including Melaleuca were successful in embarking on the next journey of positive change for Humanitarian Services across Australia. The Humanitarian Settlement Program is an outcomes based service. In 2017/18, we provided services to 119 clients within the Humanitarian Settlement Program, of which 68 arrived in the year.



This is how the Program came to life in 2017/18:

Prior to clients arriving in Australia	On clients arrival and within 12 hours	To nurture positive outcomes beyond the immediate arrival needs we supported clients to:
<ul style="list-style-type: none">• We reviewed the service referral portal daily and allocated an arrival Window for each client/ family• We undertook a pre-arrival assessment for 83 clients referred - based on all the information we had on each individual client• We prepared accommodation for clients and ensured other similar logistics were well taken care off including clients requiring mobility aids or specialist equipment.	<ul style="list-style-type: none">• We met 68 clients at the airport on arrival in Australia• We arranged interpreter services to ensure our clients voices were heard• We ensured that their immediate, cultural and religious, nutritional, hygiene and clothing needs were met• We transported our clients to suitable accommodation and orientated them into their home• We meet their immediate health needs, and some clients with complex support needs were supported to present in ED on arrival for immediate health support• All clients were registered with Centrelink, Medicare, and supported to open a bank account within three days of arrival• All clients were supported to attend critical health appointments, some repeated over a period• We developed an individualised plan for each client which informed their settlement journey, linking to services.	<ul style="list-style-type: none">• Have control over their individualized plans and to input into their progress against their plans• Navigate the housing market and to secure long term accommodation• Use services and implement strategies to improve or maintain their physical, mental health and lifestyle• Manage and access finances• Access and maintain links with their local communities, knowing about Australian way of life and values and being able to use transport safely• Access government services and other supports• Know about their legal rights and responsibilities and how to seek assistance• Participate in English language learning through Adult Migrant English Program (AMEP)• Achieve education and training• Engage with employment services, working towards employment or self-employment• Exit the program upon achieving their goals and settlement outcomes based on demonstrated competency.



My people were at the airport

Many people took the guns and so in order to be safe, there was only one thing left for us to do. To flee our country and save our lives. So we left ...we went from Sudan all the way to Egypt.

After many years in Egypt, my daughter turned from a child into a 21 year old woman. My son and I were given a visa to come to Australia as refugees. My daughter was not granted a visa because she was told she had to apply on her own. This was very sad as we left her behind. I knew we were going very far from our people and I did not have any hope of seeing them again.

Then we arrived in Darwin, and my people were at the airport waiting to welcome us. They worked for Melaleuca and they spoke my language. We were home...

Feel Safe and Trust ...

Program of Assistance to Survivors of Torture and Trauma

Melaleuca is one of 8 specialist organisations across Australia who provide the Program of Assistance for Survivors of Torture and Trauma as specialist service.

The 8 organisations together form the Forum of Australian Services to Survivors of Torture and Trauma (FASSTT) and are members of the International Rehabilitation Council for Torture Victims (IRCT).

The IRCT is the world’s largest membership based civil society organisation specialised in the field of torture rehabilitation movement

Funded by the Australian Government – Department of Health

Refugees and people from refugee-like backgrounds often go through traumatic experiences including torture, as a result of the wars that impact on displacement and refugee movement. Some of these experiences include physical torture, bombings, killings, sexual assault, deprivation of food, being forced to harm loved ones and others against their will, betrayal, watching loved ones die, loss of total control over their lives and many other inhumane acts which leave physical, emotional, spiritual and social scars.

The Program of Assistance for Survivors of Torture and Trauma is a specialist mental health service that supports people who have experienced torture and trauma from refugee backgrounds within a culturally appropriate context. Through this program, Melaleuca provides a range of psychological treatment and support to individuals and families, capacity building to increase the responsiveness of mainstream health and related services to the needs of people who have survived torture and trauma prior to arriving in Australia, and through the provision of training. Melaleuca also works to build the confidence of refugee communities to access mainstream health and related services through capacity building activities.

In 2017/18, we provided services to 106 clients within the Program of Assistance to Survivors of Torture and Trauma. This is how the Program came to life in 2017/18:

Individual work	Work with Schools, Communities, Stakeholders and Government Departments
<ul style="list-style-type: none">• We maintained the client in-take processes using a range of priority approaches that informed a seamless assessment and referral process for internal and external clients.• We provided a number of one-on-one supports with clients everyday as we are involved in everyday activities that develop trust• We worked together internally and collaboratively with other services in Melaleuca (e.g. Refugee Health, Settlement Services, Youth and Family Services) to design and plan the most appropriate psychological treatment and support for individual clients and families• We supported clients to grow advocacy and we provide advocacy by attending appointments as required for each client• We provided individualised counselling sessions within settings that our clients were most comfortable with, this included dedicated spaces in schools, other agreed meeting points such as peaceful places externally or at our venue• Our clients dropped in at any time and even though we are a small team, there was always someone available to attend to their needs with ready access to interpreter services• Various group works are established following clients interest to assist in building resilience, courage and celebration.	<ul style="list-style-type: none">• We worked with at least 8 target schools to support education staff and to provide training to professionals to recognise and understand refugee trauma and also on ways to support students and families.• We maintained regular engagement with many other schools and used school spaces often with clients• We maintained our collaboration with the Sanderson Alliance, that works with 4 schools with a high representation of refugee clients• We maintained our collaboration with Aikuma - Treasure language, promoting the use of first languages as a powerful tool for cultivating pride and self-esteem through story telling• We commenced Lovebites program in collaboration with schools as a psycho-education group about healthy relationships• We promoted some trauma informed early intervention strategies with schools• We provided trauma informed training and information support to local GP practices that are frequently accessed by clients• We provided Trauma Informed Training to various stakeholders• We attended and presented at various forums, events such as school health expos, local council events, Domestic and Family Violence awareness/ education and mental health networks• Each member of the team was a representative at a particular regular network forum ensuring we kept currency of local issues impacting our clients as well as maintaining the responsibility of transformational leadership of influencing welcoming communities for our clients• Community development and consultations were organised to inform services• We provided internal reflection, capacity building, information and knowledge sharing to our colleagues (as our internal stakeholders) which keeps our clients’ services at the fore of our thinking.

Be empowered ...

Refugee Health Coordination

Melaleuca is one of 8 Refugee Health services across Australia, whose role is to coordinate and provide Health Assessment for Refugees and Humanitarian Entrants as well as provide Primary Care using patient directed approaches.

Funded by the Northern Territory – Primary Health Network



Many patients from refugee backgrounds require specialised support in terms of interfacing with the Australian health system and because of their history and refugee journey. This may be due to

- inability to communicate in English and or literacy challenges
- presence of medical conditions that were not identified prior to arrival in Australia
- the need for a specialised approach to consultation and management that accommodates the impact of past trauma and or presence of physical and psychological effects associated with torture or other traumatic events
- having spent extended periods in detention centres, presence of medical conditions that are uncommon in Australia

- challenges with the practical tasks of settling in Australia, limited or no knowledge of where to get assistance
- impact of their prior experience of health care, cultural differences and the stresses of resettlement

As the contracted Refugee Health Coordination agency for the Northern Territory, our role is to work with clients to empower them towards improving their health, as well as bringing together the highest quality professionals in the health field and to build their capacity as professionals in a way that informs quality Primary Health for refugees entering the NT.

As the main linkage source working closely with various GP clinics and in accordance with the National Refugee Health Practice Guide and various other Australian Health Guidelines, to ensure increased access to services for our clients, Melaleuca appoints skilled Health Professionals.

In addition to providing Refugee Health Coordination, we provided Refugee Health Assessments to 57 newly arrived clients within the Humanitarian Settlement Program. This is how the Program came to life in 2017/18:

With Clients	With Health Practitioners	With other Stakeholders
<ul style="list-style-type: none">• We conducted Refugee Health Assessments for all newly arriving families including routine referrals for TB Clinic, Audiology, Optometry, Oral Health, Women’s Health and Child Health• We supported the Orientation of clients to all aspects of the Australian health care system including; GP clinics, Pharmacies, Royal Darwin Hospital, Radiography, Pathology, Audiology, Optometry and Oral Health• We educated clients regarding medication administration, storage, side effects and restocking• We led clinical escalation for all unwell patients including emergent hospital and GP clinic attendance• We provided clinical and social support throughout all health interactions for those clients not independent in accessing the Health Care system• We conducted home visits for clinical assessment and advocacy/support to escalate any clinical issues• We led Health Promotions to improve health literacy for all new arrivals via the Healthy Start workshops.	<ul style="list-style-type: none">• We provided capacity building for GPs, Practice Nurses and front-line Administrative Staff in GP Clinics to facilitate the Refugee Health Assessment in a culturally safe manner via trauma-informed care• We provided clinical liaison, support and education, on a case-by-case basis, with multiple teams at Royal Darwin Hospital including; Social Work, Discharge Care Coordination Team, Allied Health, Emergency Department Staff, Maternity, General Medical, Hematology, Infectious Diseases, Outpatient Department and the Centre for Disease Control• We orientated health professionals to interpretation services for all clinicians including access to on-site and phone based interpreters via TIS• We resourced clinicians with RACGP endorsed clinical tools to provide best practice Refugee Health. Primarily, via the use of the Refugee Health Practice Guide and the Refugee Health Assessment template. Other clinical tools implemented via Centre for Disease Control• We provided formal training delivery via Cultural Safety and Healthcare Presentations at Charles Darwin University, Family Planning Welfare NT and Centre for Disease Control• We collaborated with Junior Medical Officers via Healthy Start to facilitate health promotion workshops. Which were delivered to clients by the doctors directly and supported by skilled interpreters• We commenced the establishment of a Health Hub at Melaleuca in partnership with various allied health services.	<ul style="list-style-type: none">• We liaised with organisations interested and/or invested in Refugee Health, including; Multicultural Community Services of Central Australia, OPSM Casuarina, NT Hearing, Oral Health Services, Central Australia Community Health Services, Community Care – Casuarina, Centre for Disease Control• We established collaboration via a Memorandum of Understanding with Brien Holden Vision Institute to implement an optometry clinic at Melaleuca Refugee Centre (commencing January 2019).

Stay together ...

Family Harmony & Communities for Children

Family Harmony

Family Harmony is funded by the NT Department of Territory Families providing situational learning, information, support and skill development opportunities to newly arrived families from refugee, humanitarian, migrant and culturally and linguistically diverse (CALD) backgrounds.

It aims to promote respectful relationships, educate clients about Australian families’ rights and responsibilities and strategies for building strong, resilient and resourceful families.

In 2017-18, Family Harmony provided over 61 supporting sessions to over 50 families. This is how the Program came to life in 2017/18:

Family Harmony

- We provided Families in Cultural Transition Training to individuals and families
- In collaboration with Anglicare, Red Cross and the Multicultural Council of NT, we established and launched the multicultural Men’s Breakfast Group that brought together men from diverse cultures to connect, explore issues and share information/skills as a way of strengthening their families
- We hosted a number of inspirational guest speakers including Deng Adut Kevin Kadirgama (Australians of the Year) to share their stories, inspire families and celebrate resilience
- We provided cultural advisory services to the Department of Child Protection specific to families
- We partnered with “The Welcome Dinner Project” and hosted welcome dinners that brought newly arrived clients to connect with existing Australians
- We hosted the annual Refugee Week – World Music Festival as a project that connects whole of communities. Over 2000 community members attended
- We launched a new family connections initiative with Sharebox
- We partnered with Playback Theatre – Darwin and hosted stories of refugees journeys
- We launched Full Moon Drumming as a way of connecting families and communities together
- We collaborated with NT Legal Aid on delivering family law related training to families.



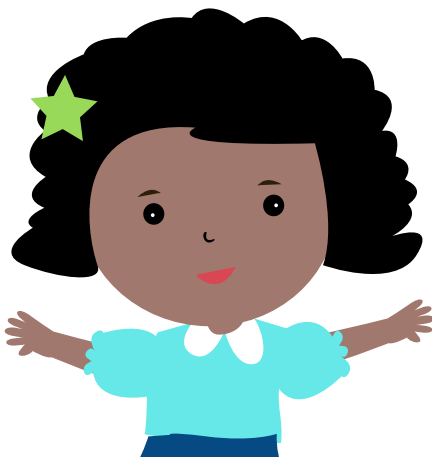
Communities for Children

As a Communities for Children Facilitating Partner member through the Red Cross, the program aims to improve the health and well-being of children and families from refugee, humanitarian and migrant backgrounds, focusing on supporting the early development of children aged between 0 to 12 years of age.

In 2017-18, Communities for children supported services to 138 children and their families. This is how the Program came to life in 2017/18:

Family Harmony

- We provided 17 modules of training on various topics that support the care of children, including parent education, health and well-being, children’s rights and legal issues
- We collaborated with 6 schools and provided workshops that supported resilient children and promoted children’s self-esteem using drums
- We partnered with playgroups and supported our clients to attend and connect with other families.



Achieve Greatness ...

Reconnect Youth Services

In addition to being a Reconnect Provider, Melaleuca is one of 9 organisations nationally that form the Multicultural Youth Advocacy Network Australia (MYAN)

MYAN Australia is the National Peak Body on multicultural youth issues – Australia’s voice representing the needs and interests of young people from refugee and migrant backgrounds.

Funded by the Australian Department of Social Services

As the Specialist provider of Reconnect for Newly Arrived Youth, Melaleuca provides a wide range of support services for young people aged 12 – 21 years of age from refugee, humanitarian and migrant backgrounds who have arrived in Australia in the previous five years on humanitarian and/or family visas; and are homeless or at risk of homelessness.

Young people who arrive in Australia as refugees or migrants have incredible potential to contribute and be participants of Australian society as leaders; however, the challenges they face in settling can have a detrimental impact on their self-worth and confidence.

Using a range of support options, such as counselling, group work, mediation, leadership development approaches, resilience development techniques and social inclusion strategies. Melaleuca assists young people to maintain and or improve their level of engagement with family, work, education, and their local community.



In 2017/18, we provided services to 28 young people at risk of homelessness or affected by homelessness within the Reconnect Program. This is how the Program came to life in 2017/18:

Individual work	Group and Social Inclusion work
<ul style="list-style-type: none">• We provided individualised mentorship to each young person• We linked young people to a range of support services based on their individualised needs• We provided counselling to young people based on their individual needs• We provided cultural mediation services to some young people and their families where there was conflict• We provided extensive advocacy on behalf of various young people• We worked collaboratively with internal and external services to ensure young people as clients’ service design, implementation and progress, remained in focus• We provided support to families of young people to strengthen their belonging within the family unit• We supported young people who were homeless with advocacy and access to services that enabled their independence while assisting reunification where possible	<ul style="list-style-type: none">• We partnered with Born to Win Consulting to deliver the “Building Young People for Success” initiative that aimed to inform and support young people to determine their career goals in context of cultural pressures and to shape their confidence levels• We provided a number of school holiday activities during school breaks that supported young people from culturally diverse backgrounds to connect with other young people• We established a number of youth engagement strategies in schools• We supported young people to attend leadership events and speak at events• We designed and delivered identity workshops exploring young peoples changed identity now in Australia versus the concept of frozen culture. This project culminated in an Art Exhibition show-casing the identity painted by participating young people at the Centre for Contemporary Art• We offered young people the workshop “At what age can I?” exploring ages, stages and legalities in Australia.• We initiated the Amazing Race as a project supporting young people to explore services available locally• We collaborated with other States and Territories as members of the MYAN to support young people’s development and leadership• By leading consultations on behalf of Unicef’s Nation wide consultation program at both Darwin High School and Sanderson Middle School, we contributed to the UN information “How to make Australia a better place for Young People”.• We maintained engagement with Multicultural Youth NT.



Proudly contribute ...

Culture – Diversity from the Inside Out

As the Financial Year 2017/18 neared its end, Melaleuca was successful in securing funding from the Office of Multicultural Affairs and the Department of Trade, Business & Innovation, to support the employment pathways for refugees and migrants. While this project did not commence in the 2017/18 Financial Year, much work was done in the 2017/18 year in cultivating the model and identifying key partners.

Sponsored by the NT Anti-Discrimination Commissioner - Sally Sievers, the project Culture-Diversity from the Inside Out, brings together a collaborative partnership between Melaleuca Refugee Centre, the NT Chamber of Commerce and Industry (CCI), Wise Employment and the Multicultural Council of the NT (MCNT).

The project is also supported by Ms Toni Stampalija, Managing Director of Inspire Consulting Group as the lead strategist who is journeying with the Melaleuca to inform into the sustainability of the project.



The key drivers for initiating the project are:

1. The Australian Government has identified migrants and refugees aged 16-64 years who are on Centrelink working age payments at risk of becoming dependent on long-term welfare; and
2. Melaleuca's experience and extensive consultations have revealed the core barriers to employment from both an employer and migrant and refugee job seekers' perspective.



Successfully securing employment for migrants and refugees relies on public, private and community sectors' willingness and ability to attract, recruit and retain a culturally diverse workforce. Anecdotally, it appears that the public and community sectors lead the way in terms of investing in culturally diverse workforces. However, more needs to be done to encourage and support the private sector to do the same, particularly small business.

Through Melaleuca's experience and extensive consultations, we understand that migrants and refugees face many barriers to employment (i.e. real and perceived) primarily due to the following reasons: (Not in any particular order)

- Low levels of English literacy and communication skills;
- Lack of work-experience in Australia;
- Some migrants and refugees lack of motivation, self-esteem, confidence, initiative and problem solving attitude which may or may not be attributed to personal experiences of torture and trauma;
- Lack of understanding regarding the Australian culture;
- Employers lack of cultural diversity awareness and understanding;
- Negative attitudes of employers or their human resource professionals toward migrants and refugees;
- Lack of migrant and refugee social and business networks; and
- Real or perceived discrimination stemming from some or all of the above.

As a means of promoting cultural diversity in the workplace, the initiative offers two types of engagement strategies to help get Job Active migrant and refugee job seekers into jobs.

Types of Engagement Strategies:

Employer Engagement Strategy – Melaleuca working with employers on a one-on-one basis to co-create employment solutions that include employing people from migrant and refugee background. The goal is job placement.

Job Active Migrant and Refugee Job Seekers Engagement Strategy – Melaleuca leading a 12-month coaching program underpinned by individualised case management, jobs coaching, support and a series of seminar workshops to migrants and refugees aged 16-64 years on Centrelink payments and wanting full time employment. The goal is to place 25 migrant and refugee job seekers into full time jobs. This aspect is underpinned by:

1. Provision of a series of seminars to participants (potential employees) to support job-readiness
2. Individualised case management support, and service
3. Use of proven Outcome Based Management Tools to track participants progress
4. Use of P3 Psychometric tools as Talent Management Solutions to tailor individualised employee/employer matches that align with organisational effectiveness and employee outcomes.

Melaleuca looks forward to reporting the progress and stories of this initiative in our next report.



Carine's story

Having arrived in Australia in 2008 as a refugee from Congo, I was immediately faced with many barriers. Like many refugees, I could not speak English, had no formal education, no employable skills and no experience about the Australian work culture. With no skill and faced with the burden of maintaining a family, I was compelled to take up a job in cleaning with a local cleaning company.

However, with the help and support of Melaleuca Refugee Centre, I was quickly enrolled in the Adult Migrant English Program (AMEP) where I was able to study certificates I & III in English language. I later moved on to CDU where I study certificate II, III & IV in Business and later a Diploma in Business Administration.

With a desire to change my life and have an impact on society, I later studied and acquired a Bachelor Degree in Management and Human Resource.

Although I arrived as a refugee, but being determined and not allowing my status as a refugee to determine my future, I am today a settled professional woman and giving back to 'My MELALEUCA' by serving as a Job Coach - case managing and preparing other migrants and refugees on settlement barriers like; English Language, Integration, Australian Work Culture and Employment.



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 2018, 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 Incorporated as at 30 June 2018 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 NT 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.

Level 2, 9 Cavenagh Street Darwin NT 0800 GPO Box 3470 Darwin NT 0801
+ 61 8 8982 1444 meritpartners.com.au ABN 16 107 240 522

Liability limited by a scheme approved under Professional Standards Legislation

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 2018 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

8 November 2018

meritpartners.com.au

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

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.

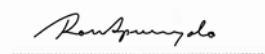

In the opinion of the Committee of Management:

- (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 2018 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, Cathy White, Colin McDonald, Paresh Raj Ghimire, Steven Bird, Lorenzo Siciliano, Kamal Ali, Rowan Dollar, Emily Raso (resigned November 2017), James Smith (resigned November 2017) and Allison Stewart (resigned May 2018).
- (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.
- (c) The net Operating Deficit of the Association for the year was \$55,431 (2017 – deficit \$288,290)

Signed at Darwin this 8th day of November 2018

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

**BALANCE SHEET
AS AT 30 JUNE 2018**

	Notes	2018 \$	2017 \$
CURRENT ASSETS			
Cash and Cash Equivalents	2	1,162,288	1,357,817
Receivables	3	70,889	183,445
Prepayments		63,673	4,722
		<u>1,296,850</u>	<u>1,545,984</u>
NON CURRENT ASSETS			
Property, Plant and Equipment	4	657,213	673,437
TOTAL ASSETS		<u>1,954,063</u>	<u>2,219,421</u>
CURRENT LIABILITIES			
Payables	5	274,443	291,327
Employee Entitlements	6	69,962	230,327
Unexpended Grants	7	74,270	110,456
Revenue Received in Advance		-	3,190
		<u>418,675</u>	<u>635,300</u>
NON CURRENT LIABILITIES			
Employee Entitlements	6	16,205	9,507
TOTAL LIABILITIES		<u>434,880</u>	<u>644,807</u>
NET ASSETS		<u>1,519,183</u>	<u>1,574,614</u>
EQUITY			
Accumulated Funds at Start of Year		1,574,614	1,862,904
(Deficit) / Surplus for the Year		(55,431)	(288,290)
Accumulated Funds at End of Year		<u>1,519,183</u>	<u>1,574,614</u>

The Balance Sheet should be read in conjunction with the notes to and forming part of the Financial Statements.

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

**PROFIT AND LOSS STATEMENT
FOR THE YEAR ENDED 30 JUNE 2018**

	2018	2017
	\$	\$
INCOME		
Contract Services	1,298,162	2,162,261
Funding / Grants	1,165,806	1,225,571
Donations and Fundraisings	1,504	2,261
Other Funding	67,844	22,622
Other Income	15,728	7,391
Sale of Assets	17,273	2,727
Interest Received	5,820	7,315
TOTAL INCOME	2,572,137	3,430,148
EXPENDITURE		
Salaries and Wages	1,665,970	2,184,260
Contract Services	590,111	1,165,033
Audit Fees	14,086	10,793
Depreciation	105,807	105,142
Office Rent	78,695	78,695
Electricity	20,725	30,778
Insurance	64,002	70,455
Telephone	26,393	40,593
Administration	61,779	32,689
TOTAL EXPENDITURE	2,627,568	3,718,438
(DEFICIT) FOR THE YEAR	(55,431)	(288,290)

The Profit and Loss Statement should be read in conjunction with the notes to and forming part of the Financial Statements.

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

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018**

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) 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:

	2018	2017
Motor Vehicles	16.67%	16.67%
Building Renovations	8.33%	8.33%
Computer Server / Office Equipment	14.29%	14.29%
Computers	20%	20%

(b) Income Tax

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

(c) 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.

(d) 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

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

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018

reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

(e) 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.

(f) 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.

(g) 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.

(h) Expenditure for Humanitarian Settlement Programme

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.

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

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
2. Cash and Cash Equivalents		
General Account – ANZ	1,420	6,280
STA Account – ANZ	3,457	3,457
General Account – Westpac	85,484	219,059
STA Account – Westpac	66,669	8,911
Cash Management Account – Westpac	763,338	879,052
Cash Reserve Account – Westpac	241,869	240,594
Cash on Hand – Emergency	51	464
	<u>1,162,288</u>	<u>1,357,817</u>
3. Receivables		
Trade Debtors	66,195	183,445
Bond and Security Deposit	2,000	-
Other Receivables	2,694	-
	<u>70,889</u>	<u>183,445</u>
4. Property Plant and Equipment		
Building Renovations St Mary's	1,011,142	974,597
Accumulated Depreciation	(447,046)	(365,474)
	<u>564,096</u>	<u>609,123</u>
Office Equipment at Cost	103,853	50,816
Accumulated Depreciation	(30,407)	(21,906)
	<u>73,446</u>	<u>28,910</u>
Motor Vehicles at Cost	141,898	141,898
Accumulated Depreciation	(122,227)	(106,494)
	<u>19,671</u>	<u>35,404</u>
Total Property, Plant and Equipment	<u>657,213</u>	<u>673,437</u>

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

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
5. Payables		
Trade Creditors	115,953	53,031
Westpac Visa Card – Director	4,815	-
Westpac Visa Card – CDC	(78)	2,542
Westpac Visa Card – HSP	131	-
Australian Taxation (GST)	74,616	126,979
Australian Taxation (PAYG)	11,199	21,968
Superannuation	770	-
Sundry	221	209
Accrued Expenses	66,816	86,598
	<u>274,443</u>	<u>291,327</u>
6. Employee Entitlements		
Current		
Annual Leave	52,601	155,797
Long Service Leave	17,361	74,530
	<u>69,962</u>	<u>230,327</u>
Non-current		
Long Service Leave	16,205	9,507
	<u>86,167</u>	<u>239,834</u>
7. Unexpended Grants		
Australian Red Cross	9,270	1,200
NTG Territory Families – Amazing Race	10,000	-
NTG Territory Families – Side by Side	40,000	-
PHN NT – Refugee Health Programme	-	51,256
NT AIDS and Hepatitis Council (NTAHC)	-	34,000
Human Services Training Advisory Council	15,000	20,000
NTG Territory Families – Welcome to Country	-	4,000
	<u>74,270</u>	<u>110,456</u>

11

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

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018

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 and 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

No adjusting or significant non-adjusting events have occurred between the reporting date and the date of authorisation.

12

Staff Role

Akshy Athukorala

Alana Martin

Allan Lewis

Amanda Jane Black

Amena Salman

Amina Mohammed Abdulkadir

Amirah Ahmad Shah

Andrea van der Werf

Anne Hewitson

Annie Nkiere Biongo

Arun Pandey

Atheel Aljanabi

Badawi Ismail

Cherry Lin

Claire Jones

Darmi Messakh

Dawn Harte

Emily McIntosh

Esther Canmue

Fereshteh Bekker

Irene Simonda

Jean Pierre Nsayi

Joan Washington

Joelene Riddle

Juenal Sun

Kabwe Emanuel Badidike

Laura Quirk

Manzoor Sirajuddin

Michael Campbell

Monique Ulani

Nadege Tshinkobo

Nadina Morarescu

Petra Barry

Phyllis Merrett-Park

Raad Kashmoola

Regina Andrua

Samson Kiribata

S Annura De Silva

Sabine Wolfrath

Sarah Kavanagh

Sharma Morris

Sharon Patterson

Sheereen Fatima

Sianne Little

Tapiwa Mbakile

Tarun Singh Bohra

Thereza Kagayo

Thomas Gouk



We thank you ...

Anglicare NT

Arafura Medical

Australian Red Cross

Catholic Care

Chamber of Commerce & Industry

Chenoa Ellison

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

Department of Trade, Business & Innovation

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

Office of Multicultural Affairs

Refugee Support Network Members

Territory Families

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





Melaleuca Refugee Centre

24 McLachlan Street, Darwin NT 0800

PO Box 1930, Darwin NT 0801

Tel: (08) 8985 3311

www.melaleuca.org.au

