

Annual General Meeting 2020 – Proceedings

20 NOVEMBER 2020





We thank our Patrons

Sir (Francis) Gerard Brennan AC KBE QC

Reverend D Eugene Hurley DD - former Bishop of the Diocese of Darwin

Agenda

Date : Friday 20 November 2020

Time : 7:30 AM

Location : Melaleuca Refugee Centre

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Acknowledgement of Country

Melaleuca Refugee Centre acknowledges the Larrakia people as the Traditional Owners of the Darwin region. We pay our respects to the Larrakia elders past, present, and emerging.



Welcome

At what point after arrival at their destination does a refugee or a migrant stop being a refugee or a migrant?

The moment they are seen, the moment they are genuinely welcomed, the moment they have equal rights.

Yet these labels become intergenerational and referred to as the hallmark, the source or the beginning, when in fact, the true beginning is the person who stands in front of us. The sum of all their life still adding up; the stories that made them who they were, the games they played as children, the songs they sung, the friends they had and have, the kind acts inspired by their values, the lessons learnt through whole of life not just part of life, the spark that guides their belief system.

The fundamental person they were before leaving their country is the person they are on arrival.

Despite their journeys they remain leaders and experts of their own lives.

Their name is their name. Their dreams are their dreams, their ambitions are theirs and with added resilience.

Hence, they are the client.

Not refugees, not migrants...CLIENTS.

To welcome them is to restore balance beautifully, elegantly and with humility.

To truly be of service is what we exist to achieve.

To shine light on their leadership and their right to call us to account is where we begin.

Because **belonging** does not occur in a bubble, it takes preparation. It takes active consciousness to see that the other, regardless of the labels socially imposed on them, is one like us and has a place next to us.



Our Vision

A world where everyone belongs.

Our Mission

We exist to welcome and support individuals and families from diverse cultural backgrounds to lead the lives they choose.

Our Values

Belonging – creating a sense of community where everyone is welcome and feels included

Ethics – upholding our moral obligations to each other, the individuals we serve, and the community

Compassion – practicing empathy and kindness with awareness towards everyone

Respect – accepting each person as a unique individual

Responsibility – being held accountable for what we do and how we do it from beginning to end.



Minutes from last year's AGM

Minutes for AGM

Date : Friday 22 November 2019
Time : 7:45 AM
Location : Melaleuca Refugee Centre
Chairperson : Mr Ross Springolo, *Board Chairperson*
Minutes : Anne Hewitson, *Manager Administration Services*
Attendees : As per attendance register

Topic

1 Business arising from previous meeting – Welcome by the Chair

Acknowledge Larrakya people on whose land we are occupying, past, present and future

- NT Human Rights Awards to be held on 10 December 2019.
- Member value proposition printed for everyone to encourage friends and family to sign on as new members.

Moved by Ross Springolo that the minutes from 22 November 2018 be accepted seconded Sulal Mathai. **APPROVED**

APOLOGIES: Nerida Kickett, Cathy White, Kamal Ali, Paresh Ghimire

2 Reports

- The Chair's Report was delivered

Moved Ross Springolo **Seconded** Colin McDonald as accepted

Taken as read.

The Chair offered his thanks to Board members 2018-19. The Board worked well with Staff to achieve MRC objectives.

Thanks also to outgoing member Rowan Dollar for his contribution. He has departed the NT to Adelaide for work reasons.

Also thanks to Steve Bird who left for employment reasons during the year.

- The CEO's Report was delivered and accepted

Kwame Selormey paid gratitude to his team who served MRC clients with him.

Service and Impact Glances

The Chair referred to the statistics in the AGM program. Highlighting the increased numbers due to extra conflict around the world. 37K per day displaced around the world.

NT Response to Refugee crisis

MRC is the only organisation settling Refugees in the NT.

MRC resettled 156 clients in 2018-19. Settlement includes Employment, Health, activities such as swimming etc., is part of that.

Thanks to Darwin International Airport for their support. The Director Ian Kew offered parking passes for picking up clients and use of one of the reception rooms while clients waiting for luggage and initial settling process. MRC is truly appreciative of this support.

3 Financial Matters

- The financial audit 2018/19

MunLi Chee from Merit & Partners was in attendance. She commented that the Audit went smoothly and the unqualified audit report is provided at this meeting.

The Chair commented that MRC is heavily dependent on Government funding and encouraged community donations.

Moved Ross Springolo **Seconded** Lorenzo Siciliano that the 2018/19 Financial Statements as prepared by Merit Partners be accepted. **APPROVED**

- Appointment of Auditors – Merit Partners

Moved Ross Springolo **Seconded** Colin McDonald that Merit Partners be appointed as the 2019/20 financial year auditor. **APPROVED**

4 Board of Management Appointment

- The election of members were appointed:

Mr Ross Springolo
Mr Colin McDonald
Ms Cathy White
Mr Paresh Ghimire
Mr Kamal Ali
Mr Sulal Mathai
Mr Lorenzo Siciliano
Ms Lee Campbell
Ms Margarida De Araujo
Ms Nerida Kickett
Ms Mel Hood

Moved Ross Springolo **Seconded** that all nominations be accepted as 2019_20 Board members. **APPROVED**

- The following members have exited:

Mr Steve Bird, *Ordinary Member*
Mr Rowan Dollar, *Ordinary Member*

The Chair thanks all Melaleuca Stakeholders, Consultants, Federal and N.T. Governments and Partners for their continued support throughout the 2018-19 year.

He particularly mentioned St. John's Catholic College who were instrumental in providing scholarships for the youth of MRC clients to assist with their High School education.

Also Brian Holden Vision providing optometry services for MRC clients and Sally Sievers Commission of the NT Anti-Discrimination Commission.

He also highlighted MRC's continued involvement in various peak bodies by way of the CEO Membership on their Boards and they include:

- Multicultural Youth Advocacy Network
- Refugee Council of Australia
- Settlement Council of Australia
- Forum of Australian Services to Survivors of Torture and Trauma (FaSSTT)

CEO Kwame Selormey will be meeting with the Head of UNHCR in the near future as part of the FaSSTT network.

The Chair also acknowledge patrons:

- Sir Gerald Brennen, AC, KBE, QC
- Ms. Sue Roman
- Reverend D Eugene Hurley DD – Former Bishop of the Diocese of Darwin

Topic

5 Open forum for questions

- No attendees spoke to this topic

6 Close of Meeting

- Meeting was closed at 8:15 am and the next AGM date will be advised.

PRESENTATION OF MELALEUCA ALUMNI PROGRAM (MAP)

CEO Kwame Selormey demonstrated the launch of Melaleuca Alumni Program (MAP) to attendees located on the Melaleuca Refugee Centre website.



Chairperson's reflection

I respectfully acknowledge the past, present, and emerging Traditional Custodians on whose land and country we serve - the Larakia People, and on behalf of the Board, staff, and clients of Melaleuca, I thank them for their trust, guidance, and kindness through the year 2019-20.

As I reflect through the past year, I've formed the view that 2019-20 has been quite a surprising year. For the first six months while we continued doing what we have always done, which is to deliver quality services highly characterised by maintaining emphasis on direct contact with our clients and stakeholders. As we started the calendar year, the presence of COVID-19 became prominent and things started changing all around us.

In March we received news that the UNHCR and International Office of Migration (IOM) had stopped all humanitarian travel due to

COVID-19. This had a significant impact across Australia's Humanitarian Settlement Program and subsequently Melaleuca and the four other providers, setting in motion a number of changes internally.

In repeating a statement by the UNHCR "It is the single greatest global public health crisis in more than 100 years, there is no aspect of our daily lives that has not been impacted by the corona virus pandemic"

While the Northern Territory had a small number of COVID-19 cases with no community spread, the impact of what was happening around other parts of Australia and the world flowed on here, as we went into lockdown for a short period. At this point everything changed and direct contact with clients, which was always a given, became a thing to consider carefully with risk assessments and various safeguards. None the less, we remained true to our vision and our values.

The Board's gratitude goes to all the remarkable staff who very quickly and efficiently responded and activated the necessary systems to maintain service continuity with our clients using a range of mediums while ensuring the safety of everyone.

"Melaleuca had the honour of being selected by the Chief Minister's Office to be part of the Worker Wellbeing Funds working group focused on ensuring no one was left behind..."

Melaleuca, as a standing member of the Ministerial Advisory Council for the Territory Minister of Multicultural Affairs, actively collaborated with a number of agencies to empower multicultural community leaders in their work with their communities.

Melaleuca had the honour of being selected by the Chief Minister's Office to be part of the Worker Wellbeing Funds working group focused on ensuring no one was left behind as the Territory responded to the plights of those who were not eligible for any benefits from the Australian Government. In keeping true to our vision of a world where everyone belongs, Melaleuca took a significant leadership role in the NT during this period strategically coordinating support for international students.

Melaleuca, as a standing member of the Ministerial Advisory Council for the Territory Minister of Multicultural Affairs, actively collaborated with a number of agencies to empower multicultural community leaders in their work with their communities.

Supporting clients into employment has been

one of our key focus areas this year, with over 30 individuals placed into employment with partner organisations in a time where employment security has been challenging overall.

The Board commends every staff member for the way they repurposed themselves to respond to where our clients were and for their openness to assist in new ways that benefitted clients and the territory.

I personally wish to thank all the staff for their contribution and support of Melaleuca through these uncertain times. Unfortunately, the year saw Melaleuca having to make yet again another reduction in workforce precipitated by the impact of Covid-19. The understanding expressed by all staff affected by this decision and the level of respect and dignity with which

this occurred speaks highly of Melaleuca's values in action.

The support of the Humanitarian Settlement Providers network and the FASTT network of providers of a Program of Assistance to Survivors of Torture and Trauma has been invaluable. A special mention needs to go to QPASTT for its generosity of support and willingness to offer a suite of support services, including making staff available to travel to work in the NT when we have had a shortage of skilled staff. This speaks to the spirit of the FASTT network of which Melaleuca is proud to be associated with.

To do what we do requires resources and the Board and Executive's commitment to ensuring good stewardship of the resources entrusted to us by our funders – The Federal Government and the Northern Territory Government. I am grateful to the support of our funders and the growing support of those seeing Melaleuca's efforts. My gratitude also goes to the Masonic Charities Trust who this year have pledged support to Melaleuca with funding over a period of three years to support a component of our strategic plan – Eat Takes a Village. An initiative which includes the funding of food vans for Melaleuca for use by the communities we serve.

As for the year ahead, Australia, like the rest of the world remains in a state of uncertainty. However, Melaleuca remains hopeful as we forge new ways to respond to current times, in keeping true to form as a community based NGO. My deepest gratitude to my fellow Board Members who despite being challenged in their own sectors and families, have continued to govern Melaleuca with me. Special thanks to Nerida Kickett, Kamal Ali, Sulal Mathai, and Paresh Ghimire who are resigning from the Board, for their contributions. Similarly, I remain profoundly grateful to all staff for their dedication to Melaleuca, to all our clients for their trust, and to the communities we serve for having faith in our ability to remain consistent amidst global inconsistencies.

It has been an honour to serve Melaleuca through this year 2019-20.

Sincerely

Ross Springolo FCPA, FGIA, FCIS, FAICD
Chair – Melaleuca Refugee Centre Board

"As for the year ahead, Australia, like the rest of the world remains in a state of uncertainty. However, Melaleuca remains hopeful as we forge new ways to respond to current times, in keeping true to form as a community based NGO."

Board members 2019-20



Member	Role
Ross Springolo	<i>Board Chair</i>
Paresh Raj Ghimire	<i>Treasurer</i>
Catherine White	<i>Vice Chair</i>
Kamal Ali	<i>Ordinary Member</i>
Colin McDonald	<i>Ordinary Member</i>
Lee Campbell	<i>Ordinary Member</i>
Lorenzo Siciliano	<i>Ordinary Member</i>
Margarida De Araujo	<i>Ordinary Member</i>
Mel Hood	<i>Ordinary Member</i>
Nerida Kickett	<i>Ordinary Member</i>
Sulal Mathai	<i>Ordinary Member</i>

CEO's report

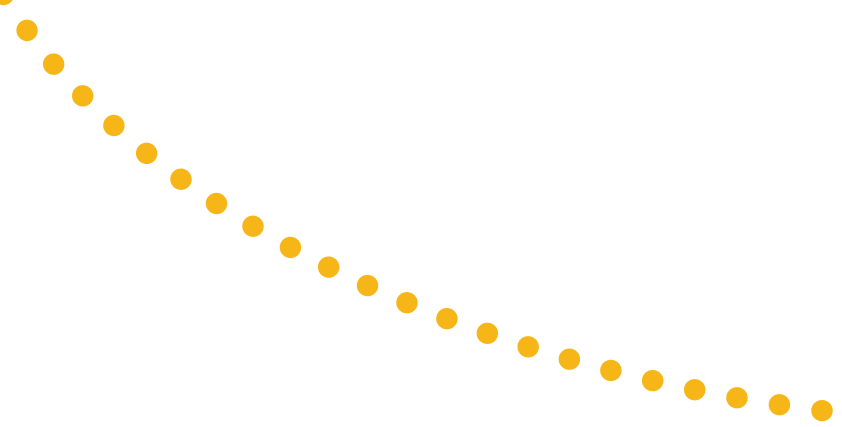
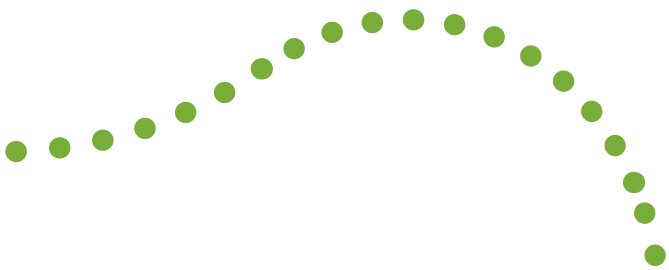
I am thankful again for all our clients for their trust in us especially in such a challenging year.

This year has been a courageous one for us at Melaleuca as uncertainty enveloped the world, and as every one of us were required to make necessary changes to keep ourselves safe, while supporting our clients to do the same.

There has been many key positive highlights for the year, many of which will continue as we grow. They included:

- The launch of Melaleuca's Community Connect Socials as quarterly events where the people we serve host socials that invite the general community to congregate, connect and converse. It was remarkable watching the growth of this initiative as it extended to Indigenous communities sharing stories and new friendships forming.
- The intensive work done in partnership with various organisations to promote respectful relationships and prevention of family and domestic violence through the Side by Side project.
- The expansion of health coordination services to include migrants, as well as the establishment of an audiology clinic at Melaleuca in partnership with NT Hearing Services which complements the existing optometry clinic conducted by Brien Holden Vision Institute



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- Our collaboration with sister FASTT Agency QPASTT
 - Our partnership with SBS Digital technology labs which led to Melaleuca hosting the inaugural Belongings Exhibition in Darwin. An event that drew hundreds of audiences to Melaleuca to listen to and observe remarkable stories of change, resilience, and courage
 - Supporting over 50 clients into employment
 - Establishment of focused COVID-19 support strategies and resources for all clients in a period when there were no translated resources
 - The launch of the Portable Panel in Refugee Week, as an initiative that engages with various workplaces to understand the refugee journey and to interact through questions and answers
 - Welcoming a new world of engagement with international students impacted by the effects of COVID-19
 - Activating a range of supports for international students, community leaders, and other vulnerable people through the COVID-19 lockdown
 - The expansion of collaborative work across various government departments in the NT that aim to promote cultural safety for the individuals and communities we serve.
- 

It has been an honour leading a team of dedicated people who have been quite selfless and focused on our client's needs, in a time where everything that was normal changed. Amidst much anxiety and isolation I observed every one of my colleagues connect together as one team through video conferencing twice a day for several weeks. In sharing stores, daring each other with challenges, and finding solutions to emerging challenges, we made it through an unprecedented year. For this I am grateful.

I am also sincerely grateful to our all our funders, supporters and communities for continuing to journey with us.

In summing up the year 2019-20, we continued to consistently serve vulnerable people with respect, raise social awareness of issues with compassion, innovate to generate greater inclusion of the individuals and communities we serve, and the unwavering commitment to respond to issues that affect the rights of people from culturally and linguistically diverse backgrounds with emphasis on honouring ethics.

I am truly grateful.

Kwame Selormey

Chief Executive Officer

Service and impact glances

You are welcome



We serve vulnerable people

We value **RESPECT** through accepting each person as a unique individual



We raise awareness

We value **COMPASSION** through practicing empathy and kindness with awareness towards everyone



We innovate

We value **BELONGING** through creating a sense of community where everyone is welcome and feels included



We respond to issues that affect the rights of others

We value **ETHICS** through upholding our moral obligations to each other, the individuals we serve, and the community



We remain small and grow partnerships

We value **RESPONSIBILITY** through being accountable for what we do and how we do it from beginning to end

We are Melaleuca

The servant-leader is a servant first...It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead. That person is sharply different from one who is a leader first

– Robert K Greenleaf

We serve vulnerable people from diverse cultural backgrounds

This is our work, which we have been doing for 23 years. However each year, our focus sharpens as we listen to the communities for whom we exist to serve. Each year we bring to light something new that transforms communities and transforms us. In the year 2019-20 we focused significantly on supporting individuals and communities to grow respectful relationships and to reduce incidents of family and domestic violence.

We know that:



1 in 3 Australian women (30.5%) has experienced **physical violence** since the age of 15



1 in 16 men in Australia have experienced **physical or sexual violence** from a current or previous partner



On average, one woman a week is **murdered** by her current or former partner.



1 man is **murdered** every 29 days by a partner using violence



25% of women have experienced **emotional abuse** from a current or previous cohabitating partner.



5% of men have experienced **emotional abuse** from a current or previous cohabitating partner



There is a **lack of comprehensive, population-wide data on the prevalence and impacts of violence against women from migrant and refugee backgrounds.**

Specific studies suggest high prevalence rates and specific issues of complexity, such as partner using a woman's temporary migrant status as a means of violence.

We also know that women from culturally and linguistically diverse backgrounds are particularly vulnerable to family and domestic violence. This is why we chose to lead the Side by Side Project this year.



The Side By Side Project was a partnership project between Office of Multicultural Affairs, NT Legal Aid Commission, Anglicare NT, Steps Group, Multicultural Council of the NT, Department of Home Affairs and NT police. Led by Melaleuca, the project delivered domestic and family violence awareness and prevention services to over 15 community groups and established a range of discussion groups to generate greater awareness. The project supported the development of a number of resources about the impact of family and domestic violence.



To be a leader means to have humility, to have respect and to serve the people we are leading. And that type of character, that type of integrity not only brings real fulfillment to our own hearts, but also has a great effect on the lives of all the people around us – Radhanath Swami

We raise awareness for the general community that fosters compassion



As a small organisation that has a wide reach through partnerships, each year we find ways to bring stories alive and to enable the cross sharing of stories which spark social compassion and understanding of human rights.

This year we activated the following initiatives which furthered our commitment:

Expanding human rights awareness to schools

As active organizers of the NT Human Rights Awards, Melaleuca focused on working with St Johns Catholic School and Essington College this year to raise awareness of human rights and to collaborate with students to create various art pieces which highlighted the students understanding of the human rights issues that they were involved in learning through Melaleuca. The art pieces were featured at the 2019 human rights awards ceremony. The relationships established with the schools continue as we find new ways to engage.

*Love and compassion are necessities, not luxuries.
Without them, humanity cannot survive – Dalai Lama*





Partnership with SBS Technology Labs

Melaleuca partnered with SBS Technology Labs to bring a spectacular exhibition to Darwin. Between 11 and 28 February, our main hall was transformed into a gallery that housed an interactive exhibition where viewers could use their mobile phone to experience a fusion of technology and storytelling. Belongings shared the stories of six people who left their homeland and almost everything they owned, in search of a new life in Australia. During the exhibition, we welcomed over hundreds of guests into Melaleuca including schools, work teams and social groups. We also had the honour of hosting Her Honour, the Honourable Vicki O'Halloran AO, Administrator of the Northern Territory and Mr Craig O'Halloran as special guests.

The stories that were shared by the life sized story tellers in the exhibition were exceptionally moving and incited significant perception for the Darwin community.



We innovate

Driven by a strong curiosity to enhance greater social connections and to spark long lasting social connections, this year we found some new ways to innovate. Our top three approaches were:

Food

Food is the one thing that all our clients pride themselves in providing as a way of sharing their gratitude. We know that when people gather around food, stories become richer, laughter grows, and the transformation that occurs is deeper.

This year we opened a commercial kitchen on site and have been preparing to activate new partnerships with communities to use the kitchen and to open up to the general community to experience new flavours.

As part of this initiative, we launched the Ingredients Project in Refugee Week as a small scale initiative, as Darwin emerged from the COVID-19 lockdown. Ingredients brings together a small group of people, ideally two families to share a meal and to spark conversations that blend them as the ingredients to transformation and new learning.

The Portable Panel

We launched the Portable Panel as an interactive initiative that is able to use technology or face to face mediums to engage with an expert panel of five people from Melaleuca including those with lived refugee experience. The Portable Panel opens themselves up to any questions that hosts have about humanitarian settlement in the Northern Territory as well as the refugee journey. The Portable Panel was well received by various government departments, workplaces, schools and community groups.

If we have no peace, it is
because we have forgotten
we belong to each other
— Mother Theresa





Language parties

We partnered with Professor Steven Bird – Charles Darwin University to activate a new initiative called Language Party at Melaleuca. The initiative which was launched just before the prevalence of COVID-19 in Darwin, brought people from all walks of life and cultural backgrounds to Melaleuca for a social gathering hosted by the people we serve. In a language party, the hosts speak their native languages freely and without reservation or interpretation. While the guests and hosts may not necessarily understand each other, a new emphasis emerges which is about experiencing the energy of the party, the fullness of the hospitality and the curiosity of guests. Which sparks a new form of acceptance. New friendships are formed and respect sparked by equality is born. At the language party, there is a formal aspect where stories are told by the hosts in their first language. The guests experience the excitement of the stories from watching expressions, animations and emotion on the tellers face.

We were very honored and proud to have partnered with the Larakia community to have Indigenous story tellers co-host this even with us.



We respond to issues that effect the rights of others

This year has really called us to test our commitment to honoring the rights of others, supporting those who are vulnerable and those who fall between the margins. As COVID-19 cast a shadow across the world, the Territorians reached out to each other to offer support naturally. The amount of goodwill that poured into the streets was simply inspiring.

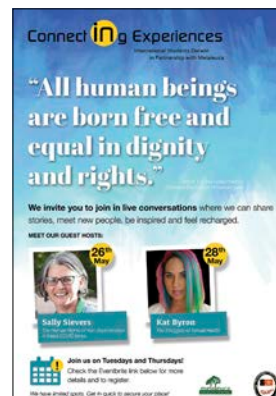
International students

For us at Melaleuca we accepted to do our part in a range of ways to assist. We pride ourselves in working with people from culturally and linguistically diverse backgrounds. So it was an honor to be invited to join the committee to administer the Worker Wellbeing Fund established by the Territory Government to support local workers struggling with the economic effects of the COVID-19 crisis. During this process we were approached by three international students who stated the plight of over a thousand other international students who had lost their jobs and were stranded with very little supports.

Melaleuca responded by leading the strategic focus for international students, which meant strategically bringing together leaders of the various goodwill initiatives that were occurring in the Territory for students. It also meant that we could identify what the strategic gaps were and to collectively find shared solutions. Melaleuca convened the first Strategic Directions Group meeting in early May and then held weekly meetings until July which generated very clear outcomes for the international students in Darwin.

In the height of the COVID-19 lockdown in April, Melaleuca in partnership with international students launched Connecting Experiences for international students – Funded by the NT Government. The initiative saw a number of Zoom hosted discussions with despairing students and it focused on building their strength and resilience. In July, Connecting Experiences went live with face to face contacts.

Melaleuca partnered with Red Cross to provide counselling services to international students impacted by COVID-19, while Red Cross provided emergency relief to the students and other migrants impacted by COVID-19.





Community leaders


Melaleuca actively contributed to the Ministerial Advisory Council on matters related to the impact of COVID-19 on multicultural communities. This meant that we held a number of forums for community leaders using technology, where we listened to them, and explored new ways of supporting their communities with them and took it on board to find some resources that supported them in their roles. The most significant challenges identified by community leaders was the impact of large numbers of their community members losing their jobs and the helplessness that created across the communities. Melaleuca was able to provide some pathways for them to consider in navigating the myriad of supports available. Some community leaders themselves were impacted by job losses and required supports while also being seen as the support pillars for their communities. Melaleuca, through the conversation forums was able to provide support to various community leaders.

Team work

As COVID-19 hit the NT, on 17 March 2020, Melaleuca together with all other Humanitarian Settlement Service Providers heard the news that the UNHCR and International Office of Migration had suspended the resettlement travel for refugees. As a small organisation we had a lot of work to do with existing clients, however it was evident that things had changed. We worked exceptionally hard as a team to stay focused and to offer our services across the NT so as to keep our commitment to service alive.

The team set up a communications service aimed at building the urgency of the COVID-19 impact for our clients, who were not able to understand the newspapers, the stories on the news or even the conversations on the streets. We used phone calls, text messages, zoom forums and developed a range of visual resources including audio-visual resources in various languages.

All staff within the organisation took on various initiatives to support the NT as we adapted to the new COVID-19 environment. Some staff worked with international students, some worked with community leaders and some collaborated with other community organisations to extend capacity. These did not detract at all from our core business as we continued to also retain focus on our clients. Goodwill remained fully awake in Melaleuca through COVID -9.



Our moral responsibility is not to stop future, but to shape it...to channel our destiny in humane directions and to ease the trauma of transition – Alvin Toffler



We remain small and grow partnerships

As an organisation, we are also a community of people who come together in alignment with our values to impact positive change through service to others. We live in a society where there are many others who share our values. With this in mind, we do not have to be big in order to make sustainable impact.

We are therefore committed to remaining a small team with a vast network of partnerships and collaborations that further the outcomes for our clients and the communities we serve, to lead the lives they choose.

Our new partnerships and collaborations this year have included:

Person/ agency	Purpose
Multicultural Youth NT	To further services for multicultural youth as an auspice body
SBS Technology Labs	To enhance the use of technology as an enabler for social impact
QPASTT	To enable Melaleuca to remain small while accessing a range of expert supports through QPASTT as a sister agency on a fee for service basis
NT Hearing	To provide access to audiology services to our clients on site
Thrive Refugee Enterprise	Exploration of supports that help transform lives of humanitarian entrants/ asylum seekers to build businesses that enable transformation of their lives



It is not only what we do, but also what we do not do, for which we are accountable – Moliere

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 Melaleuca Refugee Centre Torture & Trauma Survivor's Service of the Northern Territory Incorporated (the "Association"), which comprises the balance sheet as at 30 June 2020, 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 2020 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, Restriction on Distribution, and COVID-19 Pandemic Impact

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 to meet the requirements of the *Associations Act NT* and the Association's constitution. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for Melaleuca Refugee Centre Torture & Trauma Survivor's Service of the Northern Territory Incorporated and should not be distributed to parties other than Melaleuca Refugee Centre Torture & Trauma Survivor's Service of the Northern Territory Incorporated. Our opinion is not modified in respect of these matters.

Without modifying our opinion, we draw attention to Note 11 to the financial report, which describes the impact of the COVID-19 pandemic on the Association.

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.

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under Professional Standards Legislation

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 2020 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.

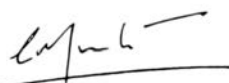
As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- 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
13 November 2020

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 has determined that the Association is not a reporting entity.

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

In the opinion of the 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 2020 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, Chair
Cathy White, Deputy Chair

Paresh Ghimire, Treasurer
Colin McDonald
Vincenzo Siciliano
Sulal Mathai
Kamal Ali
Nerida Kickett
Margarida De Araujo
Mel Hood
Lee Campbell

- 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 surplus of the Association for the year was \$119,681 (2019 – deficit \$6,762).



Chairman of the Board

Signed at Darwin this 13th day of November 2020

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

BALANCE SHEET AS AT 30 JUNE 2020

	Notes	2020 \$	2019 \$
ASSETS			
Current Assets			
Cash and cash equivalents	2	1,309,447	1,282,116
Receivables	3	206,219	126,312
Prepayments	4	53,044	72,108
TOTAL CURRENT ASSETS		1,568,710	1,480,536
Non Current Assets			
Property, Plant and Equipment	5	515,078	570,325
TOTAL NON CURRENT ASSETS		515,078	570,325
TOTAL ASSETS		2,083,788	2,050,861
LIABILITIES			
Current Liabilities			
Payables	6	201,563	248,786
Employee Entitlements	7	111,868	112,966
Unexpended Grants	8	98,166	142,439
Provisions	9	30,083	-
TOTAL CURRENT LIABILITIES		441,680	504,191
Non Current Liabilities			
Employee Entitlements	7	10,006	34,249
TOTAL NON CURRENT LIABILITIES		10,006	34,249
TOTAL LIABILITIES		451,686	538,440
NET ASSETS		1,632,102	1,512,421
EQUITY			
Accumulated Funds at Start of Year		1,512,421	1,519,183
Surplus/(Deficit) for the Year		119,681	(6,762)
Accumulated Funds at End of Year		1,632,102	1,512,421

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 SURVIVORS' SERVICE OF THE NT
INCORPORATED

PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
INCOME		
Contract Services	1,525,574	1,542,896
Funding/Grants	1,393,743	1,178,283
Donations and Fundraisings	14,931	4,926
Other Funding	-	248,912
Other Income	232,286	4,437
Sale of Assets	-	5,141
Interest Received	1,574	5,569
TOTAL INCOME	3,168,108	2,990,164
EXPENDITURE		
Salaries and Wages	2,120,616	1,950,467
Contract Services	234,107	367,035
Audit Fees	15,365	15,350
Depreciation	114,163	117,826
Office Rent	78,695	78,695
Electricity	23,833	23,171
Insurance	59,888	56,792
Telephone	22,825	29,126
Administration	378,935	358,464
TOTAL EXPENDITURE	3,048,427	2,996,926
SURPLUS/(DEFICIT) FOR THE YEAR	119,681	(6,762)

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 SURVIVORS' SERVICE OF THE NT
INCORPORATED

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2020

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 Committee of Management has determined that the Association is not a reporting entity, because in the Committee of Management'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:

	2020	2019
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.

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

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2020

(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 or inflow of economic benefits will result and that outflow or inflow 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.

(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 the 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. 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. If conditions are attached to the grant that must be satisfied before the Association is eligible to receive the contribution, recognition of the grant revenue will be deferred until those conditions are met.

(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 the other receivables or payables in the balance sheet.

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

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020**

	2020 \$	2019 \$
2. Cash and Cash Equivalents		
General Account - ANZ	-	856
General Account - Westpac	179,656	52,799
STA Account - Westpac	147,967	116,473
Cash Management Account - Westpac	788,689	917,832
Cash Reserve Account - Westpac	192,968	192,760
Cash on Hand - Petty Cash	168	1,396
	<u>1,309,447</u>	<u>1,282,116</u>
3. Receivables		
Trade Debtors	23,048	43,056
Bond and Security Deposits	-	1,080
Other Receivables	186,533	99,384
Impairment of Debts	(3,362)	(17,208)
	<u>206,219</u>	<u>126,312</u>
4. Prepayments		
Prepaid Insurance	52,326	66,725
Other	718	5,383
	<u>53,044</u>	<u>72,108</u>
5. Property Plant and Equipment		
Building Renovations St Mary's	1,060,538	1,016,114
Accumulated Depreciation	(620,915)	(531,776)
	<u>439,623</u>	<u>484,338</u>
Office Equipment at Cost	120,611	116,500
Accumulated Depreciation	(55,016)	(33,740)
	<u>65,595</u>	<u>82,760</u>
Motor Vehicles at Cost	87,726	77,344
Accumulated Depreciation	(77,866)	(74,117)
	<u>9,860</u>	<u>3,227</u>
Total Property, Plant and Equipment	<u>515,078</u>	<u>570,325</u>

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

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020**

	2020 \$	2019 \$
6. Payables		
Trade Creditors	113,919	101,117
Westpac Visa Card - Director	1,214	3,806
Westpac Visa Card - CDC	793	551
Westpac Visa Card - HSP	(524)	1,099
Australian Taxation (GST)	16,094	31,886
Australian Taxation (PAYG)	48,688	21,919
Superannuation	-	105
Sundry	-	2,229
Accrued Expenses	21,379	86,074
	<u>201,563</u>	<u>248,786</u>
7. Employee Entitlements		
Current		
Annual Leave	103,277	105,809
Long Service Leave	8,591	7,157
	<u>111,868</u>	<u>112,966</u>
Non Current		
Long Service Leave	10,006	34,249
	<u>121,874</u>	<u>147,215</u>
8. Unexpended Grants		
Department of Home Affairs - FIG	-	34,252
Department of Social Services - SETS	-	16,147
NTG Territory Families - Amazing Race	-	2,200
NTG Territory Families - Side by Side	-	17,138
NTG Territory Families - Inside Out	-	40,450
NTG Territory Families - School Holidays	-	7,500
PHN NT - Refugee Health Program	-	24,362
Australian Red Cross	-	390
NTG Other	70,000	-
Other	28,166	-
	<u>98,166</u>	<u>142,439</u>
9. Provisions		
Provision for Redundancies	30,083	-
	<u>30,083</u>	<u>-</u>

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

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020**

10. COMMITMENTS

The Centre has a commitment to lease the building at 24 McLachlan Street, Darwin, for 6 years with option to extend for a further 6 years (4 June 2018 to 3 June 2030).

11. GOING CONCERN, COVID-19 PANDEMIC AND SUBSEQUENT EVENTS

The closure of the Australian borders in March 2020 due to COVID-19 significantly impacted the settlement of refugees in Australia, and consequently the Association's operations. Revenue from settlement services was negatively affected, and will continue to be until refugee settlement is resumed. The changing nature of the pandemic and of government responses to it make such a resumption difficult to predict. The Association has duly responded by adjusting its costs and expenditure, as well as accessing other supplementary funds to align to its new financial position. These are as follows:

- The Department of Home Affairs provided a one-off payment of \$106,492 for additional services to refugee clients during the period of the pandemic, and has agreed to continue paying the fixed monthly operating charge to the Association.
- The Association received the cash flow boost, and the JobKeeper payment for eligible staff, and continues to be eligible for the extended JobKeeper program.
- The Association also instituted redundancies to ensure that staffing levels remain appropriate to the scaled-down operations.

The financial statements have been prepared on the basis that the Association is a going concern and will continue to operate. 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 Committee believes that the support from members and funding bodies will continue and that the Association will continue as a going concern for the ensuing 12 months from the date of this report despite the ongoing uncertainty in relation to the impacts of COVID 19.

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



Questions?



We thank you



As a small team of people, our work is only possible as a result of the collaborative approach with which we serve our clients. You get it, that settlement is a whole of community responsibility. For that we are deeply grateful to you as individuals, communities, organisations, Government Departments, learning and development institutions, and agencies that continue to welcome us, as we create new connections that enable inspiring welcome and settlement of the people we serve. Every day we create new engagements.

Together our collaboration and support enables the people we serve to achieve the following outcomes.



To our funders

Australian Federal Government

- Department of Social Services
- Department of Home Affairs
- Department of Health

Northern Territory Government

- Office of Multicultural Affairs
- Northern Territory Primary Health Network
- Territory Families
- Department of Trade Business and Innovation
- Department of Housing

Trusts and Not for Profits

- Masonic Charities Trust
- Australian Red Cross



Our partnership and collaborations roll

Agency	Reference	Outcome Link
AMCAL Casuarina	Service delivery link	Health and wellbeing
Amity Darwin	Service delivery link	Family functioning and social support
Anglicare	Service delivery link	All outcomes
Anti-discrimination Commission	Change collaboration	All outcomes
Australian Red Cross	Service delivery link	All outcomes
Brian Holden Vision Institute	Service delivery link	Health and wellbeing
Casuarina Community Care Centre	Service delivery link	Family functioning and social support
Centre for Disease Control	Service delivery link	Health and wellbeing
Centrelink Casuarina	Service delivery link	Managing money
Chamber of Commerce and Industry	Peak support	Employment
Charles Darwin University	Service delivery link	Education and training
City of Darwin	Service delivery link	All outcomes
City of Palmerstons	Service delivery link	All outcomes
Clinic 34	Service delivery link	Health and wellbeing
Darwin Community Legal Service	Service delivery link	Justice
Darwin High School	Service delivery link	Education and training
Dreambuilders Church	Sponsor	
Family Planning Welfare Association NT	Service delivery link	Health and wellbeing
Football Without Borders	Service delivery link	Community participation and networking
Forum of Australian Services to Survivors of Torture and Trauma (FaSSTT)	National Impact	All outcomes
Goodlife Dental	Service delivery link	Health and wellbeing
International Office of Migration (IOM)	International contribution	All outcomes
International Rehabilitation Council For Torture Victims (IRCT)	International contribution	All outcomes
Interpreting and Translating Services of the NT	Service delivery link	Language services
Kindness Shake	Service delivery link	Community participation and networking
MediClinic NT	Service delivery link	Health and wellbeing
Moil Primary School	Service delivery link	Education and training
Multicultural Council NT	Service delivery link	Community participation and networking

Agency	Reference	Outcome Link
Multicultural Youth Advocacy Council (MYAN)	National impact	All outcomes
Multicultural Youth NT	Sector collaborative peer	Community participation and networking
NT Hearing Services	Service delivery link	Health and wellbeing
NT Oral Health Services	Service delivery link	Health and wellbeing
NTAHC	Service delivery link	Health and wellbeing
Onesight	Service delivery link	Health and wellbeing
Our Common Threads	Service delivery link	Community participation and networking
Palmerston Community Care Centre	Service delivery link	Community participation and networking
Refugee Council of Australia (RCOA)	National Impact	All outcomes
Royal Darwin Hospital	Service delivery link	Health and wellbeing
Settlement Council of Australia (SCOA)	National Impact	All outcomes
St John's Catholic College	Service delivery link	Education and training
STEPS	Service delivery link	Language services
Tamarind Centre	Service delivery link	Family functioning and social support
Top End Health Services	Service delivery link	Health and wellbeing
Top End Medical Centre	Service delivery link	Health and wellbeing
Top End Medical Society	Service delivery link	Health and wellbeing
United Nations High Commissioner for Refugees (UNHCR)	International contribution	All outcomes
SBS Digital Labs	Change collaboration	All outcomes
Refugee and Migrant Services Network Members	Service delivery network	All outcomes
Humanitarian Settlement Program Providers	Sector collaborative peer	All outcomes
Refugee Health Network of Australia RHeaNA	Sector collaborative peer	All outcomes
SRA Technology	Change collaboration	Education and training
Learning Potential	Service delivery network	Education and training

Our colleagues (staff)

Staff (2019-20)	
Kwame Selormey	Organisational Leadership
Anne Hewitson	Executive Leadership
Gabriel Yengbie	Executive Leadership
Helen Lawson	Executive Leadership
Phyllis Merrett-Park	Team Leadership
Andrea Van Der Werf	Team Leadership
Scott Andrews	Health Leadership
Isabel Osuna-Gatty	Project Coordination
Jennifer Milne	Project Coordination
Doreen Alusa	Policy Coordination
Amira Ahmad Shah	Counselling & Advocacy
Sarah Cutler	Counselling & Advocacy
James Nien	Counselling & Advocacy
Hannah Hendry	Counselling & Advocacy
Aline Mamede Veneziano Campos	Counselling & Advocacy
Manzoor Sirajuddin	Service Coordination
Michael Campbell	Service Coordination
Carine Kapiamba	Service Coordination

Staff (2019-20)	
Claudine Nimbona	Service Coordination
Rupesh Yadav	Service Coordination
Erin Plumb	Service Coordination
Norah Kiruja	Service Coordination
Mary Weru	Service Coordination
Christine Okoth	Service Coordination
Neil Gray	Service Coordination
Stephanie West	Service Coordination
Annie Nkiere Biongo	Direct Support
Francesca Pellizzari	Direct Support
Denis Mitrov	Direct Support
Nivia Jimena Espitia Gonzalez	Direct Support
Paul Machuki	Direct Support
Joseph Nyembo	Direct Support
Prasanthi Silva	Finance Support
Rochelle Battilana	Business Support
Sipho Dube	Business Support
Verity O'Loughlin-Warr	Business Support

Our volunteer colleagues

Volunteers (2019-20)	Volunteers (2019-20)
Asher Kurukulasooriya	Louis Mbangusi
Buaphrao (Bua) Raphiphatthana	Manisha Ashikari
Caitlyn Anderson	Maree Metcalfe
Cate (Catherine) Wood	Maria Wassink
Deng Garang Bul	Paul Herron
Henry Rohan D'souza	Pellagia R Mukandi
Jacqui Amuri	Rajasekaran Krishnasamy (Thomas)
Jane Davies	Sandra Dunn
Lara Reindl	Susan (Sue) Hancock Clare
Lesley Versteegh	Tess Hodgins-Parry

Our organisational supports

Agency
Inspire Consulting – Toni Stampalija
General Ledgers – Hamish McDonald
Complete Workplace Relations – Chenoa Ellison
Consulting – Andrea van der Werf
QPASTT



Stand up Speak out

Prevent men's violence against women

 **White Ribbon**
Australia

White Ribbon Day,

which is on November 20, raises awareness of domestic violence.

The day encourages people to come together and commit to preventing violence against women in Australia.

Guest speaker

Isabel Osuna Gatty



Isabel Osuna-Gatty is from a Spanish/ Latin-American/ African background. Isabel is the recipient of the Excellence in Language, Literacy and Numeracy Practice Australian Training Award. She has developed and implemented several local, state and commonwealth funded projects to assist Aboriginal and multicultural communities across Australia.

Isabel recently worked with migrant and refugee communities to raise awareness and prevent family violence in the Northern Territory. She is currently in South Australia leading a project to identify the challenges people with a disability from multicultural backgrounds face when accessing and/or participating in education and training. She holds a Master Degree in Psychology and post graduate degrees in Counselling and Teaching English as a Second Language.



Thank You





Torture and Trauma Survivors Service of the NT Inc.