



Melotenca
— AUSTRALIA —

Everyone belongs

Annual Report

2020-21





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.

Compassion – practising empathy and kindness towards everyone.

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

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.



Inspiring WELCOME



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

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, which is still adding up. The stories that made them who they are: the games they played as children, the songs they sung, the friends they had and have, the kind acts which are inspired by their values.

Fundamentally, the person they were before leaving their country is the person they are on arrival.

Despite their journey, they remain the leader and expert of their own life.

Their name is their name. Their dreams are their dreams. Their ambitions are theirs.

To us, they are a person who is our client.

Not a refugee, not a migrant.

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

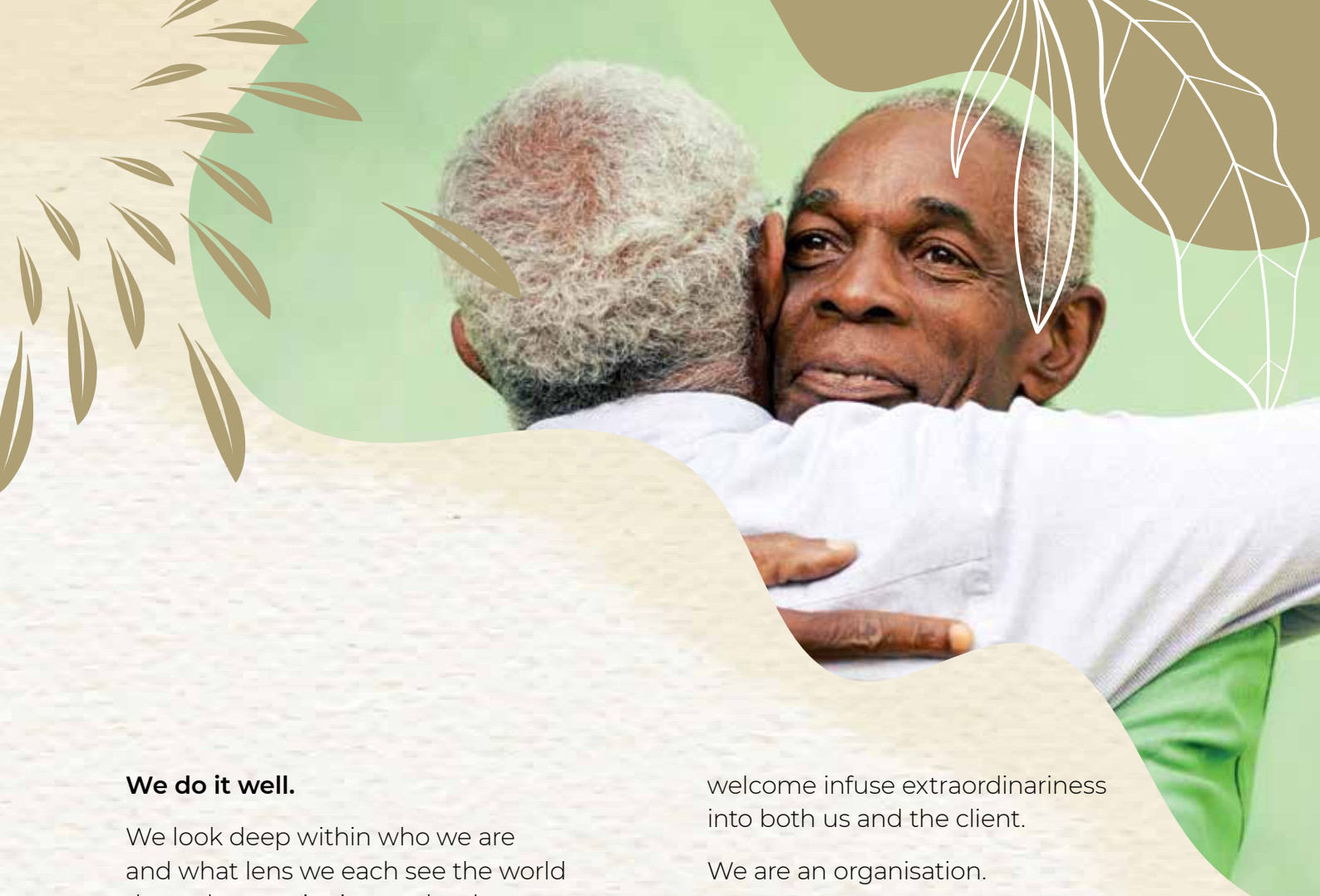
We exist to truly be of service to our client.

To shine light on their leadership and their right to call us to account.

Belonging does not occur in a bubble. It takes preparation. It takes active consciousness to see the other, regardless of the labels socially imposed on them, as one like us who has a place next to us.

The preparation is exciting as we look forward to the richness each client brings with them. Then after arrival, the journey that unfolds becomes a collection of memories that they will recall for generations to come.

The welcome will be remembered whether done well or done terribly.



We do it well.

We look deep within who we are and what lens we each see the world through, questioning each other and ensuring that the morality that embraces difference is always central as we journey with each client, welcoming them fully.

Every welcome has the potential to shine light on us. To know this is always to practise **compassion** and to give the light back to the client whose journey feeds us. Each welcome creates instant balance, for we are equal.

The person they are and the person we are is no different. With this in mind, we welcome **respectfully**, suspend our judgement of the world we know and the lens through which we see the world. Then, and only then, does

welcome infuse extraordinariness into both us and the client.

We are an organisation.

We are individuals within the organisation.

The **responsibility** remains with each one of us to do good work, serve well, lead well and above all, be responsible without detracting from the person we welcome.

Then and only then, is inspiration born and the welcome warm.



Chairperson's Reflection

I acknowledge the Larrakia people, the traditional owners on whose land we serve, and on behalf of the Board, staff, and clients of Melaleuca, I thank them and pay my respect to elders both past and present.

This year has been a rather auspicious year for Melaleuca as we herald in our 25th year of service to the culturally diverse communities across the Northern Territory.

While we started the year with the backdrop of the uncertainty of Covid-19, Melaleuca continued to embrace the opportunity to connect with community leaders, government and the range of NGOs in the Territory to create opportunities to serve all.

The year started with us taking a closer look at our sustainability given that Humanitarian Entrant arrivals remained impacted by border closures. It presented us with the opportunity to rethink our strategy and to envision a new world where everyone belongs, which is characterised by community partnerships and collaborations, sound values, a well skilled and values driven workforce, good governance and effective systems.

This work progressed for several months through the year, culminating with Melaleuca launching a new strategic plan – *Inspiring Welcome*.

We aligned every strategic goal that makes up *Inspiring Welcome* to positive outcomes for the individuals and families we exist to serve.

At a governance level, we reviewed and made changes that ensured that the ethical, legal and moral obligations that guide the way we oversee, manage and make decisions always reflect the best interests of our stakeholders, including our clients.

A more visible change that we made this year is to our name – Melaleuca Refugee Centre.

Identity is one of the key elements to nurturing belonging. We listened to our humanitarian clients and their stories telling of the impact our name has on their sense of belonging, not only as proud Territorians, but importantly, as fellow Australians. We also listened to our migrant communities, who don't identify with having been refugees. Melaleuca took the lead to challenge who we are and what we stand for by listening to the impact our identity

has on the people we exist to serve. Subsequently, the Board took the courageous decision to change Melaleuca and align our identity with the strength, pride and sense of belonging that our clients told us they wanted. So this year we changed our name, yet more significantly, our identity to Melaleuca Australia. This was a very important undertaking.

As we moved through this year of change, we became better self-critics, more disciplined and more aspirational.

I have seen Melaleuca's Executive Team strengthen as highly skilled leaders are drawn from other sectors into the organisation and from within the organisation. Our Team has continued to support our diverse workforce to embrace challenges, speak up courageously and advocate for the people we serve to not only dream big futures, but to see those futures come to life.

The positive changes that have occurred across our organisation have also included the Board closely looking at its governance systems and making some significant changes to improve how we govern.

With the impact of Covid-19, we have closely monitored the financial resources entrusted into our care to ensure that positive outcomes for our clients continue to be generated. While there has been some impact of the global pandemic crisis, Melaleuca Australia has continued to put people first, just as we have done for the last 25 years.

We have continued to hold steadfast to our character of being a small organisation with a vast reach that is characterised by the relationships we build along the way.

This year, Melaleuca Australia has drawn the attention of many more witnesses and good people who have declared their interest in journeying with us. We look forward to working with all of them.

On behalf of my fellow Board members, I sincerely thank all the staff, volunteers, consultants and stakeholders for journeying with us throughout 2020-21 and for all of their hard work.

Our clients are the people who experience our work at a personal level and I thank them for their trust and grace.

Sincerely

Ross Springolo

Chair – Melaleuca Australia Board

Board Members 2020-21

Ross Springolo
Cathy White
Mel Beyler
Lee Campbell
Lorenzo Siciliano
Colin McDonald
Margarida De Araujo
Eric Withnall
Tisha Tejaya



CEO's Report

This has been a rather fast year with a significant amount of work done by a team of selfless and kind people who are committed to the greater good.

This has been the year of partnerships. Local partnerships are the hallmark of the work we do. It is what keeps us small as well as what creates a sustainable ripple effect of welcome across the Territory for humanitarian entrants and migrants.


Our work spans across 9 National Settlement Outcome Standards, and this year while we focus on all of them, we have particularly zoomed into the areas of Health, Employment, Community/ Civic participation, Family and Social Support, Education and Training as well as Justice.

As the Refugee and Migrant Health Coordinator for the region, Melaleuca was invited to collaborate with various health services including Top End Health Service, NT Aids and Hepatitis Council, and NTPHN, to work towards improving the access experiences for people from culturally and linguistically diverse backgrounds in Darwin, as well as establishing new opportunities for the communities we serve.

We collaborated with the MediClinic and established a new onsite clinic

specifically for undertaking Refugee Health Assessments (RHAs) for Humanitarian entrants arriving into the NT. This means our Health Hub is growing as it now comprises of Audiology, Optometry and GP Refugee Health Assessments. As part of the health focus, we also established an initiative that involved appointing Bicultural Support Workers from culturally diverse backgrounds to work in their communities on health related topics such as Covid-19.

Supporting culturally and linguistically diverse communities to access employment in a new country is a specialist role that requires education of employers as well as potential employees. This year, we established a small community of practice of employers in Darwin who have been coached to understand the needs of the people we serve and were supported to establish new retention strategies. We also engaged with culturally diverse communities and provided training and coaching for job seekers which led to successful employment of many individuals. Additionally, we partnered with Thrive Refugee Enterprise to create more opportunities for some of our clients to establish their own self-employment businesses. As the



year was coming to a close, Melaleuca took the lead in establishing the first employment services network, bringing together all the Job Actives to identify barriers to employing people from culturally diverse backgrounds and to find strategic solutions to such barriers.

We launched a new outdoor restaurant space that has seen us partnering with local chefs, including MasterChef contestant Minoli De Silva, to host opportunities that bring communities together to connect and form new friendships around food.

Our family support services have had a busy year as we have worked with families and children to increase their sense of belonging. Some of this work involved working with women who have experienced family and domestic violence.

An important part of this year has been a strong focus of learning across the organisation. This led to Melaleuca establishing a dedicated role of Leader, Learning and Development as an executive role. The learning goes across every aspect of the organisation from clients to staff/volunteers, to communities and stakeholders. We have barely started this journey and already we see how much there is to learn. We have proudly welcomed new learning partners including Charles Darwin University on this journey.

In the area of justice, we have continued to collaborate with NT Legal Aid on projects that educate our clients to

understand the law in Australia. In addition, this year we partnered with Top End Women's legal service to establish a specialised program for vulnerable women to understand their rights and to access fair representation with women who are lawyers. This has been a highly valuable service which led to increased positive outcomes for women.

We welcomed Multicultural Youth NT as our youth services partner this year, and are growing more opportunities for young people to speak up, lead and have their voices heard.

Melaleuca also welcomed Kindness Shake to share space with us, as we continue to advocate for and build the capacity of international students in Darwin.

As we end the year, I am proud to have worked alongside my colleagues who are doing extraordinary work every day and I am grateful for their leadership and their service.

My greatest gratitude will always be for the clients we serve, who continue to place their trust in us.

This year, we choose to share our pride of their beauty and achievements with you, in this Annual Report we hope you enjoy the images and stories.

Sincerely

Kwame Selormey
Chief Executive Officer



I AM HERE.

I stand before you as me.
I simply am me.

The travels of my past
are the places i have been
reflected by the experiences of those times.

The fortunes and misfortunes of my life,
the stories i have heard and known,
as well as those that I tell today.

My abilities and or my disabilities, these do not become a prefix
to my name,
nor do they replace my name.

I may have left home to travel here as a migrant or
I may have been a refugee as part of my journey.
These too are things of my past.

Just as a passenger does not retain the name 'passenger' once
they alight from their vehicle,
I choose not to retain the name 'refugee'
once I reach my welcome destination.

I AM HERE.

I stand before you as me.
Defined by who I am now,
not by the road I took or the vehicle that got me here.

It is true I have a refugee background.
I welcome and accept this context.
But I am not a refugee once I am accepted legally into Australia.

I am a person who has a refugee background
who just prefers to be as I am.



We exist to serve individuals,
families and communities

Every individual who we
support has a story

Every story has an impact

Every impact extends beyond
the Individual to their families
and to the community

*Here are some
stories of the year*



*I can speak French, Swahili and English
I am studying hard at school
I am working alongside my studies.*

I am **Aisha**

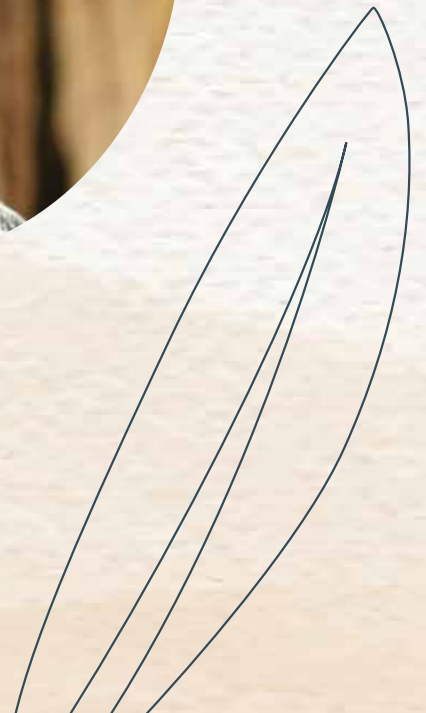
*I am grateful for the support I have received
I have new connections here now
I am a proud mum with a supportive husband*

I am **Bieverly**



*I have my family in Australia
I am proud to be completing my studies
I am learning to drive
I feel supported by the people around me*

I am *Nicolas*





*I am independent
I am a student
I am the proud mother of 9 children*

I am Fifi



*I have many friends and I am happier
when I am around people
I am settled and happy to be part of Melaleuca
I am a story teller and I enjoy talking to people
and feeling I am heard*

I am *Jacob*

*I am secure with my family
We have a home
I am a teacher*

I am *Lavender*



*I am proud of my success at school
I am working alongside my studies
I am proud of the person I've become
I am free in Australia*

I am *Marie*





*I am a fisherman
I am connected to my community
I am healthy*

I am **Rajeswaran**

*I am well-travelled
I am a support Worker
I am making a difference
I belong*

I am **Rose**





*My English is improving day by day
I am learning to drive
I have a new Australian baby*

I am *Michilline*

During the year, we established a few initiatives that included Melaleuca activating a culture of learning as well as enhancing our health services.



With the creation of this new role, Leader, Learning and Development this year, Melaleuca Australia has taken the step to bring all aspects of learning and training into focus; seeking and developing learning opportunities for staff, clients and the wider Darwin community.

This year we have partnered with training organisations to co-develop and deliver culturally appropriate training to clients, created resources to educate the wider community, developed a new induction program for Bicultural Support Workers and streamlined our professional development program. More importantly, we have endeavoured to create a culture which acknowledges that we are all teachers and learners.

We are excited to continue to grow in this area and to extend our partnerships and collaborations in the future so as to continue to create conditions whereby learning can take place and we serve our clients well. The learning never ends.

Ellie Keegan

Leader, Learning and Development



In the past 12 months, the Refugee and Migrant Health Services has grown to become Health Support Services. Recognising the under-representation of Multicultural Health in the NT, Melaleuca has become strategically aligned with key health stakeholders who partner with the vision of culturally appropriate health care for every individual.

As a result, Melaleuca has been invited to sit at an Executive Level within Top End Health Services to provide consultation regarding consumer engagement; as well as being a key player in the creation of the first Multicultural Health Committee (with consumer representatives).

Melaleuca has played a key role in engaging with local communities during the Covid 19 Pandemic by disseminating key health information in language; and providing health promotion sessions.

Melaleuca is committed to a coordinated, partnership approach to continue to grow Multicultural Health services in the NT and appreciates everyone who has contributed to this vision this year.

Erin Plumb

Manager, Health & service Standards


OUR CURRENT SERVICES



Humanitarian Settlement Program

DEPARTMENT OF HOME AFFAIRS

This service supports humanitarian entrants and other eligible visa holders to through individualised case management to settle into Australian life. We support people from their first day of arrival to build the skills and knowledge they need to become self-reliant and active members of the community, and for up to 18 months.



Program of Assistance for Survivors of Torture and Trauma

DEPARTMENT OF HEALTH

This service is for adults, children and families who have resettled in Australia and who have a refugee background. We support them through Trauma counselling and a range of specialist services that aim to restore hope and healing.



Settlement Engagement and Transition Service

DEPARTMENT OF HOME AFFAIRS

This service is for eligible clients from culturally and linguistically diverse backgrounds to address their identified settlement needs in order to improve social participation, economic well-being, independence, personal well-being and community connectedness. This program is available for people arriving in Australia on certain visa's for up to 5 years from arrival. It is available to Humanitarian Entrants from 18mths of arrival and up to 5 years.



Youth Reconnect

DEPARTMENT OF SOCIAL SERVICES

As a Newly Arrived Youth Specialist, our Reconnect Program is a community based early intervention and prevention program for young people aged 12 to 21 years who are homeless or at risk of homelessness, and their families. This service works with young people and their families to strengthen their bonds and to improve their participation in community and settlement outcomes.



Family Harmony

**NT GOVERNMENT –
TERRITORY FAMILIES**

This service provides uses a strengths based approach to support newly arrived families from humanitarian, migrant, and culturally and linguistically diverse backgrounds, to build on positive and respectful family relationships that reduce isolation, strengthen families and enhance the safety of children.

Communities for Children

**PARTNERSHIP WITH AUSTRALIAN
REDCROSS – DEPARTMENT
OF SOCIAL SERVICES**

Melaleuca Australia is a Communities for Children Partner with Redcross. This service offers a parenting Home Visitation program for families from culturally and linguistically diverse backgrounds living in the Palmerston and surrounding areas.

Health Support Services

NT PRIMARY HEALTH NETWORK

Melaleuca Australia is the designated Refugee and Migrant Health Coordinator for the Northern Territory. This service is to work closely with general practice clinics and hospitals, in accordance with the Australian Health Guidelines, to build stakeholder capacity and ensure increased access to services for our clients.

Employment Pathways

NT GOVERNMENT

This service works collaboratively with a range of businesses and employers in the Northern Territory to create employment pathways for people from culturally and linguistically diverse backgrounds. We also work with the culturally and linguistically diverse communities to support them with employment readiness skills and to match them with the employer networks.



FINANCIAL REPORT



Melaleuca Refugee Centre Torture & Trauma Survivors' Service of the NT Inc

ABN 50 116 495 405

SPECIAL PURPOSE FINANCIAL REPORT

for the year ended 30 June 2021

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

**SPECIAL PURPOSE FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2021**

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Independent auditor's report to the members of Melaleuca Australia

Opinion

We have audited the accompanying special purpose financial report of Melaleuca Australia (the "Association"), which comprises the balance sheet as at 30 June 2021, the profit and loss statement for the year then ended, a summary of significant accounting policies and other explanatory notes and the statement by the Governing Board.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the Melaleuca Australia as at 30 June 2021 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 and Restriction on Distribution,

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.

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.

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 2021 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.

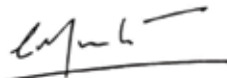
As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- 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

17 November 2021

meritpartners.com.au

MELALEUCA REFUGEE CENTRE
TORTURE AND TRAUMA SURVIVORS' SERVICE OF THE NORTHERN TERRITORY INCORPORATED
STATEMENT BY THE GOVERNING BOARD

The Governing Board has determined that the Association is not a reporting entity.

The Governing Board 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.

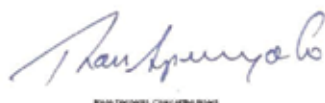
In the opinion of the Governing Board:

- 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 2021 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 Governing Board confirms as follows:

- a) The names of the Governing Board members of the Association during the relevant financial year were:
Ross Springolo, Chair
Cathy White, Deputy Chair
Paresh Ghimire, Treasurer – Resigned November 2020
Colin McDonald
Lorenzo Siciliano
Sulal Mathai – Resigned November 2020
Kamal Ali – Resigned November 2020
Margarida De Araujo
Mel Hood
Lee Campbell
Eric Withnall – Appointed April 2021
- 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 \$37,657 (2020 – surplus \$119,681).

Signed at Darwin this seventeenth day of November 2021



ROSS SPRINGOLO, CHAIR OF THE BOARD

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

BALANCE SHEET AS AT 30 JUNE 2021

	Notes	2021 \$	2020 \$
ASSETS			
Current Assets			
Cash and Cash Equivalents	2	1,450,464	1,309,447
Receivables	3	2,566	206,219
Prepayments	4	53,408	53,044
TOTAL CURRENT ASSETS		1,506,438	1,568,710
Non-Current Assets			
Property, Plant and Equipment	5	524,178	515,078
TOTAL NON-CURRENT ASSETS		524,178	515,078
TOTAL ASSETS		2,030,616	2,083,788
LIABILITIES			
Current Liabilities			
Payables	6	205,317	201,563
Employee Entitlements	7	91,145	111,868
Unexpended Grants	9	133,738	98,166
Provisions	8	-	30,083
TOTAL CURRENT LIABILITIES		430,200	441,680
Non-Current Liabilities			
Employee Entitlements	7	5,971	10,006
TOTAL NON-CURRENT LIABILITIES		5,971	10,006
TOTAL LIABILITIES		436,171	451,686
NET ASSETS		1,594,445	1,632,102
EQUITY			
Accumulated Funds at Start of Year		1,632,102	1,512,421
(Deficit)/Surplus for the Year		(37,657)	119,681
Accumulated Funds at End of Year		1,594,445	1,632,102

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 2021

	2021	2020
	\$	\$
INCOME		
Contract Services	752,027	1,525,274
Funding/Grants	1,308,712	1,393,743
Donations and Fundraisings	26,020	14,931
Other Income	264,417	232,286
Interest Received	550	1,574
TOTAL INCOME	2,351,726	3,168,108
EXPENDITURE		
Salaries and Wages	1,341,321	2,012,630
Contract Services	123,480	234,107
Professional Fees	250,202	123,351
Depreciation	121,711	114,163
Office Rent	58,696	78,695
Electricity	11,510	23,833
Insurance	47,780	59,888
Telephone	18,433	22,825
Administration	416,250	378,935
TOTAL EXPENDITURE	2,389,383	3,048,427
SURPLUS/(DEFICIT) FOR THE YEAR	(37,657)	119,681

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 2021

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 Governing board has determined that the Association is not a reporting entity, because in the Governing 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:

	2021	2020
Motor Vehicles	16.67%	16.67%
Building Renovations	16.67%	8.33%
Computer Server/Office Equipment	14.29%	14.29%
Computers	20%	20%

**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 2021

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(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 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 recognised to the extent that it is probable that the economic benefits will flow to the Association and the revenue can be reliably measured. Revenue is measured at fair value of the consideration received or receivable.. 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 income is recognised in profit or loss statement when the Association satisfies performance obligations stated within the funding agreements. If conditions are attached to the grant which must be satisfied before the Association is eligible to receive the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

The portion of grant income received in the current year that remains unspent at year end is recognised in current liabilities in the balance sheet as it is deemed that the performance obligation has not been fulfilled.

Contract services income is recognised when invoiced and fees not received yet will reflect as receivables in current assets.

**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 2021

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(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.

(h) Expenditure for Humanitarian Settlement Program

Under the terms of the contract with the Department of Home Affairs (DHA), 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 SURVIVORS' SERVICE OF THE NT
INCORPORATED**

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
2. Cash and Cash Equivalents		
General Account - Westpac	367,169	179,656
STA Account - Westpac	151,153	147,967
Cash Management Account - Westpac	738,931	788,689
Cash Reserve Account - Westpac	193,031	192,968
Cash on Hand - Petty Cash	180	168
	<u>1,450,464</u>	<u>1,309,447</u>
3. Receivables		
Trade Debtors	1,100	23,048
Other Receivables	4,827	186,533
Impairment of Debts	(3,361)	(3,362)
	<u>2,567</u>	<u>206,219</u>
4. Prepayments		
Prepaid Insurance	52,671	52,326
Other Prepayments	737	718
	<u>53,408</u>	<u>53,044</u>
5. Property Plant and Equipment		
Building Renovations St Mary's	1,092,383	1,060,538
Accumulated Depreciation	(713,531)	(620,915)
	<u>378,852</u>	<u>439,623</u>
Office Equipment at Cost	167,808	120,611
Accumulated Depreciation	(78,670)	(55,016)
	<u>89,138</u>	<u>65,595</u>
Motor Vehicles at Cost	139,495	87,726
Accumulated Depreciation	(83,307)	(77,866)
	<u>56,188</u>	<u>9,860</u>
Total Property, Plant and Equipment	<u>524,178</u>	<u>515,078</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 2021

	2021 \$	2020 \$
6. Payables		
Trade Creditors	147,238	113,919
Westpac Visa Card - Director	(3,118)	1,214
Westpac Visa Card - CDC	1,120	793
Westpac Visa Card - HSP	-	(524)
Australian Taxation (GST)	3,292	16,094
Australian Taxation (PAYG)	28,904	48,688
Sundry	2,785	-
Accrued Expenses	25,096	21,379
	<u>205,317</u>	<u>201,563</u>
7. Employee Entitlements		
Current		
Annual Leave	81,023	103,277
Long Service Leave	10,122	8,591
	<u>91,145</u>	<u>111,868</u>
Non-Current		
Long Service Leave	5,971	10,006
	<u>97,116</u>	<u>121,874</u>
8. Provisions		
Provision for Redundancies	-	30,083
	<u>-</u>	<u>30,083</u>
9. Unexpended Grants		
Australian Red Cross	32,540	-
NTG Other	76,198	70,000
Other	25,000	28,166
	<u>133,738</u>	<u>98,166</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 2021

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 Economic Dependency

The closure of the Australian borders in March 2020 due to COVID-19 significantly impacted the settlement of refugees into Australia, and consequently the Association's operations. Revenue from settlement services was negatively affected, and will continue to be until refugee settlement is resumed. To date, that has not 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 expenditure, as well as accessing other supplementary funds to align to its new financial position. These are as follows:

- The Association received the cash flow boost through to September 2020, and the JobKeeper payment for eligible staff through to March 2021.
- The Association also instituted redundancies in July 2021 to ensure that staffing levels remain appropriate to the scaled-down operations, and continues to monitor staffing levels.
- The Association continues to explore additional revenue sources in the appropriate sectors and within the scope of its strategic plan.

The Association 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. The Governing Board 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 pandemic.



OUR GRATITUDE

As a small team of people, our work is only possible as a result of the collaborative approach with which we serve our clients.

These are the people with whom we have made settlement possible for the clients we serve.

We could not have done this without you.

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

Department of Territory Families, Housing and Communities

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

Territory

Top End Women's Legal Service

Kindness Shake

SAMAF Group Pty Ltd

Northern Territory Council of Social Services (NTCOSS)

Australian Redcross

Chamber of Commerce and Industry

City of Darwin

City of Palmerston

St John's Catholic College

Coleman's Print

Football without Borders

Multicultural Council NT

Darwin Community Legal Service

Steps Education Group

Charles Darwin University

Organisation members of the Refugee and Migrant Support Network

Interpreting and Translating Services of the NT

Anti-Discrimination Commission

DASSAN

Menzies School of Health Research

Anula Primary School

Relationships Australia

Northern Territory Government (Baby & child screening and assessment clinics)

Early Childhood Australia (Northern Territory Branch)

NT Police Force

PHN Northern Territory

Northern Territory Government Office of Multicultural Affairs

Anglicare NT

NTAHC

MediClinic

Family Planning Welfare Association of NT Inc

Headspace

International Cross-cultural Integration Training

NT Government Territory Families

NTG Department of Trade, Business and Innovation

Charles Darwin University

Top End Health Services

NT Oral Health Clinic

Hearing Services Top End Health Services

Goodlife Dental Studio

Amity Community Services

Clinic 34

Moil Primary School

Sanderson Middle School

Darwin High School





National

Forum of Australian
Services to Survivors
of Torture and Trauma
(FASSTT)

Mental Health in
Multicultural Australia
(MHMA)

Harmony Alliance

Refugee Health Network
of Australia
(RHeaNA)

Multicultural Youth
Advocacy Network (MYAN)

Settlement Council of
Australia (SCOA)

Refugee Council of
Australia (RCOA)

Migration Council
Australia

Refugee Nurses of
Australia

Australian Government
department of home
affairs

Australian Government
Department of Human
Services

The Salvation Army

Australia Southern
Territory

WISE Employment

Brien Holden Vision
Institute

Australian Government
Department of Health

Australian Government
Department of Social
Services

SBS

Multicultural Centre for
Women's Health

Onesight

International

International
Rehabilitation Council for
Torture Victims (IRCT)

United Nations Refugee
Agency (UNHCR)

International Organisation
For Migration (IOM)



OUR COLLEAGUES (STAFF)

Kwame Selormey	<i>Organisational Leadership</i>
Anne Hewitson	<i>Executive Leadership</i>
Gabriel Yengbie	<i>Executive Leadership</i>
Erin Plumb	<i>Health Service Coordination/ Executive Leadership</i>
Shanthi Bandara	<i>Executive Leadership</i>
Eleanor Keegan	<i>Executive Leadership – Training & Development</i>
Bath Natalie	<i>Executive and administration Support</i>
Kate Jones	<i>Executive and administration Support</i>
Scott Andrews	<i>Health Leadership</i>
Isabel Osuna-Gatty	<i>Project Coordination</i>
Aline Mamede V Campos	<i>Counselling & Advocacy</i>
Zelda Piggott	<i>Counselling & Advocacy</i>
Manzoor Sirajuddin	<i>Service Coordination</i>
Carine Kapiamba	<i>Service Coordination</i>
Claudine Nimbona	<i>Service Coordination</i>
Rupesh Yadev	<i>Service Coordination</i>
Christine Okoth	<i>Service Coordination</i>
Jade Baker	<i>Service Coordination</i>
Neil Gray	<i>Service Coordination</i>
Stephanie West	<i>Service Coordination</i>
Ross Jackson	<i>Health Service Coordination</i>
Hannah Webb	<i>Direct Support/ Service Coordination</i>
Francesca Pellizzari	<i>Direct Support/ Service Coordination</i>
Joseph Nyembo	<i>Direct Support</i>
Paul Machuki	<i>Direct Support</i>
Denis Mitrov	<i>Direct Support</i>
Nivia Jimena Espitia Gonzalez	<i>Direct Support</i>
Maria Rodner	<i>Direct Support</i>
Faith Chapman	<i>Direct Support</i>
Mariana Chiribagula Umba	<i>Bicultural Direct Support</i>
Mfaume Kakozi	<i>Bicultural Direct Support</i>
Quyen Le	<i>Bicultural Direct Support</i>
Deborah Hussein	<i>Bicultural Direct Support</i>
Denisse Gonzalez	<i>Bicultural Direct Support</i>
Prasanthi Silva	<i>Finance Support</i>
Rochelle Battilana	<i>Business Support</i>
Verity O'Loughlin-Warr	<i>Business Support</i>
Annie Nkiere Biongo	<i>Admin Support</i>
Manisha Adhikari	<i>Admin Support</i>
Rifka Sibarani	<i>Admin Support</i>



Special thank you

to our former colleague and present friend **Shanthi Bandara** for coming into our lives, and for making our workplace shine so beautifully. You are missed, but we will not forget you. You know the saying “Melaleuca doesn’t say goodbye, we only say welcome and see you around”.

Ps. you are a “Link and Synch Gratitude” for life.

Love, from all of us

OUR VOLUNTEER COLLEAGUES

Anja Tinapple

Barbara Mantoan

Cate (Catherine) Wood

Emma Harris

Georgia Eagleton

John Shepherd

Kellie McDonald

Kristina Recomono

Lorraine Sager

Maia Hubert

Manisha Adhikari

Michelle Hayes

Pellagia R Mukandi

Petua Summersby

Philip Anthony Spencer

Rajasekaran Krishnasamy (Thomas)

Sandhya Sabarinathan

Saskia Tykocinski

Susan (Sue) Hancock Clare

Susanna Vassiliou

Tianyu Wang

OUR ORGANISATIONAL SUPPORTS

Andrea van der Werf

Baristy Pallyiage & Prasanthi Silva

Chenoa Ellison

Hamish McDonald

Joshua Barnes

Kyle Chuong

Maria Virginia

Toni Stampalija

Venjie Diola

Project Consultant

Cleaner The Crow

Complete Workplace Relations

General Ledgers

Four Legs Design Consultant

Kcreativ Consultant

Mivo Studio

Inspire Consulting

Web Content Consultant

WE THANK OUR PATRONS

Sir (Francis) Gerard Brennan AC KBE

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







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 Melaleuca Australia

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