



*Melaleuca*  
— AUSTRALIA —

Everyone belongs



# Annual Report 2022-23

# BELONGING



*If you want to walk fast, walk alone.  
But if you want to walk far, walk together.*

– Ratan Tata





## MELALEUCA ACKNOWLEDGEMENT OF COUNTRY

We are working on the land of the Larrakia people, the Traditional Owners of the Darwin region. As they welcome us, we serve others from all over the world. We pay our respects to the Larrakia elders past and present and acknowledge their generosity.

## INSPIRING WELCOME FLASHBACK TO 2021

Tate Agne's inspiring response to receiving Welcome to Country from Larrakia man, Dr Richard Fejo.

*I hear and feel your welcome. I thank you for welcoming myself and my family and my people to your country. We have come all the way from Congo in Africa. I thank you for providing us with food, shelter, education for our children and employment for our youth and parents. We are settling here and have been given a chance to heal, to build a new future, and watch our next generation grow up safe and hopeful. Thank you for the blessings we have received here in Australia together with a chance to grow our hope and live with security. In return for your generosity, we will look after your land and always respect you and your people. May our ancestors watch over us with pride and bless our futures.*



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## OUR VISION

A world where everyone belongs.

*Melbourne*  
— AUSTRALIA —

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.



## CHAIRPERSON'S REFLECTION



**We 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.**

For over 25 years now we have been welcoming people from all over the world here into Darwin to start new lives. In all those years, we have been hopeful that every welcome reflects an extension to an individual, a family or groups travelling together to settle in a way that honours the First Nations people of this land.

This year, the Board and I are proud to say that for the very first time in the history of Melaleuca Australia we have a chance to serve our First Nations people directly as part of the AMES Alliance under the Workforce Australia agreement. It is my hope that together we can strengthen the bonds between First Nation people, the custodians of this land, and the newest arrivals who have left their own lands with hope in their hearts.

The 300% growth experienced by Melaleuca Australia this year has been unprecedented. While on one hand this is exciting, on the other hand it activates a reminder that our world continues to be in need of support.

Some of the issues we grapple with are across areas of refugee resettlement and include influencing belonging and citizenship for those who are on the fringes of society. This requires systemic education and transformation and spans areas from justice, housing, health, education, family services through to employment. Such learning enables the wider Northern Territory community to see the gifts and strengths in the people we serve and to give them a fair go.

Each year we forge new alliances and we expand on collaborative ways to extend our reach, while remaining nimble as an organisation. We build relationships that in turn support the generation of positive outcomes for the people we serve.



We know that “welcome” is only the beginning of true belonging, and that it has so many aspects to it. Ultimately, when a person is able to contribute meaningfully, it has an important part to play in that sense of belonging. This year, as Melaleuca’s footprint in Darwin and the Northern Territory continues, we welcomed a new relationship that is focused on supporting people to achieve meaningful employment. Our gratitude to AMES Australia for welcoming us into the AMES Alliance.

This shift to embrace employment services for vulnerable people is not one to be taken lightly. The growth of Melaleuca means that we have to change a lot of the ways we do things. As an organisation we showed vulnerability in clearly stating that our heart desires to serve new communities and to be open to having our hand held as we navigate this new world.

Our work in the humanitarian and migrant services sector saw us speaking more clearly about the issues that affect humanitarian entrants and migrants in the Northern Territory, holding stronger systemic advocacy roles and inexcusably carving new directions with expert authority.

Our Board this year activated the Goodwill Ambassadors, taking over and expanding up the former role of Patron. Our first Goodwill Ambassadors are Father Frank Brennan SJ AO, Bishop Eugene Hurley and Mr Mark Motlop. Our Goodwill Ambassadors are carefully selected for their impact on humanity,

society and individuals to help promote our vision of a world where everyone belongs.

This time last year, my colleagues on the Board and I extensively deliberated on the significant changes on the horizon for Melaleuca Australia. However, at no point in that period did we doubt the capacity of the organisation to deliver on the challenge ahead. Today, as we sit on the other side of that change, I can affirm that Melaleuca Australia continues to mature as a well-led organisation with a team of remarkable staff and volunteers whose work every day speaks hope into the global despair that we all witness from time to time, from matters such as the global refugee crisis, challenges that families face in the current times through to the rising unemployment levels across our nation.

I remain grateful to all of our clients for their trust and faith in our ability to serve them.

It is my pleasure to commend this Annual Report to you for the year 2022-23.

**Ross Springolo**

*FCPA, FGIA, FCIS, FAICD*

*Chairperson*



# BOARD MEMBERS



**Ross Springolo**

*Chairperson*

Ross is an experienced board director and governance professional, having served over 10 years on boards within the private, government and non-profit sectors in the NT. He joined the Board in 2013 and was appointed Chairperson in 2014. During his 30-year career, Ross has gained expertise across a range of areas and management positions. He possesses a depth of transferable skills in governance, administration and financial management, within organisations operating in highly regulated environments in regional QLD and the NT.



**Cathy White**

*Deputy Chairperson*

Cathy is a multi-faceted executive leader with 30 years' experience and leadership across the industry, workforce and employment sectors. She has a Masters in International Management, a Bachelor of Education and is a graduate of AICD and ANZSOG Executive Fellow.

As Deputy Chief Executive of Business and Workforce in the NT Department of Industry, Tourism and Trade, Cathy represents the Territory's interests through the Skills Senior Officials Network, National Skills and Migration Reform and as a member of the Jobs and Skills Australia advisory body.

Cathy brings experience from Commonwealth, State and Territory Government perspectives and is actively involved with the complex 'Closing the Gap' reform agendas. She has a strong track record of leading teams and collaborating across government, industry and community, to deliver outcomes in challenging and changing environments.



## **Eric Withnall**

*Secretary, supported by the Office of the CEO*

Eric is a local solicitor and an active community member. He was welcomed to the Board in 2021, appointed Secretary in 2023 and is a member of the Finance, Audit and Risk Committee. His areas of practice include employment matters, governance (including duties of corporate officers), privacy obligations and information management, policy development and strategic planning.

Eric brings an informed understanding of the experiences faced by refugee applicants once they've commenced the process of seeking Permanent Residency/Citizenship in Australia. He has a breadth of experience in communicating and advocating effectively across cultural and linguistic boundaries, and celebrates the 'integration without assimilation' of diverse cultures that so uniquely typifies the community in which Melaleuca operates – the Top End of the Northern Territory.



## **Ben Poveda-Alfonso**

*Treasurer*

Ben is a Senior Policy Officer with the Department of Territory Families, Housing and Communities. Leading the Office of Youth Affairs team, Ben shapes evidence-based social policies and community engagement initiatives for young Territorians. He is also the co-founder of the acclaimed non-profit, Kindness Shake, which provides comprehensive support services to international students and visa holders.

Originally from Colombia, Ben arrived in Australia as an international student in 2015. Driven by passion and purpose, his dedication propelled him to a position at Charles Darwin University, and promoting multiculturalism, youth empowerment and international education. His depth of experience has led Ben to be involved with Melaleuca for nearly four years.

Recognised for his contributions, Ben has earned prestigious accolades, such as the 2021 Minister for Youth Excellence in Youth Leadership Award, the 2020 CDU International Alumnus Award and the 2018 StudyNT International Student of the Year.



## **Colin McDonald QC**

### *Board Member*

Colin has served as a Queen's Counsel for over 26 years. He has appeared in a large number of reported and published decisions of the Supreme Court of the NT, Courts of Appeal, Federal Court, Full Federal Court and High Court of Australia.

Colin has provided high level legal advice and representation in a range of criminal and civil cases, including in the Courts of Indonesia, Malaysia and Singapore. He has also acted as counsel for refugees in the Courts of Australia for many years.

Colin is passionate about Australia-Asia relations, humanitarian rights, public administration, public health, the Arts, trade and commerce, Aboriginal health and welfare, correctional services, prison diversionary and employment creating projects.

Outside of work, Colin devotes his time to many initiatives and organisations: as an active member of Melaleuca Australia, the NT Bar Association, Australia Indonesia Business Council and former Chair of the Board for the Northern Centre for Contemporary Art. He brings a strong and expert contribution to the administration of justice, public health, the Arts and Australia-Indonesia relations and trade.



## **Tisha Tejaya**

### *Board Member*

Tisha is a lawyer and award-winning artist, based on Larrakia Country in the NT. Her artistry celebrates the adventures, food and culture of her multicultural community of migrants and refugees in the NT.

Tisha is a Chinese-Indonesian migrant and remembers the generosity of the NT community when her family migrated to Australia over 25 years ago. As a Board Member, she hopes to support Melaleuca Australia in helping each newcomer feel as welcome to the NT as her family did when they arrived. Her areas of expertise include governance, employment law, diversity and inclusion.

In her spare time, Tisha is a guest speaker on ABC Radio Darwin and enjoys volunteering at the Top End Women's Legal Service and the NT Herbarium.





## **Lorenzo Siciliano**

### *Board Member*

Lorenzo is an experienced educator and project manager, with strong connections within the Darwin multicultural community. He has significant hands-on experience working in remote environments and with refugees in third world countries, including managing a camp of 25,000 people on the border of Darfur.

He has worked with institutions such as Charles Darwin University and a range of organisations specialising in services provided by people with culturally diverse backgrounds and youth.



# OUR STRATEGIC PLAN PROGRESS TO DATE

## Client Services and Quality Assurance

*Enhancing and growing the right types of quality services in the best ways to meet client needs, choices and expectations.*

- We have expanded our Trauma Informed Practices across services
- Piloted the inaugural Domestic, Family and Sexual Violence (DFSVM) service for people from Culturally and Linguistically Diverse (CaLD) Services in the NT called Side by Side
- Established the client advisory group - United Voices
- Activated a Client Speak Out strategy

## CaLD Health Service

*Establishing a culturally safe and holistic health service supported by a multidisciplinary team of health professionals.*

- Activated an onsite Refugee Health Assessment Clinic in collaboration with MediClinic
- Expanded on the Health Hub Model at Melaleuca to include Optometry and Audiology Clinics
- Extended our Health Support Services to include Migrant Health
- Undertook research to inform the establishment of Migrant Health Specialist services for the NT
- Led a series of systemic discussions with health professionals in the NT in relation to improving health services for people from CaLD

## Affordable Housing Options

*Increasing social inclusion and sense of belonging through the provision of safe, affordable and secure housing options for individuals and families.*

- Partnered with Venture Housing to explore affordable social housing options for the communities we serve
- Activated a partnership with various real estate agencies in the NT to activate new ways of accessing private rentals for the communities we serve
- Extended opportunities during COVID-19 to DFSVM service providers to access our short term accommodation Homes for Safe Homes
- Increased our portfolio of short term accommodation houses by 60% with the support of the NT Government



## Specialist Employment and Business Incubator Services

*Providing specialist supports that assist clients to develop their skills, confidence and abilities to pursue their career and business aspirations.*

- ✦ Piloted an Employment Service for people from CaLD backgrounds
- ✦ Built the Capacity of Job Active to increase placements of people from CaLD backgrounds
- ✦ Established the NT Employment Strategy for people from CaLD backgrounds in collaboration with the Settlement Services Network
- ✦ Initiated Workforce Australia contract service delivery as part of the AMES Alliance
- ✦ Partnered with Thrive Refugee Enterprise to support people from refugee backgrounds to establish their own businesses in the NT

## Community Development

*Increasing community connectedness through the universal language of food and music.*

- ✦ Established a new social enterprise - Mela Kulcha
- ✦ Secured sponsorship for food vans and equipment for the vans
- ✦ Introduced the strategic position of Director Learning and Development and expanded our partnerships with multicultural communities
- ✦ Introduced the Portable Panel as a way of enhancing social learning
- ✦ Reactivated and expanded the World Music Festival bringing to life arts and music

## Governance and Stewardship

*Strengthening financial, operational and governance practice to increase organisational capacity, resilience and sustainability.*

- ✦ Launched a new Strategic Plan
- ✦ Rebranded Melaleuca from Melaleuca Refugee Centre to Melaleuca Australia, including refreshing our Vision, Mission and Values
- ✦ Revised the constitution of the organisation to align with new future directions including launching a new governance suite
- ✦ Activated new HR and OHS strategy and approaches
- ✦ Advanced our ITC environment
- ✦ Introduced annual staff culture satisfaction surveys



# CHIEF EXECUTIVE OFFICER'S REPORT




**On the first of July 2022, we were a significantly expanded organisation and everything that was unfolding was new and moving at a rapid pace. At times this was simultaneously frightening and yet rather exciting. It was also, at times, painful. This was the year of our growing pains, with gains and losses. Every aspect of our being an organisation was stretched during this year. This was in line with our Strategic Plan – An Inspiring Welcome**

We welcomed about 30 new colleagues as well as over 1,000 new clients. Our workplaces expanded to span across to two new sites and we had gone from all working under the one roof to now three. This new landscape challenged us to ensure that all new colleagues, regardless of which site they work at, experienced the core essence of our culture as an organisation which is transformational and that they experienced the Melaleuca Australia sense of belonging. Additionally, that our existing colleagues continued to experience the richness of our culture and values as Cultural Elders in our Melaleuca community. My colleagues on the Executive and I had to also grow rapidly to keep up with the intensity that was now our new normal.

The growth I am talking about was not possible without our sector colleagues particularly AMES Australia, who stepped into the 'big sister' role and gently held our hands as we navigated a new stream of services for vulnerable people, most of whom are our First Nation people. This opportunity to serve both the oldest members of this sacred land, who welcome us all, and the newest members who are arriving on the shores of this place seeking new beginnings, is not only a deep honour, but also symbolic of completing circles.

As we close out our 25 year, it does not escape me that Melaleuca Australia has serviced many new and emerging multicultural communities on the land of the Larrakia people. In that time, we have adapted our services and our workforce to respond to the cultures, languages and needs of people from Myanmar, Togo, Democratic Republic of Congo, Bangladesh, Egypt, Liberia, Somalia, Burundi, Sudan, Rwanda, Nepal, Syria, Timor-Leste, Yugoslavia, Iran, Iraq, Sri Lanka, Afghanistan, Ukraine and now Pakistan. This year, with Melaleuca becoming a Workforce Australia Service Provider to hundreds of our First Nation people, we proudly welcomed the opportunity to serve them.



Another part of our Strategic Plan was Mela Kulcha – our Social Enterprise Foodery located in Darwin in the courtyard of what we call the heart of our service point. This year Mela Kulcha “popped” quite significantly from showcasing performances by inaugural Indigenous performing artists through to offering exceptional coffee and pop-up meals. The highlight of Mela Kulcha has been the installation of its breathtaking roof structure over the courtyard which was funded through the NT Government and the Chief Minister’s Office. Our special thanks also to our friends at Power and Water Corporation for helping us with the fittings and to Masonic Charities for the supply of the Mela Kulcha food and coffee vans.

Mela Kulcha continues to be a gathering place where connections flow with ease, because we are all learning.

As we approached the end of the this year, as part of Refugee Week we proudly relaunched our flagship community event, the World Music Festival in collaboration with Foldback Media. This year we activated a range of other innovative initiatives such as Fusion Fest. Fusion Fest was held in collaboration with the communities we serve and it occurred at Mela Kulcha, with each day of Refugee Week being met by an inspiring and aspiring cook complementing Mela Kulcha coffee with a Mela Kulcha homemade cultural delight.

My deepest gratitude to the remarkable and unique colleagues that I work with at both Melaleuca Australia and Mela Kulcha for their talents, skills and heart. Without this team the growing pains we felt this year could have easily become heart attacks. I am glad we made it.

To our special friends who made the journey possible, you too are inspirational.

And most importantly to our clients, I thank you always for the things you teach us and the trust you place in us. You are the reason why we are here.

**Kwame Selormey**

*Chief Executive Officer*



# ABOUT US

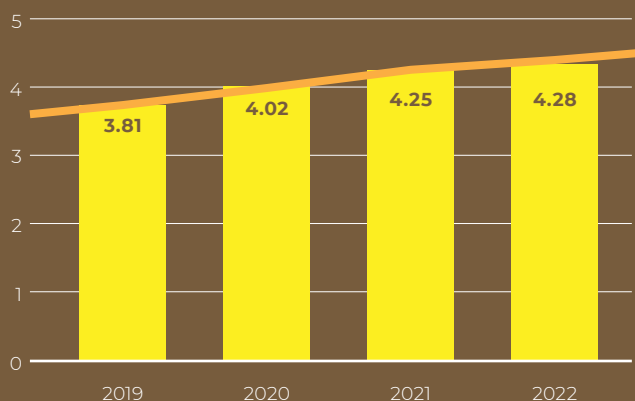


## The Melaleuca Team

Did you know that every year since 2019 Melaleuca undertakes a cultural survey with all of staff. The below snapshot highlights the staff satisfaction results from 2022 and reflects on the last four years of this survey.

## Survey Outcomes

The 2022 survey outcomes demonstrated the highest score since 2019 with an **overall satisfaction rating of 4.28 out of 5**. Figure 1 below shows the survey-wide *mean average score* for the previous 4 years, highlighting a positive upward trend.



## By 2022

The majority of us expressed positive sentiments across various aspects of our job satisfaction. There were 4 areas that showed positive improvements in mean average scores compared to the previous year, which were: **culture (+8.8%)**, **training (+6.2%)**, **meaningful work (+3.8%)** and **communication from management (+0.4%)**.

We had substantial growth in staff satisfaction over the four-year period from 2019 to 2022. Impressively, all aspects of staff satisfaction have risen dramatically over the 4 year period, with continuous year-on-year improvement shown in most areas since surveys commenced in 2019.





## Our Highest Ranking Survey Responses were

- 91% are 'likely' or 'extremely likely' to recommend Melaleuca to others as a great place to work. This area had the highest satisfaction rating.
- 89% find our work 'meaningful' or 'extremely meaningful'. This area was the next highest satisfaction rating.
- There was an 8.8% increase in the mean average score for 'our culture' compared to the previous year. This was the greatest mean average increase from 2021.
- There was a 17.2% increase in the mean average score for 'Melaleuca's culture' since 2019. This was the greatest mean average increase from 2019.
- There was a positive increase in ALL satisfaction ratings AND mean average scores when compared to 2019 (4 year trend).

## Staff quotes

- I have been genuinely impressed by the workplace culture. The team is inclusive, supportive, sharing and kind. It seems the values are lived and breathed, not just a poster on the wall. It's obvious a lot of effort has been put into place to set such a positive and supportive workplace. Well done!
- I feel very satisfied with the level of support I receive from Melaleuca. Toolbox meetings have also been useful in enhancing my understanding of the organisation.
- It has been all good. I am still learning.
- Enjoy coming to work every day with my colleagues and feeling supported from each other, especially by management. Happy to be part of the Melaleuca family.
- I am truly grateful for the leadership and direction the organisation is taking. It is with great anticipation I look forward to the personal learning and growth that comes with that.



# Ten years of strength

***A large family arrived around 10 years ago from a refugee background; through this decade they have experienced ongoing difficulties and trauma.***

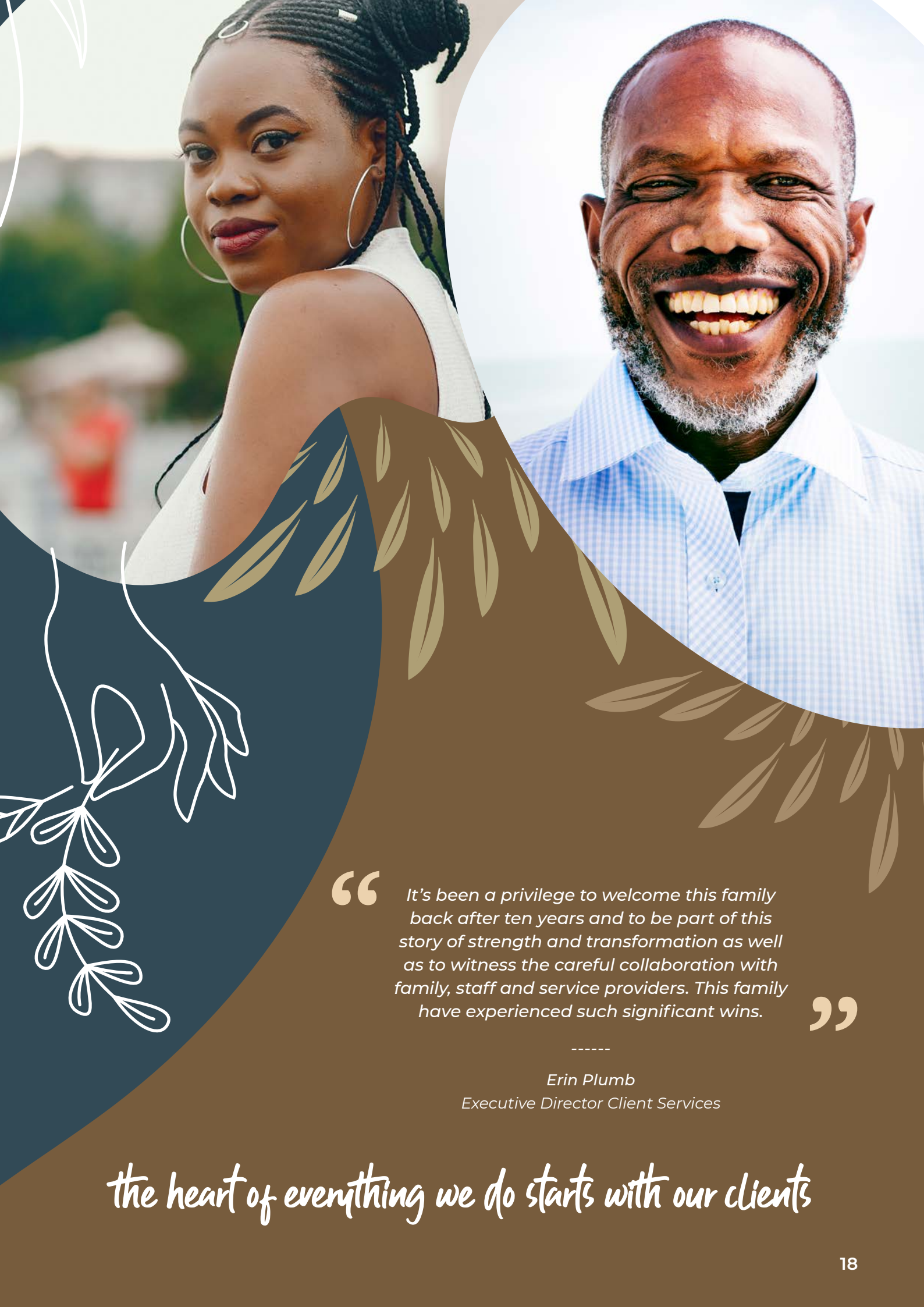
*Parents, while wrestling with their own mental health, were striving to parent their children who were struggling with drug and alcohol abuse and demonstrating risk taking behaviours/interaction with the justice system.*

*After experiencing the sudden death of a young child, the family fell into disarray; the marital relationship broke down and the mother withdrew into deep depression. The children began to display behavioral issues at school which is where - thanks to a referral from a local school, Melaleuca became involved.*

*The family required a gentle, consistent and trauma informed approach to allow them time to trust the team of youth workers; family support team; and counsellors, while maintaining their agency. Gradually, over time, we have seen this family's situation turn around.*

*The mother – once withdrawn from her children – now pours her heart into them, providing security and love. The children experimenting with drugs and alcohol have identified older mentors in the community and have dared to enroll in studies to help them achieve career dreams they never thought would be possible. The father has learnt to boldly advocate for himself and his family as he stood with the support of a staff member. The children in school have secured funding to have additional supports which has led to them having a freedom to participate in the classroom that they never have before.*

*We are so thankful to the school who called Melaleuca recognising the need for extra help and the team who worked together so holistically. And to the family who allowed us to sit with them in some of their darkest times. This is why we do what we do.*



“

*It's been a privilege to welcome this family back after ten years and to be part of this story of strength and transformation as well as to witness the careful collaboration with family, staff and service providers. This family have experienced such significant wins.*

”

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*Erin Plumb  
Executive Director Client Services*

*the heart of everything we do starts with our clients*



## CLIENT SERVICES REPORT



**As Client Services welcomed July 2022, we had a fast-growing team who were responding to the post-pandemic arrivals into the Humanitarian Settlement Program (HSP); the maturing of our intensive Family Support Services; and the extension of the ever-popular Health in My Language services.**

This has been a year where I have seen staff humbly and steadfastly contribute to the creation of a world where everyone belongs. While the office is always busy with programs, workshops, networking, home visits etc., never does a day go where I don't see staff pause to reflect on the reason behind what we're doing. I see hearts that are determined to remain compassionate in the face of countless devastating stories. I watch proudly as our teams genuinely watch out for and support each other towards intentional self-care.

This year, across 9 contracted programs our teams have supported:

- ✦ **555** clients from over 40 countries in case management/counselling;
- ✦ **650** individuals attending over 170 workshops (not including clinics);
- ✦ **24** schools with outreach, capacity building or supports;
- ✦ **63** outreach services to various stakeholders and agencies
- ✦ **111** health clinics hosted onsite at Melaleuca
- ✦ **142** networking sessions;
- ✦ **35** capacity building sessions with various organisations and agencies;
- ✦ The development of **6** resources;
- ✦ ...and so much more!

This year we created a special place in the hallway where our clients regularly walk by. They see a beautiful celebration board that is covered in different handwriting in different colours – all under a heading that says 'We celebrate with you – the small and the big wins'.





Clients have seen us celebrate as they have given birth to the first of the next generation in Australia; when they were able to sit and play with their children for the first time since surviving significant trauma. While some have enrolled into university, others have learnt to write their name and date of birth. Some have learnt to navigate court systems, hospital systems, Fair Work systems; and schooling systems. Sometimes the celebration is making that first independent phone call to the doctor surgery; other times it's finding a home after being homeless; or a mother finding another mother who understands true loneliness. This year has been a year of wins – big and small – which we celebrate equally.

However, this year has not been without challenges. It's been difficult to watch the waves of HSP clients depart the Territory in search of different settlement locations; and the impact of this on our team has been significant. We continue to see high rates of domestic and family violence; struggling mental health; significant housing barriers with the tenancy crisis; families separated across the globe; school ground struggles; and more. At times it can feel the work never ends. Then we remember the story of the star fish who was returned to the ocean. It matters to the every 'one' that we support; and for this reason we are so honoured to be doing what we do.

This year has seen the introduction of monthly Peer Learning Groups – a safe space hosted by our Social Workers whereby any staff members can attend to develop their reflective practice skills, and mutually contribute and benefit from an interactive learning environment.

Client Services is grateful for the ongoing partnership with the Learning and Development team particularly in the area of HSP Orientation; and the creation and implementation of a variety of men's, women's and parenting workshops. We look forward to seeing these continuing to be delivered in the next year and hearing the feedback from those participating.

Our Senior Health Services Coordinator wrote several significant papers examining the national and local picture for Multicultural Health which have been submitted to the Northern Territory Primary Health Network and NT Health, to inform the future modelling around Multicultural Health. Melaleuca is encouraged to have the Refugee Health Program now reporting directly to NT Health and looks forward to a positive relationship forming between both groups.





We continue to receive invitations for the Portable Panel to attend professional workplaces, schools, health services etc. This great initiative was launched in 2020 and takes participants on a journey of discovery as the Refugee Journey is openly questioned in a safe and informed environment. We had our youngest audience of Year 3s (9 year olds) this year who definitely challenged the panel with their inquisitive and openly curious questions! (see our website to invite us to your community or workplace).

While two Client Service programs closed in June 2023, we continue to find innovative ways to support families from culturally diverse backgrounds to settle peacefully, holistically, and autonomously in Darwin and surrounding areas. One includes partnering with an interstate community legal service to provide pro bono legal migration support for clients who are estranged from family overseas, seeking asylum, etc.

### **At the time of writing this report, we...**

Client services remains a thriving team of counsellors, nurses, social workers, case managers, support workers, bilingual/bicultural workers, project managers and health educators. We meet regularly both as small teams and a large team to consult, learn, encourage, brainstorm and work together. It's always encouraging to see the integration of our services which inspires

greater teamwork; mutual learning opportunities; and better outcomes for our clients. The Senior Leadership team are more established in their roles, taking on larger responsibilities; and contributing significantly to the ongoing improvement of our internal procedures and processes.

Our Health in My Language funding was extended for a third phase. The team are brainstorming new and strategic ways to reach communities with simple health messaging. As a result of their networking and outreach, Melaleuca is receiving an unprecedented number of referrals for support with housing, legal migration and employment.

HSP continues to receive predominantly Congolese and Pakistani families. Settlement Engagement and Transition Support (SETS) has begun to receive their first referrals from HSP in several years (due to previous border closures); and has delivered multiple Workplace Readiness workshops as part of an initiative to support clients who are not eligible for Workforce Australia to secure employment.

The Program of Assistance to the Survivors of Torture and Trauma (PASTT) maintains a steady presence supporting clients from refugee background with counselling and group activities. The counselling team began to support clients referred from the Family Support Services (FSS) team around the specific needs of families experiencing domestic and family violence; relationship issues;

homelessness/financial insecurity; previous trauma etc. Reconnect has focused on outreach into schools to raise the profile of available supports for young people at risk of homelessness. The team has also prioritised consultation with youth to understand their needs for future activities and looks forward to the next exciting 12 months!

In 2022, we welcomed and supported clients from the following countries; Bangladesh, Burundi, China, Democratic Republic of the Congo, India, Indonesia, Republic of the Union of Myanmar, Pakistan, South Sudan, Sudan, Thailand, Timor-Leste, Ukraine and Vietnam.

## **As we look ahead to the next 6 months we...**

We're excited about some new initiatives starting in the next financial year including youth hubs; festivals; volunteer-led workshops; and a closer reporting relationship with NT Health. We're keen to explore a greater cross-over and integration of our Multicultural Services and Generalist Services for increased peer learning; and improved outcomes for all clients/job seekers.

We look forward to seeing different opportunities to expand our services to support clients who continue to fall through the funding gaps. As a team we're committed to the ongoing advocacy and amplification of our clients' voices into all sectors of the society in which we all live. We all desire to find a place where we belong which is where you can join us. We all have a part to play – staff; volunteer; and you. Please be kind. Smile generously. Inspire welcome wherever you go.

**Erin Plumb**

*Executive Director Client Services*





# I can



## **On the 28 July Joseph got a job.**

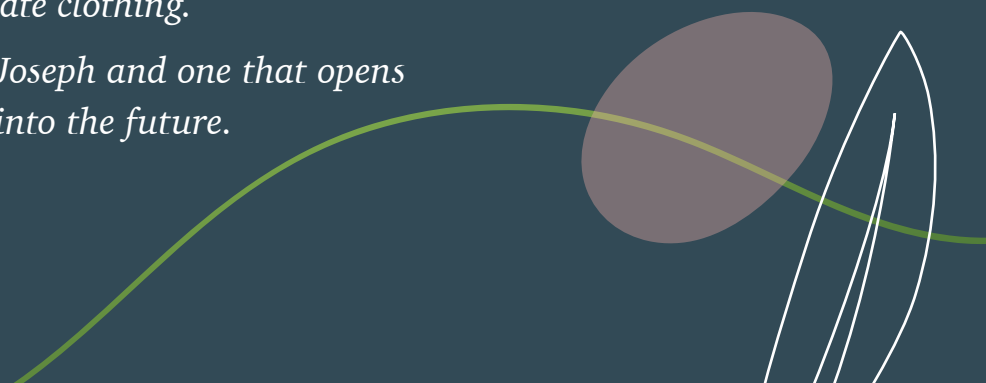

*Joseph has a permanent Traumatic Brain Injury which was medically confirmed as disability. Although he was eligible to access a specialist Disability Employment Service, he chose to remain with our generalist employment service.*

*Through regular contacts and support from our Casuarina Workforce site, Joseph made himself at home, built positive relationships with us and consistently showed up. His Employment Mentor worked with him to highlight his strengths and employment aspirations. Joseph was keen to gain employment in Darwin close to where he lives as a kitchen hand, farmer, garden nursery worker, trolley collector and any other basic manual work.*

*Joseph's Employment Mentor engaged with potential employers to explore the possibility of Joseph being considered for a role. He was supported by his Employment Mentor to develop his interview skills, complete required paperwork, undergo a medical check and police check.*

*This resulted in Joseph being interviewed and subsequently being offered a job. His Employment Mentor supported him to access the necessary tools and appropriate clothing.*

*This is a significant step for Joseph and one that opens many opportunities for him into the future.*







*In the photo:  
Joseph (centre) giving his  
speech alongside Nicole  
McNaughton, State Manager  
DEWRNT (left) and Johnnie  
Mugabe, Melaleuca Australia  
Employment Mentor Casuarina  
Office (right).*

“

*The work we do is more than placing people into employment. It is about building their confidence, sparking hope and building life long skills for success. Joseph's story teaches us this.*

”

-----  
*Toni Stampalija  
Consulting Director Strategy and Innovation*

# EMPLOYMENT SERVICES REPORT



**On 1 July 2022, Melaleuca commenced operating as a government approved Workforce Australia service provider under an alliance arrangement with AMES Australia (Alliance Lead) and ECHO Australia.**

Workforce Australia has replaced the government's jobactive program to help build a strong Australian workforce. As a generalist employment service provider, we work with individuals and businesses to help Territorians find and keep a job. Our Workforce Australia service operates from metropolitan Darwin across two locations, Casuarina and Palmerston, and actively supports around 1,000 job seekers.

We had an exceptionally busy start to the year securing new premises, recruiting staff, undertaking education and training, embedding new systems, policies and processes and most importantly, getting to know the job seekers we serve. It has been an intensive, interesting and very rewarding journey.

We acknowledge the valuable knowledge pool, skills and resources that being part of the AMES Alliance

affords us as a new employment service provider. We give thanks to the AMES employment service specialists and leaders who came to Darwin to work alongside our team and those who supported us remotely to share their expertise and knowledge. The collaborative spirit, focus on respecting each job seeker as an individual, and commitment to deliver a quality service is what unites us.

We also acknowledge the important role that the Department of Employment and Workplace Relations (DEWR) has provided by way of access to an array of vast training modules, regular information sessions, and communications to ensure a shared understanding of the new Workforce Australia model. In addition, the proactive nature of the DEWR Northern Territory leaders in facilitating regular service provider meetings individually, as well as collectively with other related service providers is extremely beneficial. The support given during site visits, addressing ad hoc issues and sharing of information helps us to better support job seekers on their journey towards employment.





We appreciate and are proud of our Employment Service team who have made every effort possible and work tirelessly to practically support job seekers accessing our service with:

- ✦ Accessing the MyGOV online services platform to make job searching easier.
- ✦ Becoming job ready with access to vocational and non-vocational training.
- ✦ Helping to develop and improve job search skills including interviewing techniques.
- ✦ Routinely discussing new employment and work experience opportunities and bringing those opportunities to fruition.
- ✦ Meeting at least monthly to review and progress their individualised job plan.

The combined effort and focus across our two sites resulted in some very positive first-year achievements which include:

- ✦ **2,603** job seekers commenced (and pending) with our service during the year
- ✦ **328** job seekers gained employment
- ✦ **121** job seekers commenced education & training programs

Our priorities for the year ahead:

- ✦ Facilitate highly targeted group training sessions
- ✦ Create new employer engagement initiatives
- ✦ Streamline our administrative systems, processes and practices
- ✦ Continue to invest in ongoing staff development and training

Our goal remains constant, to provide specialist supports that assists job seekers to develop their skills, confidence and abilities to pursue their career and business aspirations.

### **Toni Stampalija**

*Consulting Director Strategy & Innovation*



**Workforce Australia**

Employment Services

*Delivered in partnership with AMES Australia*

# United Voices

**Melaleuca Australia developed United Voices as a Client and Community Advisory group to enhance interactions between Melaleuca and its clients and to ensure clients' stories inform client orientation input, staff learning and for wider community training.**

Throughout this year, our dedicated group of community leaders and members representing CaLD backgrounds in Darwin have convened to address crucial issues affecting our communities. Our meetings have revolved around networking, exploring available services, and nurturing relationships within our diverse group.

One of our core objectives is to identify key issues faced by CaLD communities settling in Darwin and to strategise how our collective voice can effectively reach the government. We aim to ensure that the concerns and needs of our communities are heard and addressed.

Furthermore, we have been sharing success stories from various communities, highlighting what has worked well in terms of integration and support. Our discussions have been instrumental in navigating challenging areas, such as registering associations, applying for grants, and securing venues for community activities.



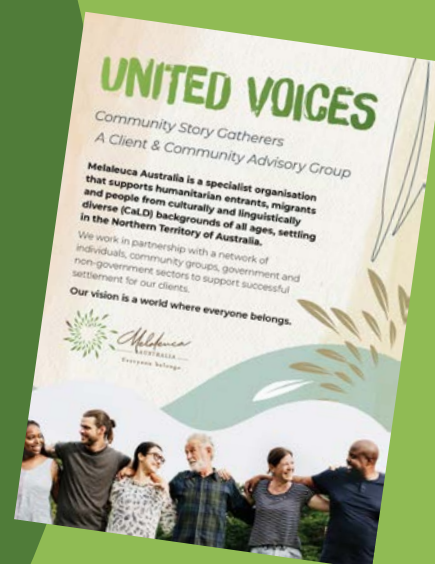




In essence, our group is a platform for unity and empowerment, where we collaborate to make a positive impact on the lives of CaLD individuals in Darwin and work towards a brighter, more inclusive future.

As a community leader I have benefited a lot from United Voices, I was able to meet other community leaders, share ideas and I have now built positive relationships. Knowing what's happening in other communities has also given me some ideas about how to lead my community for the time I am in this role. We have also had the opportunity to learn more about Melaleuca and what services are offered to migrants settling in Darwin. It has been a very positive experience, a much-needed group that will have good outcomes for CaLD communities.

Veronica Matipira  
United Voice Member



# LEARNING AND DEVELOPMENT REPORT



**Learning and Development is responsible for activating both our internal learning within the organisation as well as working with the general community. We do this through community development approaches to share learning that closes the gap between the individuals and communities we serve and the general community.**

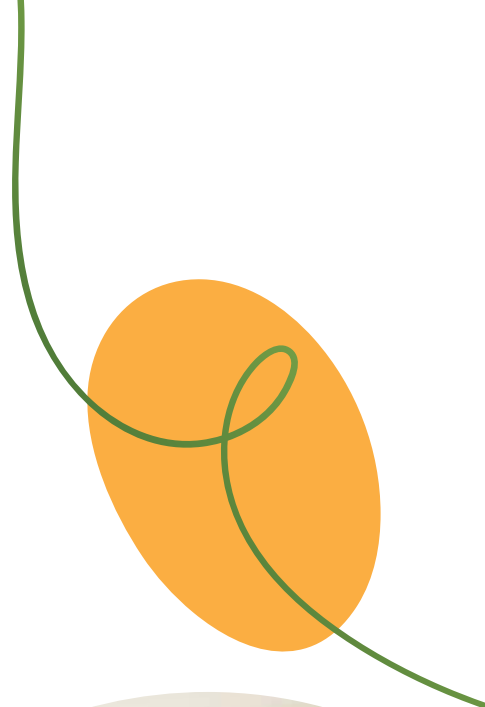
This year the Learning and Development team grew to a team of five; the most significant growth being in our engagement with the wider community through initiatives such as the community advisory group, United Voices, as well as amplifying our external presence in the Darwin community through our social media channels.

Throughout this year we continued to work closely with Client Services and had the privilege of learning with newly arrived clients in 216 orientation workshops; co-designing and delivering gender specific and parenting workshops; working with multicultural youth on a significant mental health project; as well as supporting staff in their continued growth as workshop facilitators.

We organised training for staff across all sites for everything from First Aid to Ethical Storytelling and externally delivered Cultural Humility Training to other organisations in our Darwin community.







We were able to fulfil our goal of hosting students on placement and have been delighted to have three students have meaningful and successful work integrated learning experiences with us.

Our commitment to supporting learning for staff, clients and the wider community continues, and we are extremely grateful to the incredible colleagues across the whole organisation who are dedicated to ongoing learning, in all its formal and informal expressions, in order to deliver services of the highest standard to our clients.

**Ellie Keegan**

*Director Learning  
and Development*



# SUPPORT SERVICES REPORT



**Support Services is an integral part of the structures of Melaleuca Australia. It covers several segments of the organisation ranging from administrative support, design & marketing, contractor management, ICT, human resources, fleet management, property management, work health and safety and various other aspects which pave the way for client services to maintain focus on service to the people we are here to serve.**

Key Support Services delivery highlights for 2022-23 include:

## Migration to SharePoint

Improving our ICT system has been one of the key priorities for Melaleuca Australia. This year, we migrated from an onsite server to Microsoft SharePoint. Making it easy for us to collaborate as a team and access information remotely and globally. Especially given we decentralised and worked from multiple office sites this year.

## Decentralisation of Melaleuca Australia offices

The significant growth this year resulted in a need for three new offices spaces. We opened two offices in Palmerston and one in Casuarina. The Corporate Services team relocated from Darwin to operate out of one of the Palmerston offices. The Support Services team were integral in supporting the opening of the three new offices which required a significant amount of time and effort.





## Housing for Clients

People from multicultural backgrounds settling in Darwin face many barriers when it comes to securing private rental properties. Those with low-income level and no tenancy history finds it difficult to break into the property market.

Towards the end of 2022 and early 2023, due to the increased levels of humanitarian entrants arriving in Darwin, there wasn't enough government housing to accommodate the new arrivals. Support Services activated an affordable housing initiative. We collaborated with Client Services and liaised with some of the real estate agents and private owners and were able to secure additional houses through the private rental sector and the government housing sector.

## Events

In celebration of cultural diversity, Melaleuca Australia hosted various community events such as Refugee Week, World Music Festival, Fusion Festival, Harmony Day, Client and Community Integration celebrations, as well as participating in International Women's Day March.

I am truly impressed by the high level of supports provided by Support Services across the organisation which benefit our clients and their communities.

**Joy Onyeledo**

*Director Support Services*

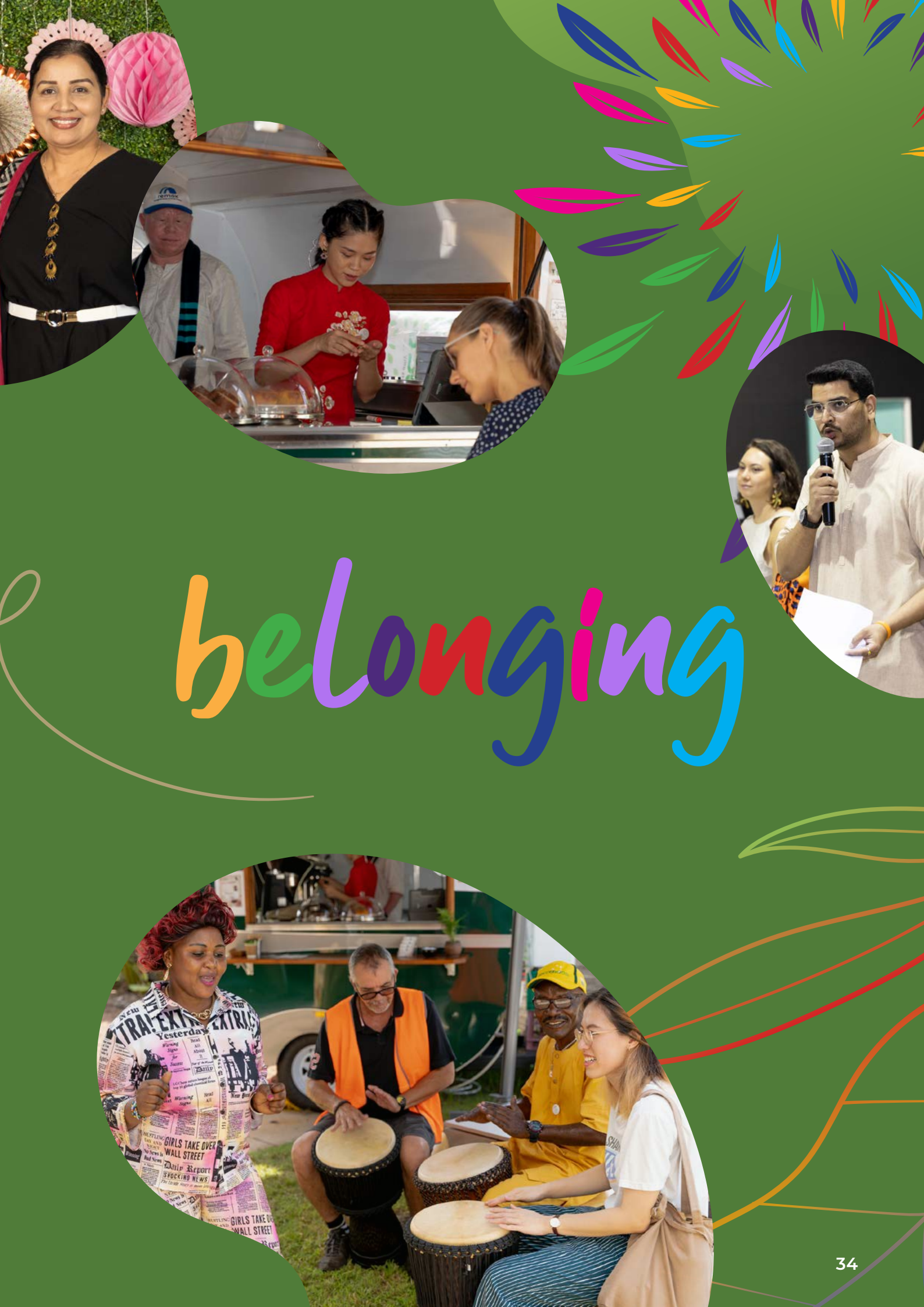




We celebrate







# belonging



# CELEBRATING NATIONAL RECONCILIATION WEEK



## Theme – be a voice for generations

*I am speaking to you from the land of the Larrakia people in Darwin in the NT of Australia.*

*A land that holds significant spiritual connection to the Larakia People and one that everyday welcomes visitors, and new Australians who arrive here seeking new beginnings, safety and the rebirth of dreams.*

*I speak with the voices of many colleagues who work with me every day.*

*We pay our respect to the traditional custodians and elders of this nation. To those who have been here before us who have joined the spirits of their ancestors and to those who are here with us teaching us how to protect the future of your land and hearts.*

*This week marks reconciliation week, with a theme to be a voice for generations.*

*Reconciliation is not something that ever stands alone.*

*It comes after a significant impact that caused rapture, pain or hurt. Then remorse is felt for that harm, then deep reflection for the damage caused which sits with the disconnect. Then as a human being, when that reflection sparks a conscience to heal the pain caused, an apology that is deep, heartfelt and driven by humility is spoken to the one that is harmed.*

*At that point, through a deep desire to repair, reconciliation is offered.*



# BE A VOICE FOR GENERATIONS

NATIONAL  
RECONCILIATION  
WEEK 2023

27 MAY — 3 JUNE

[NRW.RECONCILIATION.ORG.AU](http://NRW.RECONCILIATION.ORG.AU)

#NRW2023



*If accepted, then it then becomes a commitment to taking certain actions that bring us to a place where we are again at peace.*

*A commitment to restore honour, to see the impact of what has been caused as a result of one's actions or inactions, to show respect in a way that does not leave the other as vulnerable as the actions of hurt have left them, and above all to hold oneself accountable to being part of the restoration.*

*For an entire nation to embrace reconciliation means the rapture that brings us here was significant. It wasn't about two people drifting apart. For a nation to feel a true sense of reconciliation, it becomes about our collective actions that restore hope and healing.*

*My colleagues and I with the support of our Board Members continue to tread gently on this land, as we welcome others who come here with hope, some whose lives have been affected by hurt, loss or displacement. Today we also proudly serve directly our Indigenous brothers, sisters and people.*

*Our commitment to reconciliation begins with honouring the stories of this sacred land, and to ensure that when we say welcome, we also say may yours and our actions be part of the healing and restorative process.*

*May reconciliation be a word that disappears one day when we are all truly blended as humanity with kindness.*

*My name is Kwame Selormey.*

*It is an honour to serve you as the CEO of Melaleuca Australia.*

*Melaleuca*  
— AUSTRALIA —

Everyone belongs

Be a voice for  
generations –  
Kwame Selormey's  
voice recording



# CELEBRATING REFUGEE WEEK

It was a week about celebrating the resilience of some of the world's most remarkable people who go on to be anything from their best selves to world leaders.

On the 16 June the embargoed report from the UNHCR was released, which told us that as at the end of 2022:

- there were **108.4 million** people forcibly displaced world-wide
- **62.5 million** were internally displaced
- **35 million** were refugees on the move
- **5.4 million** were asylum seekers
- **5.2 million** were in need of international protection
- Of the 108 million people forcibly displaced **43.3 million** of them are children (40%)
- Between 2018 and 2022, **385,000** children on average were born as refugees each year



## World Music Festival

Melaleuca were very proud to announce the resurgence of the World Music Festival! Together with Foldback Media NT, on the 18 June Melaleuca entertained around 500 people at the Jingili Water Gardens. The Lee family led a beautiful Welcome to Country which included a Smoking and Frangipani Ceremony and speeches by the Hon Ngaree Ah Kit, Minister for Multicultural Affairs and Erin Plumb, Executive Director Client Services. There was a very diverse range of performances, food and music that was enjoyed under the shaded trees and beautifully lit wide-open space.

[World Music Festival 2023](#)  
[Reel](#)







## Finding Freedom Film Festival

Melaleuca activated a short film competition in Darwin calling for the multicultural community to enter any short films that they make specific to the theme of Finding Freedom. The winning films were shown at the Fusion Festival.

Congratulations to all of our winners:

### 1<sup>st</sup> Prize was a tie:

- ✦ Harun Robbar
- ✦ The Asif family: Malik, Samia, Abbad and Ayan

### 2<sup>nd</sup> Prize:

- ✦ Ibrahim Rashidi and Kevin Ngoyi (co-designers)

### 17-25 year old category:

- ✦ Afia Azam

### 16 years old category was a tie:

- ✦ Mohammad Jasim Abram
- ✦ Malaika Imran and Labeena Imran (two sisters)

Thanks to our judges of the competition: Lisa Pellegrino (Presenter, ABC Darwin), Yolanda Kanyai (Founder, Vibrant Diverse Cultures) and Erin Plumb (Executive Director Client Services, Melaleuca Australia).

## Fusion Fest

Melaleuca opens its doors annually to the public for anyone from the community that would like to enjoy the courtyard, grab a bite to eat, enjoy some amazing local musical acts and see our offices. This year was no different and on the 23 June, we welcomed over 100 guests who got to find out more about what we do with a video reel from our staff talking about their role and also our Executive team led guided tours of our very unique work space in Darwin.

Thanks to our special guests for attending; Mr Luke Gosling, Member of Parliament for Solomon, Mr Bill Yan MLA, Member for Namatjira, Leonie Melder, Multicultural Adviser and Derek Mayger, Policy Adviser, Minister Selena Uibo's Chief of Staff, Tim Barnett.

This year fusion fest incorporated:

- ✦ Performances by classical guitarist Katharina Fehringer, incredible Ukrainian singer Maria, Madagascan artist Angelo Raza, brilliant young dancer Philotte Biraheka, the Darwin Community Choir and wrapping up with Indian rock band Pulse.
- ✦ We also thank our Resident Artist Jose Patalinghug.

[Fusion Fest 2023 Reel](#)



## Mela Kulcha Fusion

Throughout Refugee Week, our on-site social enterprise café located at Melaleuca's Darwin office, we partnered with cooks from diverse cultural backgrounds and offered a complimentary homemade treat as a gift. We thank:

- ✦ Virgo and Bibi from Ghana
- ✦ Imran and Nazia from Pakistan
- ✦ Nagina from Pakistan
- ✦ Kasereka from Democratic Republic of Congo
- ✦ Moazam & Sahar from Pakistan

## After Party

Hosted by Foldback Media NT, the after party at Bustard Town closed off the Refugee Week events and activities. The evening featured two stellar DJ's - Charly Templar and DJ RaggaRae who brought a wide diversity of dance music from across the world to close the event out.

## Kindness Festival

Melaleuca sponsored our friends at Kindness Shake for their annual Kindness Festival. This year saw over 7,000 attendees enjoying a multicultural, creative, comprehensive and welcoming festival that showed the diversity of international students in the NT.

[Visit Kindness Shake Facebook page](#)







## Client Picnic

Our annual Client Picnic was held enjoyed at the Botanical Gardens by around 130 clients and staff. We were very grateful to have Amar Singh participate in this year's event. Amar is the Founder of Turbans 4 Australia and 2023 Local Hero Australian of the Year.

[See more photos from the Refugee Week celebrations](#)

## Radio interviews and promotions with Territory FM, 104.9 and ABC

[Listen to the CEO's radio interview on 104.9](#)





# CELEBRATING THE INAUGURAL LANTERN FESTIVAL

**This year, we held the first ever lantern festival In Darwin.**

Melaleuca partnered with the Multicultural Centre for Women's Health, to deliver a new National initiative called Health in My Language. The service focused on partnering with women from culturally and linguistically diverse backgrounds to deliver a series of health education sessions that empowered communities to achieve strong connections while also delivering health education sessions and activities in line with the quality assurance standards of the Multicultural Centre for Women's Health. As part of this project, the Vietnamese women in Darwin strengthened their bonds while learning about health and this led to their subsequent activation of the first ever lantern festival in Darwin on the 17 September 2022.





## CELEBRATING NT HUMAN RIGHTS AWARDS

Melaleuca is a member of the NT Human Right Awards and every year on or around Human Rights Day 10 December, the Awards are celebrated in Darwin. Again this year, Melaleuca staff volunteered their time to usher and co-host this event. Melaleuca Australia proudly congratulates the 2022 NT Human Rights Awards winners:

- ✦ Brenda Nangala Smith
- ✦ Connected Women Darwin
- ✦ Kathleen Ruth Hutcheson
- ✦ Darwin Community Legal Service
- ✦ Jackie Mahoney & Pam Corbett
- ✦ Sex Worker Outreach Program (SWOP) & Sex Worker Reference Group (SWRG)
- ✦ Hoops 4 Health AUS (for receiving high commendation)
- ✦ (A)manda Parkinson & Zizi Averill
- ✦ Henbury Learning Precinct

It was an honour to co-host the event and also to witness the celebration of your good work. Thank you for all your positive contributions to humanity.

## CELEBRATING MOTHERS DAY

Melaleuca Australia partnered with CityCare Darwin who kindly donated 35 gift packs to mothers who engage with Melaleuca in celebration of Mothers Day. Thank you CityCare Darwin.





# CELEBRATING WORLD REFUGEE CUP



In 2013, Melaleuca Australia played an important role in the formation of Football Without Borders (FWB), as a group that aims to unite Territorians through the international language of football.

Each year FWB hosts the Refugee World Cup (RWC), a wonderful sporting day that brings together different cultures and customs. The event is run together with the support of a number of important stakeholders including the Football Federation Northern Territory, this annual event showcases a broad range of diversities including gender diverse teams.

Over the years, numerous representations from refugee and migrant groups that have participated in the RWC included teams made up of individuals from Rohingya, Hazara,

Liberia, the Democratic Republic of Congo, South Sudan, West Papua, Australia, Nepal, Peru, Nigeria, India, Pakistan and France among many others.

This year's event included a Melaleuca Australia playing team and was held at the Marara Football club on 26 January. As always, it was a significant community connecting event full of fun and social connections. Melaleuca is very proud to be a major sponsor of the RWC.

A big thank you to Billy Tarrillo and Zainab Mohamed for their leadership of this event.







THURSDAY 26 JANUARY | DARWIN FOOTBALL STADIUM

## A CELEBRATION OF NATIONS

TEAM NOMINATIONS NOW OPEN FOR ALL AGE GROUPS

**WOMEN | OVER 35 MALE | OVER 30 FEMALE | 10-13 YRS MIXED**

NOMINATIONS CLOSE SATURDAY 31ST DECEMBER 2022

FOR MORE INFORMATION: PH: 89 281006 or E: [paula.dacosta@footballnt.com.au](mailto:paula.dacosta@footballnt.com.au)

Melaleuca  
AUSTRALIA  
Belongs

Rotary  
Darwin North



Visit Football  
Without Borders  
Facebook page





# The Portable Panel





**WE WELCOME  
YOU TO ASK**

**Since 2020, Melaleuca's Portable Panel has been visiting workplaces, schools, government departments and many gatherings where more than two people come together with questions about the Humanitarian Resettlement in the Northern Territory.**

The Portable Panel, which is an initiative of Melaleuca Australia brings 4-6 people from Melaleuca, including those with lived experience of the refugee journey to answer questions that spark learning, activate curiosity and influence transformation.

This year the panel made 12 visits to a range of places to share stories and answer questions to a range of age groups from children to adults.

Please contact Melaleuca Australia if you would like to invite the Panel to your workplace.

[Find out more about  
the Portable Panel on  
our website](#)



## MELA KULCHA



### **Melaleuca Australia's Strategic Goal Number 5 is Community Development, specifically increasing community connectedness through the universal language of food and music.**

Melaleuca is committed to increasing community connectedness through the universal language of food and music and the vehicle to achieve this is our social enterprise initiative, Mela Kulcha. Mela Kulcha is designed to create opportunities for clients to share their unique cultural cuisines, music and spirit of hospitality with the wider community. In doing so, people and cultures come together, employment opportunities are created, English practice is enhanced, and the modern Territory story becomes more interesting.

During the period October 2022 to April 2023, Mela Kulcha was in abeyance due to the construction of a new roof over our outdoor courtyard area located at our city office in McLachlan Street. This initiative was made possible through the support of Hames Sharley architects, which means we can now welcome more people into the beautiful courtyard all year round.

On 22 May 2023, we proudly relaunched Mela Kulcha and resumed our morning

café service Monday to Friday 7:30am to 11:00am. It was wonderful to see our loyal patrons return along with new members of the public to enjoy all that we have to offer from our retro coffee van and beautiful surrounds including our great selection of ambient music gives the space a real edge.

Our focus for the coming year is on mobilising our new food van and hosting regular dinner parties open to the public. We will continue to promote our venue and catering services as a great venue to hire for private functions and business events.

We want Mela Kulcha to be a place where all are welcome and enjoy the vibrancy of communities together.

A big thank you to Masonic Charities, Power and Water, Northern Territory Government, Olive & Pink and Hames Sharley architects for helping bring the Mela Kulcha vision to life.

### **Toni Stampalija**

*Consulting Director  
Strategy & Innovation*







## Mela Kulcha thanks some very special guests

- ✦ The Minister for Immigration, Citizenship and Multicultural Affairs, The Hon Alex Hawke MP (eating)
- ✦ NT Chief Minister, Michael Gunner (eating)
- ✦ Christine's Exotic Eats (cooking)
- ✦ Minoli DeSilva, MasterChef Contestant (cooking)
- ✦ Yellow Nation (performing)
- ✦ Arafura Swamp Band (performing)
- ✦ Katharina Fehringer (performing)
- ✦ Ukrainian singer Maria (performing)
- ✦ Madagascan artist Angelo Raza (performing)
- ✦ Philotte Biraheka (performing)
- ✦ Darwin Community Choir (performing)
- ✦ Indian rock band Pulse (performing)
- ✦ Jose Patalinghug (resident artist)

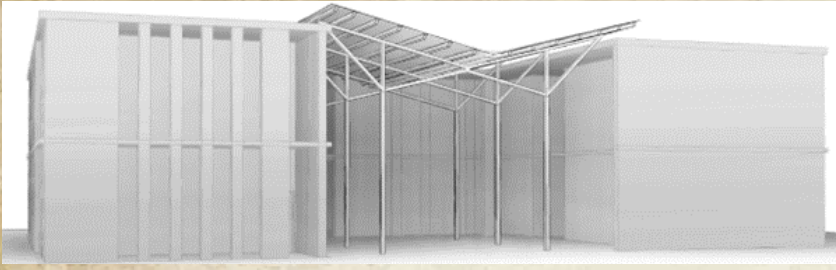
Watch the Mela Kulcha video to hear more about the social enterprise



Watch Bean's story – transitioning from Vietnam to employment as Mela Kulcha's Barista







# MELA KULCHA COURTYARD ROOF COVER

Melaleuca headquarters is situated in the heart of Darwin, next door to the St. Mary's Star of the Sea Cathedral and boasts an iconic Darwin tropical pre-Cyclone Tracy style building. The original 1965 building is owned by the Catholic Diocese of Darwin and the former convent which once housed the Daughters of the Sacred Heart. The building has had some minor upgrades since we commenced lease of the building back in 2013 but the new courtyard is by far the most significant works undertaken since its construction.

NT Chief Minister, Michael Gunner attended our Harmony Week event at Mela Kulcha in March 2022. He enjoyed the space so much that he invited us to apply for a grant to build a roof cover over the courtyard to make the space more accessible all year around and to provide much needed shade. We applied for the grant in April 2022 and then in June 2022 Natasha Fyles was appointed as NT Chief Minister and reached out to confirm that we had been awarded the grant to support the new roof cover.

*Before:*



*Under construction:*







The exciting news led us to engage Hames Sharley architects design and install the new courtyard roof that would complement the original building. The brief was to accentuate the original architecture of the building while highlighting the space without drawing too much attention to the roof. We ended up with a modest and contemporary wing style roof and this resonated with us as wings signify freedom.

We closed Mela Kulcha for service from the 2022 Christmas period and it remained closed until the roof construction was complete in May 2023. We also extend our thanks to M+J Builders for completing the construction.

We added the courtyard for hire to our diverse range of spaces now available across Darwin and Palmerston.

*After:*

[Details on Melaleuca's venue hire can be found on our website](#)





# TREASURER'S REPORT



## 2022-2023 Financial Year

Amidst the significant growth experienced by Melaleuca Australia for the year 2022-23, was also some correlated challenges of the impact of such rapid growth as the organisation had to scale up very quickly and also stabilise within that same year.

Foremost among those challenges was the establishment of a new service stream which was 30% the size of the entire organisation.

Melaleuca proudly and with excitement welcomed the Workforce Australia program in partnership with AMES Australia as part of the AMES Alliance. This new stream of service delivery for Melaleuca, despite the fact that we had run a number of successful workplace programs over the past few years; and the scale of the operation was such that that it increased Melaleuca's turnover by a third.

Between being notified of the AMES Alliance success in the tender in April 2022, and the official commencement of the new program on 1 July 2022, we had to secure two new offices, fit them out, set up IT and Telephony systems, adjust various contractor arrangements, and recruit at least 12 new staff, and train them to deliver services to a brand new cohort of clients that we had not previously serviced. In addition, an entire new system of job placements, case management and financial claims had to be absorbed.

Inevitably there were a few teething issues, despite some tremendous achievements. Set-up costs and additional staffing produced cost overruns; staff turnover was also problematic in a high-pressure environment. Nevertheless, the second half of the year showed some promising trends, as income began to consistently exceed expectations.



While other programs were generally stable in their implementation and outcomes, the humanitarian settlement program again faced some challenges when humanitarian settlement arrivals slowed down in April 2023 significantly. As a Fee for Service program, this led to a significant decrease in income as a number of fixed costs such as short-term accommodation rental prices remained high. This, coupled with the set-up costs associated with the new Workforce Australia service, compounded this year's unfavorable end results.

Our social enterprise, Mela Kulcha also encountered some delays. Construction of the new courtyard roof commenced in March 2023 and as a result, trading ceased and service plans had to be put on hold. The café re-opened in June 2023 and plans for the implementation of the restaurant remain in development. Nevertheless, the new courtyard roof has created a highly amenable space which will allow Mela Kulcha to operate successfully in both the dry and wet seasons as an outdoor food venue.

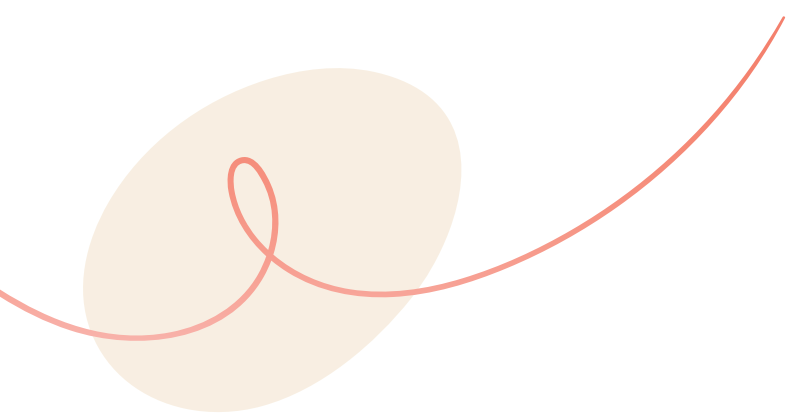
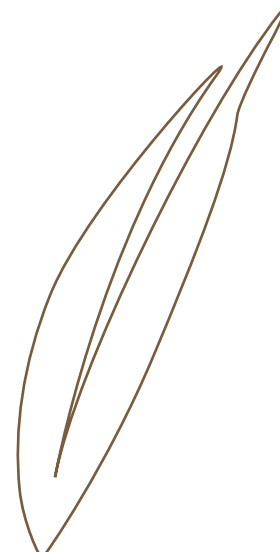
Noting all of the above factors, the deficit for the year stands at \$698,820. A considerable capital investment program for the year, necessitated by the new Workforce Australia program and the courtyard roof project, also saw cash reserves reduce by \$995,225. Melaleuca's strong reserves, and net equity remains healthy at \$1,764,056.

Prepared by **Hamish McDonald**,  
Director Finance

Endorsed by **Ben Poveda-Alfonso**,  
Treasurer

### **Finance, Audit and Review (FAR) Committee Members 2022-23**

Ben Poveda-Alfonso, FAR Chair  
Ellie Keegan  
Eric Withnall  
Erin Plumb  
Hamish McDonald  
Joy Onyeledo  
Kwame Selormey  
Lorenzo Siciliano  
Nilesh Dilushan  
Ross Springolo



# FINANCIAL REPORT



Melaleuca Refugee Centre Torture & Trauma Survivors' Service of the  
Northern Territory Incorporated

ABN 50 116 495 405

SPECIAL PURPOSE FINANCIAL REPORT

for the year ended 30 June 2023



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

SPECIAL PURPOSE FINANCIAL REPORT  
FOR THE YEAR ENDED 30 JUNE 2023

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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 notes 1 and 2 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 2023 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;
- c) The financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*; and
- d) There are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

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  
Ben Poveda-Alfonso, Treasurer  
Eric Withnall, Secretary  
Colin McDonald, Board Member  
Lorenzo Siciliano, Board Member  
Tisha Tejaya, Board Member  
Lee Campbell, Board Member (resigned 11 October 2022)  
Christine Kute, Board Member (resigned 15 November 2022)
- b) The principal activity of the Association during the relevant financial year was the provision of settlement and counselling services to refugees and their families in the Northern Territory. The organisation also offers generalist employment services as a Workforce Australia service provider, under the alliance arrangement with AMES Australia.
- c) The net operating deficit of the Association for the year was (\$684,640).

Signed at Darwin in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulation 2013 on this 15<sup>th</sup> day of November 2023.



Signature

Ross Springolo  
Name

Chairperson  
Position



## **Independent auditor's report to the members of Melaleuca Australia**

### **Opinion**

We have audited the accompanying special purpose financial report of Melaleuca Refugee Centre Torture & Trauma Survivor's Service of the Northern Territory Incorporated ("Melaleuca Australia" or the "Association"), which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, statement of changes in equity, and statement of cash flows 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 special purpose financial report has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2023 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the *Australian Charities and Not-for-profits Commission Regulation 2013*.

### **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 Charities and Not-for-profits Commission Act 2012* and the ethical 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 *Australian Charities and Not-for-profits Commission Act 2012*, 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 *Australian Charities and Not-for-profits Commission Act 2012*, *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 2023 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.

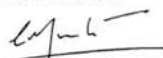
As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- 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

15 November 2023

[meritpartners.com.au](https://meritpartners.com.au)

MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVORS' SERVICE OF THE NT INCORPORATED  
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023

	Notes	2023 \$	2022 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	3	1,224,213	2,219,440
Receivables	4	416,125	551,907
Prepayments	5	240,130	175,722
Inventories	6	782	2,039
<b>TOTAL CURRENT ASSETS</b>		<b>1,881,250</b>	<b>2,949,109</b>
<b>Non-Current Assets</b>			
Property, Plant and Equipment	7	994,791	743,421
Right of Use Assets	8	1,352,807	268,285
<b>TOTAL NON-CURRENT ASSETS</b>		<b>2,347,598</b>	<b>1,011,706</b>
<b>TOTAL ASSETS</b>		<b>4,228,848</b>	<b>3,960,815</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	9	395,333	460,550
Employee Entitlements	10	223,930	139,208
Unexpended Grants	12	55,625	446,517
Provisions	11	85,870	-
Loans	13	159,599	131,855
Lease Liabilities	8	274,267	64,681
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,194,624</b>	<b>1,242,811</b>
<b>Non-Current Liabilities</b>			
Employee Entitlements	10	47,003	20,369
Lease Liabilities	8	1,208,985	234,759
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>1,255,988</b>	<b>255,128</b>
<b>TOTAL LIABILITIES</b>		<b>2,450,612</b>	<b>1,497,939</b>
<b>NET ASSETS</b>		<b>1,778,236</b>	<b>2,462,876</b>
<b>EQUITY</b>			
Accumulated Funds at Start of Year		2,462,876	1,594,445
(Deficit)/Surplus for the Year		(684,640)	868,431
<b>Accumulated Funds at End of Year</b>		<b>1,778,236</b>	<b>2,462,876</b>

The Statement of Financial Position 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

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2023**

	2023	2022
	\$	\$
<b>INCOME</b>		
Contract Services	4,220,814	2,718,669
Funding/Grants	2,574,330	1,593,010
Donations and Fundraisings	25,000	30,569
Sponsorships	30,000	-
Other Income	91,270	35,879
Sale of Assets	4,324	-
Interest Received	4,898	208
<b>TOTAL INCOME</b>	<b>6,950,636</b>	<b>4,378,335</b>
<b>EXPENDITURE</b>		
Salaries and Wages	4,572,244	1,826,112
Contract Services	934,362	445,690
Professional Fees	327,348	352,398
Depreciation	536,892	225,884
Office Rent	(22,893)	196
Electricity	73,869	20,121
Insurance	141,316	59,307
Telephone	82,239	45,600
Materials	24,967	27,733
Interest Expense	88,913	19,152
Administration	876,019	487,714
<b>TOTAL EXPENDITURE</b>	<b>7,635,276</b>	<b>3,509,904</b>
<b>(DEFICIT)/SURPLUS FOR THE YEAR</b>	<b>(684,640)</b>	<b>868,431</b>
Other Comprehensive Income	-	-
<b>TOTAL COMPREHENSIVE (LOSS)/INCOME FOR THE PERIOD</b>	<b>(684,640)</b>	<b>868,431</b>

The Statement of Profit and Loss 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

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2023

	Retained (Loss)/Surplus	Total
Balance at 1 July 2021	1,594,445	1,594,445
Surplus for the year	868,431	868,431
<b>Total comprehensive income for the year</b>	<b>868,431</b>	<b>868,431</b>
Balance as at 30 June 2022	<b>2,462,876</b>	<b>2,462,876</b>
Balance at 1 July 2022	2,462,876	2,462,876
Deficit for the year	(684,640)	(684,640)
<b>Total comprehensive loss for the year</b>	<b>(684,640)</b>	<b>(684,640)</b>
Balance at 30 June 2023	<b>1,778,236</b>	<b>1,778,236</b>

The Statement of Cash Flows 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

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2023

	Notes	2023 \$	2022 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from Customers		1,109,406	1,204,115
Payments to Suppliers and Employees		(7,929,919)	(3,996,983)
Grants Received		6,284,195	3,807,837
Interest Received		4,898	208
<b>Net Cash from/(used in) operating activities</b>		<b>(531,420)</b>	<b>1,015,177</b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Acquisition of Property, Plant and Equipment		(517,005)	(378,056)
Proceeds from sale of Property, Plant & Equipment		25,454	-
<b>Net Cash used in investing activities</b>		<b>(491,551)</b>	<b>(378,056)</b>
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>			
Proceeds from loan		27,744	131,855
		<b>27,744</b>	<b>131,855</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>		<b>(995,227)</b>	<b>768,976</b>
Cash and cash equivalents at the beginning of the year		2,219,440	1,450,464
<b>Cash and cash equivalents at the end of the year</b>	3	<b>1,224,213</b>	<b>2,219,440</b>

The Statement of Cash Flows 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 2023

**1. BASIS OF PREPARATION**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Association's Constitution and the Northern Territory Associations Act and Regulations. 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.

The Association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

This special purpose financial report has been prepared in accordance with the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. In preparing the special purpose financial report, the following Australian Accounting Standards required by the *Australian Charities and Not-for-profits Commission Act 2012* have been adopted:

- AASB 101 Presentation of Financial Statements
- AASB 107 Statement of Cash Flows
- AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors
- AASB 124 Related Party Disclosures
- AASB 1048 Interpretation of Standards
- AASB 1054 Australian Additional Disclosures.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of the financial statements are presented below and have been consistently applied unless stated otherwise.

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

The functional and presentation currency of the Association is Australian dollars.

***Application of new and revised Accounting Standards***

The Association has adopted all of the new and revised Standards and Interpretations issued by the Australian Accounting Standards Board (the AASB) that are relevant to its operations and effective for the current annual reporting period. The adoption of these new and revised Standards and Interpretations has resulted in no significant changes to the Association's accounting policies.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted. The adoption of these Accounting Standards and Interpretations did not have any significant impact on the financial performance or position of the Association.



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 2023

***Critical accounting estimates***

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the incorporated association's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed below:

***Estimation of useful lives***

The Association determines the estimated useful lives and related depreciation charges for its property, plant and equipment. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete, or non-strategic assets that have been abandoned or sold will be written off or written down.

***Employee Entitlements***

The liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

***Revenue from contracts with customers – identifying performance obligation***

The performance obligation relating to revenue recognised is satisfied over time when the service is provided over the defined period. The performance obligation relating to revenue recognised from contracts is satisfied upon delivery of service to the customers.

**2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

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, office equipment and motor vehicles, 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:

	2023	2022
Motor Vehicles	16.67%	16.67%
Building Renovations	16.67%	16.67%
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 2023

**(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.

*Short-term employee benefits* - Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service, including wages and salaries. The Association's obligations for short-term employee benefits such as wages and salaries are recognised as a part of current trade and other payables in the statement of financial position. Other benefits such as annual leave and long service leave are recognised as employee provisions.

*Long-term employee benefits* - The Association's obligations for long term employee benefits are presented as non-current provisions in its statement of financial position, except where the Association does not have an unconditional right to defer settlement for at least 12 months after the reporting date, in which case the obligations are presented as current provisions. Provision is made for employees' leave entitlements not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees rendered the related service.

**(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.

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 2023

Grant income is recognised in the profit and 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 yet received will reflect as receivables in current assets.

**(g) Goods and Services Tax**

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

**(i) Inventories**

The Association maintains non-trading inventories for the purpose of meeting its obligations to clients. Inventories are measured at cost and are recognised as an expense on a first-in, first-out basis when used to meet client obligations. Any impairment of inventory carrying values is adjusted for at the end of the reporting period as a result of stocktake procedures and recognised in the profit and loss statement.



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 2023

**(j) Leases**

With effect from 1 July 2021, the Association has applied AASB 16 Leases.

At inception of a contract, the Association assesses whether a lease exists - i.e., does the contract convey the right to control the use of an identified asset for a period of time in exchange for consideration.

At the lease commencement, the Association recognises a right-of-use asset, and associated lease liability, for the lease term. The lease term includes extension periods where the Association believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model where cost on initial recognition comprises of the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration less any lease incentives received.

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the RBA Small Business Lenders' interest rate for new loans is used.

The right-of-use asset is depreciated over the lease term on a straight-line basis and assessed for impairment in accordance with the impairment of assets accounting policy. The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. Subsequent to initial recognition, the lease liability is measured at amortised cost.

Short-term leases and leases of low-value assets are not recorded on the balance sheet but are expensed on a straight-line basis over the lease term.

**(k) Loans**

Loans payable are financial liabilities measured at fair value, net of transaction costs.

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 2023**

	2023 \$	2022 \$
<b>3. Cash and Cash Equivalents</b>		
General Account - Westpac	505,898	1,538,124
STA Account - Westpac	197,311	164,897
Cash Management Account - Westpac	290,705	289,033
Cash Reserve Account - Westpac	195,036	193,031
Bank Guarantee - Westpac	33,602	33,598
Cash on Hand - Petty Cash	1,661	716
	<u>1,224,213</u>	<u>2,219,440</u>
<b>4. Receivables</b>		
Trade Debtors	413,925	491,343
Other Receivables	2,200	63,926
Impairment of Debts	-	(3,361)
	<u>416,125</u>	<u>551,908</u>
<b>5. Prepayments</b>		
Prepaid Insurance	161,935	133,691
Other Prepayments	78,195	42,031
	<u>240,130</u>	<u>175,722</u>
<b>6. Inventories</b>		
Settlement Inventory		
<b>Balance at Beginning of Year</b>	2,039	699
Additions	6,792	4,409
Inventory Distributed	(6,308)	(1,830)
Impairment	(1,741)	(1,239)
<b>Balance at End of Year</b>	<u>782</u>	<u>2,039</u>
<b>7. Property Plant and Equipment</b>		
Building Renovations St Mary's	1,446,741	1,173,182
Accumulated Depreciation	(949,185)	(821,921)
	<u>497,556</u>	<u>351,261</u>
Office Equipment at Cost	522,657	334,420
Accumulated Depreciation	(202,302)	(114,171)
	<u>320,355</u>	<u>220,249</u>
Motor Vehicles at Cost	294,576	270,141
Accumulated Depreciation	(117,696)	(98,230)
	<u>176,880</u>	<u>171,911</u>
<b>Total Property, Plant and Equipment</b>	<u>994,791</u>	<u>743,421</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 2023

7. (cont) Movements in carrying amounts of property, plant and equipment

Year Ended 30 June 2023	Building Renovations	Office Equipment	Motor Vehicles	TOTAL
Balance at Beginning of Year	351,261	220,249	171,911	743,421
Additions	273,559	188,238	55,208	517,005
Disposals	-	-	(30,773)	(30,773)
Depreciation Expense	(127,264)	(88,131)	(19,466)	(234,862)
Balance at End of Year	497,556	320,355	176,880	994,791
Year Ended 30 June 2022				
Balance at Beginning of Year	378,852	89,138	56,187	524,178
Additions	80,799	166,612	130,646	378,057
Disposals	-	-	-	-
Depreciation Expense	(108,390)	(35,501)	(14,922)	(158,813)
Balance at End of Year	351,261	220,249	171,911	743,422

8. Leases	2023	2022
	\$	\$
<b>Right of Use Assets</b>		
Balance at application of AASB16	268,285	335,356
Additions	1,376,909	-
Depreciation Charges	(292,387)	(67,071)
Balance at End of Year	1,352,807	268,285
<b>Lease Liabilities</b>		
<b>Current</b>		
McLachlan Street	72,695	64,681
Scaturchio Street	73,528	-
Mansfield L1	66,355	-
Mansfield L2	61,689	-
	274,267	64,681
<b>Non-Current</b>		
McLachlan Street	167,524	234,759
Scaturchio Street	376,986	-
Mansfield L1	340,210	-
Mansfield L2	324,265	-
	1,208,985	234,759
<b>Total Lease Liabilities</b>	1,483,252	299,440



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 2023

	2023 \$	2022 \$
<b>9. Payables</b>		
Trade Creditors	166,739	167,964
Westpac Visa Card - Director	1,395	2,700
Westpac Visa Card - Support Services	4,833	-
Westpac Visa Card - Client Services	2,667	9,879
Westpac Visa Card - Mela Kulcha	52	-
Westpac Visa Card - Workforce Australia	6,565	-
Westpac Visa Card - Toni Stampalija	5,395	-
Westpac Visa Card - Learning & Development	2,848	-
Westpac Visa Card - Mela Kulcha	95	-
Australian Taxation (GST)	11,644	174,016
Australian Taxation (PAYG)	70,544	37,742
Australian Taxation (FBT)	10,096	-
Superannuation	1,720	-
Sundry	4,990	12,546
Accrued Expenses	105,750	55,703
	<u>395,333</u>	<u>460,550</u>
<b>10. Employee Entitlements</b>		
<b>Current</b>		
Annual Leave	210,348	127,349
Long Service Leave	13,582	11,859
	<u>223,930</u>	<u>139,208</u>
<b>Non-Current</b>		
Long Service Leave	47,003	20,369
<b>Total Employee Entitlements</b>	<u>270,933</u>	<u>159,577</u>
<b>11. Provisions</b>		
Redundancy	85,870	-
	<u>85,870</u>	<u>-</u>
<b>12. Unexpended Grants</b>		
NT PHN	-	38,833
Territory Families: Family support services	-	-
NTG Other	2,386	113,652
Federal Government Other	-	(99,250)
Other	53,239	393,283
	<u>55,625</u>	<u>446,517</u>
<b>13. Loans</b>		
Monument Premium Funding	159,599	131,855
<b>Total Loans</b>	<u>159,599</u>	<u>131,855</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 2023

14. AUDITOR REMUNERATION

	2023	2022
	\$	\$
Audit Fees	15,000	12,875
Other Assurance	3,814	3,893
	<u>18,814</u>	<u>16,768</u>

15. RELATED PARTY DISCLOSURES

*Transactions with Key Management Personnel*

Board Members are on a voluntary capacity and are not remunerated for their role.

The total remuneration paid to key management personal (Executive Team Leaders) of Melaleuca Australia during the year is as follows:

	2023	2022
	\$	\$
Total remuneration paid	741,876	309,272

*Receivables from and Payables to Related Parties*

There were no trade receivables from or trade payables to related parties at 30 June 2023 and 2022.

*Loans to/from related parties*

There were no loans to or from related parties at 30 June 2023.

16. GOING CONCERN AND ECONOMIC DEPENDENCY

The Association receives significant grant funds from both the Federal and Northern Territory Governments to provide various assistance and support services to people from a refugee background and humanitarian entrants, as well as payment for services associated with the Workforce Australia contract and the placement of the unemployed into employment. 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 organisation will continue as a going concern for the ensuing 12 months from the date of this report.

## ACKNOWLEDGEMENTS



# WE COULDN'T HAVE DONE THIS WITHOUT OUR COLLEAGUES

## EXECUTIVE

Ellie Keegan

Erin Plumb

Hamish McDonald

Joy Onyeledo

Kwame Selormey

## COUNSELLING

Aline Campos

Benjamin Horsington

Gianluca Hall

Zelda Piggott

## LEARNING AND DEVELOPMENT

Ali Abdeen

Shay Jayawardena

Sophie Dutertre

William Kelly

Zeynep Ercelebi

## CASE COORDINATORS

Bree Herndon

Giang Tran

Hannah Webb

Jade Baker

Karisma Gurung

Luyi Yang

Martin Blakemore

Molly Merrett

Parahsaniya Norris

Paul Machuki

Sara Mansourimashhadi

Shalini Hemraz

Sucharita Chakravarthy

Thelma White

Thirumaaran Arivazhagan

Thomas Daltas

Yanisa Ainsworth

## SUPPORT WORKERS

Bilonda Nkongolo

Bonnie Manton-Smout

Emma Harris

Etabez Donato

Farah Khan

Hugo Granados

Mariana Chiribagula Umba

Maryna Krasnikova

Mfaume Kakozi

Muhammad Mirza

Oregon Guilloux-Cooke

Shannon Alpi

Shanza Zubair

Taghreed Haddadin

## FINANCE

Prasanthi Silva

Supechha Sharma

## ADMINISTRATION

Amy Hall

Andrea Van Der Werf

Anne Hewitson

Annie Nkiere Biongo

Belle Allison

Faith Chapman

Hanna Semauro

Kate Jones

Le Phuong Doan

Mir Talpur

Noah Van Bentum

Rose Kute Lawrence

Salaar Abedi

Sophie Cuthbert







## WORKFORCE AUSTRALIA

Alison Neibling

Bhimans Nuckecheddy

Bridgette Scott

Carine Kapiamba

Cassandra Sheldon

Christina Mulcahy

Colleen Cleaver

Denis Mitrov

Emmanuel Hedzro-Garti

Ilena Solaja

Jennifer Duck

Jessica Long

Johnnie Mugabe

Kim Watkins

Kylie Mitchell

Lisa Sharples

Loveness Mweenda

Maria De C Matos De Sousa

Marlene Plummer

Pauline Mugo

Rachael Bakwesegha-Summersby

Rasika Aputhantree Arachige

Regina Ingles

Renata Puccetti

Sonam Zangmo

Zahid Mansur

Zain Abbas

Thomas Daltas

Yanisa Ainsworth

## MELA KUCLHA

Bibi Ahmed

Cong Tran

Dorcas Isaya

Duy Bao Nguyen

Fifi Masengo

Kasereka Kamabu

Nam Ngoc Do

Njenje Munyekelwa

Virgo Adalet



Staff bio's are on  
our website

# 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 and organisations who have walked together with us this year and contributed to our clients achieving their outcomes.

We also extend a big thank you to the Multicultural Community Leaders and Indigenous Leaders and organisations without whose wisdom would not be possible.

We could not have done this without you.

## NT Government Multicultural Services

### Northern Territory

Amity Community Services	International Cross Cultural Integration Training
Anglicare NT	Interpreting and Translating Services of the NT
Anti-Discrimination Commission	Kindness Shake
Anula Primary School	MediClinic
Australian Red Cross	Menzies School of Health Research
Chamber of Commerce and Industry	Moil Primary School
Charles Darwin University (CDU)	Multicultural Council Northern Territory (MCNT)
City of Darwin	NT AIDS and Hepatitis Council (NTAHC)
City of Palmerston	NT Council of Social Services (NTCOSS)
Clinic 34	Organisation members of the Refugee and Migrant Support Network
Coleman's Print	Refugee Legal
Colin Siganto – CJ Complete Home Maintenance	Relationships Australia
Darwin Asylum Seeker Support & Advocacy Network	SAMAF Group Pty Ltd
Darwin Community Legal Service	Sanderson Middle School
Darwin High School	Settlement Services Network
Early Childhood Australia, NT	St John's Catholic College
Family Planning Welfare Association of NT Inc	STEPS Education and Training, NT
Football Without Borders	Top End Women's Legal Service
Foundation for Rural & Regional Renewal (FRRR)	
Goodlife Dental Studio	
Headspace, NT	
Hearing Services Top End Health Services	

### Our Goodwill Ambassadors

Bishop Eugene Hurley
Father Frank Brennan SJ AO
Mr Mark Motlop

## National

Australian Government Department of Employment and Workplace Relations

Australian Government Department of Health

Australian Government Department of Home Affairs

Australian Government Department of Human Services

Australian Government Department of Social Services

Brien Holden Vision Institute

Forum of Australian Services to Survivors of Torture and Trauma

Harmony Alliance

Mental Health in Multicultural Australia

Migration Council Australia

Minister's Advisory Council on Multicultural Affairs (MACMA)

Multicultural Centre for Women's Health

Multicultural Youth Advocacy Network

NT Human Rights Awards Committee

Onesight

Refugee Council of Australia

Refugee Health Network of Australia

Refugee Nurses of Australia

SBS

Settlement Council of Australia

## International

Rehabilitation Council for Torture Victims

United Nations Refugee Agency (UNHCR)

International Organisation For Migration

## Organisational supports

AMES Australia

Andrea van der Werf, Project Consultant

B+J Builders

Baristy Pallyiage & Prasanthi Silva, Cleaner The Crow

Brown's Mart Theatre

Carol Sohn, Gallagher Insurance

Catholic Diocese of Darwin

Charlie Templar

Chenoa Ellison, Complete Workplace Relations

D'town Coffee Roasters

Deliberate Practice

Dream Media Events

Exhibitionist

Foldback Media

Hames Sharley

Hillsong Church

Joshua Barnes, Olive & Pink

Maria Virginia, Mivo Studio

Michelle Hobbs, Mixed Bag Communications

Saltbush Social Enterprises

Sentinel Property Group

Toni Stampalija, Inspire Consulting

Venjie Diola, Web Content Consultant

Venture Housing

Zest Projects

## OUR FUNDERS

### Australian Federal Government

Department of Health

Department of Home Affairs

Department of Social Services

### Northern Territory Government

Baby and Child Screening and Assessment Clinics

Department of Industry, Tourism and Trade

Department of Territory Families, Housing and Communities

NT Health

NT Oral Health Clinic

NT Police, Fire and Emergency Services

Office of Multicultural Affairs

Power and Water Corporation

Top End Health Services

### Trusts and Not for Profits

AMES Australia

Australian Red Cross

Foundation for Rural & Regional Renewal (FRRR)

Masonic Charities Trust

Multicultural Centre for Women's Health

Northern Territory Government Office of Multicultural Affairs

Northern Territory Primary Health Network (NT PHN)



# THE SERVICES WE PROVIDED THIS YEAR

[Visit our website to find out more about the services we provide](#)




## Humanitarian Settlement Program (HSP)

DEPARTMENT OF HOME AFFAIRS

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



## Program of Assistance for Survivors of Torture and Trauma (PASTT)

DEPARTMENT OF HEALTH

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Supporting adults, children and families who have experienced the refugee journey and are now settling in the Northern Territory. Melaleuca provides a range of specialist therapeutic supports which aim to restore hope and healing.



## Settlement Engagement and Transition Service (SETS)

DEPARTMENT OF SOCIAL SERVICES

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Supporting individuals and families from culturally and linguistically diverse backgrounds within their first five years of settlement. Melaleuca learns from the family of their identified settlement needs and provides support to promote social participation, economic well-being, independence, and personal well-being.



## Youth Reconnect

DEPARTMENT OF SOCIAL SERVICES

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Supporting young people aged 12 to 21 years who are homeless or are at risk of homelessness. This service works with young people to achieve their goals, while simultaneously working with their families to strengthen communication, family relationships and work towards a positive reconciliation where possible. Melaleuca also runs regular 'youth-hub' style activities to promote social participation, learning of new skills and confidence building.



## Communities for Children (C4C)

RED CROSS – DEPARTMENT  
OF SOCIAL SERVICES

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Supporting families from culturally diverse backgrounds living in the Palmerston and surrounding areas through provision of case management and workshops. Activities aim to build upon the skills of parents to raise their children confidently and find solutions to difficulties they are facing. Workshops aim to empower parents to meet the needs of their children, while forming relationships with community members around them.



## Family Harmony Program (FHP)

DEPARTMENT OF TERRITORY  
FAMILIES, HOUSING  
AND COMMUNITIES

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This program engages with early learning, primary and middle schools to facilitate peer workshops which build confidence, reduce bullying and promote positive relationships. Melaleuca also facilitates peer to peer activities with adults to build upon the wisdom within the groups to increase community interaction, strengthen families, and promote positive settlement outcomes.





## It Takes a Village (ITAV)

DEPARTMENT OF TERRITORY  
FAMILIES, HOUSING  
AND COMMUNITIES

Supporting families from culturally and linguistically diverse backgrounds through an Intensive Family Support Service using a strengths-based, client-centred approach to build on wisdom within the family to strengthen families and enhance safety of children.

## Health Support Services

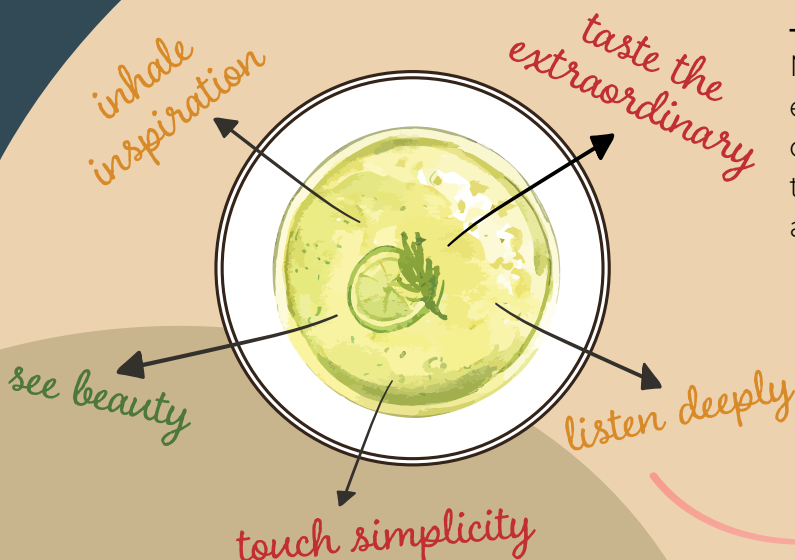
NT PRIMARY HEALTH NETWORK

Melaleuca Australia is the designated Refugee and Migrant Health Coordinator for the Northern Territory. This service works closely with general practice clinics and hospitals to coordinate the health journey of newly arrived humanitarian entrants. Melaleuca provides capacity building with the health sector to ensure increased access to health services for clients.

## Mela Kulcha

MELALEUCA AUSTRALIA INITIATIVE

Mela Kulcha is a learning social enterprise which is about increasing community connectedness through the universal language of food, music and art.







## Health in My Language (HIML)

MULTICULTURAL CENTRE  
FOR WOMEN'S HEALTH –  
COMMONWEALTH GOVERNMENT

Supporting women from migrant and refugee background by providing health education sessions in language by people from their own community. The program aims to address barriers to COVID-19 vaccine literacy and uptake by delivering accurate multilingual information from trusted progression Bilingual Health Educators. Other workshops include sexual and reproductive health, mental health, healthy relationships etc.

## Workforce Australia

AMES AUSTRALIA – DEPARTMENT  
OF EMPLOYMENT AND  
WORKPLACE RELATIONS

Providing personalised support to job seekers from all cultural backgrounds as a generalist service to gain the knowledge and skills required to identify and maintain suitable employment. We also supported workplaces with tailored recruitment and workforce planning.

## Multicultural Youth NT (MYNT)

DEPARTMENT OF TERRITORY  
FAMILIES, HOUSING AND  
COMMUNITIE – OFFICE OF  
MULTICULTURAL AFFAIRS

Supporting the formation of a youth led service that empowers young people from culturally and linguistically diverse backgrounds to foster youth leadership, with a platform to voice their views and equip them with a range of skills to make their ideas come alive.

## Embrace

MENTAL HEALTH AUSTRALIA

We worked closely with youth from culturally and linguistically diverse backgrounds to identify and co-design solutions to addressing mental health issues affecting them, and to progress some of the solutions.

*with  from Melaleuca*

 melaleuca.org.au

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 admin@melaleuca.org.au

 Melaleuca Australia

 melaleucaaustralia

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Darwin NT 0800

