

Melaleuca Australia

At a glance



Legal

| | |
|---|---|
| Full Legal Name | Melaleuca Refugee Centre, Torture and Trauma Survivors Service of the NT Incorporated (2002) Click here to read more about our Name. |
| Trading Name | Melaleuca Australia (2021) Click here to read more about our Logo. |
| Logo | |
| ABN | 50 116 495 405 |
| Entity Type | Other Incorporated Entity |
| Incorporation | Northern Territory Association Incorporation Act Section 17 |
| Incorporation # | 02180C |
| Employee # | 40–60 employees |
| ACNC Profile | ACNC Melaleuca Profile |
| GST Registered | ✓ |
| Public Benevolent Institute | ✓ |
| Deductible Gift Recipient Status | ✓ |
| Charity Tax Concession Status | ✓ |

Publications

| | |
|-----------------------|---|
| Strategic Plan | 2021-2024 |
| Annual Report | 2022-2023 |
| Our Services | Melaleuca Core Programs |

Contact

| | | |
|--------------------------------|--|---|
| Chief Executive Officer | Kwame Selormey (2016 – Current) | |
| Phone | (08) 8985 3311 | |
| Email | admin@melaleuca.org.au | |
| Website | https://melaleuca.org.au/ | |
| Social Media | Melaleuca | Mela Kulcha |
| | Facebook - Melaleuca | Facebook – Mela Kulcha |
| | Instagram - Melaleuca | Instagram – Mela Kulcha |
| | LinkedIn | |

About

Formed in 1997 with early foundations on being one of Australia's 8 Trauma informed specialist agencies, [Melaleuca Australia](#) is a specialist organisation that supports humanitarian entrants, migrants and people from culturally and linguistically diverse (CaLD) backgrounds of all ages, settling in the Northern Territory (NT) of Australia, through the provision of a suite of [specialist services](#).






The organisation also offers generalist employment services as a [Workforce Australia](#) service provider under an alliance arrangement with [AMES Australia](#), to enhance and improve economic participation through supporting individuals into meaningful employment.

Everything we do is in partnership with a network of individuals, community groups, government and non-government sectors to support successful outcomes for our clients.

Our Vision A world where everyone belongs.

Our Mission We exist to welcome and support individuals 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.

Being Melaleuca [Our charter](#)

Board Members

The Board is responsible for the governance of Melaleuca and its members are elected to the Board at the Annual General Meeting. The Board operates within the Constitution and Associations Act of the Northern Territory 2003.

| Member | Position |
|-----------------------|--------------------------------------|
| Mr Ross Springolo | Board Chairperson and Public Officer |
| Ms Cathy White | Deputy Chair |
| Mr Eric Withnall | Treasurer |
| Ms Priya Desai | Secretary |
| Mr Ben Poveda-Alfonso | Member |
| Ms Sanja Hill | Member |
| Mr Colin McDonald | Member |
| Ms Tisha Tejaya | Member |

Goodwill Ambassadors

Goodwill Ambassadors help promote the vision of Melaleuca Australia. Carefully selected for their impact on humanity, society and individuals. They use their talent, influence and platform to spread awareness of Melaleuca Australia's work through the events and projects they participate in to achieve results aligned with our vision of a world where everyone belongs.

Our Goodwill Ambassadors are Bishop Eugene Hurley, Father Frank Brennan SJ AO and Mr Mark Motlop.

Executive

The Executive is responsible for setting and achieving strategic goals and providing operational leadership to all Melaleuca staff, consultants, work-placement students and volunteers.

| Name | Position |
|--|------------------------------------|
| <u>Mr Kwame Selormey</u> | Chief Executive Officer |
| <u>Ms Erin Plumb</u> | Executive Director Client Services |
| <u>Mr Ali Dhirani</u> | Director Finance & Infrastructure |
| <u>Ms Belle Allison</u> | Executive Assistant |

Our skill and expertise

Our impact and influence

Melaleuca is well respected as a multicultural service provider and provides a number of strategic leadership functions within the NT, nationally and internationally.

The skills and expertise within the keys leaders across the organisation include expertise in Health Practice, Social work, Human Rights, Psychology, Financial Management, Legal and Administration.

At anytime within our organisation, there are over 30 languages spoken across staff with several languages connected with current client cohorts.

For years we have been influencing expert change at a Territory, National and International level and our Executive and Senior Leadership team sit on various strategic groups across the NT and Nationally to influence strategic change that enables the NT contemporary practice to grow. Below outlines such influence:

Northern Territory

-  Informing the NT multicultural policy formation
-  Being a life member of the Minister's Advisory Council on Multicultural Affairs in the NT (MACMA)
-  Being a founding member and organising committee member of the NT Human Rights Awards
-  A member of the NT Multicultural Health Development Committee
-  Representing the NT on various National Boards including the Refugee Council of Australia (RCoA) and Settlement Council of Australia (SCoA)
-  Provision of multicultural expert advice to various NTG Departments (including Education, Child Protection, Health, Police), and institutions
 -  Being the convener and Chair of the Settlement Services Network (SSN) that brings together over 30 NT agencies who establish the key strategic focus matters for the settlement sector in the NT (humanitarian entrants, migrants, international students, asylum seekers)
-  Youth Local Action Group reviewing current Youth Strategy
-  NT Anti Trafficking Working Group
-  Multicultural Health Committee with NT Health
-  Sexual Health Advisory Group – NT Health
-  Intensive English Unit Committee – Department Education
-  Review of the Domestic, Family and Sexual Violence (DFSV) Framework

Nationally

| Member of | Convener | Purpose | Our involvement |
|---|----------------------------|--|-------------------|
| Humanitarian Settlement Program (HSP) - Provider Advisory Group (PAG) | Department of Home Affairs | A community of practice that works to progress the strategic and operational functions of the HSP. We participate and advocate for Humanitarian Settlement for the NT. | NT Representative |
| Refugee Health Nurses of Australia | RNA | Peak body for refugee health services. We sit on the committee as an Executive member representing the NT. | NT Representative |
| Refugee Health Network of Australia (RHeaNA) | RHeaNA | The national network of health practitioners working in the refugee health sector. We participate in the forum representing the NT. | NT Representative |
| National Multicultural Advisory Group (NMAC) | Services Australia | The NMAC is Services Australia's (the Agency's) primary engagement forum with national multicultural peak bodies and grass roots service providers, that supports the Agency to be responsive to the diverse and evolving needs of culturally and linguistically diverse (CaLD) customers and communities. We represent the NT multicultural voice. | NT Representative |



| | | | |
|--|---------------|--|---|
| <p>Forum of Australian Services for Survivors of Torture and Trauma (FASSTT) Board</p> | <p>FASSTT</p> | <p>The FASSTT is a network of Australia's eight specialist rehabilitation agencies that work with survivors of torture and trauma who have come to Australia from overseas. FASSTT works strategically to ensure high standards of contemporary trauma Rehabilitation occurs across all States and Territories through its Network Members. There is one FASSTT member agency in each state and territory of Australia.</p> <p>We are the NT representation for the FASSTT network and our CEO is a Board member of the RCOA company limited by guarantee.</p> | <p>NT Representative & Board Member</p> |
| <p>Refugee Council of Australia (RCOA) Board</p> | <p>RCOA</p> | <p>RCOA advocates on issues relating to refugee protection at both a national and international level. Issues identified in our annual community consultations often relate to concerns that refugee and humanitarian entrants in Australia have about people they are connected to living in precarious situations in other parts of the world.</p> <p>We represent the NT and our CEO is a Board member of the RCOA.</p> | <p>NT Representative & Board Member</p> |
| <p>Settlement Council of Australia (SCOA) Board</p> | <p>SCOA</p> | <p>SCOA operates as a network of settlement service providers. Our aim is to bring settlement service providers together at a national level to create a cohesive voice to improve collaborative strategic planning processes.</p> <p>We represent the NT and our CEO is a Board member of the SCOA.</p> | <p>NT Representative & Board Member</p> |



| | | | |
|---|------|--|-------------------|
| Multicultural Youth Advocacy Network (Australia) (MYAN) | MYAN | MYAN are the peak body representing the right and interests of multicultural young people from refugee and migrant backgrounds, and play a key national role in advocating on issues pertaining to young people of refugee and migrant backgrounds. We represent the NT. | NT Representative |
| SBS Multicultural Community Advisory Council | SBS | <p>This Committee is established under section 50 of the Special Broadcasting Service Act 1991. The function of the Committee as specified under the Act is to assist the SBS Board to fulfil its duty to be aware of, and responsive to, community needs and opinions, by advising the Board on community matters relevant to the SBS Charter.</p> <p>Our CEO is a Board member of the Committee and provides advice and make recommendations to the Board on key issues impacting community needs.</p> | NT Representative |

Internationally

Melaleuca Australia’s influence stretches to the following international spheres where it has direct and indirect impact:

- ✦ [International Rehabilitation Council for Torture and Trauma Victims \(IRCT\)](#)
- ✦ [The UN Refugee Agency Australia for UNHCR](#)
- ✦ [Australian Cultural Orientation \(AUSCO\) Program](#)



Our Services

Every year, Melaleuca serves about 2,000 individuals towards achieving their outcomes, through a range of services which are outlined in [Melaleuca's services booklet](#).

Key Achievement

| Date | Achievements |
|-----------|--|
| 2024 | Established the Domestic Family Sexual Violence Committee. |
| 2022 | Commenced the Workforce Australia employment service in partnership with AMES Alliance. |
| 2022 | Melaleuca welcomes and auspices Multicultural Youth NT (MyNT). |
| 2021 | Mela Kulcha social enterprise was established. |
| 2021 | Melaleuca Refugee Centre trading name Melaleuca Australia. |
| 2021 | Constitution changed to include services to our multicultural communities. |
| 2021 | Melaleuca supported 1,700 Afghan evacuees that transited through Darwin. |
| 2021 | Refugee Support Network was formed and is now known as Settlement Services Network (SSN) and expands to migrants, international students, asylum seekers and humanitarian entrants. |
| 2020-21 | Melaleuca was commissioned by the NT Government to address the gap in the strategic matters relating to international students impacted by COVID. |
| 2020 | Melaleuca's portable panel was established. |
| 2018 | Commenced Inside Out Project as an initiative in partnership with Wise Employment and Chamber of Commerce & Industry to support employment of Migrants and Refugees in the NT- Sponsored by the NT Antidiscrimination Commissioner |
| 2017 | Commenced Healthy Start for clients delivered by volunteer doctors in partnership with Menzies school of health |
| 2017 | Secured the Humanitarian Settlement Program Contract as one of 5 Providers nationally |
| 2016 | Commenced the Refugee Health Nurse Coordination for the NT. |
| 2016 | Established a TSV-holder Services Network, to develop best practice and referral pathways for this emerging client group. |
| 2016 | Delivered the Hepatitis B – community education project in partnership with NTAHC aimed raising awareness and education for migrants and refugees. |
| 2016 | Celebrated 20th anniversary |
| 2016 | Delivered Trauma Informed Training to over 200 NT police officers. |
| 2015–2016 | Awarded the National Bank Volunteer Award. |
| 2015 | Became Communities for Children Partner with Red Cross. |
| 2014 | Refugee World Cup Partnership commenced. |
| 2014 | Awarded Recognition of Community Support Award. |
| 2013 | Became an inaugural member of the NT Human Rights Awards organizing Committee led by the Northern Territory Antidiscrimination Commissioner. |
| 2013 | Moved to central location in Darwin City, close to other service providers. |
| 2013 | Football Without Borders is formed to connect NT communities through soccer. |

| Date | Achievements |
|----------------|--|
| 2012-13 | Collaborated with Office of Multicultural Affairs, NT legal Aid Commission, Anglicare NT, Steps Group, MCNT, Department of Home Affairs and NT police to initiate a “Side by Side” as a project with communities aimed at generating respectful relationships and reducing DFSV. |
| 2012-13 | Produced the booklet Healthy Living for New Arrivals: Volunteer Guide together with City of Darwin and Red Cross. |
| 2012 | Implemented an Alternatives to Violence program. |
| 2011-16 | Commenced Wickham Point Detention Centre Counselling. |
| 2011 | Inaugural World Music Festival was launched and is now Melaleuca’s flagship celebration hosted annually during Refugee Week. |
| 2010 | Partnered with Nightcliff Primary School and won the National Australia Bank School First grant to support refugee students at the school |
| 2010 | Commenced partnerships with schools to support humanitarian and people from refugee background. |
| 2009-10 | Introduced a family program and Tips and Ideas for Parenting Skills. |
| 2008-09 | Secured NT Government funding for the Families in Cultural Transition (FICT) program for three years and introduced a new module to the program, Welcome to Country, an initiative for families of refugee background to get to know and experience Indigenous culture. |
| 2007-08 | Introduced the Newly Arrived Youth Support Service (NAYSS) program to Melaleuca’s young clients. |
| 2005 | Established a Refugee Support Network to ensure seamless support to clients at an interagency level. |
| 2004 | Melaleuca formalised World Refugee Day Celebrations as an annual Flagstaff Celebration with communities in the NT. |
| 2004 | We changed our name to Melaleuca Refugee Centre – Torture and Trauma Survivors Service in the NT Inc (MR). |
| 2003–05 | Delivered the Families in Cultural Transition (FICT) program. |
| 2003 | Awarded the National Bank Volunteer Award. |
| 2002 | Became the central settlement service provider for newly arrived refugees in the NT. |
| 2001–03 | Developed and implemented the Strong People Strong Stories community arts project. |
| 2000 | Commenced annual Refugee Week celebrations. |
| 2000 | We became the humanitarian settlement provider for newly arrived refugees in the NT. |
| 1999–00 | Conducted the Sticks and Stones community development program. |
| 1997 | The organisation is created to provide a program of assistance to the survivors of torture and trauma and our first clients of new agency are from East Timor. Certificate of incorporation dated 17 November 1997. |