



# THE PANEL IS COMING TO YOU

*Thank you for inviting us*





A person leaves their country or refugee camp one day, takes about a 22-hour flight and eventually arrives at their new country of resettlement. That journey sometimes takes them 20 years into the future on arrival. Then life begins again.

**Where does one begin?**









# ABOUT US

## Melaleuca Refugee Centre is a not-for-profit organisation based in Darwin in the Northern Territory.

For over 20 years, we have been providing a range of integrated specialist services that supports humanitarian entrants, migrants, and people from culturally and linguistically diverse (CALD) backgrounds to achieve positive settlement outcomes enabling them to become self-sufficient and realise their aspirations.

On any given day, we are:

-  **Welcoming** UNHCR approved refugees into the Northern Territory
-  **Providing** specialist support to people who have experienced torture and trauma through their refugee journey
-  **Engaging** with schools and youth services about ways to support young people into the education system and communities
-  **Linking in** with GP Clinics, doctors, nurses and the Centre for Disease Control to build their capacity about culturally safe Migrant and Refugee Health Practices
-  **Engaging** with workplaces about supporting a culturally diverse workforce, while orienting clients to the Australian workforce
-  **Supporting** new migrants to understand life in the NT.

From the moment we welcome an individual to the time they exit our service, which can be up to 18 months, Melaleuca is responsible for orientating them and supporting them to achieve the following outcomes.



**Housing**



**Physical, mental health and wellbeing**



**Managing money**



**Language**



**Family functioning and social support**



**Community participation and networking**



**Justice**



**Education and training**



**Employment**

# ABOUT THE PANEL

**We are a team of culturally diverse professionals skilled in various specialist areas such as Social Work, Psychology, Law, Human Rights, Health and many others. We share a common interest of social justice and pride in welcoming people who are marginalised by society.**

While the **Panel** that is coming to you will be available to answer your questions, it is important that we clarify some boundaries about what is in scope and what is not in scope as follows:

## IN SCOPE

- ✓ Humanitarian Settlement in the Northern Territory
- ✓ The Refugee journey
- ✓ Humanitarian Settlement outcomes
- ✓ Orientation processes
- ✓ Complementary services and networks
- ✓ Engagement pathways and lessons learnt
- ✓ Case studies and examples of such

## OUT OF SCOPE

- ✓ International Refugee matters and policy
- ✓ Off shore processing issues
- ✓ Australia's treatment of clients on Nauru and Manus Island
- ✓ Asylum seeker policies and practices
- ✓ Matters related to specific identified individuals or clients

The **Panel** will be with you for up to 1 hour, of which at least 45 minutes will be available to you to ask your questions and make comments, the remaining time covers introductions and familiarisation.



# WHAT YOU CAN EXPECT

Your **Panel** will have one lead and up to 5 colleagues depending on the size of your audience. On arrival, we will introduce ourselves and will be easily identifiable by the green shirts that we wear.

We prefer to be seated together as this allows us to stay connected, enabling optimum service to you.

When you are ready to start your session, the **Panel Lead** will introduce each of us. Once the introductions are completed, he or she will invite your questions. The **Lead** will assign the questions to various members of the **Panel** for a response.

The **Panel Lead** will also moderate and let your team and ours know when it is time to conclude.

We really encourage you to ask many questions. Every question leads to the path of wisdom. If we do not have an answer, we will still give you a great smile and come back to you with an answer.

You are encouraged to share this information with your teams prior to our arrival.

Feel free to visit the following sites to get your brain juices flowing should you wish to before our arrival.

**Melaleuca Refugee Centre**  
[www.melaleuca.org.au](http://www.melaleuca.org.au)

**Forum of Australian Services to Survivors of Torture and Trauma**  
[www.fasstt.org.au](http://www.fasstt.org.au)

**United Nations High Commissioner for Refugees (UNHCR)**  
[www.unhcr.org/globaltrends2018/](http://www.unhcr.org/globaltrends2018/)

**Department of Home Affairs – Humanitarian Settlement Program**  
<https://immi.homeaffairs.gov.au/settling-in-australia/humanitarian-settlement-program>

## Most importantly... Ask your question!

Thank you for engaging the **Panel** and we look forward to spending some time with you.

*The Portable Panel*

**Melaleuca Refugee Centre**



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