



Melaleuca
AUSTRALIA

Everyone belongs

Annual Report

2023-24



melaleuca.org.au



Melaleuca
— AUSTRALIA —

Everyone belongs

Cover image

Mariia Hutsol (Shevchenko) and
Olexandra Hutsol (Dother)

Welcome to Country images

Ruben Lee and Nadine Lee, Gulumoerrgin (Larrakia), Wardaman &
Karajarri Nations. Dr Richard Fejo performing Saltwater Ceremony

Editor

Michelle Hobbs, Mixed Bag Communications

Design

Maria Virginia, Mivo Studio

Published

© Melaleuca Australia – November 2024

PO Box 1930, Darwin NT 0801 | P: (08) 8985 3311

In the beginning

We are on the land of the Larrakia People, the first people of this place.
For generations they have been welcoming others here.
We honour their elders past and present.

Our work starts with welcome and involves supporting people from all over the world, who have experienced loss and traumatic events to restore hope and rebuild their lives. We know and appreciate that the storyline of the Larrakia people is one that has been impacted by displacement and loss. They are people who know fully the power of hope and self-determination.

We are proud and honoured to pay our gratitude for the care and welcome you show us and the opportunity to serve you as the custodians of this land. Without you, we would not be doing the work we do.

In respecting you, we will:

Tread gently on your land.

Show gratitude and serve you with humility.

Learn from you, through the valuing of your customs and traditions.

We acknowledge that, as people with the oldest culture, you have remained strong and resilient through history.

We are truly thankful.

**WE ACKNOWLEDGE
LARRAKIA COUNTRY**

with  from Melaleuca



CONTENTS

Acknowledgement of Country	2
Our vision, mission and values charter	4
Chairperson's Reflection	5
Our Board Members	7
CEO's Report	11
Our Executive	15
About Us	19
Client Services Report	23
Our Operating Environment – Snapshot of the NT, Darwin & Palmerston	24
Client Services Impact Snapshot	25
Our Senior Leadership Team	27
Some of the stories behind the numbers	30
Health in My Language	35
Multicultural Access Program	36
Reconnect Program	37
Family Support Services	39
Health Support Services	40
Humanitarian Settlement Program	41
Employment Services	42
Learning & Development Report	43
Mela Kulcha	45
We celebrate belonging	47
Treasurer's Report	67
Finance Report	69
Financial Report & Independent Auditor's Report	72
Staff Acknowledgements & Gratitude	90
Our Services	94
Reflection	98

OUR VISION

A world where everyone belongs.

OUR MISSION

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

OUR VALUES

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

Compassion – practising empathy and kindness towards everyone.

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

Respect – accepting each person as a unique individual.

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

Being Melaleuca

As people of Melaleuca, everything we do affects each other and the people we serve. Working together towards a purpose of creating a world where everyone belongs requires us to first create belonging within our organisation and then to role model how that can ripple out into the rest of the world. This is an ongoing work of transformation for all of us. The transformation we effect is further enhanced when our individual values align with the values of the organisation. This is where our actions or inactions impact our collective direction.





CHAIRPERSON'S REFLECTIONS



For ten years, I have reflected on the global strategic issues in my report and how those issues impact the work Melaleuca does, as we respond to them.

Given the events occurring in our world today, I want to focus on how the actions of Melaleuca, as a small Non Government Organisation (NGO) in a regional pocket of Australia, may influence or remind us that the wave of change can swiftly move from the micro to the macro.

These days, I spend my time in various ways, living in Darwin and working across Northern Australia. It makes you realise how vast our country really is.

Outside of Melaleuca, my work involves engaging with other organisations to finance large strategic projects. One topic of conversation that arises is that of the workforce needed to build and operate these projects. Invariably, when discussing such a workforce, the main question always becomes “where will they live?”

For some, it's in established cities and for others it's a worker's camp, operating on a fly in fly out basis. With around 100,000 Australians choosing the latter option, their decisions can change the culture of a community. This leads to a new question of how do we restore and sustain community?

Melaleuca has found that to successfully enhance belonging in communities and social cohesion, it starts with the engagement of the communities.

It's crucial that communities actively participate in welcome and finding solutions through freely-giving relationships. These then prompt the markets, cultural and music festivals, welcome dinners, diverse art exhibitions, sharing of customary dances and performances and many other events. This in turn attracts the disparate members of our community to celebrate social harmony, enhance cohesion and strengthen the bonds of friendship.

Over the last 12 months, Melaleuca has taken an active role to increase its visibility, both locally and nationally. This has involved sitting with communities and influencing our society. The organisation knows itself well and the services it delivers. Our contract compliance and outcomes from a direct client service perspective, have been progressing well, with a team that has harmonised and integrated internal programs seamlessly.

This has led to a focus on how we now influence the NT to truly welcome diversity, speak into celebrating diversity, and influence collegial organisations and government departments to progress their strategies of growing an NT population that welcomes everyone.

My colleagues on the Board have proudly witnessed Melaleuca adopt strategic advisory roles, host key leaders, activate community leader forums (e.g. United Voices), collaborate across the NT through Mela Kulcha initiatives and participate in major NT community events (e.g. the Darwin Festival), through to having a voice that speaks into the necessary path for the NT to truly embrace diversity.

During that time, we've also proudly expanded our collaboration with organisations such as Saltbush Social Enterprises and other Indigenous service links. This has enabled us to grow our footprint in services to Australia's Indigenous people. The ground swell of change from a micro level that is influencing strategic change in the NT, is taking more effect as Melaleuca is increasingly called upon to lead initiatives that enhance social belonging.

Reflecting upon our vision of 'a world where everyone belongs', the Board of Melaleuca Australia is proud to see a year that has been exemplified by Melaleuca's greater community presence, while also collaborating with its national brothers and sisters, such as the FASSTT Network, the AMES Alliance, and the various Boards and National and International networks, which continue to influence our journey as a small organisation with a significant voice and a deep commitment to serving our clients.

If or when Melaleuca's formal services to our clients concludes, I believe that by strengthening the communities within which our clients live, will provide a stronger sense of welcome and belonging for them and they will be truly welcomed into a world where they belong. Such acts of influencing belonging can then integrate into the global picture.

For the year that has ended, I'd like to acknowledge all of our clients, give thanks to our valuable stakeholders and applaud our incredible staff and volunteers. I'd also like to express gratitude to our Board members, Associate members and Goodwill Ambassadors for their unwavering commitment and support to Melaleuca.

It's my pleasure to present you our Annual Report for the year 2023-24 and wish you well as you read some of the amazing work we do.

Ross Springolo

F CPA FAICD FGIA FCG

Chairperson

OUR 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 dynamic executive leader with 30 years of experience spanning industry, workforce, and employment sectors. She holds a Master's in International Management, a Bachelor of Education, and is a graduate of AICD and the ANZSOG Executive Fellowship program. As Deputy Chief Executive of Business and Workforce in the NT Department of Industry, Tourism and Trade, Cathy represents the Territory's interests in key national forums, including the Skills Senior Officials Network, National Skills and Migration Reform, and the Jobs and Skills Australia advisory body.

With extensive experience across Commonwealth, State, and Territory governments, Cathy is deeply engaged in driving complex reform agendas like 'Closing the Gap.' Known for her ability to lead teams and foster collaboration across government, industry, and community sectors, she consistently delivers results in challenging and evolving environments.



Priya Desai

Secretary

Priya is passionate about migrant and refugee settlement. Having lived in Darwin for many years, she has personally witnessed the evolution of its migrant and refugee community over the years.

Priya was appointed Secretary in 2024. As a Board Member, Priya hopes to apply the skills, knowledge and observations she gained from her previous work with settlement areas.

In her free time, Priya loves to travel and stay on top of current affairs.



Eric Withnall

Treasurer

Eric is a local solicitor and an active community member. He joined the Board in 2021, was appointed Secretary in 2023, and became the Board Treasurer as well as Chair of the Finance, Audit and Risk Committee in 2024. His areas of expertise 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.



Colin McDonald QC

Member

Colin has served as a Queen's Counsel for over 26 years, appearing in numerous reported decisions of the Supreme Court of the Northern Territory, Courts of Appeal, Federal Court, Full Federal Court, and High Court of Australia. His expertise spans high-level legal advice and representation in criminal and civil cases, including in international courts across Indonesia, Malaysia, and Singapore. He has also acted as counsel for refugees in Australian courts for many years, reflecting his commitment to humanitarian rights and Australia-Asia relations.

Beyond his legal career, Colin is deeply involved in various initiatives, contributing his expertise to public health, the Arts, and Aboriginal welfare. He is an active member of Melaleuca Australia, the NT Bar Association, and the Australia Indonesia Business Council, and has served as the former Chair of the Northern Centre for Contemporary Art. His dedication to justice, public administration, and Australia-Indonesia relations highlights his broad impact across multiple sectors.





Ben Poveda-Alfonso

Member

Ben is a Senior Policy Officer at the Department of Territory Families, Housing and Communities, where he leads the Office of Youth Affairs, driving 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 essential support services to international students and visa holders.



Originally from Colombia, Ben arrived in Australia as an international student in 2015. His passion for multiculturalism, youth empowerment, and international education led to a role at Charles Darwin University and nearly four years of involvement with Melaleuca. Recognised for his contributions, Ben has received several prestigious awards, including 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.

Tisha Tejaya

Member

Tisha is an award-winning artist based on Larrakia Country, Northern Territory, whose work celebrates the adventures, food, and culture of the multicultural migrant and refugee communities in the NT. A Chinese-Indonesian migrant, Tisha fondly recalls the generosity shown to her family when they arrived in Australia over 25 years ago. As a Board Member, she is committed to helping Melaleuca Australia ensure that every newcomer feels as welcomed as her family did. Her expertise spans governance, employment law, and diversity and inclusion.



In her spare time, Tisha is a guest speaker on ABC Radio Darwin and volunteers as a lawyer at the Top End Women's Legal Service. She is currently employed as a botanist with the Department of Agriculture.

Lorenzo Siciliano

Member

Lorenzo is an accomplished educator and project manager with deep ties to Darwin's multicultural community. He joined the Board in 2018 and exited in August 2023 however remains an Associate Member. He has extensive experience working in remote environments and with refugees in developing countries, including managing a camp of 25,000 people on the Darfur border.



He has collaborated with institutions like Charles Darwin University and various organisations focused on supporting culturally diverse communities and youth services.

Sanja Hill

Member

As a long-term Darwin resident, migrant to Australia and former refugee, Sanja is keen to support Melaleuca's vision to help everyone in the Territory feel welcome. In addition to her position as a Board Member, Sanja also devotes her time to Melaleuca's Finance, Audit and Risk Committee and as an independent member of the City of Darwin Risk Management and Audit Committee.

Sanja specialises in improving organisational performance through improved planning, risk management and governance. She believes in creating strategic clarity and simplifying supporting tools and processes, as ways of building a high-performance culture.

Her professional experience is a combination of external consulting, internal advisory and operational roles. She has worked in international consulting firms, frontline and central government agencies and the banking sector.

Sanja has recently returned to a public sector role as a Director for the Attorney-General and Justice (NT), to be part of something bigger than herself and influence change from the inside.



Below: Kwame Selormey, Ben Poveda-Alfonso, Priya Desai, Eric Withnall, Sanja Hill, Ross Springolo and Cathy White.



CEO'S REPORT



There is a story often told in west Africa, about the Legend of Sankofa - a mythical bird that flies forward with its head turned backwards, while carrying an egg in its beak.

The legend tells of the importance of looking back, as the wisdom from the past becomes the fuel of strength and the source of celebration in the present. According to the legend, when Sankofa finally lands and places her egg on the earth, her future emerges. After being protected from the destructive head winds, we learn that to look back is not being backwards, but is rather the beginnings of a journey that is perpetually onward.

Every year around this time, I sit and stare at a blank page. As I reflect on the year that has been, I give myself

permission to travel back – intentionally looking at it as a whole, revisiting a range of feelings and thoughts, that often remind me that, while we are no longer where we were at this time last year, we have left behind a chain of stories waiting to be told.

I have chosen to focus our lens of looking back much more strongly into the organisation this year featuring my colleagues and internal culture.

The 2023-24 year has been a year with significant re-alignment of the Executive portfolio. The role of Executive Director Client Services, held by Erin Plumb, expanded to include leadership of our employment services, as Workforce Australia stabilised within the organisation in its second year of operation.



Support Services joined the Office of the CEO and we farewelled a number of valued colleagues: Ellie Keegan, Director Learning and Development, Hamish McDonald, Director Finance and Infrastructure and Joy Onyeledo, Director Support Services.

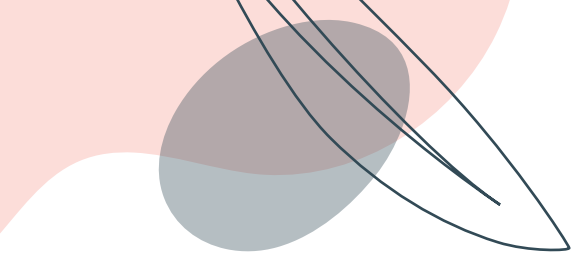
This year, we also welcomed Ali Dhirani, who has been journeying with Melaleuca in various capacities for several years. As Melaleuca's leadership strengthened, the Board and Executive took the opportunity to farewell Toni Stampalija, a strategic advising consultant to our organisation for the last seven years. We wish Toni all the best as she steps into her new CEO role in WA. In true alignment with Melaleuca's values, we are proud to continue our association with our loyal and now, lifetime friends of Melaleuca Australia.

As we continued to deliver day to day services to our clients, our focus was also very outward looking - adopting a strong leadership role within the NT and nationally, to amplify the voices of the communities we serve, speaking into policy and strategic matters to ensure that a future exemplified by belonging was being influenced. This ranged from speaking into Australia's

Multicultural Framework Review, The Migration Amendment Bill, advocating for multicultural health services, influencing changes towards retention of multicultural communities in the NT, leading key discussions and systemic change towards reducing domestic and family violence, amplifying multicultural youth voices, through to releasing new approaches towards the growth of cultural humility in the NT. In considering humanitarian settlement in the NT, Melaleuca spoke into the future approaches and proposed possible and sustainable models for consideration.

Legal representation for humanitarian entrants, refugee and asylum seekers living in the NT has often been an area of significant gap. However, this year, Melaleuca partnered with Victorian based firm, Refugee Legal, to establish a local service in Darwin, that offers specialist legal migration support for humanitarian entrants, refugee and disadvantaged migrants. This service has now commenced and we are progressing towards a consistent physical local presence.

As our employment services – Workforce Australia continued to grow with the support of the AMES Alliance, Melaleuca has been able to customise a range of



skills, development and supports for job seekers in the NT.

As the majority of these job seekers are Indigenous, we collaborated with Indigenous communities and organisations to effectively progress new initiatives.

We have seen an improved balance between the direct services we provide to our clients and the indirect systemic changes and influences we cultivate, to ensure that as our clients exit the organisation, they are welcomed into a community/society that knows about them, anticipates their involvement, sees the contributions they bring and is proud to be associated with them. In order to progress this, we've strengthened our leadership of the Settlement Services Network, which is chaired by Melaleuca and brings together over 20 agencies (not for profit organisations and government departments), to progress key strategic issues specific to the work we do. We have also expanded our partnerships with employers, formed stronger alliances with community leaders and taken on intentional capacity building /

advisory services with government and various sectors.

We remain a small, yet well-connected team, working across multiple sites, with a vast impact. We have had to intentionally carve new ways of connecting and embrace rituals that ensure we remain aligned with our vision, mission and values. This has been the year where we have seen the benefits of small, consistent rituals generating and harmonising strong connections between all aspects of the organisation. From regular opportunities to connect as a whole of organisation, through to online meetings, toolbox conversations and other opportunities to come together to play, laugh and recharge, we can continue making a positive difference to the individuals and communities we serve.

Our social enterprise Mela Kulcha has had a relatively quiet year, as we took time to reshape the model, in anticipation of its new phase. As always, we are incredibly grateful to our sponsors, without whose support, Mela Kulcha would not be possible.



I'd also like to extend my sincerest gratitude to the Board of Melaleuca, for their continued support and to all my colleagues and volunteers, who I have been proud to look back on and smile as I reflected on the year.

It goes without saying that we exist because of our clients and I acknowledge the deep trust they place in us to serve them.

As the year 2023-24 wrapped up, the Board endorsed the promotion of Erin Plumb into the role of Deputy CEO. I have great respect for Erin and I'm excited and proud to work alongside her. She brings a new and complementary leadership approach to Melaleuca. I am sure that this too will be a story I look back on with great pride and celebration.

A remarkable year has occurred and I am deeply proud to share it with you in this report.

With sincere thanks,

Kwame Selormey

Chief Executive Officer

Below: Ellie Keegan, Toni Stampalija, Erin Plumb & Kwame Selormey.



OUR EXECUTIVE

"Education is what remains after one has forgotten what one has learned in school."

Albert Einstein

This year, Melaleuca partnered with Deliberate Practice, our professional development coaches – to journey with the Executive and explore how our individual characters affect the way we lead and connect as colleagues.

The Executive meets on a fortnightly basis and sometimes devote time to crucial conversations. During these conversations, we explore various complex scenarios that influence real life actions of leadership. We have seen real development in this area which has enhanced how we bring our full selves into the workplace and operate as a high functioning Executive.

Below: Executive with Melanie Haydon from Deliberate Practice.





Kwame Selormey

CEO

Kwame, born in West Africa and now living on Larrakia Country in the Northern Territory, is the CEO of Melaleuca Australia. He is a strong advocate for human rights, particularly in supporting culturally and linguistically diverse communities to increase self-advocacy. Kwame is a founding committee member of the NT Human Rights Awards and has over 25 years of experience leading teams and driving systemic change in refugee, migrant health, disability care, and mental health services. He serves on several national boards, including the Refugee Council of Australia and the SBS Multicultural Advisory Council. Kwame was a 2022 NT Australian of the Year nominee and recently joined the Pacific Compliance Advisory Board of the International Rehabilitation Council for Torture Victims.



Erin Plumb

Executive Director Client Services & Deputy CEO

Born in Australia and shaped by her experiences living across three continents, Erin now calls Darwin home. With a background in nursing, a Master's in Public Health, and studies in project management, she balanced her career while raising three children. Her passion for humanitarian work was sparked by a childhood visit to a Thai refugee camp, inspiring her lifelong commitment to supporting refugees. Since joining Melaleuca in 2019, Erin has made notable progress in the Refugee Health Program, increasing the visibility of multicultural health in the Top End.

As the Executive Director of Client Services, she leads a multidisciplinary team, providing holistic support to individuals and families in Darwin. Erin actively participates in local and national forums, advocating for trauma-informed, client-centered, and culturally safe services for diverse communities.



Ellie Keegan

Director Learning & Development

Ellie came to Darwin in 2007 as a migrant and joined Melaleuca in a volunteering capacity. She has been a teacher, teacher trainer and worked in a number of educational institutions in education roles, including universities for over 25 years. Ellie believes strongly in the transformative power of education, both in its formal and informal contexts. In 2021, Ellie commenced her role as Melaleuca's Leader, Learning and Development and in 2022 was appointed Director.



Hamish McDonald

Director Finance & Infrastructure

Hamish has over 20 years of experience in the not-for-profit sector, particularly in the arts and he has managed the finances of several community organisations.

Hamish led Melaleuca's finances up until February 2024, ensuring financial stability and the sustainable delivery of essential services. Working closely with the CEO to shape the annual budget and allocate resources across various programs. Hamish appreciates the diversity of Melaleuca's staff, highlighting their unique backgrounds and shared experiences, and describes the organisation as a lively and positive workplace, stating, "It's a pleasure to walk through the door each day."



Ali Dhirani

Director Finance & Infrastructure

Ali took on the role of Director of Finance & Infrastructure in February 2024, but he had been a long-time supporter of Melaleuca even before this. He embodies a true entrepreneurial spirit, guiding his path with empathy and vision.

Central to his impactful journey is a consultancy firm dedicated to nurturing and empowering migrant communities, small businesses and not-for-profit organisations, a heartfelt endeavour that stands as a beacon of support and guidance. His ventures reflect not only Ali's entrepreneurial acumen but also his deep commitment to social change and the uplifting of marginalised voices.



Joy Onyeledo

Director Support Services

As a member of the Executive team, Joy oversees administration, compliance, asset and property management, work health and safety, human resources, and IT at Melaleuca. Her role provides valuable insight into how these areas work together to optimise the organisation's overall function..

With over 14 years of experience in client services, Joy has supported and advocated for individuals with disabilities, mental health issues, and families, helping them live independently and engage with their communities. She is passionate about fostering an environment where youth feel valued, recognised for their talents, and empowered to become integral members of society.



Belle Allison

Executive Assistant

In 2008, Belle moved from Tasmania to the Top End, where she established her family in Darwin. She commenced with Melaleuca in May 2023 and continues to grow both personally and professionally while building a fulfilling career.

As a highly motivated and adaptable Executive Assistant and Board Secretariat, Belle excels in delivering exceptional administrative and governance support to the Executive, Board, and Management. With qualifications in Leadership & Management and Business Administration, she is a key coordination point, known for effective communication and consistently high-quality work. Her strengths include managing competing priorities, handling sensitive information with discretion, and serving as a proactive, strategic business partner.

ABOUT US

As an organisation operating with around 90 staff from over 30 countries speaking over 30 languages, our work has two primary focus areas:

1

To directly serve individuals and families arriving in Australia, due to refugee-based circumstances or by choice as migrants, and some of Australia's most vulnerable people impacted by unemployment to access meaningful employment opportunities.

2

To build the capacity of communities, service providers, government and the broader community to create caring communities which promote belonging and inclusion of the vulnerable people we serve.

Every day we experience the vast spectrum of life as we walk with our clients.

We see that first hello with strangers who do not understand a word we say, watch the navigation of dreams that lead to employment, listen to journeys checkered with resilience and pain, and explore hope for ageing elders in a new place.

We navigate creating linkages to Australia's complex health system, orientation into the justice system, introductions to online banking, interactions with new and complex cultures – including in the context of family dynamics, and overcoming the global tenancy crisis.

We celebrate small and big wins, such as speaking English for the first time without an interpreter, giving birth to the next generation in Australia, obtaining a driver licence, or completing a certificate.

We create linkages between Australia's Indigenous people and the newest permanent residents, support organisations and government departments to revisit policy and system matters and advise child protection services.

We support community leaders to speak about the matters across the life span from birth to death which affect and impact on their communities.

We see healing occur and dignity restored as we witness the kindness of humanity. To accomplish this every day requires everyone to be connected as a team, to welcome mystery, have faith in each other, accepting that we don't know what we don't know, and to truly trust in the kindness of strangers.

This is the “impossibility” we make possible every day.

Our staff came from

34 different countries.

This highlights the cultural diversity across of our workplace.



Below: Multicultural services team building activity in our training room.



Above: Staff end of year function.

Our ingredients of possibility – small things we do together to help us stay focused on purpose.

Glueing our culture through a range of connections:

Toolbox

Link & Sync

**Monthly
Connect**

**Wellbeing
days**

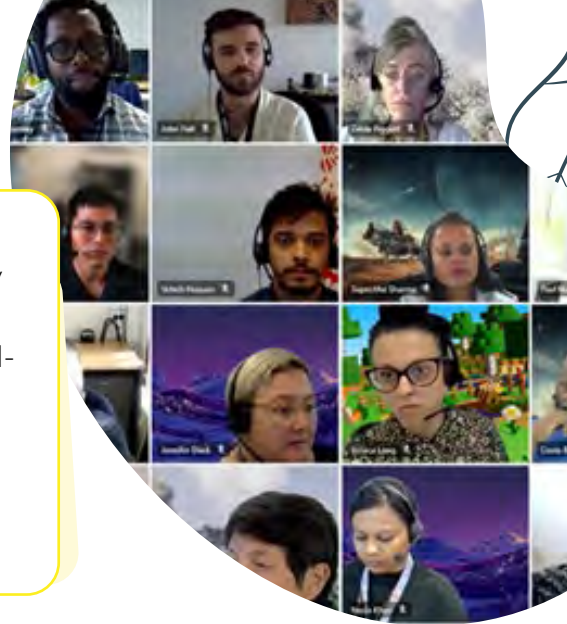
**Various staff
meetings**

**Food &
Music**

**Staff
Surveys**

**Reflective
practice**

Right: All staff meeting online for Toolbox.



Toolbox

This initiative is a cascading online approach to snippets of learning. They occur once a month across the whole organisation to address organisational-wide matters and once a month for site-specific matters. During Toolbox, we also connect with our colleagues through dedicated bonding time and celebrating achievements.

Link & Sync

Occurs every Monday morning at each local site. This is our time to gather informally, talk about our weekend, have coffee together and share anything we wish to focus on for that week. It's also an opportunity to ask colleagues for any help we might need that week.

Monthly Connect

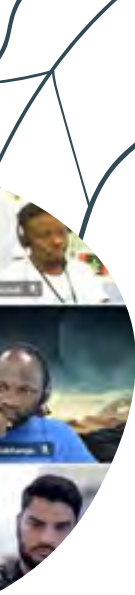
The work we do can sometimes prove emotionally intense. Monthly Connect creates a fun opportunity for teams to laugh, play and share. This generally includes a range of team building activities.

Wellbeing days

In an industry prone to high burnout, staff are encouraged to pause often to practice self-compassion. Our Wellbeing days are held every fourth months and involve a range of different off-site activities and initiatives.

Various staff meetings

It goes without saying that we hold a range of staff meetings across the organisation. However, they're all underpinned by a particular values based approach to connecting. The CEO holds all staff meetings quarterly, to update staff on matters across the whole of organisation.



Food & Music

Above all else, there is always an abundance of this. It's what glues our cultures together.



Staff Surveys

Every year, Melaleuca activates a staff workforce satisfaction survey. This is an anonymous way of taking the temperate of our organisational culture. This year, some of the feedback included:

- “ I started working here less than 1 month ago and I enjoy both my job and communication with my colleagues. ”
- “ It's great to be a part of Melaleuca Australia. ”
- “ Satisfied overall thanks. ”
- “ I appreciate the huge efforts being placed into streamlining administrative processes. ”
- “ Everything is excellent. ”
- “ I am glad to be part of this organisation. ”
- “ My manager timely enquires about different ways to enhance our productivity. ”
- “ I always strive to be better, do better, always learning, that is entirely up to me. Melaleuca goes above and beyond with training and managerial support. It's more what can I bring, to enhance my job satisfaction. ”

Reflective practice

Involves regularly gathering in pairs or groups to discuss and reflect on client-related topics, using approved frameworks to enhance our professional skills and improve our practice.

Below: Employment services team at Nightcliff Sports Club for a game of lawn bowls.



Above: Employment services team Monthly Connect shenanigans.



CLIENT SERVICES REPORT



Our Client Services teams continue to dedicate themselves to our vision of achieving 'A world where everyone belongs'.

Every day I watch proudly, as staff counsel, care, guide, advocate, encourage, teach and learn from our diverse and resilient clients.

It's been a big year, with several staff stepping out to grow their families, pursue other roles or move interstate. In true Melaleuca style, we've wiped our tears and welcomed new colleagues with open hearts - always knowing that in unity, we continue our important work together.

In the second half of 2023, I resumed leadership of multicultural services and employment services. This was a strategic move to bring increased interaction and harmony across all client services sites, as well as a greater focus on the sharing of skills and expertise; and a systemic approach to processes, compliance and continuous improvement.

Over the next few pages, you are invited to read the data which shows the quantum of key deliverables. Behind every number is a significant story of transformation. You'll also read just some of the interactions our Client Services team have had as they work closely with a client – and the story that emerged which shared our client's dreams and hopes

Erin Plumb

*Executive Director Client Services
& Deputy CEO*



Our Operating Environment - Snapshot of the NT

The Australian Bureau of Statistics reported the following in the 2021 Census:

Main language used at home

Northern Territory

English	57.3%
Kriol*	2.2%
Djambarrpuyngu*	1.7%
Greek	1.4%
Nepali	1.3%
Tagalog	1.3%
Mandarin	1.1%
Warlpiri*	1.1%
Filipino	0.9%
Tiwi*	0.9%

* represents Aboriginal language

233,000

people counted as usual residents in the NT.

21.8%

of people were born overseas.

61,000

people identified as being of Aboriginal and/or Torres Strait Islander, making up 26.3% of the NT population.

57.3%

only used English at home.

Snapshot of Darwin and Palmerston Regions

Main language used at home

Darwin

English	60.8%
Greek	3.3%
Nepali	3%
Mandarin	2.2%
Tagalog	2%
Filipino	1.4%
Malayalam	1.2%
Indonesian	1.1%
Vietnamese	1.1%
Punjabi	1%

Palmerston Regions

English	72.5%
Tagalog	2.2%
Filipino	1.6%
Greek	1%
Vietnamese	0.8%
Mandarin	0.7%
Nepali	0.6%
Thai	0.6%
Punjabi	0.6%
Indonesian	0.6%

Country of birth

Darwin & Palmerston Regions



● Australia (61.5%)	● New Zealand (1.7%)
● Philippines (4.3%)	● China (1.2%) <small>(excludes SARs and Taiwan)</small>
● India (3.1%)	● Indonesia (1%)
● England (2.6%)	● Greece (0.9%)
● Nepal (2.1%)	● Sri Lanka (0.9%)

The services we have delivered - client services impact snapshot



Multicultural Services

572

clients from 48 countries accessed 2,660+ sessions of case management or counselling.

173

adult clients attended 45 workshops (not including health clinics or orientation).

140

local school students engaged in 32 sessions for Rhythm to Recovery and Tree of Life.

71

young adults accessed 39 activities.

140

orientation sessions were delivered.

63

health clinics were delivered onsite.

11

schools engaged with outreach, capacity building and general supports.

150+

networking engagements were delivered with sector stakeholders and agencies.

Employment Services

2,573

clients accessed services.

11%

of clients were born in 58 countries outside of Australia.

69%

of clients identify as Aboriginal/Torres Strait Islander.

3%

of clients came from refugee backgrounds.

378

clients were supported into employment.

149

(40%) of clients remained in work after six months.

217

clients engaged with education opportunities.

127

clients engaged with 1:1 Indigenous Mentoring, including an additional 89 clients in our group sessions.

65%

of our clients experienced barriers to obtaining employment.

204

Job Seekers commenced non-vocational activities.

Multicultural Services

Main language used at home

Swahili	26.8%
Urdu	15%
English	9.4%
Oromo	6.2%
Somali	4.2%
Thai	3.1%
Burmese	2.9%
Arabic	2.7%
Other	2.5%

Country of birth



- Congo, Democratic Republic of (22.7%)
- Pakistan (18.3%)
- Kenya (7.8%)
- Ethiopia (6%)
- Thailand (5.1%)
- Burundi (4.7%)
- India (4%)
- Sudan (3.1%)
- Afghanistan (2.2%)
- Australia (2.2%)

Employment Services

Main language used at home

English	98.36%
Swahili	0.74%
Djambarrpuyngu*	0.39%
Warlpiri*	0.35%
Kriol*	0.31%
Thai	0.23%
Tiwi*	0.23%
Yolngu Matha*	0.23%
Arabic	0.19%
Vietnamese	0.19%
Arrente*	0.19%
Murinh-Patha*	0.19%
Burarra*	0.12%
Indonesian	0.12%
Gunwing*	0.12%

Country of birth



- Australia (94.8%)
- Philippines (1.3%)
- Congo, Democratic Republic of (1.2%)
- Thailand (0.9%)
- Indonesia (0.8%)
- East Timor (0.8%)
- New Zealand (0.7%)
- United Kingdom (0.6%)
- Vietnam (0.6%)
- Papua New Guinea (0.5%)
- Pakistan (0.5%)
- Sudan (0.5%)
- Greece (0.4%)
- Sri Lanka (0.2%)
- Ukraine (0%)

* represents Aboriginal language

Our Senior Leadership Team (SLT)

In 2023-24, Melaleuca welcomed an internally developed and "home-grown" team of unique individuals.

The SLT lead teams across all aspects of the organisation from client services and support services, and the team directly reports to the Executive.

You can see the *inspiring Melaleuca journey* each leader has undertaken to get where they are today.



Jessica Long

Manager Employment Operations



Manager Employment Services



Senior Employment Mentor



Carine Kapiamba

Manager Employment Engagement



Orientation Trainer



Case Coordinator - Employment



Consultant



Volunteer



Client



Prasanthi Silva

Senior Finance Officer



Finance Officer



Volunteer



Client



Bree Herndon

*Manager
Health Services*



Senior Health Services
Coordinator



Health Services
Coordinator



Hugo Granados

*Manager Community
Services*



Case Coordinator



Support Worker



Volunteer



Client



Zelda Pigott

*Manager Health &
Wellbeing Service*



Manager Counselling
Services



Senior Counsellor



Counsellor

Inspiring JOURNEY

I arrived from the Democratic Republic of Congo in 2008, having walked the challenging refugee journey. Due to an overwhelming desire to give back, I started volunteering with Melaleuca in 2013 while studying a double degree in Commerce, Management and HR. I then joined Melaleuca staff in 2018, with the 'Inside Out Program' coaching clients around employment readiness. A growing passion to see people from refugee or migrant backgrounds obtain employment, led me to be involved in multiple projects, including partnering clients with farmers for harvesting, work readiness training and starting my own consultancy business.



In 2021, my dream to see Melaleuca become an employment provider finally became a reality, as we worked together with the AMES Alliance Team to submit the Workforce Australia Tender.

Today, as I reflect on my position, I encourage all of us not to forget where we've come from and to continue working hard for things that matter.

Carine Kapiamba

Manager Employer Engagement

“ Carine’s quiet humility, infectious laughter and deep wisdom has been a consistent strength for the Employment Services team and the clients we serve there. ”

Erin Plumb

Executive Director Client Services

Some of the stories behind the numbers

After spending the majority of my adult life in prison and overcoming substance misuse, I came to Melaleuca Employment Services seeking support.

With a strong desire to work in the landscaping industry, I attended a job interview and started as a Grounds Man at the local Darwin garden centre the very next day!

Melaleuca helped me to obtain a White Card (a licence required to work on a construction site), attend an industry tour, write my CV and apply for work.

I am now independent from Services Australia, have a job which matches my desired lifestyle and aim to become an aspirational speaker for young people.

Ethen

Former Client



I am a hard-working woman with over 10 years' experience in hospitality and cleaning. I was very keen to work, but didn't have a driver's licence and lacked confidence with digital skills. Melaleuca supported me to update my resume and explore different career options. I engaged with DriveSafe NT to get my driver's licence and attended pre-employment programs to boost my confidence and skills.

Just 13 months later, I achieved employment with a local hospitality company.

Gwendoline

Client



"No job is insignificant. Any work that uplifts humanity has dignity and importance."

Martin Luther King Jr.

You arrive into a new country not having a rental history and in many cases not being able to speak, read or write in English. On the backdrop of the current Australian rental crisis, the “impossibility” is to find a home.

I supported a family whose lease was ending and needed to find another property immediately. My goal was to support the family to search for a home themselves and advocate when needed. The family spoke little English, presumed they were being discriminated against when applying, had limited income and a poor understanding of the real estate system.



The family worked together to actively search for homes, attend property inspections and obtain application forms. However, submitting the applications was hindered by poor digital literacy, which resulted in misplaced passwords, missing emails (or full in-boxes) and navigating various essential mobile apps. The young adults in the family were required to step into the ‘parental responsibilities’ role, which lead to added pressure on the family roles and dynamics.

The family eventually applied for over 20 houses and Melaleuca continued to advocate consistently and respectfully with real estate agents, to ensure communication was clear and understood by both parties. One week prior to the eviction date, the family finally received an offer for an affordable and safe home – and yes, a celebration did follow!

Sun Tan

Case & Services Coordinator SETS

During a civil war, people's choices are removed. Their connections with family are severed and at times, family members are lost. In a situation where separation is over 14 years, any chance of reunion becomes "impossible".

I fled civil war in Sri Lanka and arrived to Australia in 2012, where the boat I was travelling on was intercepted and taken to Christmas Island. Sometime later, I found myself at Wickham Point Detention Centre in Darwin and was released on a Temporary Protection Visa / Safe Haven Enterprise Visa in 2015. At that time, I contacted Melaleuca and have been using their services when needed ever since.

With the changes to visa policy in 2023, I was finally able to apply for a permanent visa, through the Temporary Residence Transition Scheme. Melaleuca supported me to access NT Legal Aid Commission. After 11 years, I was finally issued a permanent visa.

I now had the liberties that I had only dreamed of over the past decade - to travel freely to see my childhood sweetheart from Sri Lanka and bring her to Australia to join me. At the beginning of October 2023, I travelled to Malaysia where I married my wife!

With Melaleuca's referral, I accessed help from Refugee Legal to obtain a partner visa for my wife, who will now be joining me in Australia in August 2024.

Through my determination and resilience and never giving up - despite the challenges – I realised my dreams. I would like to express my gratitude to all the service providers who have journeyed with me in my story.

Mahesh

Client of the Program of Assistance for Survivors of Torture and Trauma

Right: Mahesh and his wife reunited at the time of publishing this report.





Social connections are a fundamental need for all humans, yet establishing these in a new country and culture can be daunting and difficult. Blended with uncertainty and fear around an entirely new set of social rules, expectations and play activities, it can feel ‘impossible’ to identify safe relationships.

I organised a range of social activities, which engaged over 200 clients from more than 40 different countries. Our clients participated in various activities aimed at reducing social isolation, improving health and wellbeing and building skills and confidence. Activities included yoga, walking, art and music therapy, CrossFit, fishing and so much more!

Often, families arrive to Australia and find themselves immersed in a culture where water play is common practice. I organised a series of free introductory swimming lessons, where participants discovered they not only learnt basic water skills and confidence around water, they also built meaningful connections with people.

Liam Somers

Community Engagement Coordinator





Feedback shared by participants:

“ I felt more confident, relaxed and I felt connected with other women ”

“ I met some nice people and it also enriched my life. ”

“ It helped with our physical and mental health. Felt like we can do and learn new skills to survive and help our kids too. ”



Health in My Language



Navigating a foreign health system in a new country can be overwhelming and scary – especially when you're experiencing a health crisis. When this is complicated by no Medicare coverage, financial instability and potential language or health literacy barriers, receiving easy to understand health information can appear 'impossible'

The Health in My Language and Multicultural Access Program teams delivered 68 group sessions to over 750 community members.

I led the Health in My Language team to reach out to their local cultural communities to bring people together and learn about Covid and different health topics. Our Bilingual health educators were trained in a variety of different subjects which they could then deliver to their local community; or co-deliver with another health specialist.

One initiative was 'Cooking in Colour', which was a cultural exchange of recipes and natural remedies that would help with common health conditions like colds and flu, building immunity, etc. These sessions were always well attended and provided a platform for cross-cultural dialogue, keeping age old customs and traditions alive, and information sharing.

Sucha Chakravarthy

Project Coordinator

Right: Luyi Yang, Bilingual Health Educator delivering a workshop.



Multicultural Access Program

Since March this year, the Multicultural Access Program team have been very active in the community to improve the access of multicultural communities to the local health system. Health Link Coordinators Tabita Bastos and Linda Cherop worked steadily to share information with health services about the interpreting services and different resources available to them when engaging with CaLD patients.

In the meantime Bicultural Health Facilitators Farah Khan, Lillian Tarus and Yanisa Ainsworth co-delivered sessions to community members to increase their understanding of the health system, dispel myths, and increase health literacy.

One popular session was how to put together a 'healthy lunchbox'. Health Promotion Officer Farah Khan delivered this session in partnership with STEPS Education and Training, where she taught students how to cook flat bread and eggs – a simple, nutritious and delicious lunch time meal!



Right: Lillian Tarus, Linda Cherop, Zelda Piggott & Farah Khan.



Reconnect Program

As the Youth Coordinator in the Reconnect Program, I've worked hard this year to create a space where young adults can meet with other people to learn skills, eat food and have fun! Thanks to a grant from the City of Darwin, we were able to host several Holiday Programs – the first starting at Kingpin where many participants enjoyed bowling, laser tag, ping pong and arcade games (many for the first time!). They then moved on to Free-ze Skate, Deck Chair Cinema, Hip Hop Dance with Corrugated Iron Youth Arts and DJ Workshops. Football NT provided soccer clinics and we are grateful to Mindil Aces for providing several scholarships to join their club for the season!

With the Melaleuca young adults, we once again competed in the annual Anglicare Couch Surfing event, where our team came second! We also engaged with other organisations to facilitate the Marrara Sports Tour and attended the Darwin Youth Conference. We've also continued the weekly after school program, where young adults come to chill out and 'just be'.

The highlight of the Reconnect Program this year was seeing youth who have been here for some time, welcoming and accepting others who had just arrived. Melaleuca youth embody inclusivity and actively encourage everyone around them.

One of our key achievements this year was collaborating with the MYAN for the conference which occurred 27-28 November 2023. Prior to the conference, I had the opportunity to meet with various key politicians at Parliament House, Canberra, along with other national youth leaders and selected young people.

Etabez Donato

Youth Coordinator

Right: Melaleuca came 2nd at the Anglicare Couch Surfing competition.





Young people's interests are shaped by their culture, their family and values and the environment in which they grew up. On arrival in Australia, young people go through an incredible journey of adjustment, heightened vulnerability and identity, searching, while also experiencing isolation. The "impossibility" is to inspire curiosity while blending relationships with young people from multiple countries and multiple families.



Family Support Services

We continue to provide advocacy within the Family Support Services team – often with clients caught up in visa uncertainty.

One story involves a family of three who entered Australia on a bridging visa and then applied for study visas to pursue a Master of Accounting. Due to the study visa application taking a lot longer than expected and their visa prohibiting them to work, the family very quickly found themselves in severe financial crisis, despite their initial savings and planning.

With the burden of maintaining tuition fees, rent and basic living needs, they came to Melaleuca seeking financial relief, support for poor mental health and the desire to connect with people.

Melaleuca liaised with other organisations who issued bond assistance, food vouchers and provided financial counselling. The wife engaged with the Melaleuca women’s social activities, which helped to reduce her social isolation and improved her emotional wellbeing. Today, the family has received their new study visas - with working rights - and they are both working and studying.

Hugo Granados

Manager Community Services



Right: Hugo Granados, Mfaume Kakozi and John Hall leading a men's group walk.



Health Support Services

I responded to the call from NT Primary Health Network (NT PHN) to research multicultural health in the NT and identify the emerging trends, needs and gaps. My exhaustive research included a literature review, surveys of over 90 multicultural people and proceedings from two open space events. I presented my final paper, 'Augmenting Refugee and Migrant Health in the NT', with multiple recommendations to NT Health and NT PHN and was invited to share my findings at the inaugural National Multicultural Health and Wellbeing Conference in Victoria.

My key recommendations for the NT include:

- Develop a multiagency healthcare specific language services policy and standard procedures for working with health interpreters in the NT.*
- Develop a research and engagement strategy for increasing interpreter use in primary care.*
- Improve mechanisms for data collection in service provision and quality improvement and research projects.*
- The need for the NT to develop a multicultural health strategy.*

Bree Herndon

DNP, RN, RMW

Manager Health Services

Humanitarian Settlement Program (HSP)

This year, Case and Services Coordinator HSP, Ivy Chepkoech and I have had the privilege of coordinating the initial settlement journey for families arriving through the HSP.

However, it's important to acknowledge that we are part of a larger team, including support services staff, bicultural support workers, orientation learning partners, the health services coordinator, PASTT counsellors, logistics and housing officers, the finance team and administrative staff. It truly takes a collaborative effort to meet both the contractual requirements and the personal needs of the families we serve.

We've welcomed a diverse group of clients this year from Afghanistan, Eritrea, Ethiopia, Guatemala, Iran, Myanmar, Somalia, and Sudan. While many families have chosen to relocate to other states, it has been rewarding to witness the successes of those who have remained in Darwin over the past few years.

One inspiring story is that of Mansoor and his family of three, who arrived from Pakistan in 2022. They diligently participated in our HSP Orientation, the STEPS Adult Migrant English Program and Workforce Australia employment services. They also returned to Melaleuca multiple times to welcome new families at our monthly 'Welcome Tea' events. After completing the HSP, we didn't hear much from them, so you can imagine our delight when we received the photo below, announcing Mansoor's successful employment 26 months after their arrival!

Paul Machuki

Case and Services Coordinator - Team Leader



Left: Ivy Chepkoech and Afia Azam attending the MYAN Youth Conference in Sydney.



Below: Mansoor UI Haq on location in his new job.



Employment Services



It has been an honour this year to lead the Employment Services team, alongside Renata Puccetti and Carine Kapiamba. Our mission is to support job seekers in identifying their career goals and embarking on the journey to achieve them. While some individuals may seem to transition into employment effortlessly, others may take a more scenic route. This could involve enrolling in educational programs, participating in self-care activities, finalising essential documentation (such as ID and police checks), or engaging with our skilled team for career mentoring.

This year, we have continued our partnership with CTA to deliver short courses, collaborated with YouthWorx for industry bus tours. We also worked with APM and Intojobs, for the Career Open Day which saw many organisations attend who create career opportunities for our Job Seekers. We are grateful for their contributions and look forward to further strengthening these relationships.

Achieving employment is about more than just earning a salary; it contributes to a sense of identity, self-worth, improved health outcomes and a sense of purpose. Near our service area, we have a large brass bell that we ring each time a job seeker secures employment. The sound symbolises the persistence, determination and commitment of both our staff and job seekers in transforming their lives through employment.

I am incredibly proud of our Employment Services team and would like to express my heartfelt gratitude for their consistent hard work this year. I hope you have taken the time to read the Good News Stories in this report which demonstrate the great work of our Employment Services Team

Jessica Long

Manager Employment Operations

LEARNING & DEVELOPMENT REPORT



This year, the Learning and Development team continued to work across all sections of Melaleuca and was involved in an immensely wide range of activities, ranging from training up volunteers to planning social media campaigns, managing venue hire of our newly roofed courtyard space, to collaborating with Charles Darwin University on a research project.

Significant highlights from this year include: Seeing the growth and emerging leaders in the MyNT group- one of whom accompanied our CEO to experience a ministerial meeting and displayed a maturity and set of reflective skills that we all learnt from; Working with the community groups through United Voices for the truly inspiring and memorable events for Refugee Week 2024; Hosting cooking classes and bringing community members into our beautiful space to experience real connections with

people and communities through food; The completion of the publication celebrating the 25 year anniversary of Melaleuca and, as always, the pleasure and privilege of working with newly arrived humanitarian clients through the delivery of 173 Orientation workshops and 216 participants.

We also organised a wide range of training for staff across all sites to ensure that from induction to exit from the organisation, all staff are supported to continually develop as professionals and that the learning is relevant and applicable to their role. As a member of the Forum of Australian Services for Survivors of Torture and Trauma, we are able to access best practice training for people who work with migrants and the highest standard of training is offered to Melaleuca staff. One of our goals for this year was upskilling our knowledge and understanding of how we ensure safety and provide a voice to our younger clients, with the whole organisation participating in Child Safe training.



This year, we also saw a significant uptake in requests for our Cultural Humility training as a fee for service. This training was delivered to staff in a number of external entities across the NT with excellent feedback from participants reporting that:

“ **The presenter was very engaging, passionate and presented the information in a thought provoking and non-judgemental manner** ”

“ **A safe space to freely discuss issues** ”

“ **The content was catered for our roles and had many thought provoking activities** ”

“ **Lots of practical tips, stories and discussions** ”

“ **Interactive and engaging** ”

We continue to be extremely grateful to our 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. The energy and appetite for continual learning is alive and well at Melaleuca!

Another significant project that was reactivated for Employment Services in 2023 included the Pre-Employment Program for Indigenous Women (My Turn) and separately for Indigenous Men (Kicking Goals) through a partnership with CDU. The program is structured over two-three days, with the aim of working with Indigenous communities to participate in culturally safe and meaningful activities that support them towards achieving their employment outcomes and personal goals.

Ellie Keegan

Director Learning and Development



Mela Kulcha

Mela Kulcha is Melaleuca's social enterprise, committed to increasing community connectedness through the universal language of food and music. The space is designed to create opportunities for our clients to share their unique cultural cuisines, music and spirit of hospitality with the wider community.

The beautiful Mela Kulcha space has been used 15 times this past year for various organisations, training, cooking classes and community groups! The biggest event was the Colombian Independence Day which saw 700 people pass through the gates!







We celebrate





belonging



Celebrating REFUGEE WEEK

16-22 JUNE 2024

Theme – Finding Freedom: Family

Refugee Week is the biggest date in Melaleuca's annual calendar of events and activities!

This year, we hosted an impressive week-long celebration, as well as being a Refugee Week national sponsor. All of our events reflected a positive partnership with our communities.

Monday opened with a welcome from CEO Kwame Selormey and Manager Community Services Hugo Granados led an interactive djembe circle that got everyone drumming to different beats, while those that watched on played various instruments lined throughout the courtyard. Nagina and Naveed from Pakistan took the centre stage and provided a cooking demonstration of roti and chai making. The event was closed by Mr Luke Gosling OAM, MP, who led the candlelight vigil to reflect on the refugee journey.

Tuesday's event was hosted by the Ukraine community and included a presentation of key topics, such as Ukrainian culture, history, current situation and contributions of the Ukrainian refugees. We heard personal stories, along with a Q&A Portable Panel Fusion. Guests were treated to food tasting, craft activities, music, dance, language lessons and a cultural display of traditional Ukrainian clothing, crafts and artifacts.

On Wednesday, it was Melaleuca's turn to host. We held the annual client picnic in the George Brown Darwin Botanical Gardens, where around 100 people shared a meal and joined in games. Guest Speaker, Bhakta Bahadur Battarai (Durga) – Young Australian of the Year – Victoria, shared stories under the shade of the enormous trees.

Thursday's community event was hosted by the South Sudanese, which included a presentation on facts about South Sudan and an interactive Portable Panel Fusion. There were cooking demonstrations of the traditional bread known as 'Kisra' as well as tastings of rosella tea, spiced tea and tamarind juice. Everyone was delighted with the display of cultural items, against the backdrop of traditional South Sudanese music, which resonated from every corner of the courtyard.

Friday's closing event was hosted by the Democratic Republic of Congo Community. Guests were treated to traditional donuts from the cooking demonstration, while the Congolese youth community lit the main stage with their incredible dance moves. Religion plays an important role in the Congolese culture, in terms of resilience and connecting people together. To honour this tradition the preacher provided a few words of encouragement and community members shared stories of their refugee journeys.



Celebrating NT HUMAN RIGHTS AWARDS

Melaleuca CEO Kwame Selormey was the master of ceremonies at The NT Human Rights Awards ceremony, "The Fitzgeralds" held 7 December 2023 at the Supreme Court in Darwin.

The Fitzgeralds are held around International Human Rights Day 2023 and the theme this year was "Dignity, Justice and Freedom for All".

The NT Human Rights Awards recognises unsung people and organisations from across the NT who share a common goal in promoting and protecting fundamental human rights found in the Universal Declaration of Human Rights (UDHR), as well as customary law and traditional Indigenous knowledge systems. This year marks the 75th anniversary of the UDHR within the realm of over 60,000 years of First Nations practices that promotes and protects similar rights.

Melaleuca congratulates all of the nominees and winners. We are proud to have these amazing people and organisations in the Territory.





GOVERNMENT HOUSE





Celebrating **INTERNATIONAL WOMEN'S DAY (IWD)**

When Kwame Selormey started with Melaleuca in 2016, he commenced the tradition of sending all of the women of Melaleuca an orchid on International Women's Day. IWD 2024 was no different and our staff enjoyed a beautiful, purple orchid from Beija Flor.

Melaleuca cares about women's equality and celebrates women's achievements. To show their support, staff attended the annual International Women's Day March through the Darwin CBD and also hosted a Kenyan Community Event in our courtyard with special guest Carine Kapiamba.





Everyone belongs



International Women's Day MARCH 8

The Tamil Society of the N...
தமிழ்ச் ச...
tamilsocietynt@gmail.com



Above: Ilma Ali and Alex Quin – Architects from Hames Sharley.

Celebrating **THE MELA KULCHA SPACE**

The architectural community came together on 1 June 2024 to celebrate the Australian Institute of Architects (AIA) NT Chapter Architecture Awards. Melaleuca congratulates Hames Sharley on receiving the Yali-McNamara Award for Small Project Architecture.

The award winning shade structure activated the courtyard into a vibrant community hub, that is now enjoyed year-round by our clients and the Darwin community.

Celebrating **OUR YOUTH**

Jeanne Hussein is in her final year of school. On 18 April 2024, as part of Youth Week, Jeanne joined Melaleuca CEO, Kwame Selormey, to attend the Multicultural Round Table event.

The event was held by The Hon Stephen Jones MP, Assistant Treasurer and Minister for Financial Services. Jeanne dreams to be a forensic/human rights lawyer and was an important voice at the table to represent the multicultural youth of the NT.



Celebrating OUR KEY SUPPORTERS

To acknowledge those that partnered with us to support successful outcomes for our clients and to say thank you. Our Board invited some very important and supportive partners to a closed dinner at Mela Kulcha on 12 December 2023.

Under its award-winning courtyard roof, approximately 50 guests celebrated the reopening of Mela Kulcha, an important community development strategy designed to create opportunities for clients to share their unique cultural cuisines, music and spirit of hospitality with the wider community.

Our Board wanted to acknowledge all of our **supporters** and **sponsors** who helped make Mela Kulcha possible since its inception in 2021.

We also thank all of our talented **cooks** for the night:

- Taghreed from Jordan
- Urooj from India
- Duygu from Turkey
- Natalia from Colombia





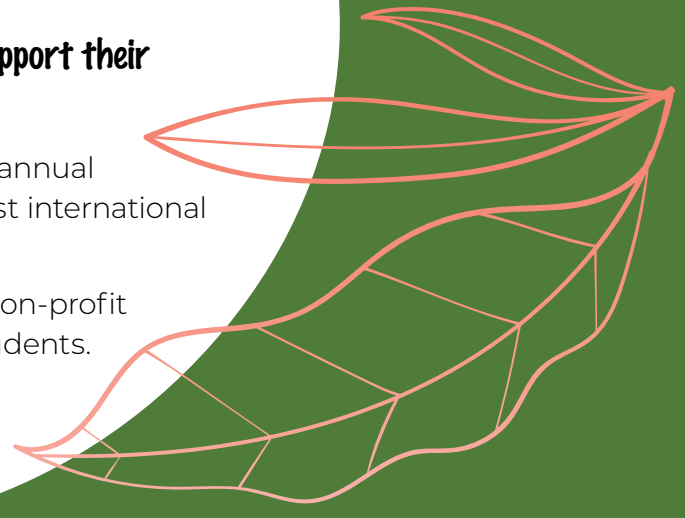


Supporting Kindness Shake

We are lifelong friends with Kindness Shake and support their weekly meetings at our Darwin office.

This year we were a proud bronze sponsor of their annual Kindness Festival, "Ripples of Kindness", the biggest international student led festival in the Territory.

Kindness Shake is a community and student-led non-profit organisation in the NT supporting international students.



FOOTBALL CLUB *sponsorship*

From time to time, Melaleuca receives requests from the community to support individual and group initiatives that benefit the local multicultural community and align with our core values.

Melaleuca proudly sponsored the Darwin Congolese Football Team by contributing to the cost of their uniforms. The team played in the Australian Congolese Football Championships in Perth 20-26 September 2023.





Supporting REFUGEE WORLD CUP (RWGC)

Melaleuca has been sponsoring this annual event since 2013, when Melaleuca formed Football Without Borders (FWB) to unite Territorians through the international language of football and started hosting the annual RWC event.

Held on 26 January each year, this significant community event is a wonderful sporting day that brings together different cultures, customs and diversity. Teams from refugee and migrant groups are 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.

Together with a number of important stakeholders, including the Football Federation Northern Territory, Melaleuca is very proud to be a major sponsor for the RWC.

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



Learning

2023 NATIONAL SETTLEMENT CONFERENCE AND 25TH ANNIVERSARY – SETTLEMENT COUNCIL OF AUSTRALIA (SCOA)

Melaleuca sponsored the study of the impact of the settlement sector in Australia.

Deloitte has published the initial findings from the literature – Estimating the impact of the Australian settlement sector.

Melaleuca CEO, Kwame Selormey facilitated a panel of key health experts and researchers on the topic of “improving health policy and practice for migrants and refugees” at the National Settlement Conference in Melbourne 23-24 November 2023. We’re excited to announce that “Building the future together”, is off to a great start in Melbourne.

Below: Kwame Selormey with the panel members Dr Olayide Ogunsiji, Sheetal Challam and Carita Davis.



Learning

3RD AUSTRALIA AND NEW ZEALAND REFUGEE TRAUMA RECOVERY IN RESETTLEMENT CONFERENCE – FORUM OF AUSTRALIAN SERVICES FOR SURVIVORS OF TORTURE AND TRAUMA (FASSTT)

The 2023 Refugee Trauma Recovery in Resettlement Conference AU & NZ 2023 Conference was held in Adelaide 9-11 October.

The theme for this year's event was 'Holding Hope in an Uncertain World', and acknowledges both the challenges faced by refugees and asylum seekers, as well as the hope and desire for safety and a better future that sustains them on their recovery journey.

This conference also brings together our colleagues from every state and territory who are members of the FASSTT network to connect, share best practice and learn together.



*Right: Zelda Piggott,
Erin Plumb, Ellie Keegan
& Kwame Selormey at
the 2023 Resettlement
Conference.*

Supporting REFUGEE COUNCIL OF AUSTRALIA (RCOA)

The RCoA coordinate the annual Refugee Week celebration across Australia. This year, Melaleuca was a supporter of the national activity.



Supporting DARWIN FESTIVAL - ILMA ALI, FLOWERS UNDERWATER

Melaleuca sponsored a fashion show on 18 August 2023 in the Melaleuca Courtyard as part of the annual Darwin Festival. The show featured a diverse range of models from Darwin's migrant community, showcasing a new collection of art and wearable art by Darwin artist Ilma Ali. From the beginning, Ilma wanted to work with us, as an organisation that supports migrant women, some of whom have experienced trauma and tremendous hardship before arriving in Australia. Around 20 of Melaleuca's clients made their modelling debut in the fashion show and we couldn't be prouder.





Above: Ms Christine Castley, The Hon Ngaree Ah Kit, Ben Poveda-Alfonso, Kajaliny Ranjith, Kevin Kadirgamar and Erin Plumb.

Informing MULTICULTURAL FRAMEWORK REVIEW

The Australian Government undertook a review of its Multicultural Framework and on 21 August, Melaleuca Australia hosted the Review Panel Member, Christine Castley and a separate roundtable discussion with Minister Andrew Giles on 22 August, to consult local key stakeholders in the multicultural space.

The consultations gathered recommendations into improving institutional arrangements, laws and policies that promote a multicultural Australia and cater to its present and future needs. They also address barriers to inclusion and seek to enhance the social, cultural and economic benefits derived from Australia's multicultural diversity.



Hosting MINISTER ANDREW GILES MULTICULTURAL COMMUNITY EVENT

The Hon Andrew Giles MP, Federal Minister for Immigration, Citizenship and Multicultural Affairs held a separate community event at the Mela Kulcha Courtyard to launch Multicultural NT for the Voice.



Responding REFUGEE LEGAL

Back in 2022, Melaleuca Australia commenced discussions with Refugee Legal to serve our local Darwin community with free independent, specialist and comprehensive refugee and migrant legal services. Refugee Legal is an independent community legal centre, based in Melbourne and specialising in refugee and immigration law.

Through Melaleuca's leadership, Refugee Legal has been receiving and processing online referrals to work with NT based clients from a refugee background and a range of disadvantaged migrant groups and asylum seekers.

This partnership continues to progress and at the end of August 2023, the Executive Director of Refugee Legal, David Manne, together with Senior Solicitor, Sally Szmerling spent two days at Melaleuca Australia meeting with Melaleuca's Executive and over 25 local stakeholders to improve legal immigration outcomes for the communities we serve.

Refugee Legal is now serving the Northern Territory community as a partner of Melaleuca Australia.

Right: Sally Szmerling, Kwame Selormey, David Manne and Erin Plumb meeting to design the Refugee Legal services for Darwin.



TREASURER'S REPORT



The financial reports for the 2023-24 financial year and the financial performance described therein, are the result of outstanding work from our executive team, during several dynamic shifts in its internal and external operating environments.

I am particularly grateful to Ali Dhirani, Director Finance & Infrastructure for his efforts and I'm delighted to endorse his report.

Adaptability has always been at the core of Melaleuca's ethos and we have a long track record of evolving to meet changing circumstances. Our strong relationships with partner and client organisations have enabled us to provide services in an adaptable and responsive way, while undergoing a process of introspection and growth in our internal financial management capacities.

As a member of the FAR committee and its present Chair, I am pleased to report that we have implemented an improved standard of financial reporting and I acknowledge Ben Poveda-Alfonso – my predecessor in the role, for his leadership in allowing this process to be initiated. We are well underway on the implementation of a practical and streamlined risk management framework and I particularly acknowledge the assistance and advice of Sanja Hill, Board and FAR committee member, in the initiation and execution of that process.

In the premises of the above, I am honoured to present our financial reports for the 2023-24 financial year.

Eric Withnall

Treasurer

Finance, Audit and Review (FAR) Committee Members 2023-24

The FAR Committee met 9 times during 2023-24.

The FAR Committee is made up of Board members who are volunteers, members of the Executive and community volunteers who have a passion for the work we do and finances.

- Ali Dhirani
- Ben Poveda-Alfonso
- Ellie Keegan
- Eric Withnall
- Erin Plumb
- Hamish McDonald
- Joy Onyeledo
- Kwame Selormey
- Lorenzo Siciliano
- Nilesh Dilushan
- Ross Springolo
- Sanja Hill



Above: Nilesh Dilushan volunteers on our FAR Committee and we congratulate him for being named the 2023 Top End Volunteer of the Year and Chief Minister's Youth Volunteer of the Year.

FINANCE REPORT



Client Service Snapshot

As we reflect on the financial year 2023-24, it's essential to highlight the considerable progress that Melaleuca has made and the challenges we have faced. This report aims to provide insight into our financial performance and the operational initiatives undertaken to enhance our stability and sustainability.

Following a year marked by significant growth and various challenges in FY 2022-23, we commenced this financial year with lessons learned and a strategic focus aimed at improving our financial standings. I joined Melaleuca in October 2023, officially taking on the role of Director Finance & Infrastructure in February 2024. Since that time, the organisation has continued to stabilise our finances, resulting in a positive shift towards surplus performance.

Financial overview

This financial year began with careful scrutiny of our financial situation - especially in light of the deficits from previous years. By implementing stringent budget measures and closely monitoring our operational expenditures, we have successfully managed our finances, resulting in the organisation achieving a surplus since February 2024.

The transition into the introduction of the significant cost saving strategies is particularly worth noting given the challenges encountered last year. With the support of our dedicated team and strategic initiatives, we have transformed our financial outlook. Our concerted efforts, including contract negotiations, careful budgeting and enhanced workforce training, have collectively contributed to this positive trajectory.

Key highlights of FY 2023-24

1. Engagement of Expense Reduction Analysts (ERA):

We made a significant decision to bring in ERA, a consultancy firm that has supported us in closely monitoring expenses and negotiating contracts. Their expertise has proven vital in identifying cost-saving opportunities that align with our strategic financial objectives. This partnership has provided us with the necessary framework to ensure that our financial operations remain efficient and effective, allowing us to focus resources on core activities that drive impact.

2. Focus on Workforce Performance:

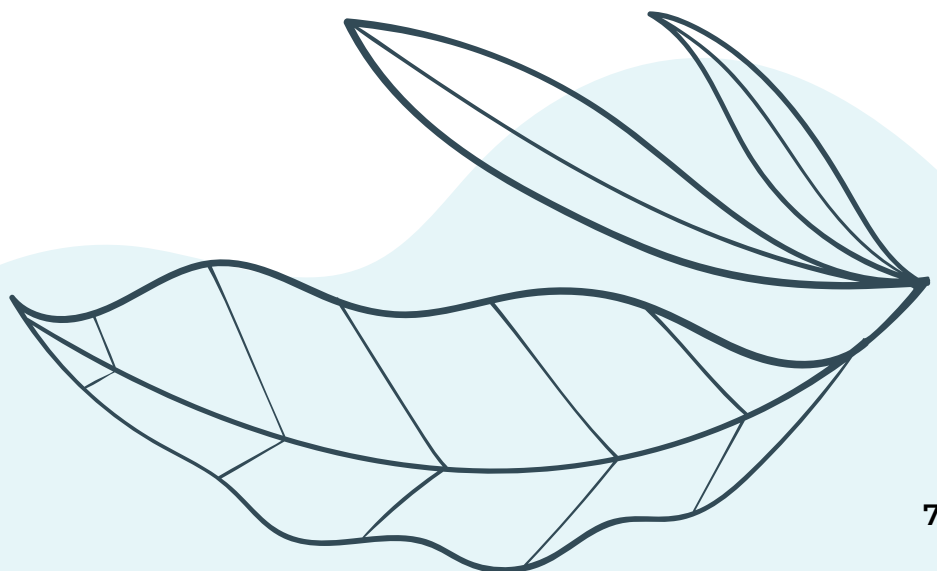
From the outset, it was clear that investing in our workforce was crucial for Melaleuca's continued success. We have placed a strong emphasis on training and development, thereby empowering our staff to meet the demands of our evolving service needs. These efforts have resulted in improved morale and productivity, which are critical for sustainable operations.

3. Implementation of Cloud-Based Accounting Software:

The introduction of cloud-based accounting solutions has streamlined our financial processes remarkably. This technology allows for real-time updates and facilitates the efficient management of invoices, making tracking and audits simpler and more effective. The ability to access financial data from anywhere has proven to be a valuable asset in our decision-making processes. The cloud software has also significantly improved our internal financial reporting systems.

4. Initiatives for Vibrancy and Community Engagement:

To expand our reach and enhance our reputation, we have launched several initiatives aimed at making Melaleuca a more vibrant organisation, fostering greater community involvement. These initiatives have focused on engaging small business stakeholders and enhancing the services we offer to attract new clients while retaining existing ones.



Challenges faced

Despite our commendable progress, the organisation has navigated its fair share of challenges this financial year. Fluctuating client numbers and arrival rates hindered our ability to forecast revenue accurately.

Despite these challenges, we've remained committed to our mission and have worked diligently to ensure that our services continue to be delivered effectively. Our proactive approach has allowed us to adapt quickly and respond to changing circumstances, underscoring our resilience and commitment to avoid further deficits.

Conclusion and future direction

As we close FY 2023-24, our organisation's financial performance has notably improved, setting a solid foundation for the future. While our focus has been on immediate financial stability, it is necessary to continue building momentum for long-term sustainability.

Moving into FY 2024-25, we will maintain our commitment to prudent financial management, while exploring new opportunities for growth. Our unwavering goal is to create an environment where everyone feels they belong and we recognise that diversity and inclusion enrich our community and enhance our impact.

Thank you for your continued support and dedication to Melaleuca. Together, we look forward to a promising future where everyone belongs.

Ali Dhirani

Director Finance and Infrastructure

FINANCIAL REPORT & INDEPENDENT AUDITOR'S REPORT



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

ABN 50 116 495 405

SPECIAL PURPOSE FINANCIAL REPORT

for the year ended 30 June 2024

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

SPECIAL PURPOSE FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2024

CONTENTS

	Page
Statement by the Governing Board	1
Auditor's Independence Declaration	2
Independent Audit Report	3-4
Statement of Financial Position	5
Statement of Profit and Loss and Other Comprehensive Income	6
Statement of Cash Flows	7
Notes to and forming part of the Financial Statements	8-16

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

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, Chairperson
Cathy White, Deputy Chair
Eric Withnall, appointed Treasurer 27/02/2024
Priya Desai, appointed Secretary 22/02/24
Ben Poveda-Alfonso
Colin McDonald
Sanja Hill
Tisha Tejaya
Lorenzo Siciliano, resigned 09/08/2023

- 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 (\$334,833).

- d) A copy of the auditor's independence declaration as required under section 60-40 *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) is set out on page 2.

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 2024 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.

Signed at Darwin in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2022* on this 29th day of October 2024.



Signature

Mr Ross Springolo

Name

Chairperson

Position



PKF Merit Pty Ltd
ABN 16 107 240 522
Level 2, 9 Cavenagh Street
Darwin NT 0800
PO Box 3470
Darwin NT 0801
Australia
+61 8 8982 1444
clientservices@pkfmerit.com.au
pkf.com.au

Auditor's Independence Declaration to the Board of Melaleuca Australia

In relation to our audit of the financial statements of Melaleuca Refugee Centre Torture & Trauma Survivor's Service of the Northern Territory Incorporated ("Melaleuca Australia") for the financial year ended 30 June 2024, to the best of my knowledge and belief, there have been:

- no contraventions of the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

PKF Merit
PKF Merit

MunLi Chee
Director
Darwin
29 October 2024

PKF Merit Pty Ltd is a member of PKF Global, the network of member firms of PKF International Limited, each of which is a separately owned legal entity and does not accept any responsibility or liability for the actions or inactions of any individual member or correspondent firm(s). Liability limited by a scheme approved under Professional Standards Legislation.



PKF Merit Pty Ltd
ABN 16 107 240 522

Level 2, 9 Cavenagh Street
Darwin NT 0800

PO Box 3470
Darwin NT 0801
Australia

+61 8 8982 1444
clientservices@pkfmerit.com.au
pkf.com.au

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 2024, 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 material 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 2024 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 2022*.

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.

PKF Merit Pty Ltd is a member of PKF Global, the network of member firms of PKF International Limited, each of which is a separately owned legal entity and does not accept any responsibility or liability for the actions or inactions of any individual member or correspondent firm(s). Liability limited by a scheme approved under Professional Standards Legislation.



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 2024 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.

PKF Merit

PKF Merit

A handwritten signature in black ink, appearing to read "MunLi Chee", written over a horizontal line.

MunLi Chee
Director
Darwin

29 October 2024

MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVORS' SERVICE OF THE NT INCORPORATED
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2024

	Notes	2024 \$	2023 \$
ASSETS			
Current Assets			
Cash and Cash Equivalents	3	963,630	1,224,213
Receivables	4	403,399	416,125
Prepayments	5	53,111	240,130
Inventories	6	-	782
TOTAL CURRENT ASSETS		1,420,140	1,881,250
Non-Current Assets			
Property, Plant and Equipment	7	742,337	994,791
Right of Use Assets	8	1,042,938	1,352,807
TOTAL NON-CURRENT ASSETS		1,785,275	2,347,598
TOTAL ASSETS		3,205,415	4,228,848
LIABILITIES			
Current Liabilities			
Payables	9	337,152	395,333
Employee Entitlements	10	159,345	223,930
Unexpended Grants	12	-	55,625
Provisions	11	-	85,870
Loans	13	-	159,599
Lease Liabilities	8	296,319	274,267
TOTAL CURRENT LIABILITIES		792,816	1,194,624
Non-Current Liabilities			
Employee Entitlements	10	62,820	47,003
Lease Liabilities	8	906,376	1,208,985
TOTAL NON-CURRENT LIABILITIES		969,196	1,255,988
TOTAL LIABILITIES		1,762,012	2,450,612
NET ASSETS		1,443,403	1,778,236
EQUITY			
Accumulated Funds at Start of Year		1,778,236	2,462,876
Deficit for the Year		(334,833)	(684,640)
Accumulated Funds at End of Year		1,443,403	1,778,236

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 2024

	2024	2023
	\$	\$
INCOME		
Contract Services	3,992,461	4,220,814
Funding/Grants	2,120,544	2,574,330
Donations and Fundraisings	824	25,000
Sponsorships	12,209	30,000
Other Income	439,836	91,270
Sale of Assets	-	4,324
Interest Received	5,761	4,898
TOTAL INCOME	6,571,635	6,950,636
EXPENDITURE		
Salaries and Wages	4,033,141	4,572,244
Contract Services	998,908	934,362
Professional Fees	204,635	327,348
Depreciation	595,219	536,892
Office Rent	60,758	(22,893)
Electricity	72,748	73,869
Insurance	163,508	141,316
Telephone	70,391	82,239
Materials	14,732	24,967
Interest Expense	80,968	88,913
Administration	610,332	876,019
Suspense	1,128	-
TOTAL EXPENDITURE	6,906,468	7,635,276
DEFICIT FOR THE YEAR	(334,833)	(684,640)

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 CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2024

	Notes	2024 \$	2023 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from Customers		1,310,350	1,109,406
Payments to Suppliers and Employees		(7,307,452)	(7,929,919)
Grants Received		5,929,544	6,284,195
Interest Received		5,761	4,898
Net Cash used in operating activities		(61,797)	(531,420)
CASH FLOW FROM INVESTING ACTIVITIES			
Acquisition of Property, Plant and Equipment		(39,187)	(517,005)
Proceeds from sale of Property, Plant & Equipment		-	25,454
Net Cash used in investing activities		(39,187)	(491,551)
CASH FLOW FROM FINANCING ACTIVITIES			
Proceeds from loan		(159,599)	27,744
		(159,599)	27,744
Net decrease in cash and cash equivalents		(260,583)	(995,227)
Cash and cash equivalents at the beginning of the year		1,224,213	2,219,440
Cash and cash equivalents at the end of the year	3	963,630	1,224,213

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 2024

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.

New accounting standards and interpretations

The Association has adopted *AASB 2021-2 Amendments to Australian Accounting Standards – Disclosure of Accounting Policies and Definition of Accounting Estimates* issued by the Australian Accounting Standards Board (AASB) that are relevant to its operations and effective for an accounting period that begins on or after 1 July 2023. Although the amendments did not result in any changes to the accounting policies themselves, they impacted the accounting policy information disclosed in the financial report.

The amendments require the disclosure of 'material', rather than 'significant', accounting policies. The amendments also provide guidance on the application of materiality to disclosure of accounting policies, assisting entities to provide useful, entity-specific accounting policy information that users need to understand other information in the financial report.

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 2024

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 MATERIAL ACCOUNTING POLICY INFORMATION

The following material 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:

	2024	2023
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 2024

(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 2024

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 2024

(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 2024

	2024	2023
	\$	\$
3. Cash and Cash Equivalents		
General Account - Westpac	336,934	505,898
STA Account - Westpac	190,689	197,311
Cash Management Account - Westpac	300,651	290,705
Cash Reserve Account - Westpac	100,216	195,036
Bank Guarantee - Westpac	33,604	33,602
Cash on Hand - Petty Cash	1,536	1,661
	<u>963,630</u>	<u>1,224,213</u>
4. Receivables		
Trade Debtors	402,349	413,925
Other Receivables	1,050	2,200
	<u>403,399</u>	<u>416,125</u>
5. Prepayments		
Prepaid Insurance	6,360	161,935
Other Prepayments	46,751	78,195
	<u>53,111</u>	<u>240,130</u>
6. Inventories		
Settlement Inventory		
Balance at Beginning of Year	782	2,039
Additions	-	6,792
Inventory Distributed	(782)	(6,308)
Impairment	-	(1,741)
Balance at End of Year	<u>-</u>	<u>782</u>
7. Property Plant and Equipment		
Building Renovations St Mary's	1,447,552	1,446,741
Accumulated Depreciation	<u>(1,107,084)</u>	<u>(949,185)</u>
	<u>340,468</u>	<u>497,556</u>
Office Equipment at Cost	522,657	522,657
Accumulated Depreciation	<u>(292,987)</u>	<u>(202,302)</u>
	<u>229,670</u>	<u>320,355</u>
Motor Vehicles at Cost	332,952	294,576
Accumulated Depreciation	<u>(160,753)</u>	<u>(117,696)</u>
	<u>172,199</u>	<u>176,880</u>
Total Property, Plant and Equipment	<u>742,337</u>	<u>994,791</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 2024**

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

Year Ended 30 June 2024	Building Renovations	Office Equipment	Motor Vehicles	TOTAL
Balance at Beginning of Year	497,556	320,355	176,880	994,791
Additions	811	-	38,376	39,186
Disposals	-	-	-	-
Depreciation Expense	(157,899)	(90,685)	(43,057)	(291,641)
Balance at End of Year	340,468	229,670	172,199	742,337
Year Ended 30 June 2023				
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

8. Leases	2024	2023
	\$	\$
Right of Use Assets		
Balance at application of AASB16	1,352,807	268,285
Additions	-	1,376,909
Adjustments	(6,291)	-
Depreciation Charges	(303,578)	(292,387)
Balance at End of Year	1,042,938	1,352,807
Lease Liabilities		
Current		
McLachlan Street	51,044	72,695
Scaturchio Street	91,538	73,528
Mansfield L1	82,899	66,355
Mansfield L2	70,838	61,689
	296,319	274,267
Non-Current		
McLachlan Street	87,624	167,524
Scaturchio Street	295,754	376,986
Mansfield Street L1	266,902	340,210
Mansfield Street L2	256,096	324,265
	906,376	1,208,985
Total Lease Liabilities	1,202,695	1,483,252

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 2024

	2024	2023
	\$	\$
9. Payables		
Trade Creditors	106,619	166,739
Westpac Visa Card – Director	5,942	1,395
Westpac Visa Card – Support Services	2,156	4,833
Westpac Visa Card – Client Services	9,077	2,667
Westpac Visa Card – Mela Kulcha	52	52
Westpac Visa Card – Workforce Australia	8,346	6,565
Westpac Visa Card – Toni Stampalija	(29)	5,395
Westpac Visa Card – Learning & Development	1,488	2,848
Westpac Visa Card – Mela Kulcha	52	95
Westpac Visa Card – WA AN	(104)	-
Australian Taxation (GST)	59,139	11,644
Australian Taxation (PAYG)	56,076	70,544
Australian Taxation (FBT)	-	10,096
Superannuation	1,720	1,720
Sundry	7,300	4,990
Accrued Expenses	79,318	105,750
	<u>337,152</u>	<u>395,333</u>
10. Employee Entitlements		
Current		
Annual Leave	159,345	210,348
Long Service Leave	-	13,582
	<u>159,345</u>	<u>223,930</u>
Non-Current		
Long Service Leave	62,820	47,003
Total Employee Entitlements	<u>222,165</u>	<u>270,933</u>
11. Provisions		
Redundancy	-	85,870
	<u>-</u>	<u>85,870</u>
12. Unexpended Grants		
NT PHN	-	-
Territory Families: Family support services	-	-
NTG Other	-	2,386
Federal Government Other	-	-
Other	-	53,239
	<u>-</u>	<u>55,625</u>
13. Loans		
Monument Premium Funding	-	159,599
Total Loans	<u>-</u>	<u>159,599</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 2024**

14. AUDIT FEES

	2024	2023
	\$	\$
PKF Merit	22,879	18,815

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:

	2024	2023
	\$	\$
Total remuneration paid	619,945	741,876

Receivables from and Payables to Related Parties

There were no trade receivables from or trade payables to related parties at 30 June 2024 and 2023.

Loans to/from related parties

There were no loans to or from related parties at 30 June 2024.

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.

STAFF

Acknowledgements

Thank you for your commitment to Melaleuca and for welcoming and supporting our clients to lead the lives they choose. We could not have done this without you.

Multicultural Services

Ali Abdeen
Andrea Van Der Werf
Anita Adejumo
Bonnie Manton-Smout
Bree Herndon
Cypress Hart
Devi Avani
Emma Harris
Etabez Donato
Farah Khan
Hugo Granados
Ivy Chepkoech
Jade Baker
John Hall
Liam Somers
Lilian Tarus
Luyi Yang
Melanie Fadaei
Mariana Chiribagula Umba
Martin Blakemore
Maryna Krasnikova
Mfaume Kakozi
Molly Merrett
Muhammad Mirza

Natalia Gritcienko
Osman Ogato
Parah Norris
Paul Machuki
Pola Marszalek
Salaar Abedi
Sara Mansourimashhadi
Shay Jayawardena
Sophie Dutertre
Sucha Chakravarthy
Sukhpreet Kaur
Sylvie Nkongolo
Tabita Dos Santos Bastos
Taghreed Haddadin
Thanh Doan
Thelma White
Thiru Arivazhagan
Tom Daltas
Wah Eh Htoo Ba Saing
William Kelly
Yanisa Ainsworth
Zelda Piggott
Zeynep Ercelebi

Employment Services

Carine Kapiamba
Colleen Cleaver
Costa Balebanga
Denis Mitrov
Emmanuel Hedzro-Garti
Jennifer Duck
Jessica Long
Jester Cabote
Kim Watkins
Kylie Mitchell
Lisa Sharples
Nazia Khan
Rasika Kellum
Renata Puccetti
Sonam Zangmo
Surbhi Rawat
Teresa Sousa
Yalvind Nuckecheddy
Yekta Hemmati
Zahid Mansur

Support Services

Annie Nkiere Biongo
Amy Hall
Belle Allison
Ellie Keegan
Erin Plumb
Faith Chapman
Hamish McDonald
Hanna Semauro
Joy Onyeledo
Kwame Selormey
Prasanthi Silva
Rhys Trollope
Rose Kute
Supechha Sharma

Consultants

Ali Dhirani
Hamish McDonald
Jamshed Arshad
Shradha Rijal
Srijana KC
Veheb Hussain

Mela Kulcha

Bean Nguyen
Bibi Ahmed
Dorcas Isaya
Grace Pham
Virgo Adalete
Yanet Abdulslam



Gratitude

We are grateful to the following individuals, organisations and government departments in the NT and nationally for their ongoing support

Volunteers

Amy Lin
Barbara Mantoan
Belinda Peacocke
Ben Ross
Carmen Siles
Carolina Martinez Betaneur
Chris Langworthy
Cleopas Muchena
Daly Kelly
Deepak Cchetry
Emily Knight
Fiona Merkel
George Guan Li
Grace Ngan
Hemalatha Vishnu
Ilayda Ercelebi
Iris Ma
Jacinta Kelly
James Do
Jey Lamech
Joanna Minkiewicz
Jonathan Howard
Joshua Rodrigues
Lara Reindle
Lauren Toll
Luca Siciliano
Margaret Davies
Marie Pierre
Mashuka Binte Zaman
Ray Tanson
Rebecca McGrath
Rita Bowtell
Sam Guilfoyle
Samurdha Jayasinghe
Sarah Song
Siân Rogers
Skye Parkes
Stella Jasmine

Susan Linklater
Sylvia Green
Uday Deo
Vicky Sly
Yakupitiyage Yashodha Lakmini Gunathilaka
Yvonne Harding

Mela Kulcha sponsors

Area9
Catholic Diocese of Darwin
Department of Home Affairs NT
Exhibitionist
MCNT
Olive & Pink
Relationships Australia
SAMAF Pty Ltd
SongLines
Territory Kids Early Learning Gunn

NT Services

Amity Community Services
Anglicare NT
Anti-Discrimination Commission
Anula Primary School
Australian Red Cross
Catholic Diocese of Darwin
Chamber of Commerce and Industry
Charles Darwin University
City of Darwin
City of Palmerston
Clinic 34
Coleman's Print
Darwin Asylum Seeker Support & Advocacy Network
Darwin Community Legal Service
Darwin High School
Early Childhood Australia (Northern Territory Branch)

Family Planning Welfare Association of NT Inc
Football without Borders
Foundation for Rural & Regional Renewal (FRRR)
Goodlife Dental Studio
Hames Sharley
Headspace
Hearing Services Top End Health Services
International Cross Cultural Integration Training
Interpreting and Translating Services of the NT
Kindness Shake
MediClinic
Menzies School of Health Research
Moil Primary School
Multicultural Council NT
Northern Territory AIDS and Hepatitis Council
Northern Territory Council of Social Services
Northern Territory Government (Baby & child screening and assessment clinics)
Northern Territory Government Office of Multicultural Affairs
Northern Territory PHN
NT Government Territory Families, Housing and Communities
NT Oral Health Clinic
NT Police Force
NTG Department of Trade, Business and Innovation
Organisation members of the Refugee and Migrant Support Network
Relationships Australia
SAMAF Group Pty Ltd
Sanderson Middle School
St John's Catholic College
Steps Education Group
Top End Health Services
Top End Women's Legal Service
Venture Housing

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 volunteers, 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 for sharing their wisdom.

Thank you for contributing to Melaleuca and our clients, we can not do this work without your support.

Goodwill Ambassadors

Bishop Eugene Hurley

Father Frank Brennan SJ AO

Mr Mark Motlop

National organisations

Australia Southern Territory

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

Multicultural Centre for Women's Health

Multicultural Youth Advocacy Network

Onesight

Refugee Council of Australia

Refugee Health Network of Australia

Refugee Nurses of Australia

SBS

Settlement Council of Australia

The Salvation Army

WISE Employment

International organisations

International Organisation for Migration

Rehabilitation Council for Torture Victims

United Nations Refugee Agency (UNHCR)

Consultants

Cleaner The Crow

Deliberate Practice

Dream Media Events

Exhibitionist

Foldback Media

ImpactInsitute

Joshua Barnes, Olive & Pink

Maria Virginia, Mivo Studio

Michelle Hobbs, Mixed Bag Communications

Paz Tassone, Pazarazzi Pics

Professor David Gilchrest, The University of Western Australia

Toni Stampalija, Inspire Consulting

Venjie Diola, Web Content Consultant

Zest Projects

Maria Virginia, Mivo Studio

Michelle Hobbs, Mixed Bag Communications

Saltbush Social Enterprises

Sentinel Property Group

Toni Stampalija, Inspire Consulting

Venjie Diola, Web Content Consultant

Zest Projects

OUR FUNDERS

Australian Federal Government

AMES Australia

Department of Employment and Workplace Relations

Department of Health

Department of Home Affairs

Department of Social Services

Multicultural Centre for Women's Health

Northern Territory Government

City of Darwin

Department of Health

Department of Territory Families, Housing and Communities

Department of Trade Business and Innovation

Northern Territory Primary Health Network

Office of Multicultural Affairs

Trusts and Not for Profits

Good Things Foundation

Mental Health Australia



OUR SERVICES

Humanitarian Settlement Program (HSP)

DEPARTMENT OF HOME AFFAIRS

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.

Settlement Engagement and Transition Service (SETS)

DEPARTMENT OF SOCIAL SERVICES

Supporting individuals and families from culturally and linguistically diverse backgrounds on a variety of eligible visas. 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.

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

DEPARTMENT OF HEALTH

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.

Youth Reconnect

DEPARTMENT OF SOCIAL SERVICES

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.



It Takes a Village (ITAV)

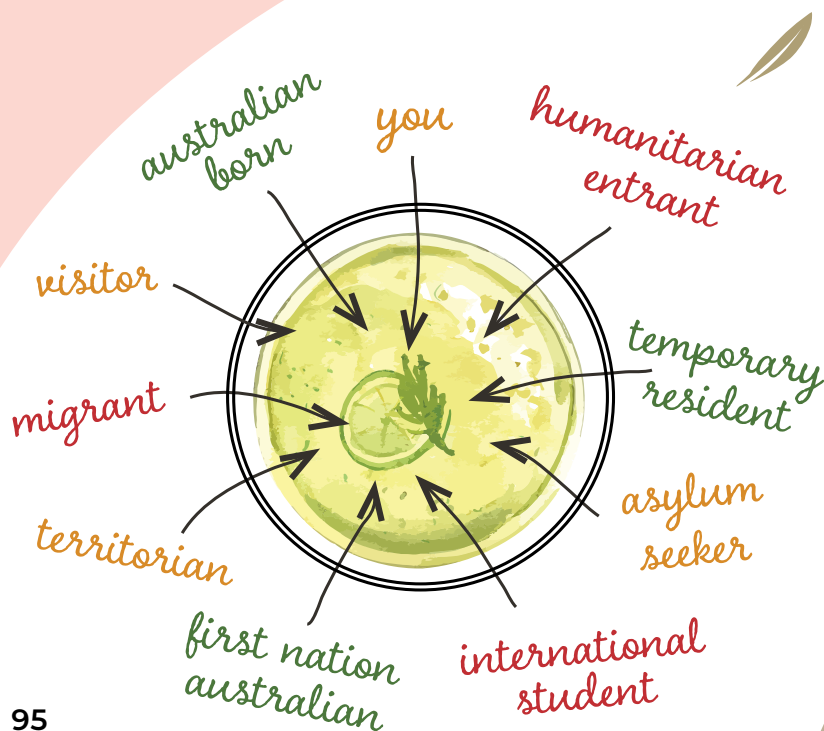
DEPARTMENT OF TERRITORY FAMILIES, HOUSING AND COMMUNITIES

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.

Refugee Health Coordination

DEPARTMENT OF HEALTH

Melaleuca Australia is the designated Refugee 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 Bilingual Health Educators. Other workshops include sexual and reproductive health, mental health, healthy relationships etc.

Multicultural Youth NT (MYNT)

DEPARTMENT OF TERRITORY FAMILIES, HOUSING AND COMMUNITIES (TFHC) – 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.

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 support workplaces with tailored recruitment and workforce planning.



Multicultural Access Program

**NORTHERN TERRITORY
PRIMARY HEALTH NETWORK**

We work closely with health service providers to increase access to their service by people in the greater Darwin region from multicultural backgrounds by identifying and addressing systemic barriers.

We also work closely with multicultural communities to increase their confidence in engaging with primary health care to improve their health outcomes.

Diverse Youth Connect

**NORTHERN TERRITORY
GOVERNMENT - TFHC -
OFFICE OF YOUTH AFFAIRS**

We work in partnership with the Reconnect Program to run regular activities which engage youth people from culturally and linguistically diverse backgrounds to form new friendships with each other and the wider Darwin youth.

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.



May it end

By the time we closed out
this financial year

110,000,000

people had been displaced globally.

We lit 110 candles,
each candle representing
1 million people.

Our wish as we blew out each candle was
for that action to end their painful journeys
and bring them happy new beginnings.



*"It always seems impossible
until it's done"*

Nelson Mandela



 melaleuca.org.au

 (08) 8985 3311

 admin@melaleuca.org.au

 Melaleuca Australia

 [melaleucaaustralia](https://www.instagram.com/melaleucaaustralia)

 24 McLachlan Street
Darwin NT 0800

