

Melbourne
— AUSTRALIA —

Everyone belongs

How we follow the **Australian Law**



What is Melaleuca Australia?

Melaleuca Australia, or Melaleuca, is an organisation that is known as a not-for-profit organisation. This means that we exist because we believe it is important to dedicate our services to communities. We rely mainly on government funding, donations and sometimes money that we get from selling goods and services to help us pay the staff who work with us. While we don't usually make any profit from the work we do because we are a charity organisation, sometimes we save some money and we always put that money back to serving communities.



Why does Melaleuca exist?

Melaleuca exists to welcome and support individuals and families from diverse cultural backgrounds to lead the lives they choose. We do this because we believe in our vision in creating a world where everyone belongs.



Who does Melaleuca belong to?

Melaleuca does not belong to anyone. It has Members of the public who are interested in the difference we make and who, by being Members, can become Board Members.

When a Member joins the Board, they become a Company Director and are known as a Board Member. The Board are people who volunteer and choose to give their time to community by making sure that Melaleuca is managed well, that it does all the right things by the law - and by the people it exists to serve.

The Board employ the Chief Executive Officer (CEO) who is paid to lead the organisation. The CEO employs all staff in Melaleuca, and is responsible to make sure staff deliver the activities we promise to deliver when we receive money from the Australian Government or other organisations. The CEO also makes sure that all the people who work, including paid and voluntary, at Melaleuca do what is right by the law and the people we serve.

So, while Melaleuca does not belong to anyone, the Board of Directors are responsible to set the direction for the organisation.



About the Laws we follow

Laws are the rules which a particular country or community use to make sure that everyone is doing the right thing to keep everyone safe.

In Australia, there are many laws and the CEO and the Board of Directors are responsible to make sure that Melaleuca staff follows these laws so that we can keep everyone safe. By everyone we mean all our clients, all our staff, our volunteers, the communities we connect with and the general public.

Melaleuca provides information about relevant Australian law and this is available to our clients, and the communities we serve so they can be informed.

In this document we will share with you information about some of the laws that Melaleuca has to follow. We assure you that we are committed to these and invite you to tell us if we are not making you feel safe.



These are the laws Melaleuca is required to follow:

	There is law about	Which is called	We follow it because it...
1	Accommodation	Accommodation Providers Act 1981 (NT)	Tells us our responsibility as property managers; and our rights as an accommodation provider in the NT.
2	Archives	Archives Act 1983 (Cth)	Tells us about keeping and using old records such as government funded contracts.
3	Child Protection	Care and Protection of Children Act 2007 (NT)	Tells us what we must do to protect the safety of children, as well as what we must report to the NT Government if we suspect a child is being physically, emotionally or sexually abused or neglected.
		Child Protection (Offender Reporting and Registration) Act 2004 (NT)	Tells us what we must do to make sure every staff or volunteer has a Working with Children/ Ochre Card Clearance to show that we can be assured that they are safe to work with children.
4	Criminal offenses	Crimes Act 1914 (Cth)	Tells us of our responsibilities if there are offences against the Commonwealth.
		Criminal Code Act 1995 (Cth)	Outlines our responsibilities in relation to the criminal law.
5	Domestic Family Violence	Domestic and Family Violence Act 2007 (NT)	Relates to the protection and safety from Domestic & Family Violence (DFV) for all clients and staff. Reporting of DFV is mandatory in the NT for any person aged 18 and over.
6	Mental Health	Mental Health and Related Services Act 1998 (NT)	Requires Melaleuca to make sure that all counselling treatment is provided in a safe and sensitive way. This specifically focuses on people with significant mental health illness, and covers informed consent, voluntary & involuntary admission
7	Cyber Security	Cybercrime Act 2001 (Cth)	Tells us of our responsibilities and what we must have in place to deal with computer offences, and for other purposes, so that all information we store is safe and doesn't get accessed by unauthorised parties.
8	Equal Opportunities	Anti-Discrimination Act 1992 (NT)	Tells us about what we must do in order to avoid discrimination against individuals on specific grounds in the areas of education, work, accommodation, goods, services and facilities, clubs, insurance and superannuation.
9	Evidence	Evidence Act 1995 (Cth)	Gives us information about the evidence we are required to provide for different purposes including government contracts.
		Evidence Act 1939 (NT)	
		Evidence (National Uniform Legislation) Act 2011 (NT)	

There is law about		Which is called	We follow it because it...
10	Finance & Taxation	Taxation Administration Act 1953 (Cth), Schedule 1 Fringe Benefits Tax Assessment Act 1986 (Cth) Payroll Tax Act 2009 (NT) A New Tax System (Goods and Services Tax) Act 1999 (Cth) Australian Accounting Standards Public Governance, Performance and Accountability Act 2013 (Cth) Data-matching Program (Assistance and Tax) Act 1990 (Cth)	Shows us how to make sure that we report our financial obligations, pay staff appropriately, and follows good practice when we receive money.
11	Food	Food Act 2004 (NT) Public and Environmental Health Act 2011 (NT)	Tells us what we must do to make sure any food we are providing to staff, clients, or members of the public is safe for everyone to eat.
12	Governance	Australian Charities and Not-for-Profits Commission Act 2012 (Cth) Associations Act 2003 (NT)	Let's us know the rules of being a registered Australian Company including our behavior, governance, oversight and record keeping.
13	Industrial Relations	Fair Work Act 2009 (Cth) Long Service Leave Act 1981 (NT)	<p>There are State/ Territory and Commonwealth laws and regulations that apply because we employ of staff.</p> <p>Tells us what Melaleuca must record and pay employees long service leave in line with Act and regulations.</p>
14	Privacy & Information	Privacy Act 1988 (Cth) Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth) Privacy Legislation Amendment (Enforcement and other Measures) Act 2022 (Cth) Surveillance Devices Act 2007 (NT) Freedom of Information Act 1982 (Cth)	<p>Tells Melaleuca how to handle everyone's personal information (staff, volunteers, students and clients) including how and why such information is being collected and stored. It also tells us how to report any mistakes we make in this area. See more information below.</p> <p>Tells us what to do or not do about surveillance of employees at work.</p> <p>Tells us about the information to be given to members of the public about their rights to access official documents of the Commonwealth Government and its agencies i.e. government funded contracts.</p>

	There is law about	Which is called	We follow it because it...
15	Public Service	Public Service Act 1999 (Cth)	This law addresses a range of matters relating to how we manage government contracts.
16	Social Security	Social Security (Administration) Act 1999 (Cth)	Provides information for the administration of the social security law, and for related purposes i.e. government funded contracts.
17	Students	Student Assistance Act 1973 (Cth)	Provides information about certain benefits to certain students and for other purposes i.e. government funded contracts.
18	Superannuation	Superannuation Guarantee (Administration) Act 1992 (Cth)	Tells us about the compulsory payment and deposit of superannuation to the nominated superannuation fund by the employer.
19	Workplace Safety	Work Health and Safety (National Uniform Legislation) Act 2011 (NT)	Gives staff information about how to manage the health and safety risks within the organisation. It ensures all staff, volunteers, students and clients are kept safe during work hours both in the offices and when outside the office.
		Return to Work Act 1986 (NT)	Tells us what the organisation needs to do to keep workers compensation insurance for its staff and the rules for supporting staff who injure themselves when they're completing work activities.
		Trespass Act 2023 (NT)	Tells us our rights and responsibilities to keep all of our buildings, and the staff and clients in the buildings safe especially when members of the public or clients behave in a way that is unsafe or aggressive on Melaleuca property.
20	Carers	Carer Recognition Act 2006	Explains who a carer is and helps to raise awareness of the important contribution Carers make to our community. This Act also works to ensure services recognise the needs of Carers and considers what services and programs Carers can also receive.
21	Disability Service	Disability Services Act 1993	This Act provides a framework to promote the rights of people living with disability. It also describes principles for treatment and care for people with a disability; and how services can deliver programs which support them with dignity and respect to enable them to participate fully within the community.





Some more information about respecting your privacy

When we welcome you to Melaleuca, we will ask you for your permission to collect some information about you. This is part of our responsibility to the organisations or Government who provide us the money to support you.

The information you give us is protected by us and by the Australian Privacy laws. We don't share this information with any other people who have no right to that information.



Who has the right to your information

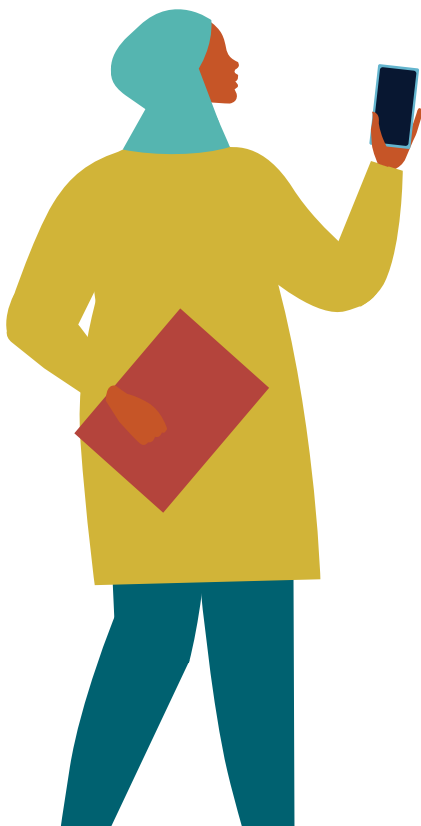
As part of the law in Australia, there are times where your information has to be shared by people or organisations who have the legal right to access it. We will always do our best to let you know some of your information is being shared.

It is also possible Melaleuca will already have some information about you given to us by the Australian Government. We will continue to add to this information because this is what the government ask us to do. You can say no to us sharing the information, however this may limit the service we are able to provide to you.

Other times we might release information:

- When a legal court has requested this from us due to a legal situation you are involved in.
- When staff are concerned that a child is being harmed or that the wellbeing of family members are seriously compromised or they are not safe.
- That you ask us to share information with other organisations – and sign a consent form supporting your request.

We follow the Australian Privacy laws (#14 Privacy & Information in the table above) and this means that you too have the right to access the information we hold about you.



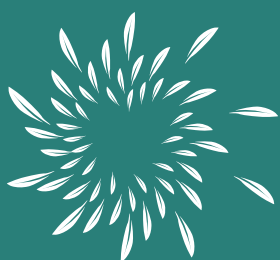


Questions

If you have any questions about anything we have said in this document, here are some options for you:

- If you are an existing client, please contact your Case Coordinator or Mentor
- If you are a staff member, volunteer or a student please contact your Manager
- If you are not a client and are a member of the public, please contact Melaleuca
 - Phone 08 8985 3311
 - Email admin@melaleuca.org.au





Melbourne
— AUSTRALIA —

Everyone belongs