



Melaleuca
— AUSTRALIA —

Everyone belongs

Annual Report 2024-25





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Amharic

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Arabic

اقرأني بالعربي باستخدام ترجمة جوجل، امسح كود الاستجابة السريعة الي فوق

Burmese

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Spanish

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Urdu

مجھے گوگل ٹرانسلیٹ کے ساتھ اردو میں پڑھیں، اوپر دیا گیا QR کوڈ اسکین کریں۔





Cover artwork

The Girl and The Sunflower Field, by Mariia Shevchenko (artist name: NNNII). This art piece was exhibited as part of Melaleuca's Refugee Week, "Inside the Frame".

About the artwork

The sunflower is more than just a crop; it is a powerful symbol. It speaks without words: "Even if you fall, something beautiful may grow."

For Ukrainians, the sunflower embodies a philosophy of transformation — the ability to turn adversity into renewal, and the energy of invasion into the rebirth of life.

From the pain of war, they cultivate beauty.

From acts of aggression, they grow peace.

Published

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We acknowledge *Larrakia Country*

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

The work we do 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 that the storyline of the Larrakia people too is one that has been impacted by displacement and loss; and that they are people who know well the power of hope and self-determination.

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

In respecting you, we will tread gently on your land.

In showing gratitude, we will serve you with humility.

In valuing your customs and traditions we will learn from you.

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

We are truly thankful.



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Being Melaleuca

As people of Melaleuca, everything we do affects each other and the people we serve. Working 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. This can positively ripple out into the rest of the world and 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 Report

This year marks my tenth year as Chair of Melaleuca Australia's Board and it has been an honour to witness the organisation's remarkable evolution.

Over the years, Melaleuca has grown from being an organisation that was — and still is — exceptionally client-focused, to one that is intentionally strategic about shaping the world around its clients. Today, Melaleuca not only serves, it also advocates, ensuring that the people we walk alongside are valued. Not just within the organisation, but across all aspects of the Northern Territory, as we influence governments, sectors, and systems to better reflect their voices.

This year, we approved a new strategic plan that sets a bold direction for Melaleuca. With a clear emphasis on growing its systemic advocacy, while respectfully journeying with government

to see, with grace, the important role multicultural communities play in the Territory. This mandate builds on a decade of steady progress and now charts a new course for the communities we serve. Part of this has involved refining our leadership model, with a clearer and simpler delineation between the CEO and Deputy CEO roles. The CEO now carries the external-facing portfolio, engaging with policymakers and driving systemic change to strengthen representation. The Deputy CEO focuses on client services, organisational culture and internal excellence. These roles intersect at the crucial point of influence, collaborating to ensure Melaleuca's vision is advanced in every sphere.

The Board has remained focused, passionate and forward-thinking. This year we embraced new approaches to Finance, Audit and Risk - including inviting external experts to strengthen governance and offer independent insight into strategic decision-making.



Our relationships with government continue to reflect trust and confidence in Melaleuca and we are proud to see the organisation model a culture of transparency that is not hindered by silos or hierarchy.

I am deeply proud of the way Melaleuca has demonstrated resilience and agility this year—seamlessly adapting to significant contract changes without disrupting operations — a level of organisational maturity that many spend decades trying to achieve.

This period also marked the close of a significant era of learning, during which we concluded Workforce Australia services, an important chapter of services to the broader community. The Board extends its sincere gratitude to AMES Australia for its guidance and support through the AMES Alliance — support that made it possible to achieve such remarkable outcomes for our clients.

I am grateful to our Executive team for their unwavering leadership and courage, to our funders for choosing Melaleuca as a partner of trust and most of all to our clients, who continue to teach us, challenge us and inspire us. Our impact is becoming more visible each year and as we look ahead, we do so with confidence that the decade to come will see Melaleuca's vision for a world where everyone belongs made visible within the Territory — in collaboration with government, communities and the individuals we serve.

Ross Springolo

*FCPA FAICD FGIA FCG
Chairperson*



Board Members



Ross Springolo *(Chairperson)*

Ross is an experienced board director and governance professional, having served over 30 years on boards within the private, government, non-profit sectors and a community service organisation. 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 operational areas and management positions. He possesses a depth of transferable skills in governance, administration and financial management within organisations operating in highly regulated environments.



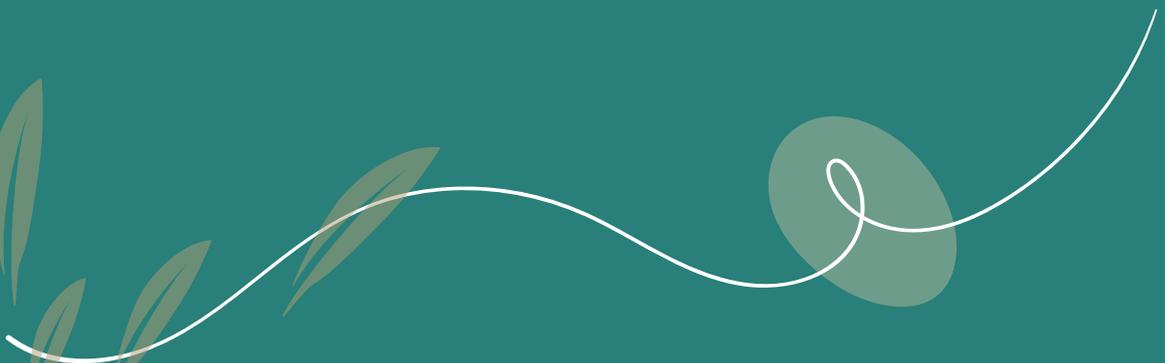
Tisha Tejaya *(Deputy Chair)*

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.

Tisha was appointed Deputy Chair of the Melaleuca Board on 19 February 2025. As a Board Member, she is committed to helping Melaleuca Australia ensure that every newcomer feels as welcomed as her family felt. Her expertise spans across governance, employment law and diversity and inclusion.

In her spare time, Tisha volunteers as a lawyer at the Top End Women's Legal Service. She is currently employed as a Senior Policy Officer in the Department of Climate Change, Energy, the Environment and Water.





Ben Poveda-Alfonso *(Member)*

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

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

Recognised for his contributions, Ben has earned prestigious accolades, such as the 2021 Minister for Youth Excellence in Youth Leadership Award, the 2020 CDU International Alumnus Award and the 2018 StudyNT International Student of the Year. Ben was also the 2024 NT Local Hero Nominee in the Australian of the Year awards.



Cathy White *(Member)*

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

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

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

Cathy held the position of Deputy Chair of the Melaleuca Board until 19 February 2025.



Colin McDonald *(Member)*

Colin has served as a Barrister and Queen's Counsel for over 30 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. Colin was a member of the Australian Bar Association and the NT Bar Association until his retirement.

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 and has served as the former Chair of the Royal Darwin Hospital Board and the Northern Centre for Contemporary Art. His dedication to justice, public administration and Australia-Indonesia relations highlights his broad impact across multiple sectors. Colin has also nurtured a lifelong passion for the arts – particularly Indonesian and Aboriginal art.



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.

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.



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.



Eric Withnall *(Treasurer)* *(Board Member 30/09/2021 - 03/03/2025)*

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

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

Newsflash



Ministerial Roundtable

On 19 March, Melaleuca was proud to host the Honourable Assistant Minister Julian Hill MP, Mr Luke Gosling OAM MP, Regional Director North QLD & NT Mr Charlie Shandil, and a number of multicultural community leaders in Darwin.

The visit featured a Ministerial Roundtable with community leaders — an important opportunity to share insights and discuss key issues affecting our multicultural communities.

We were honoured to showcase the vital work of our dedicated team and the support we provide to clients across the region.

We sincerely thank the Assistant Minister and all guests for taking the time to engage with our staff and community. Your interest and support are deeply valued.

Newsflash



Supporting National Anti-Racism Framework

On 1 April, Melaleuca was honoured to host the Federal Race Discrimination Commissioner, Mr Giri Sivaraman, and the Northern Territory Anti-Discrimination Commissioner, Mr Jeswynn Yogaratanam.

This special visit brought together community leaders, service providers, and colleagues for a meaningful exchange of ideas — a chance to connect, share lived experiences, and learn more about the National Anti-Racism Framework.

Melaleuca proudly supports this Framework, which marks a significant step forward in Australia's journey toward becoming a fairer, more inclusive nation — a place where everyone feels safe, respected, and heard.



CEO Report

As I look back over the years, I am always in awe of the rhythm that Refugee Week brings — arriving in mid to late June, just as we close another financial year. It is a moment where resilience takes centre stage, reminding us why we exist and what we work towards every day.

At the close of the 2023-24 financial year, I found myself standing in our Refugee Week gallery, deeply moved by the words on a powerful art piece about Ukraine. It read:

“On the first day of the invasion, Ukrainian civilians placed sunflower seeds into the pockets of enemy soldiers, saying: ‘Even if you fall, something beautiful may grow from this land.’”

Those words stopped me. They spoke of defiant compassion — turning loss into life, war into art, fear into a future. They reminded me that even when our direct work is done, the seeds we plant keep growing, long after we are gone.

With that spirit in mind, we stepped into the 2024–25 financial year ready for change. This was the year Melaleuca stood taller than ever — confidently representing the voices of multicultural communities across the Northern Territory. We forged alliances with leaders from many cultures, creating new ways to bring them together. United Voices became a powerful gathering space from which grew the Multilingual Mingle — a regular forum where multicultural leaders connect, share and act collectively on the issues that matter.

We opened our doors to national conversations that shaped the NT Government's new Multicultural Strategy. We championed the National Anti-Racism Framework and worked with the NT Anti-Discrimination Commission and others to make its message real and relevant for our communities.

This was also the year we announced the launch of the first Refugee and Migrant Legal Service for the NT, with Refugee Legal Victoria accepting referrals and, in the spirit of partnership, progressing services remotely. Our advocacy resonated. NT Government departments sought our advice more than ever to ensure their programs reflect the diversity of the Territory. Nationally, we carried the NT story into the Settlement Council of Australia, Refugee Council of Australia, Forum of Australian Services for Survivors of Torture and Trauma (FASSTT) network, and Multicultural Youth Advocacy Network Australia (MYAN)— where we re-ignited Multicultural Youth NT (MyNT), giving young multicultural Territorians a renewed space to lead.

For the fifteenth year, we chaired the Settlement Services Network — now evolving into specialist sub-committees, including one focused on the impact of family and domestic violence on multicultural families. Despite our size, the depth of our impact never ceases to inspire me. We began the year with strong advocacy for sustainable refugee and migrant health services and were encouraged to see those calls met with open ears. As the year closed, we were honoured to accept the invitation to chair the NT Human Rights Awards — a role that reflects the trust placed in us by our peers and partners.

We also farewelled our Workforce

Australia services and returned to our core: to be not just a service provider, but a driver of representation. From strategy to operations, we are an organisation whose actions reflect the voices we represent. This was a year that began with change — and it ends with a new form emerging. Melaleuca is stepping more fully into its role as a connector, a convener and a voice for multicultural communities. We are ready and excited for what comes next.

Suffice to say over the years, we have slowly and steadily changed into an organisation that demonstrates a clear representation of the communities we serve. I wish to express my deep gratitude to our Board for their vision and governance, to our staff for their dedication and courage, to our volunteers for the heart they bring and to our clients for trusting us with their stories and journeys. Together, we continue to plant seeds of change — and watch them grow.

With sincere thanks,

Kwame Selormey

Chief Executive Officer



Our Executive

“



The hallways of Melaleuca echo the languages of the communities newly arriving in our country, Swahili, Urdu... This year, it is Spanish. One of the many gifts this brings is the chance to learn an entirely new language, just as the people we serve are learning English. A true exchange.

Kwame Selormey

CEO

”

“



A fountain can only overflow when the countless individual cups are offered by faithful individuals who believe in the collective vision – to inspire hope, purpose and possibility in those who are yet to believe.

Erin Plumb

Deputy CEO

”

“



Budgets may look neat on paper, but in real life they breathe, wobble and occasionally collapse under the weight of reality. My role is to make sure they get back up again. Finance is less about cutting costs and more about creating room for opportunity - though yes, I'll still notice if you overspent on catering.

Ali Dhirani

Director of Finance and Infrastructure

”

Fostering Welcome & Belonging

Ways Melaleuca has represented multicultural communities





Client Services Report

Interestingly, at times this year, I have been asked the question: “Why don’t you just give up? It just seems impossible!” But quitting has never been an option. Each day, we witness stories of difficult beginnings—individuals navigating hardship with determination and grit—and see how these journeys transform into a new beginning filled with hope, inspiration and possibility.

Our staff has shown remarkable resilience. In moments that could have led to burnout, they instead found ways to pause, acknowledge pain, refresh and carry forward with renewed strength. Their courage and compassion continue to inspire myself, each other and — I hope — the communities we serve.

A cornerstone of this strength is Melaleuca’s work as the provider of the Program of Assistance to Survivors of Torture and Trauma (PASTT) and as a member of the national FASSTT network. Guided by this expertise, we embed trauma-informed principles across all programs. Under the leadership of Zelda, Manager Health & Wellbeing Services, and her team, this approach continues to shape how we welcome, support, and walk alongside every client.



This work extends far beyond the counselling room — it is embedded into every program and every team, shaping how we welcome new arrivals, engage with families, support young people, and respond to crisis. It is the common language of our multidisciplinary team, ensuring that every interaction upholds dignity, fosters safety, and creates the conditions for healing and belonging.

The year was not without challenges. As the Workforce Australia contract came to a close, we faced the sadness of departing colleagues, the closure of offices and experienced firsthand the impact of shifting government policies on the vulnerable populations we work so hard to support. These changes were deeply felt. Yet even in the face of fracture, Melaleuca chose to look forward and shape a new beginning.

Already, that future is beginning to emerge. We see the growth of a more mature organisation; communities that know they belong; testimonials filled with confidence and strength; and staff who carry a quiet pride. We see bicultural support workers walking alongside

clients, orientation sessions where Legal Aid NT equips new arrivals with knowledge, and community gatherings where health messages are delivered in language at local temples. These moments reflect an organisation that is not only walking with individuals but also shaping the systems around them — making housing, healthcare, education, and justice more accessible for all.

Client Services remains committed to building on these foundations. We will continue to accompany our clients and communities on their journeys, ensuring that every ending we help to shape is one of hope, belonging and possibility.

Erin Plumb

Deputy CEO





Newsflash

Harmony Day

On 18 March, as part of Harmony Day celebrations, Melaleuca Australia proudly delivered a “Rhythm to Recovery” drumming workshop for seniors at Litchfield Community Library—an uplifting, inclusive experience that fostered connection, creativity, and emotional well-being through the shared joy of music and rhythm.



Newsflash

NAIDOC Week

During NAIDOC Week 2024, our Casuarina Employment Services team celebrated with pride, having supported more than 240 individuals into employment over the past year — a powerful reflection of their dedication to empowering our local Job Seeker community.



OUR OPERATING ENVIRONMENT

Snapshot of the NT

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

Languages spoken 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

Languages spoken at home

Darwin Region

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 Region

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 and Palmerston Regions



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

Employment Services



2,200

clients access services



14%

of clients were born in 61 countries outside of Australia



68%

of clients identified as Aboriginal/Torres Strait islander



11%

of clients came from refugee background



357

clients were supported into employment



135 (38%)

remained in employment after 6 months



122

clients engaged in non-vocational activities



542

clients engaged in educational opportunities



43

clients engaged with 1:1 Indigenous Mentoring

Languages spoken at home

English	96.09%
Aboriginal Language	2.32%
Swahili	0.41%
Thai	0.72 %
Vietnamese	0.72%
Tetum (Timorese)	0.09%
Ukrainian	0.09%
Russia	0.09%
Arabic(Sudanese)	0.09%
Other	0.55%

Country of birth

Australia	87.55%
Congo, Dem Rep	1.18%
Philippines	1.18%
Thailand	0.86%
Indonesia	0.82%
East Timor	0.73%
New Zealand	0.73%
United Kingdom	0.64%
Sudan	0.55%

Multicultural Services



701
clients

from
41 countries

2,400
accessed counselling or
1:1 support sessions



699
adult clients
attended
206
group
sessions



276
clients
accessed
25
health clinics
hosted at
Melaleuca



123
orientation
sessions
delivered to
191
adults



20
schools
engaged with
outreach,
capacity
building
and general
supports



79
young adults
accessed
62
group
activities



245+
networking
engagements
30
outreach
engagements

Languages spoken at home

Swahili	28.1%
English	13.77%
Arabic	10.74%
Spanish	5.23%
Oromo	4.68%
Urdu	4.41%
Somali	4.13%
Khmer	3.86%
Burmese	3.58%
Thai	3.31%
Amharic	3.03%

Country of birth

Congo	19%
Kenya	8%
Sudan	6%
Pakistan	6%
South Sudan	5%
Ethiopia	4%
Myanmar	4%
Cambodia	4%
Thailand	4%
Burundi	4%

IMPACT HIGHLIGHTS

Settlement Services Team

- Welcomed dozens of new families, supporting them through health checks, housing, school enrolments, and community connections.
- Hosted monthly welcome lunches to celebrate belonging and connection.
- Delivered job readiness programs, driver's licence support, and SETS workshops in partnership with STEPS.
- Advocated with real estate agents to tackle discrimination and open access to private rentals.
- Partnered with Legal Aid to deliver orientation sessions equipping new arrivals with knowledge of their rights.
- Worked with Anglicare RAMSS to ensure a warm handover and continued support for families transitioning from HSP.



Families & Youth Team

- Supported 77 families facing visa uncertainty, homelessness, domestic violence, and mental health challenges.
- Offered social groups, parenting programs, and gender-specific workshops to reduce isolation and build confidence.
- Co-designed a new parenting program with Vibrant Diverse Cultures for mothers of young children.
- Delivered 62 youth workshops for 79 participants, strengthening resilience and creativity.
- Produced a multilingual recording of "Heal the World" for Refugee Week, showcasing culture and unity.
- Partnered with Good Things Foundation to deliver Digital Sisters digital literacy training for women and families.



Health & Wellbeing Team

- Partnered with GP clinics to ensure interpreters are consistently booked, turning client feedback into lasting change.
- Developed a formal understanding with the Charles Darwin University (CDU) School of Nursing & Midwifery to connect pregnant women with student midwives for continuity of care.
- Delivered hundreds of comprehensive health checks through Right Care Medical and NT Grace Mediclinic.
- Strengthened partnerships with Cusco Care Services, Autism NT, and others to fast-track NDIS access and support.
- Delivered in-language health education sessions at community spaces including the Cambodian Temple.
- Held culturally tailored health information sessions and morning teas with CarersNT and Dementia Australia to reach vulnerable groups.



Employment Services Team

- Supported over 2,000 clients and consistently exceeded national averages in refugee and CALD employment outcomes.
- Maintained 100% compliance with licensing standards.
- Achieved 81% client satisfaction, well above the national median.
- Concluded Workforce Australia contract after three years of strong outcomes and community impact.



WINDOW INTO OUR HOLISTIC SERVICES



A day in Settlement Services begins before the phones start ringing. In the open-plan office, staff gather to plan the day, share updates, and coordinate the details that will shape the journeys of dozens of clients.

Bicultural support workers begin their day by accompanying clients to health checks, school enrolments, rental inspections and government appointments — work that is supported by the careful preparation of Case Coordinators, Paul and Ivy. They spend the day liaising with critical service points such as trauma counsellors, education providers like STEPS, and Services Australia to complete essential registrations. They follow up on referrals, prepare for case conferences, and ensure that every client's next step is ready. Rose, Support Services Officer, ensures that accommodation is prepared and welcoming for families arriving later that day.

Aayu, Health Services Coordinator, keeps the team informed of critical medical appointments, while Liam, Learning and Development Leader, prepares the Inspire Training Room for a Legal Aid orientation session. In the crèche, Nagina creates a safe, engaging space where children can play while their parents participate in orientation.

Wah, Settlement Services Facilitator, works closely with clients to explore rental options and guide them through the challenges of securing housing, while others connect clients with driver's licence programs and job readiness activities through SETS.

At reception, Bishnu welcomes clients, stakeholders, and community members, prepares essential forms, and manages data entry to keep cases moving smoothly. Meanwhile, Prasanthi, Senior Finance Officer, tracks bonds, payments, and reconciliations — ensuring the financial side of settlement is handled with care.

Overseeing it all is Hugo, Manager Community Services, who provides guidance, solves challenges alongside staff, connects with local, national, and international partners to coordinate client arrivals, and gathers the team for the monthly Welcome Lunch — a moment to celebrate clients' first steps toward belonging.

By afternoon, the focus turns to transition. Paul joins colleagues from Anglicare RAMSS to visit a family completing their HSP journey after 11 months. Their progress — from orientation to English classes, from health checks to private rental — carries the fingerprints of the entire team.

The day ends as it began: with collaboration. A successful settlement journey is never the achievement of one individual — it is the shared work of many, standing side by side, creating new beginnings and helping clients build futures filled with confidence and belonging.

A STORY

Osman's journey to his dream job

When Osman arrived in Australia with his family in March 2006, he carried with him a simple but powerful dream: to learn English so he could connect with others, read and write with confidence, and one day find meaningful work. He understood that employment would be more than just a job — it would be his bridge to belonging, a way to engage with people, understand the laws and culture of his new home, and contribute to the society that had welcomed him.

Osman's first years in Australia were marked by determination. He worked wherever he could — pushing trolleys, driving taxis, and taking on cleaning roles. Each step provided for his family and taught him something new about his new country. But Osman knew he wanted more: he wanted to strengthen his English, literacy, and numeracy so he could open more doors for himself and for his future.

As a Workforce Australia client, Osman was referred to STEPS Education and Training, where he completed the Skills for Education and Employment program. This program was a turning point — giving him not only new skills but also the confidence to see himself in a new way. With encouragement from his peers and mentors, he applied for a position at Melaleuca Multicultural Services.

Today, Osman has come full circle. As a Bicultural Support Worker with Melaleuca's Humanitarian Settlement Program, he now walks alongside newly arrived clients, providing communication support and helping them navigate those first, often daunting steps into a new country. He is a guide, a driver, and a bridge between cultures — living proof that the journey of settlement is one of possibility.

Osman's story is a celebration of resilience, learning, and community. It shows what is possible when education is accessible, when support is available, and when determination meets opportunity. We are deeply proud of Osman — not just for where his journey has taken him, but for the hope he now inspires in those who are just beginning theirs.

Osman reflects: "I am so proud and happy to work in this job, and I hope to do it for a long time. This is a job from my heart—my dream job that I've been searching for, for so many years. I love the teamwork and how we encourage each other. My future goal now is to write my story so I can share the journey of myself and my family with Australia."



Above: Osman with STEPS Community Development Officer – Jamie Lewis.

WORDS OF CHANGE FROM OUR WISE LEADERS

“



This year has been one of significant growth and learning. Our team has demonstrated remarkable resourcefulness, continually seeking out opportunities to network and build connections that open meaningful pathways for our clients. These efforts have led to outcomes that are not only effective but also truly aligned with the individual needs of those we support.

Zelda Piggot

Manager Health & Wellbeing Services

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We have strengthened our relationship with Charles Darwin University, receiving placements from Humanitarian Aid and Development students to support the Settlement and Family and Children's Services teams. Additional opportunities for Social Work and Public Health placements are also being explored for the 2025-2026 financial year.

Liam Somers

Leader Learning and Development

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“



What began as an ordinary year soon became one of our most challenging when we received the news of our contract closure. Yet, I leave with my head held high, knowing that the work we achieved not only met but exceeded national targets in nearly every area. Most importantly, we touched and positively impacted the lives of thousands of people through our employment services.

Jessica Long

Manager Employment Operations

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One of Melaleuca's greatest strengths is its culture of growth, teamwork, and inclusivity — where every voice is respected and every contribution valued. Staff development is woven into the organisation, with training in First Aid, Suicide Prevention, Mental Health & Resilience, Job Coaching, and Core Cultural Learning. These opportunities strengthen our ability to serve clients and nurture a new generation of compassionate, skilled leaders shaping the future of the Northern Territory.

Zahid Mansur

Manager Employer Engagement

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Children bring energy and diversity into schools, families share traditions that broaden our perspectives, and everyday acts of resilience and generosity strengthen the community we all belong to. To be part of this journey is an honour that continually inspires us.

Hugo Granados

Manager Community Services

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Improvements in internal processes contributed to more efficient use of resources. Overall, the organisation remains in a stable financial position, with sound planning and controls in place to support continued sustainability and growth into the next year.

Prasanthi Silva

Senior Finance Officer

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Newsflash



NT Congolese Sports and Cultural Association Incorporated

Melaleuca proudly sponsored new playing kits for the men's and women's teams competing in the Australia Congolese Tournament, held in Darwin on 4-5 October 2024. Congratulations to Congo Brisbane Men and NT Congolese Women for being crowned this year's champions!



Newsflash

Coercive Control and Children – A Safe & Together Conference

In March 2024, Manager Community Services, Hugo Granados, represented Melaleuca at the “Coercive Control and Children – A Safe & Together Conference” in Melbourne, where he championed the importance of a bicultural lens in supporting diverse communities and engaged with global leaders, including Safe & Together CEO David Mandel.



REFUGEE LEGAL SERVICE OPENS IN THE NT

In February 2025, Refugee Legal officially opened as a fully-fledged legal service in the Northern Territory, marking a transformative milestone in the region's access to justice for people seeking asylum, refugees and vulnerable migrants. Based at Melaleuca Australia in Darwin, the service commenced with the appointment of Solicitor Sarah Cosby, who began providing free legal assistance with protection visas, family reunion, and other migration matters to clients referred through Melaleuca integrated support programs, direct referrals, and other agencies across the NT.

This opening followed years of collaboration and community advocacy, driven by a long-standing recognition that the NT had been one of the only jurisdictions in Australia without a dedicated legal service of this kind. Refugee Legal NT operates within a unique, co-located model — embedding legal support alongside trauma counselling, family and youth services, and settlement support — promoting holistic, coordinated assistance under one roof.

This approach, reflects a deep commitment to community-led solutions and access to justice, and stands as a powerful example of what is possible through partnership, perseverance and conviction.



A STORY

Katherin's journey of resilience and hope

In 2017, as Venezuela faced political unrest and growing instability, Katherin made the brave decision to leave her home to protect her future and that of her unborn family. With limited options available, she travelled to Trinidad on a short-term visa, determined to find safety and build a new life.

When the visa expired, she spent three months in immigration detention while seeking refugee status. For the next three years, her passport remained with authorities, and she had no legal right to work — yet she persisted. During this time, she gave birth to her son and, when life became even more difficult, she made the courageous choice to separate from her partner to focus entirely on creating stability for her child.

Katherin worked wherever she could, learning new skills and building her confidence. A job in a jewellery store introduced her to jewellery making, which became both a livelihood and a creative outlet. She later opened a small pop-up store for tourists, which allowed her to earn an income and spend more time with her son. It was during this time that she recognised he was missing key developmental milestones and began seeking the support he needed.

After eight years in Trinidad, Katherin was granted a visa to Australia. She arrived in Darwin with hope and determination, quickly accessing counselling through PASTT and working with the Refugee Health Nurse and other providers to ensure her son could be assessed and supported.

Today, Katherin is thriving. She is engaged in learning about Australian life, actively seeking ways to contribute, and grateful for the sense of freedom and equality she now experiences. She has established her own jewellery business, selling her handmade pieces at local markets and shops in Darwin. Her dream is to create opportunities for other migrant women, walking alongside them as they navigate their own journeys of transition and belonging.

A Proud Moment

ACHIEVING NATIONAL MENTAL HEALTH ACCREDITATION

Melaleuca reached an important milestone with accreditation under the National Standards for Mental Health Services — the result of years of work to strengthen systems, embed best practice, and ensure that services are safe, effective, and culturally responsive.

This journey began under the leadership of Andrea van der Werf and was brought to completion through the collaboration of the PASTT and Executive teams, championed by our Deputy CEO, Erin Plumb. Together they reviewed and redesigned systems and procedures, guided the organisation through a rigorous application process, and supported several days of staff and client interviews conducted by the accreditation body.

Special recognition goes to John Hall, Counsellor, whose organisation and coordination kept the process on track and ensured every requirement was met.

With this achievement, Melaleuca joins its national FASSTT counterparts as a fully accredited mental health service — a milestone that reflects the dedication of staff across the organisation and deepens our commitment to walk alongside our community with excellence in mental health support.



SPOTLIGHT YOUTH

Reconnect & Diverse Youth Program



Melaleuca's youth programs are vibrant spaces where young people can connect with peers, discover new skills, and simply enjoy being young while navigating life in a new country. This year, 79 young people took part in 62 workshops that strengthened resilience, creativity, and leadership.

One of the year's most inspiring highlights was a musical project that brought together young people aged 12 to 24 from Democratic Republic of Congo, South Sudan, Colombia, Ukraine, China, Myanmar, Venezuela, Malawi, Timor-Leste, Pakistan, Burundi, and Iran. Guided by Samweli, with support from Mfaume and Melanie, and produced by Ward Hancock and Leigh Bramall, the group recorded *Heal the World* by Michael Jackson — sung in ten different languages.

Launched during Refugee Week 2025, this project became far more than a song. It created a platform for young people to share their stories and cultures, express resilience, and build confidence. Most importantly, it fostered unity and pride, reminding us all of the power of compassion, creativity, and connection to bring communities together.



Newsflash

Celebrating 50 Years of SBS

Our CEO, Kwame Selormey, joined SBS's 50th anniversary celebrations on 24 June 2025 in his role as a member of the SBS Multicultural Advisory Committee. The milestone honoured five decades of storytelling that have helped shape contemporary Australia, tracing SBS's journey from two small multilingual radio stations to a national broadcaster championing inclusion, representation, and belonging — marked by commemorative episodes, curated film collections, and content in more than 60 languages.



Newsflash

Australian Youth Representative to the United Nations

On 20 May, Melaleuca had the pleasure of hosting Satara Uthayakumaran, the Australian Youth Representative to the United Nations. Our conversation explored the work we are doing with multicultural communities, particularly in empowering multicultural youth across the Northern Territory.



MyNT Chairperson's Reflection

It is with deep pride, humility, and hope that I reflect on this powerful year in MyNT's journey — a year that marked not only our reactivation, but our reawakening.

Since 2007, MyNT has been a space where multicultural young people could gather, lead, grow, and be heard. But like many youth-led movements, we have faced seasons of silence — moments when the rhythm slowed, support wavered, and the future felt uncertain. By 2020, our presence had nearly disappeared. Yet, even in stillness, the belief in what MyNT stood for never faded.

Thanks to the unwavering support of the Northern Territory Government, Melaleuca Australia, dedicated MyNT alumni, and tireless community advocates, 2025 became the year MyNT rose again.

This was not just a return — it was a rebirth.

Together, we reimagined a leadership model that honours our past while looking boldly toward the future. We welcomed 11 passionate young leaders — our Trailblazers — and surrounded them with 10 remarkable mentors, our Echoes of Youth. Together, we launched programs, shaped policy discussions, and carried the voices of over 500 multicultural youth from classrooms and forums to the Parliament House in Canberra.

We redefined what it means to lead — not with titles, but with purpose. Not from platforms, but from lived experience.

We listened deeply. We spoke bravely. We showed up for one another — and for our communities. And we planted the seeds of something that will grow far beyond any single year: a sustainable, youth-led movement rooted in representation, resilience, and radical hope.

As Chair of the MyNT Council, I am filled with gratitude — for those who believed in our return, for those who built the path we now walk on, and for every young person who dares to dream of a more inclusive Northern Territory.

Looking ahead to 2026, we are not just planning programs or writing strategy — we are building legacy. And this time, we're here to stay.

On behalf of my fellow Trailblazers the MyNT Council, thank you for standing with us — then, now, and into the future.

*Muhammad
Kamal Chohan*

Chairperson, MyNT Council





My NT Youth Service Report

I feel proud and grateful to share the remarkable MyNT journey of 2024–2025 with you. This year has been defined by renewal, resilience, and the collective spirit of multicultural young people in the Northern Territory.

I would like to begin by acknowledging my predecessors—Etabez Donato, Shay Jayawardena and Sizol Fuyana—who each held this role before me. They worked tirelessly to build and nurture relationships with young people, keeping the vision of MyNT alive. Their dedication laid the foundations upon which MyNT's reactivation was built. The trust and connections they fostered became the roots from which this new chapter could grow.

Here in the NT, the richness of our multiculturalism offers an extraordinary opportunity. Our young people carry diverse stories, languages, and traditions that shape the Territory and contribute to the national fabric. The path ahead is exciting, filled with possibility, and it is my privilege to help guide it.

I am especially proud to welcome and work alongside the newly reactivated **MyNT Council – the Trailblazers**. Their energy, creativity, and determination are already shining through. As they begin their leadership journey, my role is to ensure they are connected — to government, to service providers, to their mentors in the **Echoes of Youth**, and to each other. Together, we are shaping a strong, resilient council that reflects the voices of multicultural youth across the NT.

With that, I invite you to explore the milestones and achievements of this extraordinary year — a testament to what we can achieve when young people are empowered and supported.

Jimena Espitia

*MyNT Kaleidoscope –
Youth Services Coordinator*



Multicultural Youth Northern Territory

MyNT Council – Trailblazers

Chairperson

Muhammad Kamal Chohan



From Pakistan, Kamal has lived in Darwin for over two years. His journey sparked a strong passion for public speaking, which he now pursues professionally. Kamal aspires to become a leading speaker in Australia and launch an NGO dedicated to building a thriving community of confident public speakers and expert communicators, empowering others through voice and expression.



Vice-Chairperson

Afia Azam



From Pakistan, Afia has lived in Australia for nearly three years and is an 18-year-old Year 12 student at St John's Catholic College in Darwin. Passionate about helping others, she aspires to become a doctor to make a meaningful difference. Afia believes in the power of kindness, community, and using both words and actions to support those in need.



Secretary

Natasha Umuhirwa



From a multicultural background, Natasha is a passionate law and psychology student committed to youth empowerment and mental health. She's studying a Bachelor of Law and Criminology alongside a Diploma in Psychology. As a MYAN advocate and active member of Multicultural Youth NT (MyNT), she supports young people from diverse backgrounds.



Treasurer

Hriday Nayyar



From India, Hriday is an emerging educator and community advocate. He teaches Leadership, Management, and Business Communications while studying Secondary Education at CDU. Active in local organisations, he supports international students in building skills and connection. Hriday is driven by a passion for youth empowerment, education, and community impact.



Communications Officer

Akshata Bhusal



From Nepal, Akshata is an enthusiastic IT student based in Darwin, passionate about tech, creativity, and community. She's worked in roles from retail to web design and loves merging tech with storytelling. Akshata uplifts multicultural voices and supports women in STEM—whether coding, planning events, or chasing sunsets with music always playing.



Board Member

Addhay Roy

From Dhaka, Bangladesh, Addhay is a first-year Civil and Structural Engineering student at Charles Darwin University. Actively involved in student-led organisations, he strives for personal growth and positive community impact. Driven by a passion for engineering, Addhay is committed to building a future where his work creates lasting, meaningful change.



Board Member

Kinley Wangmo

From Bhutan, Kinley is a software engineering student with a heart for community and culture. She's passionate about empowering women, uplifting international students and using tech to make a difference. Though she comes from a small country, Kinley carries big dreams wherever she goes.



Board Member

Hoa Tran

From Vietnam, Hoa is a young advocate living in Darwin with a deep passion for youth mental health and wellbeing. Her journey in advocacy began from a personal need to speak up, and through volunteering and community work, she discovered the importance of emotional support for young people. This insight inspired her to pursue the field professionally. She is currently studying Human Services, with the goal of building a career where she can walk alongside young people with empathy, care, and kindness.



Board Member

Muskaan Dhirani

From Tanzania, Muskaan lives in Darwin and is currently studying accounting. She has worked across hospitality and events, gaining leadership and communication experience. Her volunteer work—including as club president—sparked a passion for social impact. Muskaan is committed to empowering others, especially women, through opportunity and support.



Board Member

Joel Taban

From Uganda, Joel is committed to youth advocacy, community engagement, and social impact. Through the NT Youth Round Table, Launch Darwin, and local outreach, he's led projects on food security and youth support. As founder of NovaEdge, he uses digital media to foster inclusion. Joel aims to build a career in migration and development rooted in justice.



Board Member

Maria Joaquina Rondon Martinez

From Barcelona, Venezuela, Maria was raised in a Christian family and discovered a love for reading early—eventually finishing the entire Bible. That passion led her to cooking, where she found joy in learning, experimenting, and storytelling through food. Guided by faith and curiosity, she continues to grow and create with purpose.





Multicultural Youth Northern Territory

The 2024–25 MyNT Journey has been a time of renewal and reactivation. Building on the foundations laid in past years, MyNT has grown into a stronger, more connected youth council. Below are the milestones that shaped this transformative year:

- ★ The NT Government recognised the importance of MyNT as a Youth voice and provided resource support and backing.
- ★ A full-time Youth Services Coordinator (Kaleidoscope) was appointed to lead and drive the revitalisation process.
- ★ MyNT was represented at the National Policy Alliance (NPA) launch in Melbourne, standing alongside youth council peers from across Australia.
- ★ The MyNT Youth Leadership Model was developed, introducing the Trailblazers (Executive Council) and Echoes of Youth (mentors and champions).
- ★ Stakeholder engagement was strengthened across government, education, and community sectors to build broad-based support for the reactivation.
- ★ The Northern Territory Chapter of the NPA was established, with forums and school-based engagement forming the backbone of its early work.

MILESTONES, ACHIEVEMENTS & ACKNOWLEDGEMENT

- ★ More than 530 young people were engaged across the NT through school workshops, forums, and the Darwin Youth Conference, including 158 students at Darwin High, 111 school leavers in Katherine, and 73 students at Surf Coast College.
- ★ A Policy Forum brought together over 60 stakeholders to validate youth insights and shape Territory priorities.
- ★ The top youth priorities identified in the NT were family violence and intergenerational conflict, racism and inequality in schools, and youth settlement in regional areas.
- ★ The MyNT Reactivation Ceremony was held, introducing 11 Trailblazers as the new Executive Council and 10 Echoes of Youth as mentors, alongside the unveiling of a refreshed brand identity.
- ★ The Council held its first meeting and conducted Executive elections, marking the start of its formal governance.
- ★ MyNT supported the Deputy Chair of MyNT to pitch to politicians at FUSE 2025 in Canberra – Parliament House on the theme *Safe Tomorrow – Family and Domestic Violence in Multicultural Lives*.
- ★ The Council represented the voices of NT youth at Parliament House during a MYAN event.



- ★ MyNT contributed to the NT Government Multicultural Strategy Review, ensuring that youth perspectives informed Territory-wide policy.

- ★ Ongoing stakeholder engagement was carried out with government agencies, service providers, and community organisations to consolidate MyNT's network.

- ★ Work began on mapping the NT youth sector to identify service gaps and opportunities for collaboration.

- ★ The process to formalise MyNT Council membership was initiated to strengthen governance and participation.

- ★ New school and community-based programs were designed and prepared for delivery.

- ★ The Territory Ambition Program was developed and commenced with the support of Nilesh Dilushan, the NT Young Australian of the Year, whose leadership has been instrumental in inspiring multicultural youth.

- ★ Council operations were embedded within Melaleuca's youth services infrastructure, ensuring sustainability and long-term support, and Youth Mix was established as the operational knowledge-sharing junction where MyNT collaborates with Melaleuca's direct youth services for shared wisdom.

- ★ The Council commenced co-development of a Vision, Mission, Strategic Plan and Action Plan for 2026.

Together, these milestones demonstrate that MyNT has not only been reactivated but is firmly positioned as a vital platform for multicultural youth leadership, advocacy, and collaboration across the Northern Territory and beyond.





Echoes of Youth

The Echoes of Youth are a group of experienced youth leaders, alumni, and community champions who walk alongside the MyNT Trailblazers. They serve as mentors, guides, and connectors, offering their wisdom and networks to strengthen the Council's work. By sharing their experiences and opening pathways into government, services, and community organisations, the Echoes of Youth ensure that each new generation of leaders is supported to grow with confidence. They also help to safeguard continuity, carrying forward the values and lessons of the past while nurturing the leadership of the future.

The Echoes of Youth for the Trailblazers are:

- ✦ **Ben Poveda Alfonso** – Manager at NT Office of Youth Affairs, strengthening youth policy.
- ✦ **Christine Kute** – South Sudanese community leader entrepreneur.
- ✦ **Dylan Bennett** – Founder of The Array, amplifying youth voices through storytelling.
- ✦ **Erin Plumb** – Deputy CEO Melaleuca Australia
- ✦ **Jemima Fernandez** – Policy Officer and NT Youth Week Coordinator, driving youth participation.
- ✦ **Nilesh Dilushan** – 2025 NT Young Local Hero for outstanding youth leadership
- ✦ **Rebecca Forrest** – Founder of No One Left Behind, champion of inclusion.
- ✦ **Sebastian Ochoa** – Youth Development Coach at YouthWorX NT, committed to empowering young people.
- ✦ **Zainab Abdikariim Nuur Cirfe** – CEO of Assad Care Services, advocating for culturally safe care.
- ✦ **Jimena Espitia** – Youth Services Coordinator Melaleuca



Newsflash

National Youth Week

Melaleuca is proud to champion young people through active involvement in NT Youth Week 2024. As a major sponsor of the Darwin Youth Conference, we supported a range of events, including the 25th anniversary celebration of NT Youth Week at Parliament House. These events provided a vital platform for young leaders to connect, share their experiences, and help shape a more inclusive future. Our ongoing support reflects our belief in the power of youth voice and leadership to drive meaningful change.

On 17 April 2024, we also participated in the annual Couch Surfing Race at Civic Park, Darwin, as part of “Youth Homelessness Matters” Day. Organised by Anglicare NT and the City of Darwin, the event raised important awareness around youth homelessness in the Territory. Melaleuca’s team proudly secured second place in the race, standing alongside other organisations in support of vulnerable young people. The day featured decorated couches, information stalls, and strong community engagement—highlighting the importance of collective action in addressing youth homelessness.





Welcome and Belonging

A SHARED RESPONSIBILITY

Welcome and belonging are not just the responsibility of one organisation — they are a whole-of-community commitment. This year, Melaleuca activated a new community engagement approach. While one part of our organisation continued to work directly with clients, another focused on the communities they live in — building capacity, celebrating strengths, and creating spaces where every person can be fully included and experience true belonging.

This approach has strengthened how we represent multicultural communities and deepened our ability to walk alongside them as partners. The Community Engagement Team — Ali Abdeen, Community Engagement Officer, Jimena Espitia, Youth Services Coordinator and Sun Tan, Mela Kulcha Coordinator — worked with passion and purpose to bring this vision to life. They were joined by Special Project Manager, Belinda Peacocke, and supported by Belle Allison, Executive Assistant, whose coordination and service ensured this work stayed connected across the organisation.



Newsflash

Government House Open Day

On 30 August 2024, Mela Kulcha brought vibrant energy to the first Government House Open Day — serving coffee in the historic gardens as more than 1,000 guests explored the State Rooms and grounds in a celebration of community and culture.



Newsflash

Colombian-Australian Association of the NT (ColaNT)

Melaleuca proudly supported the launch of ColaNT by sponsoring their inaugural Viva Colombian Fest 2025 — a vibrant celebration of Latin American culture that drew over 7,000 people to the Darwin Waterfront and marked a major milestone for the multicultural community.



WAYS WE HAVE CELEBRATED BELONGING THIS YEAR

Refugee Week 15-21 June 2025

Finding Freedom: Diversity in Community

Refugee Week 2025 marked another powerful and heartfelt chapter in Melaleuca Australia's ongoing commitment to celebrating diversity, championing human rights and amplifying the voices of people from refugee backgrounds. Held across multiple venues on Larrakia Country in June, this year's program brought together clients, partners, supporters and the broader community in a week-long series of events that honoured the strength, culture and contributions of refugees and people seeking asylum.





Annual Client Picnic - Connection in the Gardens

The week began with Melaleuca's much-loved Annual Client Picnic at the Darwin Botanic Gardens on 17 June. This cherished tradition drew clients from over 20 countries, alongside families, staff and students from the STEPS Group, in a joyful celebration of community and multiculturalism. The day featured outdoor games, storytelling and face painting. Melaleuca was honoured to host 2025 Australia's Local Heroes, Vanessa Brettell and Hannah Costello and extend appreciation to key guests from the Australia Day Council NT and the Department of Home Affairs.





Inside the Frame – Portraits of Belonging

A centrepiece of the week was the opening of *“Inside the Frame – Portraits of Belonging”*, an evocative visual arts exhibition, celebrating refugee stories and perspectives through art. CEO Kwame Selormey and keynote speaker, Bishop Charles Gauci, opened the event with reflections on global displacement, compassion and hope.







Sharing Stories, Shifting Perspectives

Throughout the week, Melaleuca delivered Portable Panel sessions designed to foster awareness and empathy. A session at Moil Primary School was particularly well received, with students engaging deeply in conversations about the refugee experience. At “*Rhythm and Roots*”, a live panel allowed community members to ask questions directly to Melaleuca staff with lived experience, further breaking down barriers and humanising the refugee journey.

Four powerful lived experience interviews were showcased during the exhibition and online, sharing the settlement journeys of Melaleuca clients – Nagina and Naveed, Nayrobis and Yeison, Heritier, and Warry Warry. These stories highlighted personal challenges and triumphs, inviting audiences to see beyond statistics and connect with the humanity behind the headlines.

Darwin High School students created a colourful video message for World Refugee Day.



Mela Kulcha



Mela Kulcha is Melaleuca’s learning social enterprise with the purpose of providing multicultural communities with opportunities to gain hospitality skills into employment.

Besides offering daily coffee and pop-up restaurants, Mela Kulcha hosted various events this year as featured in the next few pages.





Rhythm and Roots - A Cultural Celebration

The week culminated in "Rhythm and Roots" on 20 June — a lively evening of music, dance and storytelling. Guests were welcomed by MC Kwame Selormey, with powerful addresses from the Hon. Laurie Zio MLA, Assistant Minister for People, Sport and Culture and keynote speaker Veronica Matipira. Cultural performances by the Karen community, a drumming circle led by Hugo Granados, and a showcase of refugee-made merchandise, created a dynamic celebration of cultural pride, freedom and community spirit.





A Taste of Ethiopia - Sharing Culture Through Food

On Saturday 21 June, the Ethiopian Sisters Kitchen Pop-Up hosted over 60 guests across two sittings at Mela Kulcha. This intimate gathering, hosted by Ethiopian women in Darwin, offered a sensory journey through traditional food, culture and storytelling — celebrating resilience and cultural pride through hospitality and community connection.



Oz Day Forum - Conversations for Change

In collaboration with the NT Australia Day Council, Melaleuca co-hosted the "Oz Day Forum" featuring an inspiring panel of changemakers, including Australia's Local Heroes, NT Young Australian of the Year, Nileshe Dilushan and NT Australian of the Year nominee Zainab Mohamud. The evening, facilitated by Veronica Matipira, provided a platform to explore the diverse ways individuals are contributing to a more inclusive and just Australia.





Gratitude and Support

Refugee Week 2025 would not have been possible without the hard work of the Refugee Week Working Group, chaired by Erin Plumb and the generous support of our sponsors.

Melaleuca received \$7,500 in sponsorship from valued partners including SAMAF Pty Ltd, NT Anti-Discrimination Commissioner, STEPS Group, PKF Merit and others.

Special thanks also go to Paz Tassone of Pazarazzi Pics for beautifully capturing the week's events, and to all staff, volunteers, performers and participants who brought Refugee Week 2025 to life.

National Refugee Week Campaign

Melaleuca Australia proudly supported the Refugee Council of Australia's National Refugee Week campaign as a \$3,000 Supporter, with staff member Samweli Msafiri featured in their social media series.



Newsflash



International Women's Day

On 27 March 2025, Melaleuca staff joined the International Women's Day Breakfast, where Territory Coroner — and former Melaleuca Board member — Libby Armitage shared her inspiring journey and trauma-informed approach to leadership. Her reflections were a powerful reminder of the role empathy and purpose play in shaping change.

Melaleuca also marked IWD with a series of vibrant events, including the Festival of Women, the IWD March, an embroidery workshop, and an Ethiopian pop-up dinner in the Mela Kulcha courtyard. These gatherings nourished minds, hearts, and bodies, fostering connection, empowerment, and cultural celebration.





Celebrating

NT Human Rights Awards

Melaleuca Australia was once again a proud sponsor of the NT Human Rights Awards in 2024 — a celebration of individuals and organisations who exemplify courage, compassion and commitment to advancing human rights across the Territory. Held on 10 December 2024 “International Human Rights Day”, the event embraced the global theme “Our Rights, Our Future, Right Now”, recognising human rights as a powerful force for transformation and justice. As a long-standing member of the organising committee, Melaleuca continues to support this important platform that honours grassroots leadership and elevates voices working to challenge discrimination, promote dignity and drive lasting social change.

The 2024 ceremony, with keynote speaker Shahleena Musk, Larrakia woman and NT Children’s Commissioner, also underscored the urgent need for a Human Rights Act and the protection of vulnerable children.

We extend our warmest congratulations to all individual and organisational winners whose work inspires meaningful change and strengthens the foundations of a more just and inclusive Northern Territory.

Real Estate

Gathering



Finding safe and stable housing is always a challenge, but it's also one of the most rewarding parts of our work. In over six months, we've celebrated many wins, helping families move into homes where they feel safe, settled and ready to start building their lives. The families we support are so grateful for these opportunities and take real pride in looking after their homes and contributing positively to their neighbourhoods. One highlight was running a session with real estate agents, which helped open up conversations about the unique challenges our clients face and strengthened connections between families and housing providers. These collaborations, along with ongoing support from property owners, housing providers and community partners, have made a real difference.

At the same time, it hasn't been easy. The rental market is competitive, costs are rising and families with bigger households or specific needs often face extra barriers. To work around this, we're exploring new ways to work together: With real estate agents, community members and anyone passionate about making a difference. When given the opportunity, families show that they are responsible and respectful tenants, who care extremely about their homes. Looking ahead, we want to keep building these partnerships and exploring creative, community-driven housing solutions, so that every family we support can thrive in a safe, welcoming home. If you have ideas or would like to be a part of this work, we'd love to hear from you. So please come and talk to us.



Darwin Community Expo – May 2025

Gathering

In May 2025, the Darwin Community Expo (DCE) came to life as a brand-new initiative of the Settlement Services Network. The idea was simple yet powerful: bring together service providers in one welcoming space, where community members could easily connect, ask questions and discover the supports available to them.

The first expo was a true community effort. A working committee made up of Anglicare RAMSS, Catholic Care, Services Australia, community member Hriday Nayyar, the City of Palmerston and STEPS Education and Training – Palmerston worked alongside Melaleuca Australia to bring the vision to reality.

Held at the Palmerston Recreational Centre, the event brought together more than 30 stallholders who set up colourful, interactive displays and over 150 community members wandered through during the two-hour showcase.

The feedback was overwhelmingly positive, with both stallholders and community members calling for the expo to become a regular fixture. We are proud to share that the DCE will now be held twice a year—in May and October—continuing to grow as a hub of connection, support and opportunity for our diverse community.





OUR CULTURE

Each year, we take time to reflect on our culture and the way we are nurturing belonging within Melaleuca — as an organisation that values people first.

Our 2024 Staff Satisfaction enquiry showed a team deeply connected to its purpose, with 100% of us satisfied or very satisfied with our work. We said our work was meaningful, that we felt supported and respected, and that we were proud to be part of Melaleuca's mission. More than 92% of us said we would recommend Melaleuca as a great place to work — a powerful sign that this was a culture we were proud to be part of and grow together.

Teamwork continued to be one of our defining strengths, with most of us rating collaboration as good or excellent and describing colleagues who “had each other's backs.” Many of us spoke about how we worked together to find solutions, shared knowledge freely, and went above and beyond for clients — a daily reminder that at Melaleuca, everyone belonged.

Professional development remained a priority, with 80% of us reporting that we received adequate training — almost

double the result from 2020. This growth equipped every team member to serve clients with skill, compassion, and cultural humility, while shaping the next generation of leaders for the Northern Territory.

In 2024–25, we were a team of 70 staff members across full-time, part-time, and casual roles. Reflecting the communities we supported, 50 of us identified as culturally and linguistically diverse, representing more than 29 countries and speaking 43 unique languages. One of us identified as Aboriginal or Torres Strait Islander, reminding us of the privilege and responsibility we held in working on these lands.

Our culture of belonging extended beyond staff. We invited multicultural community members to actively participate in welcoming new arrivals to the Territory. Bicultural consultants worked alongside our teams to prepare housing and orientation activities, ensuring that families were greeted with a welcome that felt familiar and culturally recognisable from the moment they arrived.

VOLUNTEERS

Volunteers were again an essential part of Melaleuca. Throughout the year, we welcomed new volunteers who partnered with us to create positive change — offering their time, skills, and compassion to support clients and strengthen community connections.

On 23 May, Melaleuca proudly hosted a morning tea in recognition of National Volunteer Week. This event was an opportunity to celebrate and thank our dedicated volunteers, whose tireless efforts and generosity of spirit strengthen our community every day.



Our volunteers embody the essence of National Volunteer Week's theme — they are the heart of our organisation, offering their time, energy and compassion to make a meaningful difference in the lives of others. Their contribution is invaluable to Melaleuca and a vital part of building a more welcoming, connected and caring community.



Newsflash

A new addition to this year's program was the premiere of Melaleuca's Volunteer Contributions Video, featuring heartfelt testimonials from dedicated volunteers sharing their motivations, experiences and the impact of their roles. This project, launched during National Volunteer Week, paid tribute to the many individuals who generously support Melaleuca's work behind the scenes.

Newsflash

Fiona is one of our longest-serving active volunteers and has supported Melaleuca in a variety of roles, ranging from administration to client support.

"I enjoy the people that I work with at Melaleuca. Everyone is so friendly and the clients are just lovely. It's great to be involved with the community, especially when you're retired. Volunteering means giving back, which is something that I've loved doing throughout my life. I get so much satisfaction out of it!"





Financial Report

The 2024–25 financial year was one of both progress and complexity for Melaleuca. Building on the reforms of the previous year, strong collaboration between the finance team, the employment program, and multicultural services ensured budgets were closely monitored and sustainability remained a priority.

Melaleuca recorded a surplus for the first time in many years — an achievement that reflects disciplined financial management and commitment across the organisation. While the conclusion of the Workforce Australia contract in March required careful adjustment, the systems and planning we had established enabled us to absorb the impact, close the project responsibly, and maintain a surplus position.

Key Highlights

- 1. Leadership Access and Transparency** – Senior leadership gained improved access to real-time financial information and dashboards, strengthening governance and accountability across the organisation.
- 2. Quarterly Dashboards and Forecasting** – The Executive and Board received enhanced timely insights into performance and forward-looking projections, improving oversight and proactive decision-making.
- 3. Cashflow Management** – A clear cashflow management framework ensured commitments were met on time, fluctuations managed with confidence, and future planning strengthened.



4. Social Enterprise Development – Emerging social enterprise projects began laying strong foundations for independent revenue and long-term sustainability beyond government funding cycles.

Main Challenges

Bringing the Workforce Australia program to a close was a key moment of change for Melaleuca. While challenging, this transition was handled with care for staff and clients, and it reinforced our commitment to resilience, sustainability, and diversification.

Conclusion and Future Direction

Looking ahead, Melaleuca's financial direction will focus on:

- **Three-Year Budgeting:** Developing rolling three-year financial plans that provide a longer-term view of sustainability.
- **Quarterly Reviews:** Continuing to refine financial dashboards and maintain quarterly reporting to track progress and adapt proactively.

- **Service Expansion:** Exploring opportunities to broaden our service offering, particularly within multicultural and settlement services, in alignment with community needs.
- **Social Enterprise Growth:** Further developing social enterprise projects to generate independent revenue and balance reliance on government contracts.

Our vision remains clear: to be sustainable, innovative, and community-focused — ensuring Melaleuca continues to lead in supporting multicultural communities where everyone belongs.

Ali Dhirani

Director Finance and Infrastructure



FINANCE, AUDIT AND REVIEW (FAR) COMMITTEE

The Finance, Audit and Risk (FAR) Committee met eight times during 2024–25, providing oversight of Melaleuca’s financial management, audit processes, and risk framework. Its role is to review financial statements, monitor budgets and cashflow, oversee internal controls, and ensure that key risks are identified and managed effectively.

The FAR Committee is made up of dedicated Board members, Executive representatives, and community volunteers who bring expertise and a passion for Melaleuca’s mission. Together, they provide independent advice and assurance to the Board, strengthening transparency, accountability, and sustainability across the organisation.

We sincerely thank all Committee members for their stewardship and commitment throughout the year:

- ✦ Ali Dhirani
- ✦ Eric Withnall
- ✦ Erin Plumb
- ✦ Kwame Selormey
- ✦ Nilesh Dilushan
- ✦ Ross Springolo
- ✦ Sanja Hill
- ✦ Zahid Mansur (Observer)



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 2025

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

SPECIAL PURPOSE FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2025

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STATEMENT BY THE GOVERNING BOARD

The Governing Board has determined that the Association is not a reporting entity.

The Governing Board has determined that this special purpose Financial Report should be prepared in accordance with the accounting policies outlined in notes 1 and 2 to the Financial Statements.

In the opinion of the Governing Board:

- a) The accompanying Financial Report, being a special purpose financial statement, is drawn up to present fairly the state of affairs of the Association as of 30 June 2025 and the result of its operations for the year then ended.
- b) The accounts of the Association have been properly prepared and are in accordance with the books of accounts of the Association;
- c) The financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*; and
- d) There are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

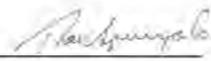
The Governing Board confirms as follows:

- a) The names of the Governing Board members of the Association during the relevant financial year were:

Ben Poveda-Alfonso
Cathy White (Deputy Chair until 19/02/2025)
Colin McDonald
Eric Withnall (Treasurer, Resigned 03/03/2025)
Priya Desai, Secretary
Ross Springolo, Chairperson
Sanja Hill
Tisha Tejaya, Appointed Deputy Chair 19/02/2025

- 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. There has been no significant change in the nature of the activities during the financial year.
- c) The net operating surplus of the Association for the year was \$711,630.

Signed at Darwin in accordance with a resolution of the Governing Board and subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulation 2022 on this 28th day of October 2025.



Signature

Mr Ross Springolo

Name

Chairperson

Position



Signature

Ms Tisha Tejaya

Name

Deputy Chair

Position



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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 2025, 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

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

MunLi Chee
Director

Darwin

28 October 2025

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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 2025, the statement of profit or loss and other comprehensive income, 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 2025 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.

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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 2025 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

28 October 2025

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

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2025

	Notes	2025 \$	2024 \$
ASSETS			
Current Assets			
Cash and Cash Equivalents	3	2,367,143	963,630
Receivables	4	153,790	403,399
Prepayments	5	21,772	53,111
TOTAL CURRENT ASSETS		2,542,705	1,420,140
Non-Current Assets			
Property, Plant and Equipment	6	611,488	742,337
Right of Use Assets	7	75,888	1,042,938
TOTAL NON-CURRENT ASSETS		687,376	1,785,275
TOTAL ASSETS		3,230,081	3,205,415
LIABILITIES			
Current Liabilities			
Payables	8	431,490	337,152
Employee Entitlements	9	231,828	159,345
Unexpended Grants	11	124,453	-
Provisions	10	104,282	-
Lease Liabilities	7	102,611	296,319
TOTAL CURRENT LIABILITIES		994,664	792,816
Non-Current Liabilities			
Employee Entitlements	9	80,384	62,820
Lease Liabilities	7	-	906,376
TOTAL NON-CURRENT LIABILITIES		80,384	969,196
TOTAL LIABILITIES		1,075,048	1,762,012
NET ASSETS		2,155,033	1,443,403
EQUITY			
Accumulated Funds at Start of Year		1,443,403	1,778,236
Surplus/(Deficit) for the Year		711,630	(334,833)
Accumulated Funds at End of Year		2,155,033	1,443,403

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 2025**

	2025 \$	2024 \$
INCOME		
Contract Services	4,936,861	3,992,461
Funding/Grants	2,506,743	2,120,544
Donations and Fundraisings	7,870	824
Sponsorships	6,000	12,209
Other Income	590,285	439,836
Interest Received	8,271	5,761
TOTAL INCOME	8,056,030	6,571,635
EXPENDITURE		
Salaries and Wages	3,967,635	4,033,141
Contract Services	1,199,124	998,908
Professional Fees	372,615	204,635
Depreciation	514,610	595,218
Office Rent	145,205	60,758
Electricity	71,016	72,748
Insurance	137,965	163,508
Telephone	64,712	70,391
Materials	330	14,732
Interest Expense	53,533	80,967
Administration	817,655	610,332
Suspense	-	1,128
TOTAL EXPENDITURE	7,344,400	6,906,468
SURPLUS/(DEFICIT) FOR THE YEAR	711,630	(334,833)
OTHER COMPREHENSIVE INCOME FOR THE YEAR	-	-
TOTAL SURPLUS/(DEFICIT) FOR THE YEAR AFTER OTHER COMPREHENSIVE INCOME	711,630	(334,833)

The Statement of Profit or Loss and Other Comprehensive Income should be read in conjunction with the notes to and forming part of the Financial Statements.

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

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2025**

	Accumulated surplus	Total equity
Balance at 1 July 2023	1,778,236	1,778,236
Deficit for the year	(334,833)	(334,833)
Other comprehensive income for the year	-	-
Total comprehensive income for the year	<u>(334,833)</u>	<u>(334,833)</u>
Balance 30 June 2024	<u>1,443,403</u>	<u>1,443,403</u>
Balance 1 July 2024	1,443,403	1,443,403
Surplus for the year	711,630	711,630
Other comprehensive income for the year	-	-
Total comprehensive income for the year	<u>711,630</u>	<u>711,630</u>
Balance at 30 June 2025	<u>2,155,033</u>	<u>2,155,033</u>

The Statement of Changes in Equity 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 2025**

	2025	2024
	\$	\$
CASH FLOW FROM OPERATING ACTIVITIES		
Grants and contract services received	7,568,054	6,057,380
Receipts from customers	806,901	465,595
Payments to suppliers	(6,456,248)	(6,235,298)
Interest received	8,271	5,761
Interest paid	(53,533)	(80,968)
Net Cash generated from operating activities	<u>1,873,446</u>	<u>212,470</u>
CASH FLOW FROM INVESTING ACTIVITIES		
Acquisition of property, plant and equipment	(141,562)	(39,187)
Proceeds from sale of property, plant & equipment	59,353	-
Net Cash used in investing activities	<u>(82,209)</u>	<u>(39,187)</u>
CASH FLOW FROM FINANCING ACTIVITIES		
Repayment of loan	-	(159,599)
Lease repayments	(387,724)	(274,266)
Net Cash used in financing activities	<u>(387,724)</u>	<u>(433,865)</u>
Net increase/(decrease) in cash and cash equivalents	1,403,513	(260,583)
Cash and cash equivalents at the beginning of the year	963,630	1,224,213
Cash and cash equivalents at the end of the year	<u><u>2,367,143</u></u>	<u><u>963,630</u></u>

The Statement of Cash Flows should be read in conjunction with the notes to and forming part of the Financial Statements.

MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVORS' SERVICE OF THE NT INCORPORATED
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

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 costs except where stated, and does not take into account changing money values or current valuations of non-current assets.

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

Application of new and revised Accounting Standards

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

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

MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVORS' SERVICE OF THE NT INCORPORATED
 NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2025

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 POLICIES

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:

	2025	2024
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 2025

(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 because 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 include 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 an 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 2025

Grant income is recognised in the profit or 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 be reflected 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 (included in contract services expenditure)

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 stock take procedures and recognised in the profit or 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 2025

(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 statement of financial position 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 2025

	2025 \$	2024 \$
3 Cash and Cash Equivalents		
General Account - Westpac	1,028,916	336,934
STA Account - Westpac	295,889	190,689
Cash Management Account - Westpac	505,390	300,651
Cash Reserve Account - Westpac	252,736	100,216
Bank Guarantee - Westpac	33,604	33,604
WBC - Term Deposit	250,000	-
Cash on Hand - Petty Cash	608	1,536
	<u>2,367,143</u>	<u>963,630</u>
4 Receivables		
Trade Debtors	152,703	402,349
Other Receivables	-	1,050
Impairment of Debts	1,087	-
	<u>153,790</u>	<u>403,399</u>
5 Prepayments		
Prepaid Insurance	-	6,360
Other Prepayments	21,772	46,751
	<u>21,772</u>	<u>53,111</u>
6 Property Plant and Equipment		
Building Renovations St Mary's	1,457,348	1,447,552
Accumulated Depreciation	(1,224,208)	(1,107,084)
	<u>233,140</u>	<u>340,468</u>
Office Equipment at Cost	536,896	522,658
Accumulated Depreciation	(375,029)	(292,987)
	<u>161,867</u>	<u>229,670</u>
Motor Vehicles at Cost	376,993	332,952
Accumulated Depreciation	(160,512)	(160,753)
	<u>216,481</u>	<u>172,199</u>
Total Property, Plant and Equipment	<u>611,488</u>	<u>742,337</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 2025

6 Property Plant and Equipment (cont)

Movements in carrying amounts of property, plant and equipment

Year Ended 30 June 2025	Building Renovations	Office Equipment	Motor Vehicles	TOTAL
Balance at Beginning of Year	340,468	229,670	172,199	742,337
Additions	9,796	14,239	117,527	141,562
Disposals	-	-	(12,490)	(12,490)
Depreciation Expense	(117,124)	(82,042)	(60,755)	(259,921)
Balance at End of Year	233,140	161,867	216,481	611,488
Year Ended 30 June 2024				
Balance at Beginning of Year	497,556	320,355	176,880	994,791
Additions	811	-	38,376	39,187
Depreciation Expense	(157,899)	(90,685)	(43,057)	(291,641)
Balance at End of Year	340,468	229,670	172,199	742,337

7 Leases	2025 \$	2024 \$
Right of Use Assets		
Balance at beginning of year	1,042,938	1,352,807
Terminations	(727,497)	-
Adjustments	15,136	(6,291)
Depreciation Charges	(254,689)	(303,578)
Balance at End of Year	75,888	1,042,938
Lease Liabilities		
Current		
Mclachlan Street	102,611	51,044
Scaturchio Street	-	91,538
Mansfield L1	-	82,899
Mansfield L2	-	70,838
	102,611	296,319
Non-Current		
Mclachlan Street	-	87,624
Scaturchio Street	-	295,754
Mansfield L1	-	266,902
Mansfield L2	-	256,096
	-	906,376
Total Lease Liabilities	102,611	1,202,695

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 2025

	2025 \$	2024 \$
8 Payables		
Trade Creditors	162,046	106,619
Westpac Visa Card - Director	8,225	5,942
Westpac Visa Card – Support Services	2,452	2,156
Westpac Visa Card – Client Services	10,976	9,077
Westpac Visa Card – Mela Kulcha	-	52
Westpac Visa Card – Workforce Australia	6,008	8,346
Westpac Visa Card – Toni Stampalija	-	(29)
Westpac Visa Card – Learning & Development	2,591	1,488
Westpac Visa Card – Mela Kulcha	52	52
Westpac Visa Card – WA AN	(104)	(104)
Woolworths Work Account	3,554	-
Australian Taxation (GST)	(46,129)	59,139
Australian Taxation (PAYG)	38,943	56,076
Superannuation	-	1,720
Sundry	1,339	7,300
Accrued Expenses	241,537	79,318
	<u>431,490</u>	<u>337,152</u>
9 Employee Entitlements		
Current		
Annual Leave Liability	231,828	159,345
	<u>231,828</u>	<u>159,345</u>
Non-Current		
Long Service Leave Liability	80,384	62,820
Total Employee Entitlements	<u>312,212</u>	<u>222,165</u>
10 Provisions		
Redundancy	104,282	-
	<u>104,282</u>	<u>-</u>
11 Unexpended Grants		
NT PHN	64,453	-
NTG Other	60,000	-
	<u>124,453</u>	<u>-</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 2025**

12. AUDIT FEES

	2025	2024
	\$	\$
PKF Merit		
- Audit services	15,000	15,000
- Other assurance services	9,341	9,879
	24,341	24,879

13. 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:

	2025	2024
	\$	\$
Total remuneration paid	335,421	619,645

Receivables from and Payables to Related Parties

There were no trade receivables from or trade payables to related parties at 30 June 2025 and 2024.

Loans to/from related parties

There were no loans to or from related parties at 30 June 2025.

14. 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.

15. EVENTS AFTER THE REPORTING PERIOD

No matter or circumstance has arisen since 30 June 2025 that has significantly affected, or may significantly affect the Association's operations, the results of those operations, or the Association's state of affairs in future financial years.

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.

As a small team of dedicated staff and volunteers, our work is made possible through the spirit of collaboration that underpins everything we do. We are deeply grateful to the people and organisations who have walked alongside us this year, helping our clients achieve their goals and outcomes.

We extend our heartfelt thanks to the Indigenous Elders, Multicultural Community Leaders and partner organisations whose wisdom, guidance, and generosity continue to strengthen our work.

Thank you for your commitment to Melaleuca and for welcoming and supporting our clients as they build the lives they choose.

We could not have done this without you.

Organisational supports

- AMES Australia
- Catholic Diocese of Darwin
- Cleaner The Crow
- Deliberate Practice
- Dream Media Events
- Exhibitionist
- Foldback Media
- Hames Sharley
- ImpactInsitute
- Joshua Barnes, Olive & Pink
- Maria Virginia, Mivo Studio
- Mixed Bag Communications
- Pazarazzi Pics – Paz Tassone Photography

Professor David Gilchrest,
The University of Western
Australia

Toni Stampalija, Inspire
Consulting

Venjie Diola, Web Content
Consultant

Zest Projects

Our Goodwill Ambassadors

Bishop Eugene Hurley

Father Frank Brennan SJ AO

Mr Mark Motlop

Mela Kulcha Sponsors

Area9

Charles Darwin University

Cleaner the Crow

Colemans Printing

Department of Home
Affairs NT

EASA

Laurence Real Estate

Northern Territory Anti-
Discrimination Commission

Olive & Pink

PKF Merit

Relationships Australia

SAMAF Pty Ltd

STEPS

Victims of Crime NT

Northern Territory

- Amity Community Services
- Anglicare NT
- Anti-Discrimination Commission
- Anula Primary School
- Australian Red Cross
- 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
- 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

National

- 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

- International Organisation For Migration
- Rehabilitation Council for Torture Victims
- United Nations Refugee Agency (UNHCR)

Our Funders

Australian Federal Government

- Department of Social Services
- Department of Home Affairs
- Department of Health

Northern Territory Government

- Office of Multicultural Affairs
- Northern Territory Primary Health Network
- Department of Territory Families, Housing and Communities
- Department of Trade Business and Innovation
- Department of Housing

Trusts and Not for Profits

- Masonic Charities Trust
- Australian Red Cross

Co-Located Services

- Refugee Legal NT
- Kindness Shake
- And other outreach health services



WE ARE MELALEUCA

Staff

Aayu Wagle	Hugo Granados	Mfaume Kakozi	Sophie Dutertre
Ali Abdeen	Ivy Chepkoech	Murray Hutton	Sun Tan
Anita Adejumo	Jade Baker	Nagina Naveed	Supechha Sharma
Belinda Peacocke	Jennifer Duck	Nazia Khan	Sylvie Nkongolo
Belle Allison	Jessica Long	Osman Ogato	Tabita Bastos
Bishnu Lamsal	Jimena Espitia	Paul Machuki	Taghreed Haddadin
Bree Herndon	John Hall	Pola Marszalek	Teresa De Sousa
Carine Kapiamba	Kate Atkins	Prasanthi Silva	Valentina Chona
Costa Balebanga	Krystal Ellis	Rasika Kellum	Aristizabal
Daniel Malley Paug	Kwame Selormey	Rhys Trollope	Veheb Hussain
Deepika Dubey	Leanne Linden	Riley Arkinstall	Wah Htoo Ba Saing
Elissa Chiplen	Liam Somers	Rose Kute	Yalvind Nuckecheddy
Elli Patsouris	Lilian Tarus	Salaar Abedi	Yanet Abduslam
Emmanuel Hedzro-Garti	Linda Cherop	Samson Mashimango	Yanisa Ainsworth
Erin Plumb	Margaret John	Samweli Msafiri	Zahid Mansur
Faith Chapman	Martin Lado	Saqib Mirza	Zelda Piggott
Farah Khan	Maryna Krasnikova	Sizol Fuyana	Zeynep Ercelebi
Grace Pham	Melanie Fadaei	Skei Batton	

Volunteers

Amy Lin	George (Guan Li)	Mashuka Binte Zaman	Siân Rogers
Ben Ross	Hemalatha Vishnu	Okafor-Ajoh Clara	Stella Jasmine
Clem Lallement	Ibrahim Osman	Adaobi	Susan Linklater
Cleopas Muchena	Iris Ma	Pham Thi Thien	Sylvia Green
Deepak Cchetry	James Do Thành	Ngan (Grace)	Tomas Rice-Schaffele
Emily Knight	Trung Đỗ	Ray Tanson	Xiaoxue Song (Sarah)
Feven Futui	Lauren Toll	Sam Guilfoyle	Yvonne Harding
Gebrmeskel	Malia Ford	Samurdha Jayasinghe	Zeynep Ercelebi
Fiona Merkel	Margaret Davies	Savin Ranaraja	

Service Consultants

Ali Dhirani	Darran Pumb	Jamshed Arshad	Rocio Nicole Novoa
Ashmi Gurung	Domi Kabangu	Nwai Oo Aung	Shradha Rijal
Bitra Asghari	Gaillord Liamba	Nyi Nyi Moe	Shukria Siyad
Christine Kute	Hamza Latif	Pann Yaung	Urooj Ali Abdeen

THE SERVICES WE PROVIDED



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.



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.



Refugee Health Coordination

NT Primary Health Network

Melaleuca 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.



Multicultural Access Program

NT 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.



Digital Sisters

GOOD THINGS FOUNDATION

Delivered group and one-to-one digital literacy sessions designed to increase women's capacity to navigate online platforms with confidence and independence.



Family Support Services – It Takes a Village (ITAV)

DEPARTMENT OF CHILDREN AND FAMILIES

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.



Workforce Australia

AMES AUSTRALIA – DEPARTMENT OF EMPLOYMENT AND WORKPLACE RELATIONS

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



Settlement Engagement and Transition Service (SETS)

DEPARTMENT OF SOCIAL SERVICES

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



Youth Reconnect

TREASURY DEPARTMENT

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.



Multicultural Youth NT (MYNT)

DEPARTMENT OF TERRITORY FAMILIES, HOUSING AND COMMUNITIES – 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.

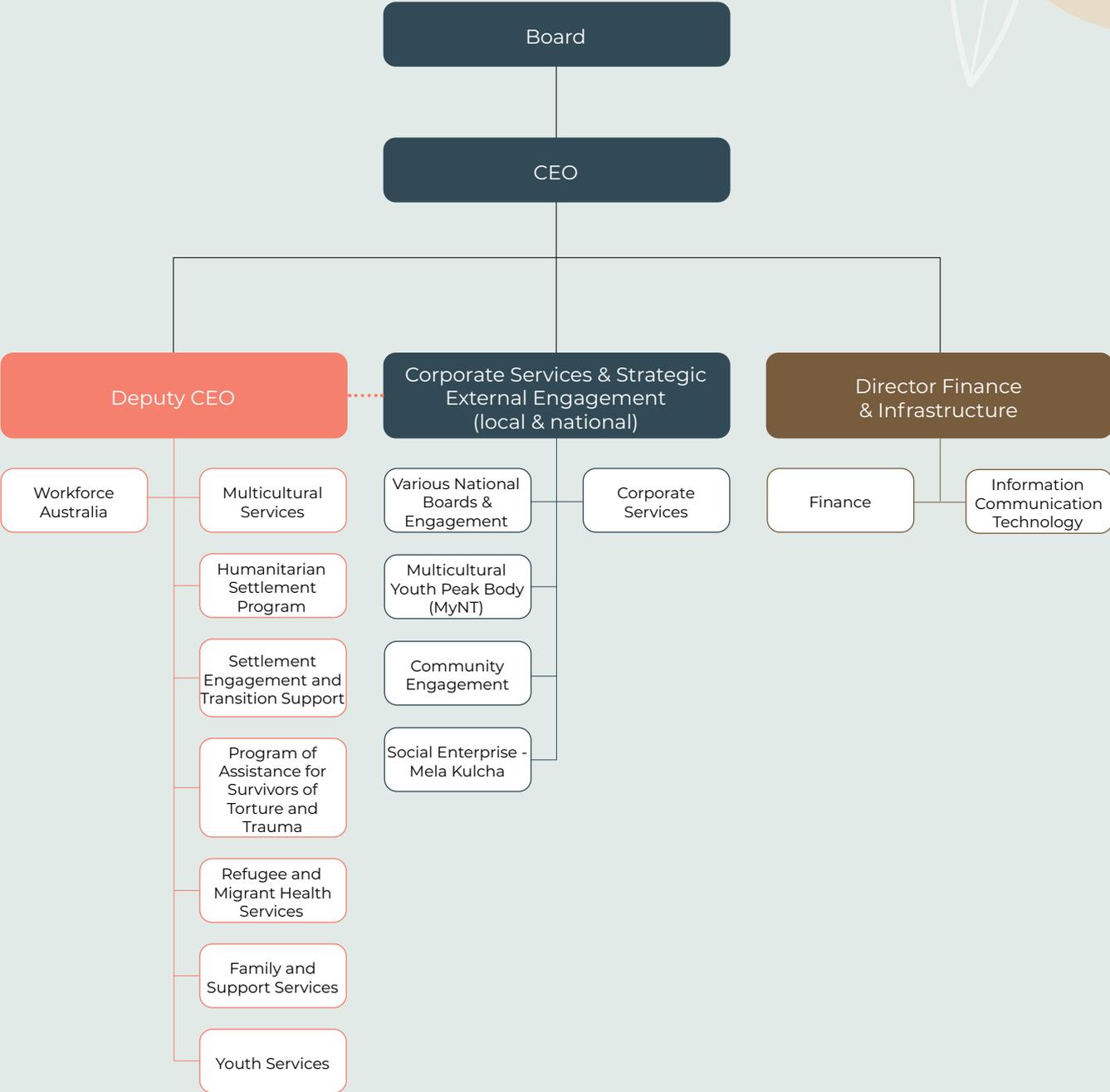


Diverse Youth

NORTHERN TERRITORY GOVERNMENT

Run weekly after school activities and school holiday programs to facilitate safe spaces for young adults to connect, build relationships and learn new skills.

MAP OF OUR SERVICES



Closing Words

This year closed a three-year cycle of Melaleuca's intentional service to the broader community as a Workforce Australia Provider in collaboration with AMES Australia — a direction approved by our Board and embraced by our staff. During this period, we had the privilege of walking alongside First Nations people, the Traditional Custodians of the lands on which we live and work.

It has been an honour to serve you. We have listened, learned, and been changed by your strength and resilience. As we now refocus our attention on our core settlement and multicultural services, we hold this experience with deep gratitude.

We have seen you, we continue to see you, and we remain committed to building a future in the Northern Territory where respect, justice, and belonging are shared by all.



As we created avenues for our clients' growth, we saw remarkable signs of progress — not just in outcomes, but in the smiles on their faces. Each success became a reason to celebrate and a driver of our own growth and team spirit.

Along the way, we shared staff well-being days, lunches, games, quizzes, training workshops, reflective practice sessions, sleepy or lively meetings, moments of frustration, laughter, missing documents, difficult-to-interpret guidelines, the sound of many languages, chocolate, frappés, good music, and plenty of silly jokes.

Looking back, our journey with Workforce Australia was more than a contract — it was a shared experience that shaped us as colleagues, as a team, and as a community. I extend heartfelt thanks to our clients, stakeholders, and everyone at Melaleuca and AMES, including those who were with us for a shorter time. May the future hold success, joy, and continued growth for all.

Yalvind Nuckecheddy

Employment Mentor – Workforce Australia (2022–2025)



with  from Melaleuca

*Never underestimate the ability of a
small group of committed individuals
to change the world, in fact, it is the
only thing that ever has.*

Margaret Mead

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