



**MELALEUCA REFUGEE CENTRE  
ANNUAL REPORT 2013/2014**



Torture and Trauma Survivors Service of the NT Inc.



## MELALEUCA REFUGEE CENTRE

The Melaleuca Refugee Centre (Melaleuca) provides services and support to some of the most vulnerable and resilient people in the world. Melaleuca assists people arriving in Darwin both through the offshore refugee and humanitarian program and the onshore refugee status determination program and is the only service in Australia that works with refugees and asylum seekers in both settlement and specialist torture and trauma counselling. Melaleuca provides both voluntary and professional services to hundreds of refugees and asylum seekers each year.

Melaleuca is the lead provider of services to people from refugee backgrounds in the Northern Territory and is an extraordinary resource for asylum seekers and refugees. There are a mix of disciplines and specialisations in the various teams ranging from Counselling Clinicians to Community Development, Housing, Youth and Life Skills practitioners.

These committed, highly skilled practitioners all lever their expertise to support clients in achieving the four recovery goals as articulated by the Recovery Framework developed by the National Forum of Australian Services for Survivors of Torture and Trauma (FASSTT).

Melaleuca is the Northern Territory member of the FASSTT network, a national network of specialist torture and trauma counselling services Melaleuca is led by the Director, supported by the leadership team, and governed by a Committee of Management.

### OUR VISION

Melaleuca Refugee Centre is recognised as a leader in facilitating the recovery of refugee survivors of torture and trauma.

### OUR MISSION

Melaleuca Refugee Centre provides an environment for resettlement and healing of refugee survivors of torture and trauma, their families and community through confidential, high-quality and holistic services.

A woman with dark hair in a braid, wearing a black dress with vibrant rainbow and floral patterns, is smiling and playing a didgeridoo. The background is a warm, textured wall with colorful patterns.

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## CHAIRPERSON'S MESSAGE

On behalf of the members of the Committee of Management, valued staff and volunteers and, importantly, the clients of the Melaleuca Refugee Centre – our brothers and sisters – I am pleased to be able to present the 2014 Annual Report.

This past year has seen many changes to Melaleuca which I know have been to the benefit of the clients.

In early 2013 Melaleuca moved to its new facilities in Cavenagh Street. Throughout this year much effort has been given to settling in and making this a welcoming and friendly place for staff, clients and visitors. A new community garden has been established as a means of community engagement and as a means to learn about growing and eating plants from different countries.

This year we welcomed Ms. Caz Coleman as the new Director. Ms. Coleman is a highly experienced and qualified professional who brings a wealth of knowledge and expertise to the role. We very much look forward to the next stage of the ongoing development of Melaleuca under her leadership.

I would like to take this opportunity, on behalf of the Committee of Management, to thank all of the valued staff and volunteers of Melaleuca for their hard work and dedication. Without them Melaleuca would not exist and be the important community asset that it has become today. Without them the clients – our brothers and sisters – would not receive the counselling and support to help them start a new life.

As part of the evolution of Melaleuca the members of the Committee of Management started the transformation to a governance board. It is believed that the organisation has matured to the point where management can be asked to take fuller responsibility for the functioning of the Centre. The new governing board will then be able to exercise a high level governance and strategic positioning role.

The political environment in which we operate is not an easy one. Changing government policies can have a significant impact on the operations of the Centre. Sometimes it may be all too easy to forget that the Centre exists to help our brothers and sisters who have found themselves as some of the most vulnerable, disadvantaged and traumatised people to settle and make a new home and life in Darwin.

### Ross Springolo

Chair, Committee of Management

### Melaleuca Refugee Centre Committee of

**Management** 2013-14: Ailsa Purdon, Emily Raso, Ross Springolo, Paresh Ray Ghimire, Daile Fuller, Elisabeth Armitage, Ursula Carolyn, Amanda Gunn, Anita Gupta, Domi Kabangu, Colin McDonald, Kyla Raby, Sean Rung.





## DIRECTOR'S MESSAGE

The past year has been characterised by one of change. With a new senior leadership team in place and new members of the Committee of Management, Melaleuca has had a key focus on the consolidation of sound governance structures, comprehensive quality improvement models for staff and an eye to the opportunities that are emerging for the organisation into the future.

As the only service in Australia that works across the settlement of offshore arrivals and torture and trauma counselling for detention and community clients, Melaleuca has an opportunity to learn from the varied experiences of refugees and asylum seekers. Harnessing this learning to improve service delivery and provide comprehensive education and training to other services in the community on trauma informed programs will be the focus for the coming year.

Melaleuca's position in the Northern Territory is changing as legislation and policy in the refugee and asylum area changes. The use of detention in the NT is growing as Blaydin and Wickham Point become significant centres for detention nationally. Whilst settlement arrivals in the NT from offshore refugee camps is reducing due to Government priorities, Melaleuca will adapt to supporting refugees and asylum seekers in varying ways.

This context means Melaleuca needs to be connected in with national networks more than ever. Our key national bodies including the FASSTT network, the Settlement Council of Australia and the Refugee Council of Australia will be important allies as we navigate providing critical support to asylum seekers and refugees in a changing context. As a small agency in the national arena of services, Melaleuca is by no means an insignificant service due to our location in the NT and the range of services we deliver.

It remains a privilege to do the work we do. It is to walk alongside those who are creating a new life of safety and security and to sit with those who are desperately struggling with the pain and distress of not yet finding that safety and certainty. To be an agency of support and healing within it all carries a grave responsibility as well as a source of gratitude for what we can offer those in need.

As we look to the coming year, there is much to be inspired about and I look forward to deepening local connections with individuals and services across the NT to share information and seek innovation in the work we do.

**Caz Coleman**

Director

# LEADERSHIP

## CAPACITY BUILDING

The **Training and Education Service** provides specialist knowledge and shares up-to-date evidence to equip professionals to work more effectively with those who have suffered trauma and with refugee communities. Melaleuca as a member of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT) network have more than 18 years of specialist experience and research into the impact of trauma and recovery pathways. Melaleuca takes this unique experience and offers training packages that tap this accumulated knowledge along with recent advances in trauma and neuroscience. Together, through the delivery of capacity building training to other service providers, we are building a community services sector with a shared knowledge base and practical strategies for working with individuals, groups and communities so that Darwin is a safer place to recover and grow.

***WE USE MELALEUCA BECAUSE WE RECOGNISE THEM AS SPECIALISTS WHO LOOK AFTER THESE PEOPLE AND HAVE DONE SO FOR A GREAT DEAL OF TIME.***

In the last year a wide range of organisations and individual professionals were able to access sessions relevant to their specific needs such as cross-cultural skills, culturally and linguistically diverse (CALD) community health, trauma, alcohol and other drugs, accidental counselling, 'trauma-informed' service development, teaching, group work and community engagement.

*The information gave perspective to what is actually more complex than I realised.*

*I ... was struck by how little we really know and how what we do may be actually making someone's health worse.*



# LEADERSHIP

## BUILDING KNOWLEDGE AND SHARING EXPERIENCE

The value of tailored, relevant training is reflected in the stories of those who have joined Melaleuca from a wide variety of client groups and communities to build understanding and good practice.

*"We use Melaleuca because we recognise them as specialists who look after these people and have done so for a great deal of time. Doctors and nurses have said in general that they found the background helpful, especially understanding some of the health issues of people who have come from refugee backgrounds." - Frances Abbott, Manager of the Indigenous Liaison Unit at Royal Darwin Hospital*

*"I have done your seminar three times now and the first time I had a lot of negative feeling about the issues with asylum seekers and detention, but now when I see the stuff in the media or from politicians I don't just take it at face value and I think more about these people as being people." - Participant in training for paramedics*

*"This has given me a greater understanding of the physical impact of trauma on the body and I have found that this knowledge has fostered conversations in my workplace that come from a knowledge base, making for more effective practice." - Sarah Kavanagh, Australian Red Cross*

The Adult Migrant English Program provides English language classes to all new arrivals in Australia from a non-English speaking background. Each year, Melaleuca conducts trauma-informed teaching training for AMEP NT staff. This is their experience.

*"The training reminds teachers that they may be working with clients who have had negative migration experiences or experienced torture and trauma before arriving in Australia. It is important to refresh knowledge and to have time to discuss your personal experiences and to ask questions. It can be helpful to be validated by more experienced others, by discussing strategies and experiences you may have experienced as a teacher ..."*

*It is good to understand different strategies teachers can use when working with clients who may have experienced trauma. It is also good to have the opportunity for experiences to be discussed in a forum with other experienced teachers and Melaleuca staff. This training enables reflection, discussion and information to experienced and non-experienced ESL staff."*  
- Sharon Gilbert, Team Leader, Adult Migrant Education Program NT

# RESILIENCE

## SUSTAINING STRENGTH

Melaleuca's **counselling** team provides support to clients in community and asylum seekers in detention centres in Darwin. Asylum seekers are brought into Melaleuca's office to provide this experience outside the context of what can often be a difficult or damaging detention context. Counsellors support the asylum seekers to recognise their own strengths, courage and resilience. Melaleuca counselling provides a safe and confidential space for clients to process past torture and trauma as well present stressors and fears about the future. For some clients this support is literally life-sustaining.

Clients attending sessions at Melaleuca often acknowledge that this is the one space they feel really heard and respected. For some clients it is the first place they are really seen as human beings.

*"As a Tamil I fled to India as a refugee. While there I was never referred to by name, just 'Ceylon refugee'. Now in the detention centre I am referred to by my boat number. When I am at Melaleuca I am called by my name. The counsellors remind me of my dignity and nobility. This sustains me. I know my own value. I won't let anyone take it away from me."*

– counselling client

***REMEMBERING THAT I AM A  
VALUABLE AND DIGNIFIED HUMAN  
BEING WITH A CONTRIBUTION TO  
MAKE TO THE WORLD.***



# RESILIENCE

## A MOTHER'S STORY

We came from Sri Lanka seeking safety because as Tamils our lives were at risk. The birth of my baby was bitter sweet. He was a beautiful healthy son but I felt terrible for bringing him into the world in a detention centre. As he grew I could not provide him with the clothes, toys and parks I wanted for him. I felt like a terrible mother. When I looked at my son it reminded me of what a terrible mother I was and I felt guilty. I started to resent him for making my heart ache and soon I didn't even want to cuddle or play with him.

When I came to Melaleuca the counsellor listened to me. She acknowledged that my situation is really hard and she heard my pain. Then she helped me to understand that there was another way of looking at my situation. She reminded me that it was because of the love of my children that we made the great sacrifice of leaving our country. She helped me to see that the clothes and toys I want to provide for my child are important to me, not to him. Now I can see that he is just as happy in bare feet as he is in expensive shoes. He is just as happy banging a spoon on a box as he is with a beautifully crafted drum.

I came to see that my son has everything he needs – a mother and father who love him dearly and a safe place to live. I realised that I am a good mother and now when I look at my son I feel the love and joy a mother should feel. Life is still hard in detention but I have faith in myself as a mother to my beautiful children.

# RESILIENCE

## SUPPORTING CONNECTIONS FOR YOUTH

**MELALEUCA YOUTH PROGRAM HAS OPENED THE DOOR OF COURAGE TO DO WHAT MAKES ME HAPPY AND THAT IS GIVING BACK TO THE COMMUNITY.**

### **Newly Arrived Youth Support Services (NAYSS)**

provides support for young people from refugee background aged 12 - 21 years who have moved to Australia in the last five years and are at risk of homelessness. NAYSS provides a range of flexible services to support young refugee people connect to community, settle into life in Darwin and overcome any challenges they may be facing. This support includes outreach, school based support, individual counselling, family support, community development activities and therapeutic group work. Providing young people with the opportunity to develop skills and strengthening pathways to access services and overcome barriers is a pivotal and rewarding part of the service provided by NAYSS.

*"I am working, studying and have a place to live now."*

When one of our clients first came to meet with the youth worker at Melaleuca, he had been in Australia for only a month. He was socially isolated, had very little English and had difficulties adjusting to living in Darwin. Through his participation in counselling, youth activities such as swimming and health education and being linked in with other services, he found permanent accommodation, a satisfying full-time job and made friends.

Now he is living in a share house with people from different cultures who have helped him to improve his English and make new connections. He is also happy that he is able to send money to his family back home.

# HOPE

## VOLUNTEERING AT MELALEUCA

Volunteers are integral to Melaleuca's practice and support refugee individuals, families and communities in many ways. Volunteers welcome newly-arrived families and individuals to Darwin and help create a sense of connection and belonging through the simple process of ongoing friendship. Melaleuca's **Volunteer** program recently expanded in order to respond to an identified need for language support volunteers.

Volunteers have been crucial to the successful running of events such as World Refugee Day and they have helped promote Melaleuca's programs at many community events and festivals. Melaleuca's volunteer coordinator recruits, inducts and trains all Melaleuca volunteers in accordance with national best practice standards. Melaleuca coordinates social events and opportunities to thank volunteers for their tireless efforts and to recognise their immense contribution.

Volunteers are an essential part of the arrival team and are a welcoming face when new families or individuals first arrive in Darwin. Volunteers are there for the first grocery shopping; the first bus trip; the first visit to the beach and the first community event. A volunteer's commitment often leads to a lifelong friendship with numerous benefits for both parties.

*Our volunteer is like family to us. She shares everything with us. We call her aunty.*

*At first I was shy but now you are my friend!*

*I am a migrant myself. It was hard for me to get used to a new country. It must be ten times harder for people who are not prepared.*

Image below: Vinodas Balakrishnan awarded for volunteer service

***I VOLUNTEER BECAUSE I WANT EVERYONE TO BECOME A PART OF OUR COMMUNITY. I WANT TO HELP PEOPLE TO BECOME INDEPENDENT AND HAVE A GOOD FUTURE.***



# HOPE

## PUTTING DOWN ROOTS

*YOU HAVE ALWAYS BEEN THERE ANY TIME WE NEEDED YOU TO GUIDE US, TO POINT US IN THE RIGHT DIRECTION, TO ACT ON OUR BEHALF WHEN COMMUNICATION IN ENGLISH FAILED US, YOU SHOWED US AROUND THE PLACE AND GOT US CONNECTED WITH VARIOUS SERVICE PROVIDERS.*

The **Early Settlement** team supports newly arrived families and individuals of refugee background as they embark on the journey of settlement in Australia. Through an holistic case-coordination and orientation service, people are able to understand and access local health services and long term accommodation. They are linked into the support services and opportunities available through Melaleuca's counselling services, social support volunteers and community development programs. Melaleuca is unique in providing a full range of settlement services within one organisation. Working from a strength-based perspective, clients are able to build on their skills and knowledge to independently access services, find information when needed and to engage in the economic and social life that Australia has to offer.

In the last months of 2013 the Early Settlement team welcomed, housed and supported an unprecedented number of arrivals. Numerous teams of volunteers, community members and case-coordinators waited in the early hours by the arrival gates as our newest residents took their first steps to freedom. Strong relationships with colleagues in critical areas such as refugee health and English education and a capacity to co-ordinate multiple in house services meant that many Congolese and Hazara clients experienced a secure start to their new lives.





# HOPE

## BANGALA FAMILY STORY – 1 YEAR IN AUSTRALIA, REFLECTION ON ACHIEVEMENTS

We have achieved many things since arriving in Australia. With help from our Melaleuca case coordinator we have enrolled in university to study and learn English. We both have had the opportunities to complete many courses and have had experiences, some in the Australian workplace, which will help us towards getting good jobs here.

Getting the house! We can't forget this because life in the camp where we lived was very difficult. The housing team at Melaleuca provided us with information and support in how to look for houses. We looked at many houses and completed lots of applications with their support. We are happy with this house, we have good neighbours, they are always coming over to our house and saying hello. We have a neighbour who comes over during the day and makes tea and also helps with looking after the new baby and another neighbour who goes fishing and brings over fish for us.

We are very happy with finding many friends and relationships in Australia. This has been at lots of different places; we have work friends, school friends and many places with many friends. From the night we arrived we had our Melaleuca volunteers. We are very happy with them; our volunteers are now not so much volunteers but part of our family.

Along with everything we have achieved we have had Melaleuca with us giving us many, many information. Melaleuca has shown us and given us information about how to live in a good direction in Australia, in a good way. This has been a very important thing that Melaleuca has given to us.



# STRENGTH

## BUILDING FAMILY HARMONY

**LEARN OTHER PEOPLE'S CULTURES  
AND HOW TO MAKE OUR CULTURE FIT  
WITHIN AUSTRALIAN CULTURE.**

### Melaleuca's **Family Harmony Programs**

support people from refugee backgrounds to gain more control over their lives, strengthen their family and community connections and to increase access to information and assistance. Workshops are interactive and empowering and are led by community facilitators in the community language. Participants build on their awareness of Australia's culture and laws to develop strategies for living in a new cultural setting whilst maintaining their own cultural values.

Parents of newly-arrived families from the Democratic Republic of Congo who attended Families in Cultural Transition (FICT) and Tips and Ideas on Parenting Skills (TIPS) groups said they felt more empowered to handle family dynamics and had changed the way they dealt with their children. They developed stronger community support networks and gained more confidence to engage with schools, childcare, employers, support services and the wider Darwin community.

*Made us more patient and ready to listen and take on board our children's views.*

*The children must respect their parents and parents respect their children.*

*Learnt strategies and methods which I can use for living in Australia together with my family, without any domestic violence and keep and teach the family our culture.*



***OPPORTUNITY  
OF MEETING NEW  
PEOPLE, VISITING  
HISTORICAL  
PLACES, GIVEN  
THE POWER TO  
FEEL FREE IN THIS  
LAND WAS A  
GREAT PRIVILEGE.***

# STRENGTH

## BRIDGING DIFFERENCE AND FINDING COMMONALITY

**The Welcome to Country - Cultural Exchange Program** is a unique feature of the Families in Cultural Transition (FICT) Program. This program builds rapport and replaces ignorance and negative stereotypes with cross-cultural understandings between Indigenous people and people from refugee backgrounds. Participants spend the day with traditional custodians learning about Larrakia culture, history and perspectives. Discovering affinities and differences with people from other cultures reinforces their own cultural identity whilst creating respectful community connections.

*“How do you feel about us coming to live in your country?” is a profound question for people of refugee background. After a day spent in the company of Larrakia traditional owners, people feel warmly welcomed to Darwin. Community members toured significant sites and participated in a traditional smoking ceremony, men’s and women’s discussion groups and sharing of music, dance and food. Gaining a stronger sense of place and belonging was significant for Rohingya, Congolese, Sudanese and Hazara people alienated from their own countries and unsure of their place here.*

*It teaches me how to keep my culture and make sure my children understand who we are and where we come from.*

*I learned that the power of believing in something will give you hope.*

# STRENGTH

## FINDING PEACE TOGETHER

The **Peace Leadership Program** has provided our clients with an opportunity to respond to conflicts that might otherwise create significant barriers to moving on from the violence and trauma of their past lives. The intensive group workshops held for adults and young people provide insights about how they respond to conflicts and strategies to manage them better. The focus is on peace leadership such that participants are equipped to personally lead change in their own community or family. Formal community leaders have learnt alongside a diverse range of community members who take different roles e.g. to become a resolver of family disputes, to be a positive adviser in community politics and to role model non-violent responses to conflict in the home.

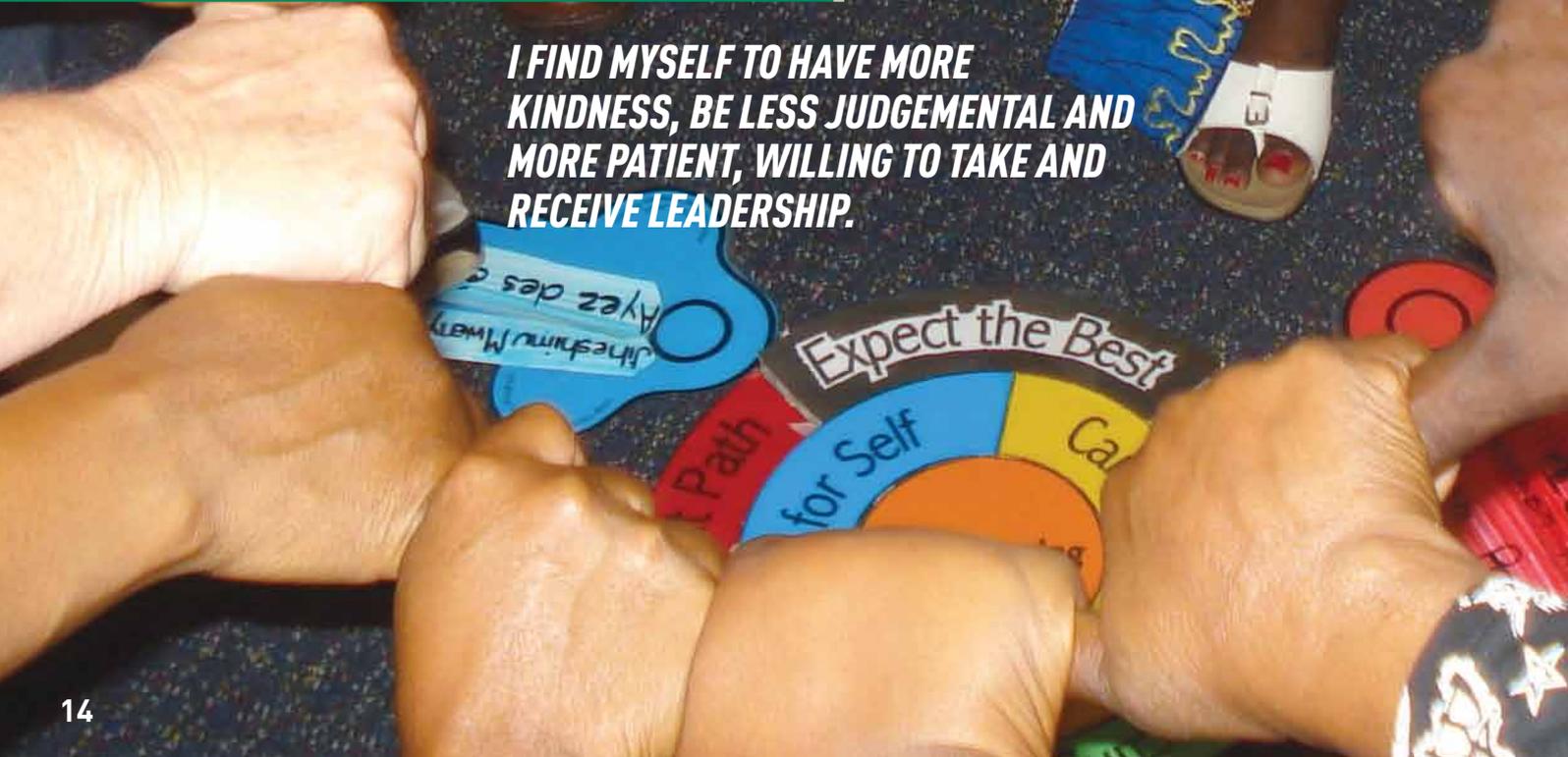
Peace leadership has helped participants to improve their relationship with their partners, children, family and wider community by helping them communicate more effectively, create safe, positive relationships and enhance awareness of themselves and others.

*The workshops changed my life: I built trust in myself, able to manage conflict in peaceful ways with my family, respect for others and living positively with the community and understanding the ways of living in my second home where there is a lot of cultural diversity. I have now liberated myself from the burden of violence and have the power of peace in my mind.*

*I have learnt from this workshop that all people are the same and we all need to respect each other.*

*I learned how to communicate properly in order to avoid grudges - and to have a forgiving heart.*

**I FIND MYSELF TO HAVE MORE KINDNESS, BE LESS JUDGEMENTAL AND MORE PATIENT, WILLING TO TAKE AND RECEIVE LEADERSHIP.**





**IT'S ABOUT BEING  
HOPEFUL IN A  
NEW LAND, NEW  
OPPORTUNITIES  
AND HAVING HOPE  
TO REBUILD YOUR  
LIVES IN A NEW  
COUNTRY.**



# STRENGTH

## CONNECTING COMMUNITIES

The **Community Engagement** projects undertaken by Melaleuca create opportunities for the newest members of our community to participate in and lead meaningful activity. Activities range from community gardens to festivals, from volunteering in *Welcome to Country* days to creative performance. The *World Refugee Day Festival* is a highlight of the year. This complex project is all about growing an understanding and tolerance between different communities. The many tasks leading up to the day build new relationships and create a sense of belonging and social cohesion, making a critical contribution to a multicultural city. Melaleuca understands that people arrive with tremendous resilience and capacity to contribute to a new country. Our programs simply create more of these opportunities.

*A community event "with heart"* - The 2014 World Refugee Day Festival was a day-long event which celebrated the contribution of refugees to Australian life through a citizenship ceremony as well as music, dance, food and sport; activities which can unite people through a common interest in breaking down barriers and stereotypes within the community. The friendly, interactive, informal atmosphere brought together varied and vibrant cultures within our emerging communities. This year we expanded the football match component of the event to coincide with the FIFA World Cup in Brazil and welcomed a wider cross-section of the public to meet with people of refugee background.

*Soccer is a world game. Everyone speaks that language.*



# STRENGTH

## GROWING TOGETHER

Melaleuca was fortunate to receive a grant from the City of Darwin to create a **community garden** at the beginning of 2014. The garden is a community project which allows shared ownership and connects people through gardening, cooking and sharing food and cooking practices from different cultures. The garden provides a calm and nurturing space for Melaleuca staff, clients and the Darwin community to enjoy.

Melaleuca also welcomed the opportunity to be involved COOLMob's newest initiative **Smart Cooling in the Tropics**. As a project partner, Melaleuca works with COOLMob to help facilitate the delivery of free energy audits, energy efficiency measures and energy saving workshops to low income earners of refugee background living in Darwin.

It is now almost time to harvest our first tomatoes from the garden. Every now and then we enjoy a fresh lemongrass tea and the basil and coriander are welcomed by everyone to complement their lunch. Community gardeners were able to observe and enjoy a Congolese cooking demonstration after having harvested the cassava leaves grown by the women. The Tamil community gardeners share their wisdom about the healing capacity of many plants growing in our garden.

The heat and the cost of cooling through air-conditioning can come as a big shock for many new arrivals. Learning about the effective use of energy and ways to cool down in a very hot climate has made some of our clients feel more comfortable already.

*In the camp the garden was all we had. We worked in the garden all day. In Australia gardening is just for fun.*

*The garden is a place where you can be active and reflect on your life. For me it is just a quiet place where I can think.*

*In Africa I had to prepay for electricity. When we first came to Australia we just enjoyed everything and used the air-conditioning. Now I know to reduce the bill.*

**MANY THINGS GROW IN A GARDEN THAT WERE NEVER SOWN THERE.**

# RESPECT

## STRENGTHENING CAPABILITY

Melaleuca Refuge Centre has been strengthening capability in recent years, commencing with a structural review, implemented over 2012-13 and followed by the strategic change initiative, *Identifying Excellence*, commenced March 2014.

Melaleuca has responded to the complex and significant needs of our client groups by evolving a multi-disciplinary structure and is in a unique position to be able to evaluate and redefine itself to lead capacity development in the delivery of trauma informed services.

We strive to continue to provide relevant and consistently high quality supports and services to our communities and clients in a way which synthesizes curiosity, humility, excellence and expertise into a vibrant internal learning culture and a fertile program of community engagement. Our objective is to also do this in a way which generates a secure and diverse funding base into the future.

Key steps in Melaleuca's *Identifying Excellence Program* have been:

- Developing and refining Melaleuca's model of practice to explicitly link the organisation's policy, practice, training, supervision and quality assurance with its mission, vision, values.
- Establishing the Learning and Professional Development Committee to identify and respond to learning and professional development needs external to the organisation and to identify, plan and source expertise to meet the professional development needs of Melaleuca.
- Launching the Learning and Professional Development program, *Common Ground*, to the leadership of all community services, government and education organisations.

To provide funding support to pursue excellence, Melaleuca has implemented a reserves policy to enable reinvestment of accumulated general purpose reserves into achievement of its mission.



# STAFF



# ACHIEVEMENTS 2013-14

## RESILIENCE

### COUNSELLING SERVICES ACHIEVEMENTS

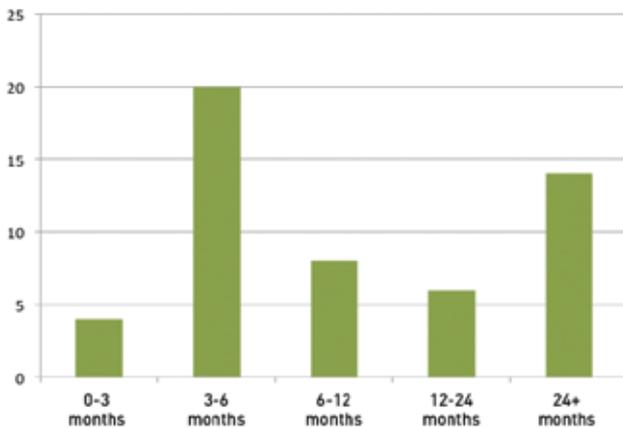
Counselling Sessions conducted comprised:

- Program of Assistance to Survivors of Torture and Trauma – 480 sessions.
- Torture and Trauma Counselling Services (Detention) – 1,524 sessions.
- Bridging Visa E clients – 120 sessions.

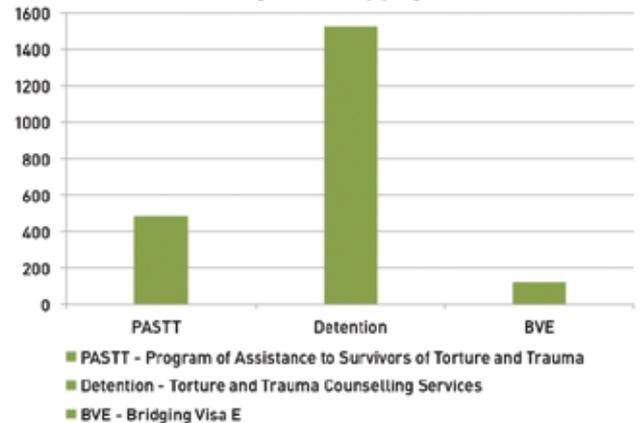
PASTT Clients, Origin



PASTT Clients, length of engagement



Counselling sessions by program



### YOUTH SERVICES ACHIEVEMENTS

Over 50 young people of refugee background were assisted to participate in the following activities:

- Swimming program in partnership with Royal Life Saving NT Swim.
- Couch Surfing with incorporation from Anglicare (Youth Week Program).
- Youth Parliament (YMCA).
- Youth Café- World Refugee Day - training in hospitality and employment skills.
- 'Bringing the world back home' by MyNT – cultural exchange.
- Yoga Holiday Program for Girls.
- In My Life Through Lens (Youth Week Program with Anglicare).
- Youth Orientation workshops.

Presentations:

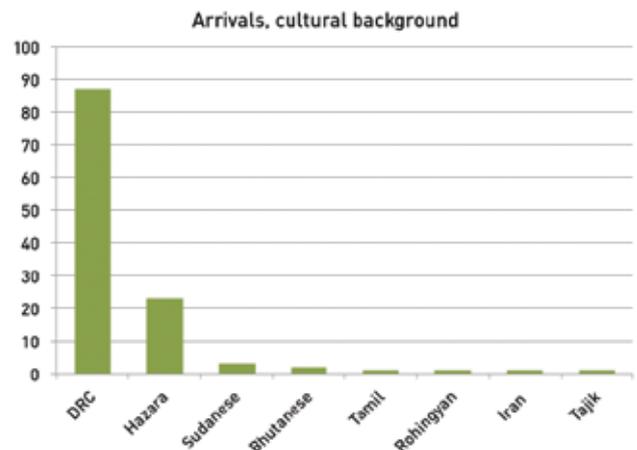
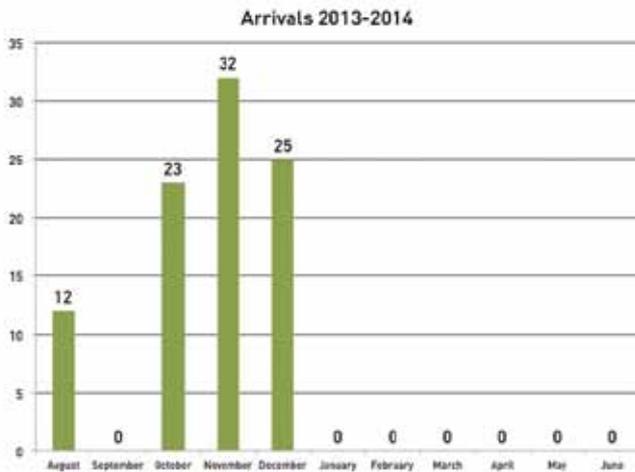
- 2014 NT Homelessness Summit: 'Finding a safe place to live in Australia: Issues faced by young people from refugee background'.
- FICT and TIPS sessions on 'Youth Services for Refugees', 'Trauma and its effects on the Body', and 'Gender Roles, Relationships and Sexual Health'.

# ACHIEVEMENTS 2013-14

## HOPE

### EARLY SETTLEMENT SERVICES ACHIEVEMENTS

- Early Settlement services in Darwin were provided to 119 arrivals, comprising of 15 families and 29 individuals.
- Cultural backgrounds included Congolese, Hazara, Sudanese, Iranian, Rohingya, Nepalese and Tamil.
- Nearly 50 group orientation sessions were delivered in a variety of topics including health, housing, education, employment, law, culture and family.
- 116 arrivals were housed in Melaleuca short term accommodation and provided tenancy training, and property search workshops.
- Volunteer recruitment involved information and induction sessions which resulted in 60 trained volunteers, of which 44 were active volunteers.
- Volunteers also supported various events including Oz Fusion, Nightcliff Sea Breeze Festival, International Women's Day, Melaleuca Community Garden, World Refugee Day and Soccer Cup, Indigenous *Welcome to Country* for new arrivals, Mindil Beach Fun Bus Anniversary Cake Stall Fundraiser, and Human Rights Arts & Film Festival.
- Vinodas Balakrishnan received a certificate of appreciation from the Department of the Chief Minister and Volunteering Australia for volunteering with Melaleuca.



Changes in overall numbers in the Refugee and Humanitarian Program over the past year has reduced arrival numbers into the NT.

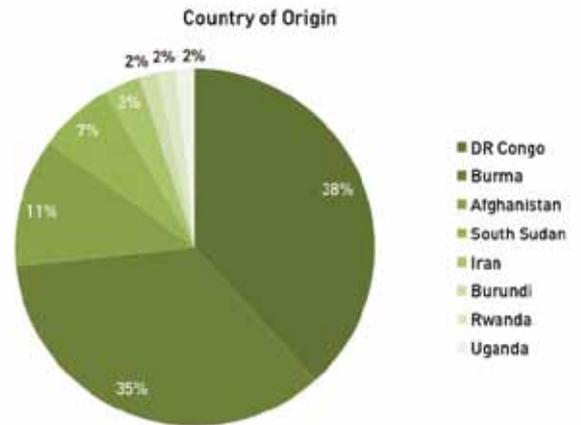
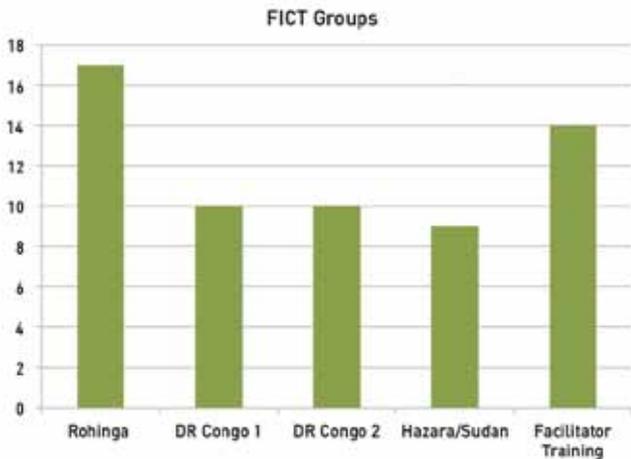
# ACHIEVEMENTS 2013-14

## STRENGTH

### COMMUNITY DEVELOPMENT ACHIEVEMENTS

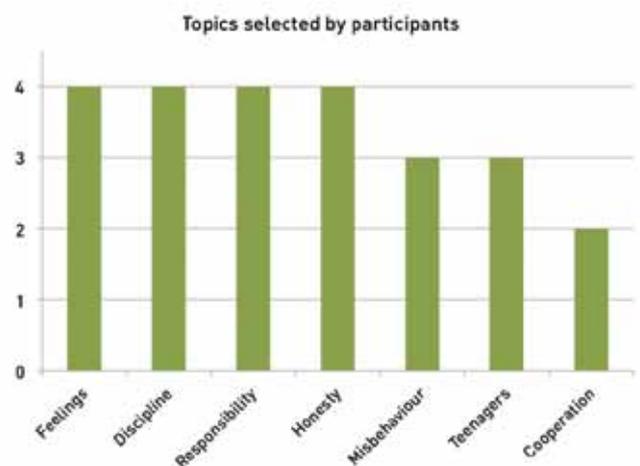
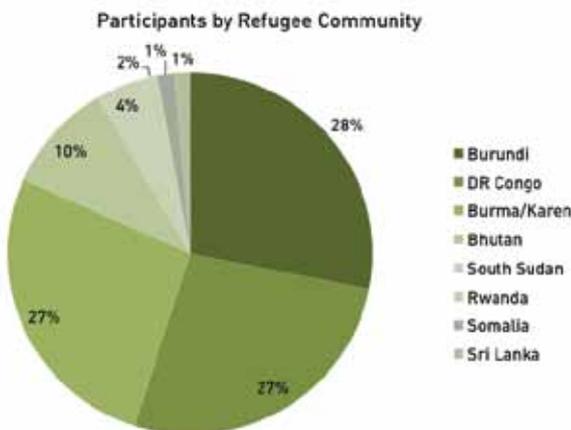
#### Families in Cultural Transition (FICT) Program

- Supported the early development of the newly emerging Rohingya community.
- Engaged with the recently arrived community of Hazara from Afghanistan.
- Focused FICT program activities to the larger settling communities (Democratic Republic of Congo, Burma).
- Provided 4 FICT programs with 46 Rohingya, Hazara, South-Sudanese and Congolese participants.
- Built community capacity to respond to need by providing FICT workshop facilitator training for 14 people from Rohingya, Hazara, Kurdish, Persian, Congolese, Burundi, Ugandan and Burmese communities, resulting in 10 community facilitators running FICT workshops.



#### Tips and Ideas on Parenting Skills (TIPS) Program

- 3 TIPS community-specific programs were delivered to newly settled communities.
- Collaboration with MCNT and Relationships Australia enabled delivery of TIPS program to mixed-community groups.
- 6 community facilitators provided TIPS workshops, with topics selected by participants according to community priorities.



# ACHIEVEMENTS 2013-14

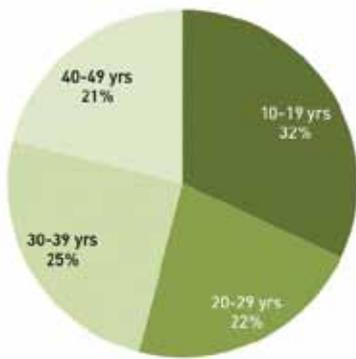
## STRENGTH

### COMMUNITY DEVELOPMENT ACHIEVEMENTS

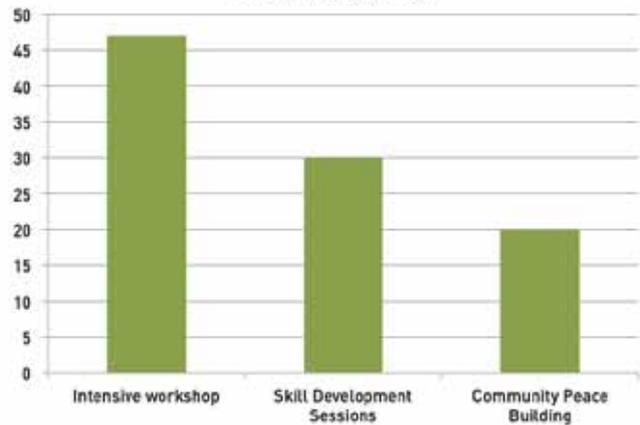
#### Peace Leadership

- 5 intensive workshops were conducted with 47 adults and youth participants engaging in parenting and conflict resolution topics.
- 30 participants extended workshop learning with additional skill-building sessions.
- 5 community peace building sessions were provided with bi-cultural facilitators co-leading activities and connecting leadership across the following communities: Congolese, Ugandans, Vietnamese, Rohingya, South Sudanese, Australians, Indigenous Australians, and Greeks.
- Engaging leaders appealed equally across age groups and gender with participants comprising 53% women and 47% men.

Participation by age group



Participants by activity



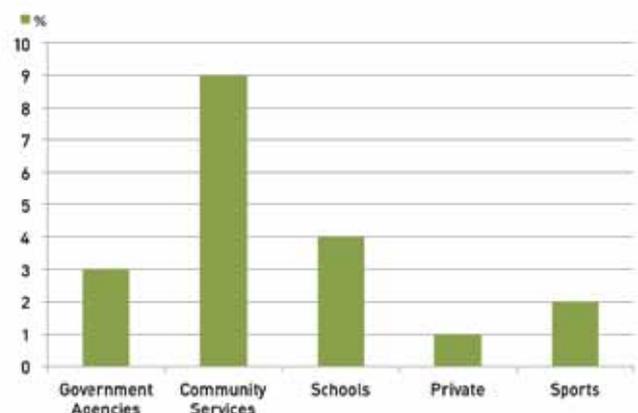
#### Community Engagement

- Over 1,000 people attended World Refugee Day, which included 9 food stalls with participating community members provided accredited food handling training.
- Supported newly arrived women and families to enable high community participation in International Women's Day.
- Hosted a special event for Young Australian of the Year, Akram Azimi, of Afghan background and a dedicated mentor to young Indigenous people.
- Working with the Hazara community, increased public awareness of the refugee experience through public film event featuring "Mary meets Mohammad."
- Brought talented performers of refugee background to the front stage in Australia Day's 'OzFusion' event.

Engaged Communities – Country of Origin



World Refugee Day – participating organisations

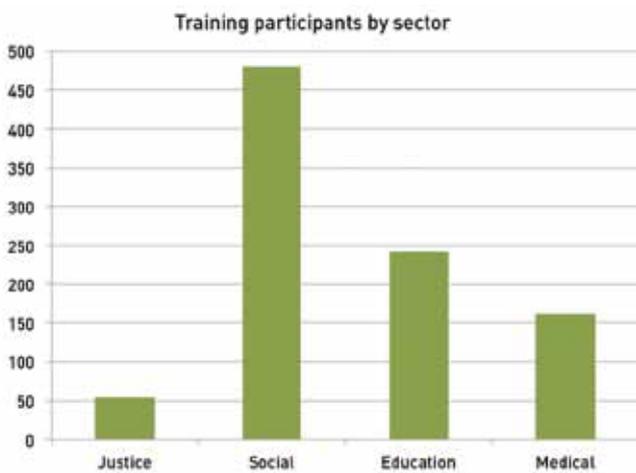


# ACHIEVEMENTS 2013-14

## LEADERSHIP

### EDUCATION AND TRAINING ACHIEVEMENTS

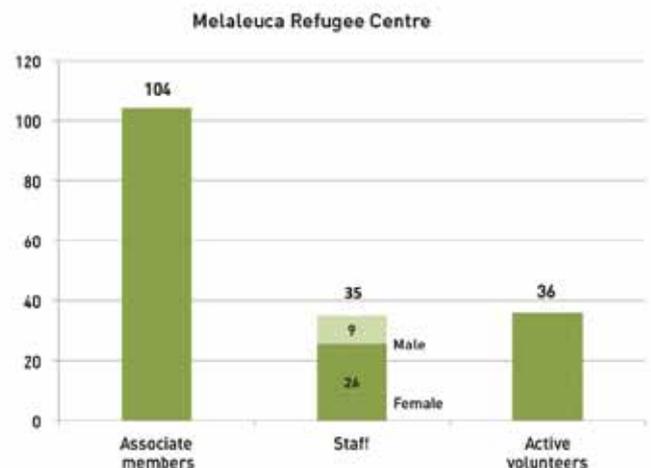
- Melaleuca’s external training reached 938 participants from a broad range of sectors.
- Development of the Trauma Informed Training program comprising 9 modules prepared from contemporary evidence, research and deep practice experience.
- Training tailored to the needs of specific sectors.
- Keynote addresses and presentations were provided to health, multicultural and housing summits and forums.



## RESPECT

### CORPORATE TEAM ACHIEVEMENTS

- Melaleuca Refugee Centre’s *Committee of Management* and its sub-committees *Finance Audit and Risk Management*, *Human Resources*, and *Governance* remained active with COM meetings conducted each month.
- Strategic corporate initiatives outworked, including the Structural Review and Identifying Excellence change program.
- External relationships were extended within the refugee and asylum seeker support network and with NT and national policy and funding portfolios, with a principle focus to develop capacity to deliver trauma informed services.
- Support for internal professional development was increased, funded and structured to meet the needs of agency, team and individual professional development.
- Agency reporting to the Committee and to funding bodies was also a focus for improvement.
- HR focus remained on maintenance of a competent, caring, resilient and committed body of staff and volunteers.





## **Independent auditor's report to the members of the Melaleuca Refugee Centre Torture & Trauma Survivor's Service of the Northern Territory Inc.**

We have audited the accompanying financial report, being a special purpose financial report, of the Melaleuca Refugee Centre Torture & Trauma Survivor's Service of the Northern Territory Inc., which comprises the balance sheet as at 30 June 2014, and profit and loss statement for the year then ended, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee of management.

### *The Responsibility of the Committee for the Financial Report*

The Committee of the Association are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the financial reporting requirements of the Associations Act and are appropriate to meet the needs of the members. The Committee's responsibility also includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances. These policies do not require the application of all Accounting Standards and other mandatory financial reporting requirements in Australia.

### *Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

## *Independence*

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

## *Auditor's Opinion*

In our opinion the financial report presents fairly, in all material respects, the financial position of the Melaleuca Refugee Centre Torture & Trauma Survivor's Service of the Northern Territory Inc. as of 30 June 2014 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the Associations Act.

## *Basis of Accounting and Restriction on Distribution*

Without modifying our opinion, 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 Melaleuca Refugee Centre Torture & Trauma Survivor's Service of the Northern Territory Inc. to meet the requirements of the Associations Act and the Association's constitution. As a result, the financial report may not be suitable for another purpose.



Aminul Islam  
Merit Partners

DARWIN  
Date: 2 September 2014

## MELALEUCA REFUGEE CENTRE

### TORTURE AND TRAUMA SURVIVOR'S SERVICE OF THE NORTHERN TERRITORY INC STATEMENT BY MEMBERS OF THE COMMITTEE OF MANAGEMENT

The Committee of Management have determined that the Centre is not a reporting entity

The Committee have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in note 1 to the financial statements.

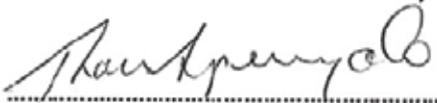
In the opinion of the Committee of Management -

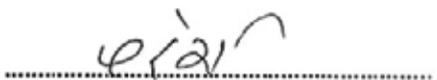
- (a) The accompanying financial report is drawn up so as to present fairly the state of affairs of the centre as at 30 June 2014 and the result of its operations for the year then ended;
- (b) The accounts of the Centre have been properly prepared and are in accordance with the books of accounts of the Centre; and
- (c) There are reasonable grounds to believe that the Centre will be able to pay its debts as and when they fall due.

The Committee of Management confirms as follows:

- (a) The names of each Committee Member during the relevant financial year were -  
Ailsa Purdon, Emily Raso, Ross Springolo, Paresh Ray Ghimire, Daile Fuller, Elisabeth Armitage, Ursula Carolyn, Amanda Gunn, Anita Gupta, Domi Kabangu, Colin McDonald, Kyla Raby, Sean rung.
- (b) The principal activity of the Centre during the relevant financial year was the provision of Settlement and counselling services to refugee families in the Northern Territory
- (c) The net operating surplus of the year was \$169,119. (2013 \$154,352)

Signed at Darwin this 2<sup>nd</sup> day of September 2014

  
.....

  
.....

## MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVOR'S SERVICE OF THE NT INC.

### BALANCE SHEET

AS AT 30 JUNE 2014

	Notes	2014 \$	2013 \$
<b>CURRENT ASSETS</b>			
Cash and bank	2	1,353,343	1,290,471
Receivables	3	353,484	251,719
Other Current Assets	4	0	568
		1,706,827	1,542,758
<b>NON CURRENT ASSETS</b>			
Property, Plant and Equipment	5	945,705	949,226
<b>TOTAL ASSETS</b>		<b>2,652,532</b>	<b>2,491,984</b>
<b>CURRENT LIABILITIES</b>			
Payables	6	199,044	184,070
Provision for Employee Entitlements	7	231,697	173,837
Unexpended Grants	9	11,250	92,655
<b>TOTAL LIABILITIES</b>		<b>441,991</b>	<b>450,562</b>
<b>NET ASSETS</b>		<b>2,210,541</b>	<b>2,041,422</b>
<b>EQUITY</b>			
Accumulated funds at Start of Year		2,041,422	1,887,070
Surplus /(deficit) for the Year		169,119	154,352
Accumulated funds at End of Year		2,210,541	2,041,422

The Balance Sheet should be read in conjunction with the notes to and forming part of the Financial Statements and with the accompanying Auditor's Report.

## MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVOR'S SERVICE OF THE NT INC.

### PROFIT AND LOSS STATEMENT

FOR THE YEAR ENDED 30TH JUNE 2014

	2014	2013
	\$	\$
<b>INCOME</b>		
Contract Services	3,665,913	3,258,296
Funding/Grants	818,106	787,772
Donations & fund raisings	36,856	5,799
Other funding	10,200	300
Other Income	100,721	9,614
Sale of Assets	6,200	3,000
Interest received	16,615	12,556
<b>TOTAL INCOME</b>	<b>4,654,611</b>	<b>4,077,337</b>
<b>EXPENDITURE</b>		
Salaries & Wages	2,613,350	2,453,626
Contract Services	1,335,434	1,049,131
Audit fees	8,300	8,045
Depreciation	97,919	53,137
Office Rent	75,000	124,985
Electricity	31,581	31,950
Insurance	131,670	85,497
Telephone	44,097	47,434
Administration	148,141	69,180
<b>TOTAL EXPENDITURE</b>	<b>4,485,492</b>	<b>3,922,985</b>
<b>SURPLUS /(DEFICIT) FOR THE YEAR</b>	<b>169,119</b>	<b>154,352</b>

The Profit and Loss Statement should be read in conjunction with the notes to and forming part of the Financial Statements and with the accompanying Auditor's Report

## MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVOR'S SERVICE OF THE NT INC.

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

#### 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Act. The committee has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this report.

##### (a) Statement of Cash Flows

The Association does not prepare a statement of cash flows as required by AASB107. The Association believes there is adequate relevant information available from the financial report, and therefore the omission of the statement of cash flows does not adversely affect:

- (i) decisions about the allocation of scarce resources made by the users of the financial report, and
- (ii) discharge of accountability of management and committee of management.

##### (b) Property, plant and equipment (PPE)

Leasehold improvements and office equipment 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:

Motor Vehicles	30%	(2013 30%)
Building renovations	8.33%	(2013 8.33%)

##### (c) Income Tax

The Association is a Public Benevolent Institution with all applicable taxation exemptions.

##### (d) 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.

##### (e) Provisions

Provisions are recognised when the association has a legal or constructed obligation, as a result of past events for which it is probable that an outflow of economic benefits will result and that outflow 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.

##### (f) Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

## (g) Revenue and Other Income

Revenue is measured at fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue. All revenue is stated net of the amount of goods and service tax. Interest revenue is recognised using the effective interest rate method.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt. The portion of grant income received in the current year that remains unspent at year end is transferred to current liabilities in the balance sheet. Contract services income is recognised when invoiced and fees not received yet will reflect in receivable in current assets.

## (h) 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 other receivable or payables in the balance sheet.

## (i) Expenditure for Humanitarian Settlement Services

Under the terms of the contract with the Department of Immigration and Border Protection (DIBP) 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 Melaleuca Refugee Centre. The disbursements are treated as general expenditure and are tracked or substantiated through the documentation.

	2014 \$	2013 \$
<b>2. Cash and Bank Balances</b>		
General Account ANZ	46,964	305,305
STA Account ANZ	1,589	7,651
Cash Management Ac – ANZ	0	85
General Account – Westpac	440,737	382,558
STA Account – Westpac	37,237	102,461
Cash Management Ac - Westpac	695,198	550,675
Cash Reserve Ac – Westpac	137,450	0
Cash on Hand - Emergency	562	1,829
Petty cash	0	33
Electronic Payments Committed	(6,394)	(65,649)
Bond and Security Deposits	0	5,523
	<b>1,353,343</b>	<b>1,290,471</b>
<b>3. Receivables</b>		
Trade Debtors	364,993	251,719
Other Debtors	25,939	0
Provision for impairment	(37,448)	0
	<b>353,484</b>	<b>251,719</b>
<b>4. Other Current Assets</b>		
Prepayments	0	568

## 5. Property Plant and Equipment

Building Renovations St Mary's	974,597	974,597
Accumulated Depreciation	(121,824)	(40,608)
	852,773	933,989
Office equipment	15,542	15,542
Accumulated Depreciation	(15,542)	(15,542)
	0	0
Motor Vehicles at Cost	207,137	128,739
Accumulated Depreciation	(114,205)	(113,502)
	92,932	15,237
<b>Total Property, Plant and Equipment</b>	<b>945,705</b>	<b>949,226</b>

## 6. Payables

Trade Creditors	36,500	50,535
ANZ visa card	622	3,054
Westpac visa card - Director	4,690	0
Westpac visa card - Finance Manager	4,355	0
Australian Taxation ( GST )	86,805	86,983
Australian Taxation (PAYG)	26,969	75
Superannuation	284	384
Accruals Balance	38,819	43,039
	<b>199,044</b>	<b>184,070</b>

## 7. Provision For Employee Entitlements

Annual Leave	164,237	158,639
Long Service Leave	67,460	15,197
	<b>231,697</b>	<b>173,836</b>

## 8. Economic dependency

The Centre receives significant grant funds from both the Federal and Northern Territory Governments to provide various assistance and support services to refugees and the survivors of torture and trauma and their families. The financial report has been prepared on a going concern basis on the expectation that this funding will continue.

9. Unexpended Grants Summary	B/fwd. Balance \$	Grant Income received \$	Movement for year \$	Unexpended Grant \$
Welcome to Our Country	0	3,000	3,000	0
YOUTH Vibe grant	0	1,592	1,592	0
NT Gov - Parental Support Service	0	299,410	299,410	0
Dept of Health & Ageing - PASTT	0	332,960	332,960	0
Alternative to Violence	92,655	0	92,655	0
COOLmob - LIEEP	0	15,000	3,750	11,250
<b>NAYSS - reconnect</b>	<b>0</b>	<b>85,792</b>	<b>85,792</b>	<b>0</b>
<b>Total Unexpended Grants</b>	<b>92,655</b>	<b>737,754</b>	<b>819,159</b>	<b>11,250</b>

## 10. Commitments

We have a commitment to lease the building for 12 years (4 June 2012 – 3 June 2024).





# GET INVOLVED, STAY INFORMED AND DONATE



IF YOU WANT TO STAY INFORMED, OR WISH TO MORE ACTIVELY PARTICIPATE IN THE ONGOING SUPPORT OF REFUGEE AND ASYLUM SEEKER SETTLEMENT IN DARWIN, THERE IS A RANGE OF OPTIONS AVAILABLE TO YOU.

## YOU CAN:

- Join as an associate member to receive our newsletter and priority access to special addresses and events.
- Participate in Melaleuca's facebook community to join discussions about refugee and asylum seeker issues and events.
- Make a donation of your time. Become a volunteer in your choice of refugee or asylum seeker support activities happening at Melaleuca. Induction & information sessions are run about every six weeks.
- Make a financial donation to continue Melaleuca programs such as the learn to swim summer holiday programs for refugee kids who have never seen a swimming pool, and fund additional projects.

## HERE'S HOW:

- **Melaleuca facebook:** <https://www.facebook.com/melaleucacentre>
- **Associate membership application:** <http://melaleuca.org.au/become-member-melaleuca>
- **Volunteer application:** <http://melaleuca.org.au/volunteering>
- **Donation form:** <http://melaleuca.org.au/make-donation>