ANNUAL REPORT
2009/2010
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MEMBERS OF THE COMMITTEE OF MANAGEMENT

Office Bearers

- William (Bill) Prendergast: Chair
- Leila Collins: Deputy Chair
- Daniel Nottle: Treasurer
- Helen Applin: Secretary
- Vanessa Johnston: Public Officer

Ordinary Members:

- Ajout Ajout
- Kate Boyd
- Than Than
- Natalie Bellew
- Rik Thorneclyff
- Janelle Bronca
- Justine Mickle

Resigned:

- Nadja Reiter
- Mark Pearse
# Administration

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<td>Operations Manager</td>
<td>Heather Lee</td>
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<td>Finance Manager</td>
<td>Peter Trayte</td>
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<tr>
<td>Administration Assistant/Front Office Coordinator</td>
<td>Olivia Cruz Kelly</td>
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<td>Emma Cameron</td>
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<td>Ali Baydoun</td>
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<td>IT Support Officer</td>
<td>Fiona MacLean</td>
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<td>Office Cleaner</td>
<td>Regina Andrua</td>
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<tr>
<td>Vehicle Maintenance Officer</td>
<td>Frances Mulbah</td>
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Counselling

Counselling Team Leader
Sara De Luca
Counsellor/Advocates
Cath Archer
Jan Wetzel
Albert Adakpoku
Cecilia Pewee
Child Focussed Counsellor
Alexandra Jordan
Intensive Family Counsellor
Marina Milvik
Youth Support Workers
Emily Fajermann
Sara Herniman
Complex Case Support Worker
Fatuma Muhudin

Settlement

IHSS Program Coordinator
Sonya Schmidt
Settlement Team Leader
Steve Hebblethwaite
Case Coordinator
Esther Canmue
Volunteer Coordinator
Meg Jeffrey
Housing Maintenance Coordinator
Joseph Karyee
Property Manager – Housing
Alan Groves
Agency Liaison – Housing
Onuma Dike
Tenancy Support – Housing
Rebecca Molyneux
Tenancy Support – House Cleaning
Regina Andrua
Health Workers
Mie Mie Aung
Susan Clunies-Ross
Early Settlement Support Workers
Leandro Mendes/Health Worker
Gener Lapina/Case Coordinator
Bhawana Chaulagain/Case Coordinator
Nuala Scannell
Ces Rocha
Emerging Communities Support Worker
Ambhika Bhattachari

Community Development

Community Development Team Leader
Bonita Moss
TIPS Coordinator
Bonita Moss
Training Coordinator
Jeannie O’Carroll
Communities Liaison Worker
Xavier Lane-Mullins
FICT Coordinator
Louise Weber
FICT Bicultural Facilitators
Ajout Ajout
Violette Batwenga
Beatrice Bavakure
Lutee Watchen Dunn
Karim Hassan Ali
Khadija Karim
John Kabalu
Cho Lay
Senessi Mansaray
Giselle Mbombo
Joseline Mirani
Melaleuca Management Team acknowledges all current and former staff for their contribution to Melaleuca Refugee Centre and wishes those who left during the year best wishes for their future. They are:

Lava Kohaupt (former Director)
Wek Athian
Ivona Bartusch
Jennifer Basham
Bonney Corbin
Sarah Dockrell
Greta Enbom
Jan Field
Conor Fox
Jaclyn (Jackie) Garbutt
Sophie Harvey
Kimberly Jonsson
Lar Khu Jue
Jonathon Lin
Stephen Modi
Joanne O’Sullivan
Lee Pearse
Juliana Lobo de Queiroz
Nuala Scannell
PT Sherpa
Kylie Smith
Le Smith
Andrew Stechmann
Andrea van der Werf
Susanna Vassiliou
Therese Wangezono
FUNDING BODIES

Australian Government

Department of Immigration and Citizenship
Department of Health and Aging
Department of Families, Housing, Community Services and Indigenous Affairs

Northern Territory Government

Department of Health and Families
Department of the Chief Minister
Department of Justice

Foundations

Westpac Foundation
Myer Foundation
ANZ Bank Staff Foundation
NAPCAN
Trust Company
Honda Foundation
Holloway Family
Young Engineers
Chairperson of the Committee of Management
William (Bill) Prendergast

On behalf of the Melaleuca Refugee Centre Committee of Management I submit this report on the last twelve month’s work of the Committee.

The highlight of the period from our point of view was the appointment of Dr Ali Nur as the new Director. It was with some trepidation that the Committee faced the departure of Lava Kohaupt who had been a strong leader of Melaleuca for so long. Our anxiety was soon dispelled as we worked with Ali and we realized how easy it was going to be to work with Ali on our strategic direction for Melaleuca. We were greatly assisted by the staff of the organization in this transition. We all miss the guidance of Lava but we have had to move on.

Another highlight was the dramatic increase in the size of Melaleuca’s work space. Organisations like Melaleuca often experience problems in accessing sufficient space to accommodate their current staff and programs. This problem was compounded for Melaleuca by a need for accommodation to meet the continual expansion that has been experienced by Melaleuca in recent years. We are indeed fortunate to have been able to expand into the space which was physically next door.

The Committee itself has increased its efficiency by commencing to make use of sub-committees to undertake research and come up with recommendations to put to the Committee. This has been successful in the area of reviewing policies, although the efficiency has been held back a little by the pressure of other work done by individual Committee members in their outside occupations. Another sub-committee has been set up to advise the Committee on the area of the renewal of the Department of Immigration and Citizenship (DIAC) contract. This issue has been delayed a little at various times and is now held up with the calling of the election and the placing of the Australian Government in care-taker mode.

I would like to pay tribute to the members of the Committee. They are all working in a voluntary capacity but are diligent in attending Committee meetings and contributing to the work of the Committee. To my recollection, there has not been in the last twelve months a meeting that has failed to have a quorum present. The diligence of members in this regard is remarkable and the few absences have been usually for valid reasons.
One low point of the period was the sudden death of Greg Jarvis. Greg was a former long-standing member of the Committee. Although the pressure of his work at the Darwin City Council and other committees forced his resignation from the Committee, his strong support of Melaleuca never wavered. His legacy on the functioning of the Committee continues with his beautiful wording of the “Acknowledgement to the Traditional Owners” of the country…

“We acknowledge that we are meeting on Larrakia Country. We pay our respects to all Larrakia people both past and present. We are committed to working together with the Larrakia to care for this land and the sea for our shared future”.

It is fitting that we should use Greg’s words because he fought tirelessly to have an acknowledgement made at the beginning of each Committee meeting.

CHAIRPERSON OF THE COMMITTEE OF MANAGEMENT
William (Bill) Prendergast
I have been in the Melaleuca Refugee Centre Director position for only last half of the financial year and therefore most of the credit of this year’s achievement should go to my colleague, Lava Kohaupt, who led the agency for many years. I was also fortunate to have Lava back to Melaleuca to assist us with the preparation of the new DIAC tender bid as well as providing torture and trauma counselling to people in immigration detention in Darwin.

The number of new arrivals assisted under the Integrated Humanitarian Settlement Strategy (IHSS) remained steady.

There have been some great achievements as well as some major challenges during the year.

Some of the achievements included (not exclusive or in priority order):

- The Northern Territory Minister for Affordable and Public Housing and his department granted under the Industry Housing Program three additional units to house Melaleuca new client arrivals;
- Major expansion of our office space to more than double what it was;
- Settlement staff responded effortlessly to occasions when the numbers of people arriving in a single day were overwhelming. For example, one occasion when 30 people including 27 in transit arrived at very short notice;
- The celebrations of 2010 World Refugee Week, events including the screening of the film *Hope* and the public celebrations day were commended as one of the best organised by many community members and leaders;
- Torture and trauma counselling sessions were provided for the first time to people in the mainland detention centres;
- The Northern Territory Department of Health and Families granted a one-off allocation of funds towards the introduction of a new support service, “Alternatives to Violence”. This program will assist the four largest newly emerging refugee communities in Darwin;
• A number of small one-off grants were received from the Northern Territory Departments of Chief Minister and Justice;
• Recruiting and retaining over 150 active volunteers to assist refugee communities in Darwin; and
• Submitting a bid to the new Department of Immigration and Citizenship tender under the Humanitarian Settlement Strategy.

Some of the challenges included:
• Limited availability and affordability of housing in the Darwin market for our clients;
• Lack of economies of scale for a small settlement agency with irregular and small numbers of arrivals;
• An uncertain funding future as we are in transition from the old Integrated Humanitarian Settlement Services (IHSS) contract and the outcome of the new tender has not been finalised as yet;
• It has been challenging to attract and retain a specialist workforce in the competitive local market;
• Under-developed generic support services such as mental health, public housing and primary health care service in NT made referring clients to these services more difficult;
• Providing specialist torture and trauma counselling to a rapidly increasing number of people in detention centres in Darwin;
• Ever increasing complexity of care needs of certain categories of clients of refugee background;
• Structural socio-economic barriers for refugee communities in accessing appropriate education, training, employment and the economic independence they deserve.

As incoming Director, I would like to thank the Melaleuca staff, Committee of Management, funding and contracting bodies for their unconditional support to me, especially in my early days in the job. I would also like to thank my predecessor, Ms Lava Kohaupt for not only giving a superb handover but also for her support whenever I needed a piece of experience and wisdom. I am truly grateful to the assistance I received from my refugee support network member agencies in Darwin and their staff.

DIRECTOR
Ali Nur
OPERATIONS MANAGER’S REPORT

OPERATIONS

The 2009/10 financial year brought many improvements to office facilities for Melaleuca Refugee Centre staff, who were previously working in premises that had grown too small to accommodate the growing number of staff and program expansion. In late 2009, the office space was substantially increased to provide for increased office space for all staff, a dedicated training room, a dedicated family therapies room and increased access to kitchen and toilet facilities.

At the same time, the Melaleuca IT system was significantly upgraded and a new server was commissioned, with all data migrated to the new environment. This task was managed, engineered and implemented by IT Manager, Ali Baydoun. The new server is housed in a secure, climate-controlled room. An IT risk management assessment has been undertaken, and over time, Melaleuca will continue to strengthen the security measures already in place to ensure that in the event of a natural disaster or security breach the system can be completely restored in a matter of hours with minimal downtime. Computer hardware is also in the ongoing process of being upgraded, to allow all staff access to fast, efficient desktop systems.

A contract was secured with Iron Mountain for secure offsite storage of electronic data and paper archives and regular whole system backups are housed in a vault at Iron Mountain.

The capacity of the Administration Team grew to address the ever-increasing demands of the organisational program expansion and increased staff.

An additional part-time IT Support Officer, Fiona Maclean, was appointed to assist Ali Baydoun, part-time IT Manager, with daily user and system support. Fiona’s role also encompasses staff computer training. The Melaleuca staff intranet site was completely rebuilt, to provide easier and better access to key staff resources and information such as policies, procedures, forms, templates, pay and conditions, organisational structure, contacts and key events. The task of rebuilding the site was undertaken by Fiona in-house.

Due to senior Administration Team members moving to the new office space at the back of the building, the need was identified to strengthen the front office presence. Backup Receptionist, Annie Nkiere, was appointed to a full-time Receptionist role, allowing Emma Cameron to step into an Administrative Assistant Role. The front office team’s movements and distribution of workload are ably coordinated by Olivia Kelly, Administrative Assistant Coordinator. The upgrade of the reception area was coordinated by the front office team, providing a more comfortable and welcoming waiting area for clients and visitors to Melaleuca.

With an ever increasing need for finance and payroll support, the two administrative assistants commenced working one day per week each to process MYOB financial and personnel documentation to assist Finance Manager, Peter Trayte.
Peter worked hard over the past financial year to streamline financial management systems, a considerable challenge in an organisation which has numerous funding streams. Continuous improvements continue to be made in this area, despite the heavy workload inherent in this position.

Regina Andrua and Frances Mulbah have continued in their existing roles undertaking cleaning and vehicle maintenance duties, respectively. Each has contributed to the development of their roles and innovative and more efficient performance of the tasks they are undertaking. Regina’s role as Office Cleaner grew considerably with the expansion to the new premises, resulting in an increase from two toilets to seven, with two showers and from two kitchens to three, as well as the extra offices requiring cleaning. Credit must be given to Regina for her willingness to take on the extra responsibilities, which she cheerfully undertakes every day. Regina moved from a three day per week position to five days per week, with additional hours. She is assisted by Frances on a monthly basis to undertake heavier cleaning duties that are outside the scope of her regular cleaning tasks. At the same time, Regina also joined the Settlement Team in a Tenancy Trainer - House Cleaning role, to assist Melaleuca clients to learn how to use cleaning chemicals and supplies to maintain their houses.

Negotiations continued with the building owners to upgrade fire safety at Melaleuca office premises. This is a high priority which will continue to be actively pursued early in the new financial year.

The Administration Team worked closely together over the past twelve months, building a solid foundation of structure and processes to assist Melaleuca staff to focus on their core business. Apart from coordinating the move to the expanded premises, a number of new processes and procedures were introduced to improve financial tracking and purchasing systems, streamline vehicle booking processes, leave and professional development application processing, access to IT services and in a range of other areas. The implementation of these new processes has not been without challenge, but the team have provided support and assistance to each other particularly in busy times and each individual has grown considerably, both personally and professionally in rising to the challenges that have presented, taking the initiative to make continual improvements in their roles. I’d like to take this opportunity to acknowledge the cooperative, motivated and professional focus all staff in the Administration Team brought to their roles in the last financial year.

**HUMAN RESOURCES**

Throughout late 2009 and early 2010, Melaleuca participated in a national Community Sector Workforce Development project funded by the Community Services & Health Industry Skills Council (CSHISC). The project was locally managed by the NT Human Services Training Advisory Council (HSTAC), who provided a consultant to work with the Operations/HR Manager to determine workforce development needs and capacity issues for Melaleuca.

As a result of this project, Melaleuca’s workforce development needs were identified. The project report identified a need to initially up-skill the professional management skills of the Melaleuca Management Team, most of whom had stepped into their team leadership roles from caseworker positions. Melaleuca submitted a successful application to receive funding under the Australian Government’s Enterprise Based Productivity Places Program.
(EBPPP), with Australian Government funding of $54,000 being made available for six Diploma of Management places.

It is expected that the program will commence before the end of 2010 and be completed within five months, with all participants completing the program with a Diploma of Management.

As with all not-for-profit community sector organisations, recruitment was a regular task. A number of staff moved interstate, leaving vacancies to be filled. Responsibility for recruitment to their teams was delegated to the Team Leaders, and Melaleuca staff became more actively involved in selection panels for positions within their teams.

**EMPLOYMENT AND TRAINING**

Melaleuca participated in a number of employment and training consultations, advocating for Melaleuca clients to secure better access to employment and training opportunities, particularly in apprenticeships and traineeships. We were invited to participate in an Employment and Training Advisory Group for an employment program to provide access to employment in the resources and construction industries for disadvantaged jobseekers. The training program is expected to commence late August 2010, offering forty supported places for entry-level employment.

The Westpac Foundation funded Employer Cultural Awareness Project culminated in the successful launch of a package of resources for employers at a breakfast forum in early September 2009. The event raised awareness of the remarkable contributions people from refugee and culturally diverse backgrounds can make to local businesses and the Territory’s economy. The breakfast, jointly hosted by Melaleuca Refugee Centre and the Chamber of Commerce NT, was strongly supported by a number of key partner organisations. I would particularly like to acknowledge the contributions of the Multicultural Council of the NT, Department of Business and Employment, Office of Multicultural Affairs, Centrelink, CHARTTES Training Advisory Council and Myriad Group Training, who formed the Working Group. I would also like to thank Melaleuca volunteer Lisa Lock and the Human Services Training Advisory Council for assistance with promotional materials. I acknowledge the support of MAX Employment, Anglicare NT, Training and Employment Consultancy and Mentorship, NT Working Women’s Centre and the Adult Migrant English Program. Thanks also go to Melaleuca staffers Albert Adakpoku and Mie Mie Aung for their willingness to support the project and share their personal stories for the case studies. Since the breakfast launch, Albert has continued the work to improve access to employment for people of refugee background and has been involved in a number of consultations and working groups.

The forum was a great success with an encouraging turnout of prospective employers and resulted in a number of real job opportunities for members of the refugee community in Darwin.

**OPERATIONS MANAGER**

Heather Lee
This year has been one of ups and downs; the income stream has varied considerably from month to month and made it difficult at times to balance income against expenditure.

With some 25 different income streams the data entry and monthly reporting to the different programs is always a challenge, for me in my role as Finance Manager and for Program Managers and Team Leaders. We employ an external financial consultant to provide expert advice and assistance to manage the complex financial reporting on so many diverse funding streams.

We also employed a casual consultant during the year to assist with fundraising, which allowed us to diversify our funding source even further. The grants we received as a result of the numerous applications submitted allowed us to complete a number of projects which had been commenced and stalled due to funding limitations. We were able to invest in child friendly spaces, and safe and secure storage for therapeutic and other resources.

The staffing numbers varied throughout the year. We have a regular staff base of 41 made up of permanent, casual and outside consultants. This means payday is always a very busy day at Melaleuca, as payroll duties are performed completely in-house. Our permanent workforce numbers 35 and we also employ between 6 and 10 casual staff, this number varies dependent on program needs. The casual staff members are employed to assist permanent staff and, through their employment with Melaleuca, are being trained as facilitators in their own right.

Over the past year, I commenced training administration staff to use MYOB to assist with the ongoing demands of data entry and payroll. This experience has also provided valuable professional development for the two staff members concerned.

Overall it was a good year for Melaleuca with the successful transition and expansion to the larger office space, which although an expensive exercise, has proved to be a worthwhile investment that has provided considerable benefits to the organisation, its staff and clients.

**FINANCE MANAGER**
Peter Trayte
Melaleuca’s Early Settlement Program is contracted by the Australian Government’s Department of Immigration and Citizenship (DIAC) to provide a range of services under the Integrated Humanitarian Settlement Strategy (IHSS). The Settlement team comprises a group of sub teams who provide services including case coordination, volunteering, housing and health. Our aim is to provide a genuine welcome to the newly arrived humanitarian entrants by providing information, orientation and linking them to a range of services to support their early settlement needs. Our service is enhanced by Melaleuca’s commitment to maintaining strong connections with established and emerging communities from refugee backgrounds and the wider Darwin community.

Melaleuca’s Settlement program is supported by a large number of people through our Volunteer program which currently has almost 200 active volunteers. These people take time out of their own day to provide social support and friendship that is an essential part of a person having a positive settlement experience. Volunteers support in a range of ways and it is often the simple gestures that have significant meaning, taking the family to the water park to picnic together or finding the best valued vegetables. Melaleuca is fortunate to have the support of so many in the wider community assisting individuals and families rebuild their lives in Australia.

To support individuals and families and the wider community, all settlement staff focus on developing and nurturing positive working relationships with other services that provide valued support for people from refugee background. Darwin’s small population brings advantages in this regard as there is a relatively small pool of services available so interagency networks are established easily. Agencies often collaborate on projects and meet regularly to discuss issues affecting people from refugee background in forums such as the Refugee Support Network and Centrelink’s Multicultural Advisory forum.

The Settlement team would like to acknowledge the contributions and support received by many services and agencies that work to support the settlement program and people from refugee background.

We appreciate the contribution of General Practice NT who supported our health educators to attend the Diversity in Health seminar in Melbourne. Special thanks also to staff of the following agencies: the Refugee Clinic based at Vanderlin Drive Clinic and Northlakes Clinic, Red Cross, Multicultural Council of the Northern Territory, Centrelink Multicultural Services and Centrelink Casuarina Office, Commonwealth Bank, WISE Employment, Food for Life Food Bank, Anglicare NT, Alice Springs Migrant Resource Centre, NT Shelter, Darwin Rental Specialists, Darwin Community Arts, Adult Migrant English Program, Anula Primary School, Moil Primary School, Sanderson Middle School and Darwin High School, all of whom have worked hard to improve services, with innovation, creativity and positivity.
Over the 2009-2010 year we received 164 people to Darwin and one to Alice Springs. People arriving have originated from Burma, Democratic Republic of Congo, Somalia, Bhutan, Burundi, Liberia, Sudan, Cameroon, Sri Lanka, Iran and Afghanistan. Despite the warm welcome provided by existing communities we see many people move interstate to connect with their links and to larger communities. The hot climate and housing affordability are also cited by many as factors influencing the decision to relocate interstate. Regardless of these departures, communities are continuing to grow in size and become established in Darwin.

Housing affordability continues to impact heavily on people as rents take a high percentage of their income and competition on the private rental market remained high. Real estate agencies including The Property Shop, LJ Hooker and Claridges have taken the opportunity to assist their tenants by utilising the Telephone Interpreter Service (TIS). This provides tenants who may have difficulty understanding English a means to communicate with their property manager independently. We continue to be the beneficiaries of private rental properties from landlords and property managers who offer their properties to people from refugee backgrounds for the very sound reasons of wanting to assist with people’s resettlement and also due to recognising that their tenants value well maintained and safe properties and are likely to prefer long leases. Thanks to those private landlords and property managers for supporting people into the rental market.

Melaleuca is appreciative of Territory Housing’s transitional housing partnerships and ongoing bond assistance support provided to assist people into private accommodation. Melaleuca has recently acquired an additional three properties from Territory Housing which we anticipate being available in the 2010 calendar year. Melaleuca acknowledges the difficulties faced by others in the community who are also disadvantaged and do not have access to affordable housing. Melaleuca will continue to work with others to call attention to the fact that many people in the Northern Territory do not have housing as a basic human right.

Melaleuca’s health educators have a collegial relationship with the staff at the Refugee Health Clinic which began operating this year. Melaleuca health educators provide information and facilitate client access to the clinic and support to access specialist services if required. The Refugee Clinic now provides all initial health assessment and follow-up GP appointments. This has provided newly arrived clients with a health service that is familiar with issues affecting them and their patients are accessing the Refugee Clinic independently.

This year we assisted 30 people in transit through Darwin for the first time. This involved supporting entrants with airport transit, accommodation and meals as they transited through Darwin to resettle in other states.

There are many people who have made significant contributions to the settlement program by sharing their knowledge and experience with healthy doses of compassion and humour. The Settlement team is fortunate to attract talented and passionate people to its staff and this year we welcomed the following people; Rebecca Molyneux, Onuma Dike, Allan Groves, Meg Jeffery, Gener Lapina, Bhawana Chaulagain, Susan Clunies-Ross, Cesarina (Ces) Rocha and Regina Andrua.
Special thanks to the following people who have left us over the past financial year: Le Smith, Wek Athian, Jackie Garbutt, Bonney Corbin, Joanne O’Sullivan, Sarah Dockrell, Lee Pearse, Ivona Bartusch, Susannah Vassiliou, David Palmer, Andrew Stechmann, Kimberly Jonnson, Connor Fox, PT Sherpa, Steven Modi.

Thanks also to Carla Dobbyn who provided guidance and graciousness in her role as IHSS Contract Manager with DIAC over the past 3 years.

Of course the Settlement program is only a small part of people’s entire settlement journey and the greatest acknowledgement goes to those individuals and groups in the community who open their hearts, minds and doors to people who are working hard to rebuild their lives and make new connections in this community.

IHSS PROGRAM COORDINATOR
Sonya Schmidt

FROM THE VOLUNTEER COORDINATOR

I joined the Settlement Team in November 2009 as Volunteer Coordinator and have enjoyed my role in an organisation that actively supports its volunteers. Melaleuca’s commitment to volunteering by our management team and staff really demonstrates to me the modern way of thinking of volunteer work. Volunteer work is recognized as an important source of advocacy and expressing social concern and making a social contribution.

We have welcomed 164 people from refugee background to the Darwin community throughout the last financial year. We have engaged or reengaged 151 volunteers to provide friendship and social support directly to these arrivals and throughout their early settlement period. An additional 50 volunteers have been active in providing volunteer support to community development events and activities and assisting with the service that Melaleuca provides. One in every 500 people in Darwin volunteers with Melaleuca Refugee Centre. Volunteers are asked to commit approximately 10 hours per week to offer friendship and support to newly arrived families. With 200 active volunteers that is approximately 104,000 hours of volunteer time in the Darwin community for people from refugee background in 2010.

We held our Volunteer Christmas Party at Chambers Crescent Theatre in Malak, it was a chance for families, staff and volunteers to celebrate the end of the year and recognize the friendships that had been developed throughout the year.

This year we celebrated National Volunteers Week with a stream of diverse activities for volunteers to attend and be recognized for their huge contributions. We hosted a quiz night at Groove Café, a picnic in the sand at Mindil Beach Markets and joined forces with other not-for-profit organizations that are involved in volunteer work to make the most of the Dragons Abreast Yacht Race.
I have been meeting with volunteers to find out what motivates people to volunteer. People are looking for a personal reason to give, as opposed to a financial reason. Engaging people is generally not a problem, Melaleuca has a strong and positive reputation in Darwin as being an organisation that can link people to activities that volunteers and the community enjoy and the social support program provides genuine meaning and responsibility. People engage in volunteer work to achieve a positive result for both the community and themselves. Volunteers outline the benefits of volunteering as meeting new people and forming new social networks, learning new skills, learning about community resources, enhancing communities and receiving training about working with people from refugee background. Volunteers are an essential part of the settlement program, enriching people’s lives and experiences in the Darwin Community.

VOLUNTEER COORDINATOR
Meg Jeffery
In this financial year the Counselling Program team have continued to provide counselling services under the Integrated Humanitarian Settlement Strategy (IHSS) and Program for the Assistance of Survivors of Torture and Trauma (PASTT) contract. The Counselling Team has also delivered support and counselling services to families at risk through the Intensive Family Support program in the last year. We also continued to work in collaboration with the Training Coordinator at Melaleuca to deliver torture and trauma training to other services that engage with our client group on an ongoing basis and delivered the Trauma module in the Families in Cultural Transition Program (FICT) to communities of refugee background. In April the Counselling Team initiated their involvement in delivering torture and trauma counselling to detainees at the Detention Centre in Berrimah.

During the year counselling staff, together with a community development staff member, participated in the 2010 National Forum of Australian Services for the Assistance of Survivors of Torture and Trauma (FASSTT) conference which took place on Phillip Island. All national FASSTT agencies sent representatives to the conference. New Zealand torture and trauma services also sent two representatives. It was a very productive event at which staff members presented workshops. For example, Louise Weber of Melaleuca co-facilitated a presentation of how Melaleuca has incorporated a Welcome to Country module to the FICT program (this is unique to our organisation). This presentation was very well received by all participants, who were keen to implement a similar model in their own organisations. All staff members present acquired an invaluable opportunity to exchange views and increased their knowledge in the torture and trauma field further. Our counselling team continues to work in collaboration with other FASSTT agencies and during this period our senior staff continued their participation in regular teleconferences in relation to the consolidation of the National Minimum Data Set.

Melaleuca Counselling Team continues to develop internal policies and procedures to accommodate growth, new developments and the consolidation of new programs. This reporting period the Counselling Team has experienced a more stable period and has placed a great effort in their commitment to a high quality service delivery to clients and the organisation.

IHSS

The Integrated Humanitarian Settlement Strategy program continues to deliver counselling to newly arrived refugees. In this reporting period counsellors have continued to support, engage and educate other service providers and stakeholders in the provision of services to people of refugee background. Counsellors also supported and participated in the delivery of the Tips and Ideas on Parenting Skills (TIPS) program and delivered training to health and mental health services in collaboration with Melaleuca’s Training Coordinator.

The team farewelled Cesarina (Ces) Rocha, who transferred to the Settlement Team and Xavier Lane-Mullins, who transferred to the Community Development team. The team was also happy to welcome Albert Adakpoku to the IHSS counselling position from his previously held position of youth worker.
PASTT

The Program for the Assistance to Survivors of Torture and Trauma (PASTT) continues to deliver torture and trauma counselling to those most affected by their refugee experience. PASTT counsellors worked alongside Ruby Gaia and mental health services to deliver an effective therapeutic framework for clients. These counsellors were also active participants in delivering counselling services to clients referred to the Complex Cases program by DIAC. PASTT counsellors also participated in the federal Mental Health Network forums all through this reporting period, including mental health networks of culturally and linguistically diverse communities.

NAYSS

The Youth Program, funded by the Newly Arrived Youth Support Service (NAYSS) initiative through Department of Families, Housing, Children’s Services and Indigenous Affairs (FaHCSIA) has implemented some very innovative initiatives over the last year. The Youth Team now consists of Sara Herniman, who began paid employment in February 2010 after completing her social work degree and Emily Fajerman who began work at Melaleuca in February 2010. As previously stated, Albert Adakpoku moved from the NAYSS program to his new role in the IHHS Counselling Program in June 2010.

NAYSS aims to enhance the capacity of the Reconnect Program to offer holistic, timely and culturally appropriate assistance to newly arrived young people to engage with their family and/or community. The service now provides not only individual case management and support, but also provides therapeutic group work, community development activities, capacity building and training for other agencies and action based research.

SCHOOL BASED SUPPORT

Over the past six months, the Youth Workers have been involved in therapeutic group work at two schools: Nightcliff Middle School and Sanderson Middle School, implementing the Foundation House (Victorian Foundation for Survivors of Torture) VFST programs: The Klassroom Kaleidoscope Program and the Kaleidoscope Program.

Klassroom Kaleidoscope was implemented at Nightcliff Middle School over a ten week period during term 3. The school approached Melaleuca Refugee Centre to alleviate tensions between African and Indigenous young people. The program aimed to facilitate connectedness and well-being with 12 young men from these cultural groups.

The Kaleidoscope Program was implemented at Sanderson Middle and aimed to break down social isolation, promote self esteem and identity and explore the impact of living in a new culture. This pilot program was undertaken with a group of newly arrived young people in the Intensive English Unit at the school. Both programs were successful in fostering healthier relationships between peers and teachers as well as offering support to these vulnerable young people. Through these programs the workers were able to sustain and maintain relationships and provided an opportunity for collective learning about cultural diversity, emotions as well as providing space to share stories in a safe environment.

Being involved with schools has provided the opportunity for workers to educate and train schools and teachers about cultural information, offer opportunities for fostering
partnerships and networks, whilst supporting engagement of services that fosters a strengths based approach. In addition Melaleuca has been able to provide other resources for the school including program outlines, articles and other materials that can further inform the school about the young people that we work with. Building networks with the schools has meant that a partnered approach has been established and a solid working relationship has been formed. This has allowed for a more structured and improved working relationship for the future.

**GROUP WORK AND ACTIVITIES**

The Youth Team has also been involved in a variety of successful activities throughout the year including school holiday programs such as visits to Litchfield National Park, Crocosaurus Cove, the cinema, late night basketball, a soccer tournament, rock climbing, Swim to Survive Program, Project Bantu: A Capoeria Angola Socio-Cultural Program, and a camp at Barunga Festival. There are also ongoing programs such as a girl’s art group and a Melaleuca Youth Group.

These group work activities facilitated in creating networks and provided young people with social connections and extra support. The general feedback from participants was positive, with most making new friends as well as learning about respect and cultural diversity. There were also some other activities such as swimming where young people were able to learn new skills that will equip them for their new lives in Darwin. Overall the group activities were able to provide opportunities for young people to participate in programs where they could learn new skills and socialise with peers in a safe and supportive environment.

**FUTURE DIRECTIONS**

We hope to continue servicing our clients in a holistic manner over the next year and have some goals to work towards. These include:

- A more structured approach in working with schools, community organisations, individuals and community members, including strategic planning with core stakeholders such as Department of Education and Training
- Increasing funding to allow the employment of two fulltime workers within the youth team (both workers are currently part-time)
- A more coordinated approach in working with other teams within the Melaleuca organisation
- Development of action research tools that adequately address the needs of young people that we work with in the Darwin region
- Increased communication with other NAYSS/Reconnect providers around Australia

**CHILD THERAPIST**

The Child-focussed Counsellor continued during this financial year to work with primary schools throughout Darwin, to support staff in working with children from a refugee background through secondary consultations, training sessions and group work. The counsellor also engaged with individual children to deliver torture and trauma therapy through art and play therapies.
The current Child-focussed Counsellor, Alexandra Jordan, commenced in November 2009, and has been working closely with two Primary Schools, Nightcliff and Anula. During the first term of this calendar year the Child-focussed Counsellor spent time delivering one-off movement or other activity sessions to diverse classes in each school, and interviewing key teachers and other staff members in order to establish priorities for the continued relationship. Our work with primary schools over the last financial year has included delivery of various group work programs assisting children with settlement, transition and other issues relating to a history of torture and trauma. We also delivered professional development to all staff of both schools, and provided one on one counselling and support to individual students as referred by schools or from within other teams from Melaleuca.

At Nightcliff Primary School, the Child-focussed Counsellor runs a weekly ‘Girls group’, a small dance movement group for eight girls aged 9-12 years, four of refugee background and four ‘buddies’ of diverse cultural heritage, focusing on socialisation, self-esteem and integration. At Anula, group work in 2010 has included a pilot small group Early Childhood play session for children of refugee background, and the Rainbows program, commencing during term 3 for eight children aged 9-12.

The Child-focussed Counsellor also ran a 12 week mothers and babies dance therapy group from May to July, which was attended regularly by five families of African background and their children aged 0-3. This group was greatly successful in achieving its goals of providing families with new positive experiences of interacting, and has contributed to long term changes to several parents’ strategies for communicating with and relating to their children. A second series will commence in October this year.

Individual Counselling sessions employ predominantly movement and play based strategies. The Child-focussed Counsellor has recently been working with four children and their families in detention.

**INTENSIVE FAMILY SUPPORT**

This financial year the Family Support Program farewelled Sophie Harvey and welcomed to the team Marina Milvik. The counsellor in this program developed and delivered sound family strategies in accordance with the torture and trauma framework in order to support parenting skills of families from diverse cultural background referred to this program. During this period the counsellor worked closely with the child therapist and the TIPS Coordinator and successfully delivered a holistic agency approach to families of refugee background.

**STAFF DEVELOPMENT**

The Counselling Team continues to be committed to provide their staff members with a sound and relevant program for professional development. There has been a lot of internal professional development delivered by the Team Leader and professionals within the counselling team as well as external professional development.

- Drumbeat - staff trained and then very successfully ran with young people
- Suicide prevention
- Introduction to Child Protection
- Domestic Violence
- Childhood Foundation – Children and Trauma
Some of our staff members chose academic courses in order to advance their professional skills.

**DETENTION**

Since April 2010 the Counselling Team have been delivering torture and trauma specialist counselling to asylum seekers in detention. Our referrals are currently coming from the NIDC in Berrimah, the APOD facilities in the Asti Motel and the Airport Lodge. As of June 2010, we had three counsellors working with clients in detention centres. The Child-focused Counsellor and Youth Workers are also part of the therapeutic process. Our aim is to deliver a torture and trauma specialist counselling service based on Melaleuca’s torture and trauma framework and Immigration Detention Torture and Trauma Policy.

**STAFFING**

At present the Counselling Team staff comprises 2.5 IHSS Counsellors, 1.5 PASTT Counsellors, 1.8 Youth Workers, 1 Child-Focussed Therapist, 1 Intensive Family Counsellor, 3 Detention Counsellors and 1 Team Leader.

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**COUNSELLING TEAM LEADER**

Sara Deluca
During the last financial year the achievements of the Community Development Team have included engagement with individuals and agencies to strengthen and build resilience with our communities. This has been achieved through ongoing provision of community development group programs, training of another group of bicultural facilitators, facilitation of successful community events to enhance understanding of refugee issues, conducting community awareness and education sessions and continuing to be the lead agency for a network of refugee support services in the NT. The achievements of the last year show the wide range of ways the Community Development Team works and the community building they have accomplished.

Ongoing funding from the Northern Territory Government has enabled us to consolidate our Parent Support Program across the whole of Melaleuca. Two grants from the ANZ Staff Foundation and the Northern Territory Government have meant we have purchased toys and equipment to make our office spaces more child friendly. We now have a children’s play room and a child focussed counseling room. These provide spaces for one to one counselling, dance and music groups, and general play sessions.

The team has four positions: Families in Cultural Transition (FICT) Co-ordinator, Tips and Ideas for Parenting Skills (TIPS) Co-ordinator, Community Liaison Worker and Training Co-ordinator. There have been three staff changes during the last year: The previous FICT Co-ordinator Juliana Lobo de Quieroz moved interstate the during July 2009 and the new FICT coordinator, Louise Weber commenced in August 2009. Louise brings skills and experience in multicultural and Indigenous community work, and adult education to the programs. Kylie Smith departed as Training Coordinator to full time employment within the NT education sector. Jeannie O’Carroll moved from her position as Community Liaison Worker to become Training Co-ordinator during March 2010. Xavier Lane moved from the Counselling Team to the position of Community Liaison Worker during May 2010.

Professional development of staff has included attendance at: Red Cross FOODcents nutrition training, National Housing Conference, St John’s First Aid, FACS Mandatory Reporting of Domestic Family Violence, Alternatives to Violence, information sessions for DIAC New Rules for Citizenship Status and Centrelink Income Management. Active participation of three staff members at the FASST Conference in February 2010 meant that our programs could be shared with other FASST providers.

The TIPS Co-ordinator undertook a work visit with QPASTT (Queensland Program of Assistance to Survivors of Torture and Trauma) in Brisbane to learn and share with that larger organisations family team during August 2009.
TIPS AND IDEAS FOR PARENTING SKILLS

We recognise that parenting across cultures can be challenging. Our Tips and Ideas for Parenting Skills Program works to build confidence and skills. We conducted parent programs with both Karen and Liberian families and with mothers with babies and young children. We collaborated with the Multi Cultural Council of the NT’s Multicultural Solutions Family Project around provision of education sessions. These sessions focussed around Supporting Teenagers and Encouraging Little Children. Our workers assisted individual parents with building stronger families; this has been achieved through activity groups (for example coming to Fun in the Parks playgroup or Mums and Bubs dance groups) and home visiting for family support. We ensured that parents and children could attend local community programs during the school holidays, this included Darwin City Council Fun in the Parks.

FAMILIES IN CULTURAL TRANSITION

The Families in Cultural Transitional program (FICT) is a very successful program. FICT is a manualised program developed by the NSW Services for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) with a specific approach: to help and support refugee or immigrants to Australia better deal with the process of adjusting to their new home. The program is widely delivered in refugee support programs around Australia. It has been delivered by Melaleuca Refugee Centre since 2003. The program was evaluated during 2009 and the outcomes indicated that participants gained specific knowledge that was helpful and practically useful for new arrivals. The evaluation emphasised FICT should continue and expand. Using facilitators from the same cultural background was viewed as valuable for communication and learning in a safe environment. The program enables participants to talk and share openly about difficult/controversial issues.

The FICT approach relies on skills and trained Bi-Cultural Facilitators. Bi-Cultural Facilitator Training was delivered jointly by the exiting Program Coordinator Juliana de Quieroz, and incoming Coordinator, Louise Weber during September 2009. This was very successful and eight participants, who identified as Burmese, Karen, Karenni and Bhutanese completed their training. This training was promoted in the refugee community and participants were interviewed and recruited via recommendations from Melaleuca and Adult Migrant English Program (AMEP) staff. The level of English proficiency, educational background and work experience amongst the participants varied considerably. The FICT Coordinator has worked closely with six of these trained communities members to plan and conduct FICT programs with Burmese-speaking and Karen communities.

TRAINING, COMMUNITY LIASON AND COMMUNITY ENGAGEMENT

The Community Development Team coordinates the Melaleuca Refugee Support Network (RSN), Melaleuca Community Reference Group and the delivery of a calendar of community education.

Attendance at the bi monthly Refugee Support Network meetings has increased during the last year, many more agencies are providing refugee support services, so networking at the
RSN is the most important mechanism in Darwin for agency information sharing and collaboration. Feedback from services attending tells us that the meetings are valuable and effective.

Our established networks include: Casuarina Senior College, Bakewell Primary School, Moil Primary School, Nightcliff Middle School, Casuarina Library, Refugee Health Clinic Northlakes Medical Centre, Multicultural Youth NT, Professional Support Coordinator NT, Relationships Australia, International College of Advanced Education, Casuarina Baptist Church, Aged Care Assessment Team and the Council on the Ageing NT, Royal Darwin Hospital, Northern Territory Police, Charles Darwin University, Interpreting & Translating Service NT, NT Legal Aid Commission, YWCA, Anula Primary School, Darwin High School, Sanderson Middle School, NT Shelter, Multicultural Council of the NT, Darwin Community Arts, Amity Community Services, Top End Women’s Legal Service, Adult Migrant English Program, Australian Red Cross, Anglicare NT, General Practice Network NT, Carers NT, Early Childhood NT, NT Anti-Discrimination Commission, NT Working Women’s Centre, Dawn House and other government and non-government departments.

Our Community Liaison Worker, Xavier Lane-Mullins is being supported by Melaleuca by gaining study leave as he engages in a qualification in Narrative Therapy and Community Work. The study is practice-based, so he uses some principles with his contact with community groups. Xavier to engages with community members in their own meetings, in their preferred time and places of meeting, so as not to be seen to be ‘calling’ for people to engage. This gives him greater insights than ‘called’ meetings at Melaleuca and other services. He also works with the Settlement Team in linking more established communities to newly-arriving families. With the Counselling Team, he is conducting a community narrative project, in collaboration with the NAYSS workers and Nightcliff Middle School.

The Community Reference Group (CRG) ensures we hear directly the voices of community members and can respond to issues in the community. Community liaison work included meetings with individuals and attendance at combined community meetings with many representative Refugee Associations. We worked to ensure inclusion of community members in consultations with government agencies.

In facilitating meetings outside the CRG, the aim is to link communities directly with service providers. Sometimes, these consultations are to facilitate the exchange of clear information on people’s rights to resources, or changes to law or policy that affect their lives.

Also, plans are underway to support more group and community healing work with the Counselling Team (and mainstream mental health services) and for feedback on settlement services to be conducted with the Settlement Team. There is also a plan to establish a women’s reference and communications group.

A significant community building achievement was to host the visit of respected Karen community member Daniel Zu, from STARTTS, Sydney during December 2009. Daniel, a psychologist and community worker, facilitated two events and celebrated Karen New Year with community members. The two day Karen Community forum enabled sharing of how more established Karen communities around Australia have developed and built support structures. The half day ‘How to work with people from Burma’ open training
session was very well attended by service providers and was a powerful and moving learning experience.

The Training Coordinator worked to plan, coordinate and deliver a calendar of training to build increased specialised knowledge and understanding of refugee and asylum seeker issues. Our specially developed training sessions are conducted across the whole year. More than 20 sessions were delivered. We provided specialist training for staff in organisations such as the NT Police, education workers in schools, school councils, and medical professionals at the Refugee Health Clinic and the Royal Darwin Hospital.

We have made use of electronic technology to ensure our Melaleuca staff members have access to skills development seminars designed for torture and trauma counsellors by the STARTTS organisation in NSW.

COMMUNITY CELEBRATIONS

A major event for the Community Development Team was organising annual celebrations around UN World Refugee Week 2010. This took the form of two public events – World Refugee Day celebrations and the screening of the film *Hope* at the Deckchair Cinema as a Melaleuca fundraising and community education event.

The World Refugee Day was celebrated on 19 June at the Jingili Water Gardens. The event was opened by the local MLA Damian Hale. It was very large and well attended by more than 500 people from all walks of the Darwin community. Information booths, community food stalls and children’s activity stations surrounded the main event stage. The event started with a Larakia Welcome to Country, and then traditional dancing by the One Mob Different Country group. The group is formed of Indigenous men in Darwin prison who practice and share their culture with communities. This was particularly valued by the new and emerging refugee community members. The event was a showcase of community harmony and talent. Activities included: multi-nationality hip hop, Liberty Choir, cultural dance and performance groups, and a human rights forum. Community Development Team staff collaborated with DIAC to host an Australian citizenship ceremony at the event.

The *Hope* Documentary Fundraising event was held at the Deckchair Cinema on 21 June and was the largest fundraiser ever hosted by Deckchair. *Hope* was an inspirational documentary calling for the better treatment of all refugees in the future; it was based on the story of Amal Basry, one of the seven survivors of the SIEV X boat disaster who became residents in Australia. The director Steve Thomas met with staff, provided radio interviews and spoke at the film night. We were privileged to have his attendance in Darwin for the event. Melaleuca’s patron, Mrs Tessa Pauling attended the event and welcomed the participants.

The events were strongly supported by local media, through interviews and direct broadcast at both events. This media exposure has provided increased community awareness of the situations of refugees, asylum seekers and the services our organisation provides.

These events would not have been as successful or effective without the hard work of team members, Melaleuca general staff, Management Committee and community volunteers who contributed to the success of these events. Special thanks must go to Jeannie O’Carroll for events management.
FUTURE DIRECTIONS

Building safer communities is an emerging focus for Community Development Team effort. Funding of an Alternatives to Violence Program will enable employment of a safe communities coordinator to expand the capacity of our programs and build our community development approach around family and community safety.

COMMUNITY DEVELOPMENT TEAM LEADER
Bonita Moss
SPECIAL PURPOSE FINANCIAL REPORT

FOR THE YEAR ENDED

30 JUNE 2010
**SPECIAL PURPOSE FINANCIAL REPORT FOR THE YEAR ENDED**  
**30 JUNE 2010**

**INDEX**

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<td><em>Balance Sheet</em></td>
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<td><em>Notes to the Financial Statements</em></td>
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INDEPENDENT AUDIT REPORT

TO THE MEMBERS OF

TORTURE and TRAUMA SURVIVORS SERVICE OF THE NT INC.

Scope

The financial report and committee's responsibility

The financial report comprises the Balance Sheet, Income and Expenditure Statement, accompanying Notes to the Financial Statements and the statement by members of the committee for the Torture and Trauma Survivors Service of the NT Inc. (the association), for the year ended 30th June 2010.

The committee of the association is responsible for the preparation and true and fair presentation of the financial report and has determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are consistent with the financial reporting requirements of the NT Associations Act and are appropriate to meet the needs of the members.

This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting requirements under the NT Associations Act. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Audit Approach

We conducted an independent audit in order to express an opinion to the members of the association. Our audit was conducted in accordance with Australian Auditing Standards, in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgement, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the NT Associations Act, including compliance with Accounting Standards and other mandatory financial reporting requirements in Australia, a view which is consistent with our understanding of the association's financial position, and of its performance as represented by the results of its operations and cash flows.
INDEPENDENT AUDIT REPORT
TO THE MEMBERS OF
TORTURE and TRAUMA SURVIVORS SERVICE OF THE NT INC.

We formed our audit opinion on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and

- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the committee.

While we considered the effectiveness of management’s internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

Independence

In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements.

Audit Opinion

In our opinion, the financial report of the Torture and Trauma Survivors Service of the NT Inc. presents in accordance with the accounting policies described in Note 1 to the financial statements, the financial position of the Torture and Trauma Survivors Service of the NT Inc. and the results of its operations for the year then ended.

Name of Firm: Brian Tucker Accounting

Name of Partner: Brian Tucker CPA

Address: 1/991 Stanley Street, East Brisbane, Qld

Dated this day of August 2010
Melaleuca Refugee Centre Torture and Trauma Survivors Service of the NT Inc.

STATEMENT BY THE MANAGEMENT COMMITTEE

for the year 2009-2010

In our opinion—

(a) the accompanying financial report as set out on pages 32-44, being a special purpose financial statement, is drawn up so as to present fairly the state of affairs of the Association as at 30 June 2010 and the results of the Association for the year ended on that date;

(b) the accounts of the Association have been properly prepared and are in accordance with the books of account of the Association; and

(c) there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

We confirm as follows:

(a) The name of each committee member of the association during the relevant financial year were:

William Prendergast Chair
Leila Collins Deputy Chair
Daniel Nottle Treasurer
Helen Applin Secretary
Vanessa Johnston Public Officer
Ajout Ajout
Kate Boyd
Than Thant
Natalie Bellew
Rik Thornedlyff
Janelle Bronca
Justine Mickle

(b) The principal activities of the association during the relevant financial were the provision of settlement and counselling services to refugee families in the Northern Territory.

(c) The net loss of the association for the relevant financial year amounted to $33,975.68.

Signed at Darwin on 07/09/2010

Chair Treasurer

[The accompanying notes form part of the financial report.
This report is to be read in conjunction with the attached audit report.]
### SUMMARY STATEMENT OF INCOME AND EXPENDITURE
FOR THE YEAR ENDED 30 JUNE 2010

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notes $</td>
<td>2010</td>
<td>2009</td>
</tr>
<tr>
<td>Total revenue</td>
<td>3,167,912</td>
<td>2,960,012</td>
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<tr>
<td>Total expenditure</td>
<td>(3,173,521)</td>
<td>(2,707,517)</td>
</tr>
<tr>
<td></td>
<td>(5,609)</td>
<td>252,495</td>
</tr>
<tr>
<td>Less: Unexpended Grants</td>
<td>67,305</td>
<td>(96,327)</td>
</tr>
<tr>
<td></td>
<td>(72,914)</td>
<td>156,168</td>
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<tr>
<td>Prior Year Adjustments Re 2009</td>
<td>38,938</td>
<td>(118,830)</td>
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<tr>
<td><strong>Net Profit (Loss) For Year</strong></td>
<td>(33,976)</td>
<td>37,338</td>
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<tr>
<td>Accumulated funds at the start of the year</td>
<td>228,285</td>
<td>190,947</td>
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<tr>
<td><strong>Accumulated funds at the end of the year</strong></td>
<td>194,309</td>
<td>228,285</td>
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Statement of Income and Expenditure should be read in conjunction with the notes to and formatting part of the statement.
Melaleuca Refugee Centre Torture and Trauma Survivors Service of the NT Inc.

Consolidated Income and Expense Statement
For the Year ended 30th June 2010

<table>
<thead>
<tr>
<th>Income</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donations</td>
<td>16,064.36</td>
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<tr>
<td>Detention Centre Income</td>
<td>22,956.00</td>
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<tr>
<td>DIAC - Contract Income</td>
<td>1,888,120.44</td>
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<tr>
<td>DIAC - Complex Cases</td>
<td>23,306.63</td>
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<tr>
<td>Administrative charges</td>
<td>201,474.23</td>
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<tr>
<td>Grant - Department of Health and Aging</td>
<td>136,218.38</td>
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<td>Grant - NT Government</td>
<td>299,601.66</td>
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<td>Dept of Justice</td>
<td>3,459.75</td>
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<td>Families and Community and Services - Newly Arrived Youth Support Services</td>
<td>80,000.00</td>
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<tr>
<td>Office of the Multi Cultural Affairs (OMA) – Family in Cultural Transition (FICT) WELCOME</td>
<td>11,000.00</td>
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<tr>
<td>Harmony Day</td>
<td>800.00</td>
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<tr>
<td>Grants - Non Government</td>
<td>(4,207.15)</td>
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<tr>
<td>Trust Company Grant</td>
<td>10,560.00</td>
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<tr>
<td>DIAC - World Refugee Day</td>
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<td>Westpac Grant</td>
<td>57,781.08</td>
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<td>Young Engineers</td>
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<td>Interest</td>
<td>3,787.55</td>
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<tr>
<td>Short Term Accommodation</td>
<td>281,850.04</td>
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<tr>
<td>Loan repayments Bond advanced</td>
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<td>Profit on Disposal</td>
<td>22,019.25</td>
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<tr>
<td>Miscellaneous Income</td>
<td>(2,189.71)</td>
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<td>Myer Foundation</td>
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<td>ANZ KIDS CORNER</td>
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<tr>
<td>National Association for the Prevention of Child Abuse and Neglect (NAPCAN)</td>
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<tr>
<td>Workers Compensation Wage Recoveries</td>
<td>26,970.00</td>
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**Total Income** 3,100,607.15

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>External service providers</td>
<td>15,315.54</td>
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<tr>
<td>Housing administration</td>
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<tr>
<td>Transitional Housing Furniture &amp; Equipment</td>
<td>12,603.51</td>
</tr>
<tr>
<td>Description</td>
<td>Amount</td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
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<tr>
<td>Water charges - Short Term Accommodation</td>
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<tr>
<td>Electricity - Short Term Accommodation</td>
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<tr>
<td>Housing Rent</td>
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<tr>
<td>Transition Housing Repairs &amp; Maintenance</td>
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<td>Transition House Cleaning</td>
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<td>Rent of Storage Space</td>
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<td>Trans Housing Telephone</td>
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<tr>
<td>Bond &amp; Initial Rent</td>
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<tr>
<td>Emergency Accommodation/Delayed Arrivals</td>
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<td>Furn. &amp; HH Goods - Visa 200</td>
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<td>Furniture &amp; House Hold Goods – Proposers</td>
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<td>Cyclone Kit</td>
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<td>Interstate Referrals - Visa 200/204</td>
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<td>Interstate Referrals - Visa 202</td>
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<td>Agency &amp; Client expenses</td>
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<tr>
<td>Category</td>
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<tr>
<td>---------------------------------------</td>
<td>--------------</td>
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<td>Medical Related</td>
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<td>Motor Vehicle – Rental</td>
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<td>Motor Vehicle – Parking</td>
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<td>Office Rent</td>
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<td>Office Equipment</td>
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<td>Resources &amp; Subscriptions</td>
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<td>Staff Development &amp; Training</td>
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<td>Staff Supervision</td>
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<td>EASA Costs</td>
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<td>Telephone/Fax/Email</td>
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<td>Taxi Fares – local</td>
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<td>Volunteer Training</td>
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<td>Travel - Airfares &amp; Accommodation</td>
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<td>Client Travel</td>
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<td>Travel Allowances</td>
<td>659.50</td>
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<td>Volunteers - Family Support</td>
<td>4,412.70</td>
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<td>Wages</td>
<td>1,712,939.19</td>
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<td>Wages recovered – DIAC</td>
<td>6,647.28</td>
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<td>Workers Compensation Payments</td>
<td>15,021.72</td>
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<td>Superannuation Levy</td>
<td>151,748.31</td>
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<td>Annual Leave</td>
<td>31,105.08</td>
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<td>Long Service Leave</td>
<td>6,275.49</td>
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<td>Workers Compensation Premiums</td>
<td>38,112.65</td>
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<td>Mileage</td>
<td>6,674.27</td>
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<td>Computer &amp; Office Equipment</td>
<td>26,048.78</td>
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<tr>
<td>Furniture</td>
<td>5,383.64</td>
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<tr>
<td>Office Fit-out</td>
<td>16,825.68</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>3,173,521.16</strong></td>
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</table>
Other Expenses

GST Rounding
Audited Adjustments
Total Other Expense

Net Profit (Loss)
MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVORS SERVICE OF THE NT INC.

BALANCE SHEET
AT 30 JUNE 2010

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Notes</strong></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash at bank</td>
<td>2,813,722</td>
<td>3,430,222</td>
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<tr>
<td>Receivables</td>
<td>2,082,690</td>
<td>2,192,223</td>
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<tr>
<td>Other Current Assets</td>
<td>203,660</td>
<td>108,660</td>
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<tr>
<td></td>
<td>5,104,072</td>
<td>5,731,111</td>
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<tr>
<td><strong>NON CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property, Plant and Equipment</td>
<td>534,960</td>
<td>439,570</td>
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<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>5,639,032</td>
<td>6,170,688</td>
</tr>
<tr>
<td><strong>CURRENT LIABILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payables</td>
<td>1,095,140</td>
<td>1,075,116</td>
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<tr>
<td>Lease Liability and Charges</td>
<td>234,980</td>
<td>276,570</td>
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<tr>
<td>Provision for Employee Entitlements</td>
<td>1,692,780</td>
<td>1,318,980</td>
</tr>
<tr>
<td>Unexpended Grants</td>
<td>673,050</td>
<td>96,327</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td>3,695,940</td>
<td>3,887,830</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td>1,943,092</td>
<td>2,282,858</td>
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</tbody>
</table>

**EQUITY**

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accumulated funds at Start of Year</td>
<td>2,282,858</td>
<td>1,909,470</td>
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<tr>
<td>Surplus /(Loss) for the Year</td>
<td>(339,760)</td>
<td>373,338</td>
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<tr>
<td>Accumulated funds at End of Year</td>
<td>1,943,092</td>
<td>2,282,858</td>
</tr>
</tbody>
</table>
MELALEUCA REFUGEE CENTRE TORTURE AND TRAUMA SURVIVORS SERVICE OF THE NT INC.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2010

1. SUMMARY OF ACCOUNTING POLICIES

(a) Financial Reporting Framework
The accounting policies adopted by the Association are stated in order to assist in a general understanding of the financial statements. These policies have been consistently applied except as otherwise indicated.

Reporting Entity
The Association is not a reporting entity because in the committee’s opinion there are unlikely to exist users who are unable to command the preparation of reports tailored so as to satisfy all their information needs, and these accounts are therefore ‘special purpose accounts’ that have been prepared solely to meet the requirements of the Constitution and the Associations Act.

Accounting Policies
The financial report has been prepared under the historic cost convention and does not take into account changing money values except to the extent that they are reflected in the revaluation of certain assets.

(b) 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.

(c) Depreciation of property, plant and equipment
Items of property, plant and equipment are depreciated over their estimated useful lives to the organisation using the straight line method. The rates used are:
- Motor vehicles 30%
- Leased Assets – Motor Vehicles (as per IAS17) 30%

(d) Consolidated Accounts

Balance and Transactions within the entity have been eliminated on consolidation. It is believed that the information relating to the internal balances are useful to the users of the special purpose financial report.
(e) **Employee entitlements**

The amount expected to be paid to employees for their pro-rata entitlements to long service and annual leave is accrued annually at current wage rates. Leave provisions include applicable on-costs.

Sick leave is accrued in the payroll system but not provided for in the accounts as sick leave is non-vesting. The long service leave liability is accrued in respect of employees with greater than five years service. At balance date there were two employees with over five years of service.

Annual leave and long service leave in respect of employees with a present entitlement are shown as Current Liabilities. All other long service leave is shown as a non-Current Liability.

Revenues, expenses and assets are recognised net of the amount of GST. Receivables and payables are recognised inclusive of GST. The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables.

(f) **Government and Other Grants**

Grant funds are recognised as revenue in accordance with the year in which the service to which they relate is performed. Grant income receivable for the current year but not received are accrued as a receivable. Grant income received or receivable in respect of services that will be provided in future years, are treated as a liability. The portion of grant income received in the current year, and unspent at year end, is transferred to current liabilities in the balance sheet.

(g) **Income tax**

The Association is listed on the Australian Business Register as a Public Benevolent Institution with all applicable taxation exemptions.

(h) **Comparative figures**

Comparative figures may have been reallocated to comply with current year's format.

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>2. Cash at Bank Details</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cheque Account ANZ</td>
<td>79,500</td>
<td>112,618</td>
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<tr>
<td>Short Term Accommodation</td>
<td>62,386</td>
<td>86,287</td>
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<tr>
<td>Cash Management</td>
<td>139,486</td>
<td>144,117</td>
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<td><strong>Total</strong></td>
<td>281,372</td>
<td>343,022</td>
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<tr>
<td>3. Receivables</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade Debtors</td>
<td>208,269</td>
<td>219,223</td>
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<tr>
<td>4. Other Current Assets</td>
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<td></td>
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<tr>
<td>Prepayments</td>
<td>8,831</td>
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<tr>
<td>Electronic Payments</td>
<td>(1,560)</td>
<td>(527)</td>
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<tr>
<td>Committed</td>
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<tr>
<td>Petty Cash</td>
<td></td>
<td>(527)</td>
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<tr>
<td>Security Deposits</td>
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<td><strong>Total</strong></td>
<td>20,766</td>
<td>10,866</td>
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### 5. Property Plant and Equipment

<table>
<thead>
<tr>
<th>Description</th>
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<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office equipment</td>
<td>1,542</td>
<td>15,452</td>
</tr>
<tr>
<td>Depreciated Value</td>
<td>(1,542)</td>
<td>(15,452)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
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<tr>
<td>Motor Vehicles at Cost</td>
<td>119,411</td>
<td>170,368</td>
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<tr>
<td>Depreciated Value</td>
<td>(84,673)</td>
<td>(126,411)</td>
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<tr>
<td><strong>Leased Motor Vehicles</strong></td>
<td>28,858</td>
<td>-</td>
</tr>
<tr>
<td>Less accumulated Amortisation</td>
<td>(10,100)</td>
<td>-</td>
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<tr>
<td><strong>Total Property, Plant and Equipment</strong></td>
<td><strong>53,496</strong></td>
<td><strong>43,957</strong></td>
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### 6. Payables

<table>
<thead>
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<td>ANZ visa card</td>
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<td>Australian Taxation (GST)</td>
<td>40,570</td>
<td>50,779</td>
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<td>Superannuation</td>
<td>0</td>
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<td>Australian Taxation (PAYG)</td>
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<td><strong>Total Payables</strong></td>
<td><strong>109,514</strong></td>
<td><strong>69,675</strong></td>
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</table>

### 7. Lease Liability

<table>
<thead>
<tr>
<th>Description</th>
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<th>2009</th>
</tr>
</thead>
<tbody>
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<td>Vehicle Leases</td>
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<td>27,657</td>
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<td>Unexpired Charges</td>
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<td>757</td>
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<td><strong>Total Lease Liability</strong></td>
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<td><strong>35,434</strong></td>
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</table>

### 8. Provision For Employee Entitlements

<table>
<thead>
<tr>
<th>Description</th>
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<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Leave</td>
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<td>Long Service Leave</td>
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<td><strong>Total Entitlements</strong></td>
<td><strong>69,278</strong></td>
<td><strong>155,326</strong></td>
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9. Unexpended Grants Summary

<table>
<thead>
<tr>
<th>Funding/Program Name</th>
<th>B/fwd Balance</th>
<th>Grant Income</th>
<th>Movement for Year</th>
<th>Unexpended Grant</th>
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<tr>
<td>Westpac Foundation</td>
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<td>57,781</td>
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<tr>
<td>Myer Foundation</td>
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<td>10,000</td>
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<tr>
<td>Mental Health Council</td>
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<td>469</td>
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<td>NAYSS</td>
<td>80,000</td>
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<td>80,000</td>
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<td>Office of the Multicultural Affairs Office Rent</td>
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<td>27,000</td>
<td>27,000</td>
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<td>Department of Health &amp; Ageing (PASST 1)</td>
<td>1,521</td>
<td>94,288</td>
<td>95,809</td>
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<tr>
<td>Department of Health &amp; Ageing (PASST 2)</td>
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<td>NT Gov - Parental Support Service</td>
<td>10,964</td>
<td>216,825</td>
<td>218,645</td>
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<td>NT Gov - Intensive Family Support</td>
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<td>41,300</td>
<td>56,891</td>
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<td>NT Gov – World Refugee Day</td>
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<td>3,800</td>
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<tr>
<td>DIAC – World Refugee Day</td>
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<td>Harmony Day</td>
<td>800</td>
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<td>Welcome to Our Country</td>
<td>11,000</td>
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<td>9,350</td>
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<td>Youth Vibe grant 2009</td>
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<tr>
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<td>Swimming Grant</td>
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<td>625</td>
<td>3,540</td>
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<td>Holloway Family - Savanna</td>
<td>10,872</td>
<td>4,358</td>
<td>6,514</td>
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<tr>
<td>ANZ Kids Corner</td>
<td>4,330</td>
<td>3,223</td>
<td>1,107</td>
<td></td>
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<tr>
<td>The Trust Company</td>
<td>10,560</td>
<td>7,460</td>
<td>3,100</td>
<td></td>
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<tr>
<td><strong>Total Unexpended Grants:</strong></td>
<td><strong>96,326</strong></td>
<td><strong>589,349</strong></td>
<td><strong>618,370</strong></td>
<td><strong>67,304</strong></td>
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Balance Sheet should be read in conjunction with the notes to and formatting part of the financial statement.