

WELCOME TO MELALEUCA AUSTRALIA

Melaleuca Australia is a specialist organisation that supports humanitarian entrants, migrants and people from culturally and linguistically diverse (CALD) backgrounds of all ages, settling in the Northern Territory of Australia.

We work in partnership with a network of individuals, community groups, government and non-government sectors to support successful settlement for our clients.





OUR VISION

A world where everyone belongs.



OUR MISSION

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



OUR VALUES

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

Compassion – practising empathy and kindness towards everyone.

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

Respect – accepting each person as a unique individual.

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

I AM SAFE!

Humanitarian Settlement Program

(We call this HSP)



This program is for individuals and families who were once refugees, and who are arriving Darwin for the first time.

When you arrive in Australia you are no longer a refugee. You are home. This is an intensive program only for people who arrive on Humanitarian Visas. We support you from the day you arrive at the airport and for your first 18 months in Australia. We will be with you as you build on your dreams to start your new future here. In this service we cover these areas:



Settlement Services



Transport



Housing



Family Functioning and Social Support



Health



Australian Law



Money



Education




Feeling at home in Australia



Employment

We thank you for the privilege of supporting you in your settlement journey here.

 (08) 8985 3311

 admin@melaleuca.org.au

Humanitarian Settlement Program

Melaleuca Australia is one of Australia's five service providers delivering intensive settlement support to humanitarian entrants to the Northern Territory.

The program's aim is to support people who arrive on a humanitarian entrant visa to settle in Australia. Delivering an intensive 18 month program, Melaleuca works collaboratively with other settlement and mainstream services. Adopting a needs-based case management approach, the services offered ensure the highest possible level of community integration and interaction for our clients.

The HSP focuses on building skills and knowledge around the following settlement outcomes to ensure clients can become self-reliant and active members within the Australian community:

- Housing
- Physical and Mental Health and Wellbeing
- Managing Money
- Community Participation and Networking
- Family Functioning and Social Support
- Justice
- Language
- Education and Training
- Employment

"I've learned through the years that it's not where you live, it's the people who surround you that make you feel at home."

– J B McGee



I AM LEARNING!

Settlement Engagement and Transition Services

(We call this SETS)



This program is for people who arrive as humanitarian entrants and migrants from a non-English speaking background.

For some people it takes a long time to settle in Australia. There is a lot to learn and to adjust to. Melaleuca can help you find answers to the questions you have as you experience the different areas of life in Darwin. In this program, we support you for up to 5 years from your arrival in Australia.



Housing



**Community
Participation and
Networking**



**Physical and
Mental Health
and Wellbeing**



**Family Functioning
and Social Support**



**Managing
money**



**Education and
Training**



Justice




Employment



Language

We look forward to seeing you build a bright and promising future for yourself and your family!

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Settlement Engagement and Transition Services

Melaleuca Australia's Settlement Engagement and Transition Service aims to equip and empower humanitarian entrants and migrants (visa-specific) with the knowledge and skills to identify, understand and take action to address their settlement needs.

Our approach to supporting clients to adjust to life in Australia includes culturally appropriate case management; and group sessions which promote social participation and well-being. Settlement Support Services focus on these key settlement areas:

- Housing
- Physical and Mental Health and Wellbeing
- Managing Money
- Community Participation and Networking
- Family Functioning and Social Support
- Justice
- Language
- Education and Training
- Employment

"No one belongs here more than you."

– Brene Brown



I AM HEARD!

PASTT Wellbeing Support



Melaleuca Australia's wellbeing program is called PASTT.

We are here with you and your family who have arrived after a refugee journey to share what you want to share-about the past, the present, or the future. We listen without fear, without judgement, and most of all – we won't turn away from you.

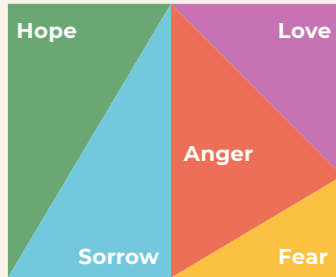
We will sit. We will listen. We will work together to find ways to help you feel safe.

We will be with you as you find healing, and rebuild your hope and future.

We can sit with you; or with you and your family.



*Feelings before
you talk about them*



*Feelings after
you talk about them*

There is hope for everyone, if we get support, to build ourselves a new life.

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Program of Assistance to Survivors of Torture and Trauma

Melaleuca Australia is one of Australia's eight specialist rehabilitation agencies working with survivors of torture and trauma.

Melaleuca Australia provides therapy and advocacy to individuals or families from a refugee or refugee-like background. Our trained specialist trauma Counsellor Advocates provide a range of therapy services to individuals, families and groups, including therapy through talk, art, dance etc.

Our Counsellor Advocates also provide education and training to mainstream health and related service providers who engage with our mutual clients; as well as providing community development among communities who have arrived from refugee backgrounds.

"I can be changed by what happens to me. But I refuse to be reduced by it."

– Maya Angelou



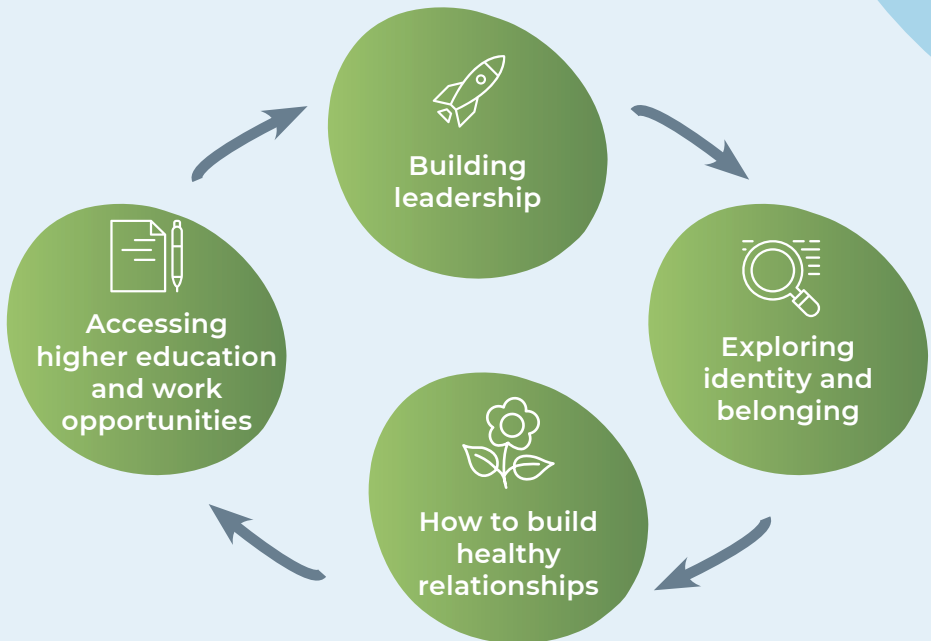
I AM THE FUTURE!

Reconnect

Settling in a new country as a young person has its unique challenges. As you find yourself in between two cultures – that of your homeland and your new land – you are faced with choices which can be difficult.

We see you. We know your potential. We believe you are the future.

When you're going through a difficult time, Melaleuca can help you find your answers. You will have someone to be by your side who understands. Melaleuca can also connect you socially with other young people to have fun, build friendships, and support each other.



Reconnect

Reconnect provides a wide range of support services for young people aged 12-21 from refugee, humanitarian and migrant backgrounds who are homeless or at risk of homelessness.

Reconnect supports newly arrived youth through case management to stabilise their living situation.

Reconnect focuses on building strong familial connections by reuniting them with family members where possible and safe to do so. The program offers various opportunities for young people to grow in their identity and self-confidence through a variety of pathways.

Reconnect engages with schools to offer peer to peer activities; and links newly arrived young people with their local community through group engagement and social activities.

“We cannot always build the future for our youth, but we can build our youth for the future.”

– Franklin D. Roosevelt



I AM CONNECTED!



Family and Children Services

Bringing up a family in a new culture can be challenging.

It helps to know what Australia's legal and social expectations are so that you are able to enjoy family life your way because you know what is best for your family. We can help each member of your family explore their identities and strengths.

We can also support you to strengthen healthy, safe and supportive relationships. We run various groups, such as same gender groups or mixed parenting groups. If you or a family member are experiencing a challenging time, Melaleuca can also connect with you to find a positive way forward within your family; as well as with other families within the community.



Understanding Australian laws that affect your family


Understanding and managing emotions

Growing healthy relationships

Connecting with others

Understanding child development

Whether you brought your family and children with you to Australia to find safety; or whether you started your family here after arriving – we know you love them. They are your future.

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Family and Children Services

Our Family and Children services provides case management and group activities to parents and children from culturally and linguistically diverse backgrounds to enable them to explore family functioning within a new society.

Melaleuca facilitates a range of group activities including:

- Peer to Peer programs for parents which promote forming connections within the greater community; exploring positive parenting; and providing opportunities to share their cultural wisdom and experience.
- Peer to Peer school based activities to build a culture of inclusion and belonging for all students and their parents regardless of cultural background.

Melaleuca also provides Case Management for clients from culturally and linguistically diverse backgrounds who are experiencing domestic violence, or other similar crises.

“Other things may change us but we start and end with the family.”

– Anthony Brandt



I AM HEALTHY!

Health Support Service



We have experienced nurses who understand Australia's health system and can show you where to go if you have a health need.

It's important for everyone to understand their own and their family's health. We can connect you with health services which will give you the care that you need. We provide workshops talking about common health problems; and we can visit your home to help you explore and understand your own situation. Our desire is that you feel in control of your own health and what happens to your body. This is so you can make the right choices that suit you and your family.

Health Support Service

Health Support Services is part of Melaleuca's holistic approach that coordinates the health journey of newly arrived people from migrant and refugee backgrounds to ensure they have access to culturally-appropriate health-related services.

The program aims to improve health-service delivery models by working with health professionals and clients, building capacity to achieve positive health outcomes. This is done by facilitating a range of workshops with health professionals to raise awareness of the uniqueness of multicultural health. Melaleuca is committed to influencing multicultural health policy development and research priorities.

Melaleuca facilitates the initial health assessment for clients arriving on a humanitarian visa by connecting them with specialised services; providing individual and group health promotion; and developing their overall health literacy.

Melaleuca is an advocate for clients from culturally diverse backgrounds to access appropriate health services.

“The ‘i’ in illness is isolation and the crucial letters in ‘wellness’ are ‘we’.”

– Unknown



I CAN WORK!

Workforce Australia



We believe that everyone has a contribution to make.

Having a job gives you more choices, it builds your confidence, it increases your sense of contribution and it improves your independence. It also means you are able to start saving for the things you want for yourself and your loved ones.

Workforce Australia is a service provided by Melaleuca Australia with AMES Australia to help you to be job ready, connect you with employers and empower you to get the job you want. We work with a range of businesses and government services to open Job opportunities for you.

If you are looking for work, come and talk to us – we are here for you!

CASUARINA

2A Cascom Centre
13-17 Scaturchio Street
Casuarina NT 0810

P (08) 8941 1811

E casuarina@melaleuca.org.au

PALMERSTON

Units 5 & 6
3 Mansfield Street
Palmerston NT 0832

P (08) 8941 1705

E palmerston@melaleuca.org.au

Employment Services

Workforce Australia has replaced jobactive to help build a strong Australian workforce. Melaleuca Australia with AMES Australia works with individuals and businesses to help Australians find and keep a job.

“Every individual in the world has a unique contribution”

– Jack Kornfield

Workforce Australia is designed to provide job seekers with:

- Access to refreshed network of providers to deliver tailored case management.
- More choice and flexibility in how you manage your obligations.
- Access to an online employment services system that connects job seekers to employers if you are a job-ready job seeker.



What this means for you:

- A new experience to make finding a job or staff easier.
- Advanced job search to find jobs in your area.
- Tailored case management for job seekers who need extra help.
- An online services platform to make managing your job search easier.

Melaleuca Australia with AMES Australia strives to support the full social and economic participation of diverse communities.

This is a generalist employment service available to all.

Monday to Friday, 9:00am to 5:00pm