



Annual Report

2016-2017

Celebrating 30 Years

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TeamHEALTH Purpose

Create community capacity
for good mental health,
enabling people to live a full
and valued life

Supporters

TeamHEALTH recognises the support of the following:

- Northern Territory Department of Health
- Northern Territory Department of Housing
- Commonwealth Department of Social Services
- Commonwealth Department of Prime Minister and Cabinet
- Commonwealth Department of Health

TeamHEALTH also recognises the support of Aboriginal community controlled organisations, non-government organisations, mental health service providers, other organisations and peak bodies without whose help TeamHEALTH would not be able to achieve its goals

TeamHEALTH acknowledges all participants and carers whose perseverance, fortitude and tenacity are such an inspiration



TeamHEALTH Values

Integrity, Accountability,
Wellbeing, Respect

TeamHEALTH Vision

That all people
lead a full and
valued life

*TeamHEALTH acknowledges
the Traditional Owners of
the lands on which we work
and pays respect to Elders
past, present and future.*

*Child and Family
participants enjoying
an afternoon at
Leanyer Waterpark*

Chair's Report

TeamHEALTH is celebrating its 30th year in 2017 and is going from strength to strength.

As we held our 30th birthday celebration with participants and staff, CEO Helen Egan was thrilled to hear TeamHEALTH was successful in a major grant which will contribute approximately 50% of the construction costs of Top End House in Malak. Both the NT Government and the Commonwealth Government have contributed to the development of Top End House, a facility designed to support people with serious mental illness through their recovery, rehabilitation and transition to community living. Top End House will be planned and built over the coming 18 months.

Top End House will replace the Manse building with a purpose built facility, including transition housing. We hope to welcome participants to the newly expanded long term psychosocial rehabilitation program at Top End House before the end of 2018.

TeamHEALTH is well prepared for the NDIS; we are respected for our knowledge, training and contribution across the sector. Work across TeamHEALTH has ensured that staff are trained and prepared for the transition to the NDIS. This training is essential as staff will work with participants and families in the coming years to ensure that all who wish to make an application to the NDIS and have their eligibility assessed are supported to do so. As the NDIS rollout progresses, TeamHEALTH staff will assist each individual, working with them to gather the required information and advocate for the best outcome, whether inside or outside the NDIS.

The quality of TeamHEALTH support and our underlying systems continues to be recognised. In February 2017, TeamHEALTH underwent the NT Quality and Safeguarding Assessment for NDIS registration. We were recommended for all 14 of the NDIS support categories that were sought.

In mid-2017 our Home Care Package supports for aged people and the underlying systems were assessed against the National Aged Care Standards. Again, TeamHEALTH passed this assessment with all standards met.

The embedding of quality in the organisation has been achieved by all our staff, with leadership from all levels through our internal THINKtank group. The THINKtank ensures that all policies, processes, instructions and work are clear, regularly reviewed and discussed within each staff team.

Well done to all in our 30th year!



Markus Spazzapan
Chair



Markus Spazzapan
Chair



Treasurer's Report

As the Treasurer of TeamHEALTH, I am delighted to present my report for the year ended 30 June 2017. TEAMhealth is a financially sound organisation that is focused on its Vision in our community; that all people lead a full and valued life.



Amin Islam
Treasurer

Annual Financial Summary

TeamHEALTH recorded an operating surplus of \$242,245 for the year ended 30 June 2017 (2016 \$307,440). Reduction in property values in the Darwin market meant that we recognised a drop in the market valuation of properties of \$345,750. This valuation change has led to a net deficit in total comprehensive income for the year ended 30 June 2017 of \$103,505 (2016 surplus \$307,440). Revenue has slightly decreased from \$7.14 million to \$7.07 million. Expenses have remained consistent with last financial year with the exception of the employee benefit expenses, which increased from \$4.11 million to \$4.48 million. This mainly stemmed from an increase in staff positions. A summary of revenue and expenditure for 2016–2017 is shown in the following charts.

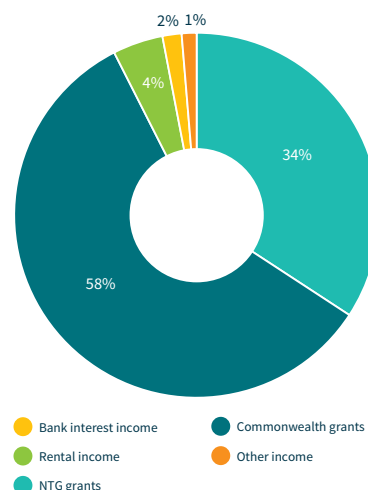
TeamHEALTH total assets position at 30 June 2017 is \$8.60 million (2016: \$8.66 million), a slight decrease of \$0.06 million. The decrease resulted from the write down of properties as explained above. The cash position has increased by \$0.30 million to \$5.00 million (2016: \$4.70 million) at the end of this financial year. However, cash from operating activities has reduced from \$0.86 million to \$0.55 million in 2017 due to an increase in operating expenditure by \$0.31 million. The liabilities have increased to \$2.34 million (2016: \$2.30 million); due mainly to carryover funds in the Personal Helpers and Mentors (PHaMs) Program from the 2015-2016 financial year for projects in the 2016-2017 year, and additional PHaMs funding received for NDIS transition preparedness.

The coming years will have some challenges, including the introduction of the National Disability Insurance Scheme (NDIS), the financial impact of which is not yet clear.

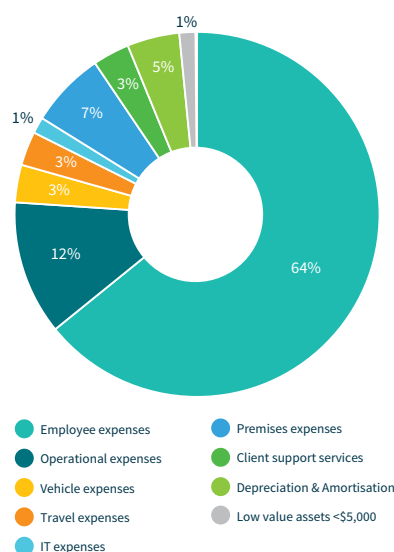
I thank our funders, staff, and management for all their efforts; a successful year in 2016-2017 has been achieved with their contributions across TeamHEALTH. Similarly, I thank all of our participants, families, and carers for their participation in TeamHEALTH services and welcome their suggestions for improvements to our service delivery as we move into 2017-2018.

Amin Islam
Treasurer

2016-2017 Revenue



2016-2017 Expenses



Chief Executive Officer's Report

Welcome to the TeamHEALTH 30th year Annual Report. In each of the last 30 years TeamHEALTH has worked to create community capacity for good mental health, enabling people to lead a full and valued life; indeed this is our purpose and guide in everything we do with participants, communities, staff and stakeholders.

Our vision and purpose are reflected across our Strategic Plan for 2016 – 2019 and drive our goals and priorities. TeamHEALTH's goals are:

- Provide valued mental health supports
- Sustainable organisation
- Responsive and viable now and in future

Through these goals, TeamHEALTH is progressing through the reforms in the mental health sector, the introduction of the National Disability Insurance Scheme (NDIS, now in East Arnhem, Darwin Remote, Katherine and the Barkly), together with changes in the aged care arena. Further challenges arose during 2016-2017 as TeamHEALTH and the mental health sector broadly had a long period of funding uncertainty following both the Federal election in July and the NT election in August 2016. Happily these funding concerns have now been resolved and TeamHEALTH is well positioned for the future.

TeamHEALTH's emphasis on participant focused support has been enhanced by our move into "Streams of support" and away from program names determined by the funding source. The support offered in each Stream is tailored toward the needs of individuals and support for their goals. The Streams will also support TeamHEALTH to provide training and

professional development for staff that is focused on the needs of the participants they work with. This approach will enable TeamHEALTH to transition smoothly into the NDIS with a viable and high quality approach. Our work in Streams is outlined later in this report.

It is great to be able to report on the completion of some long term projects during 2016 and 2017:

In both Gunbalanya and Maningrida the TeamHEALTH buildings were completed. These buildings provide a safe and trusted place within each community where participants and their families receive support for their social and emotional wellbeing, with a focus on mental health. From these buildings bush trips set off, community development activities occur, and good listening and talking happens as art pieces evolve.

TeamHEALTH created a new Child and Family space in Katherine, just next to the TeamHEALTH Katherine office. This is a great space that enables young people of all ages, parents and babies, and community members to access education and activities with a focus on promoting child, youth and family wellbeing. The school holiday program was a great success and the engagement through the first Baby FAST program is ongoing and achieving positive outcomes.

TeamHEALTH's main office moved to Berrimah in October 2016, and is now closer to where our participants and their families live. The Darwin suburbs north of the airport are now closer and Palmerston, Coolalinga and other rural and remote locations are more accessible. Staff travel time and fatigue is reduced while office facilities and car parking are improved.

Some of our Community Housing units received a much needed facelift with painting, shade sails and solar hot water systems made possible through the NT Government's Immediate Works Grants. These grants will also enable a new window/door combination to improve the Day to Day Living centre in Rapid Creek and the creation of a community activity and meeting room at the TeamHEALTH Community Housing in Coconut Grove.

Another long term priority has been the introduction of a new Service Record System (SRS), a participant information management system that has been embraced by staff due to increased functionality and mobility. The SRS was chosen after an extensive review of systems available in Australia. SRS is used by over 1,800 service providers across Australia and has been implemented to meet our information, outcome measurement and reporting requirements. NDIS information modules will be added in the SRS system in time to meet emerging needs as NDIS transition occurs.

TeamHEALTH have been actively promoting our supports on social media throughout the year and as part of our 30th year, we have introduced a refreshed TeamHEALTH brand and will soon launch an enhanced contemporary website. This will aid people in the community to learn and share information about TeamHEALTH, and will enable easy referral for all mental health supports, including NDIS and NDIS Support Coordination.

Nationally and in the NT, TeamHEALTH has been advocating for ongoing improvements in mental health supports, both within and outside the NDIS. Our submissions to the Joint Standing Committee on the NDIS and the Productivity Commission inquiry into the NDIS are on the TeamHEALTH website – these provide a useful summary of our views and advocacy.

2017-2018 will be a busy and exciting year for TeamHEALTH as we set about building the new Top End House in Malak. This is a great step forward for mental health support in the Top End, made possible through a Community Land Grant by the NT Government and a grant for half the building costs through the Commonwealth Government Building Better Regions Fund.

Top End House will replace the long term residential rehabilitation service for six people in Parap (called the Manse) that TeamHEALTH have provided since the late 1980s. Top End House will provide ten purpose built places for 24/7 support and long term rehabilitation and six transitional housing units for those who have completed rehabilitation and who have a goal of independent living in the community. Top End House enables the expansion of this rehabilitation support service with a purpose built facility that incorporates disability access, group work spaces, skills development, visitors and a focus on wellbeing into its design.

The transition housing units will be self-contained and lay within the secure Top End House site. Staff are present on site 24/7 and are skilled in supporting the transition of participants into community life in a manner most suited to their needs and consistent with individual goals.

Many thanks to all our participants for enabling us to walk alongside you on your recovery journey, to our staff who use their participant focused skills every day and to our stakeholders for your ongoing commitment and support for TeamHEALTH.



Helen Egan
CEO



Helen Egan
Chief Executive Officer



TeamHEALTH Board



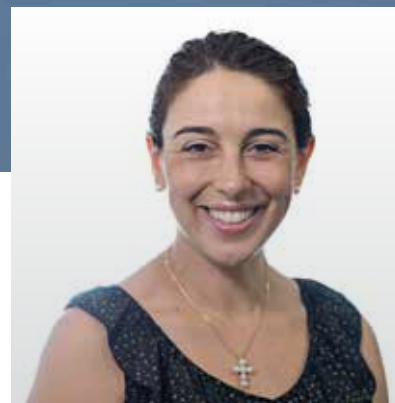
Markus Spazzapan
Chair

Markus joined the TeamHEALTH Board in 2011-12. Markus is a Consultant with Ward Keller and has practiced in the NT since the mid-1980s. Markus has been a prominent member of the Darwin community for over thirty years.



David Malone
Secretary

David joined the TeamHEALTH Board in May 2015 bringing skills in strategic planning, project development and economics to support TeamHEALTH's goals, especially in Community Housing expansion and the development of Top End House. David is Director of Territory Economics and Management P/L and is Executive Director of Master Builders NT. Prior experience includes over 10 years in senior development roles in the NT Government and the construction sector.



Janet Hanigan
Vice Chair

Janet joined the TeamHEALTH Board in October 2010. Janet is Executive Director of Social Policy for the Northern Territory Department of Chief Minister (currently on maternity leave). Previously Janet was CEO of St Vincent de Paul Society (NT) Inc. and was awarded the Telstra Young Business Woman of the Year in 2010. Earlier commercial experience in Coles Myer also supports Janet's broad skills and contributions to the TeamHEALTH Board.



Merrilee Cox
Public Officer

Merrilee joined the TeamHEALTH Board in 2016. She has extensive experience working in the community sector in research, evaluation, and service development roles. She has a particular interest in consumer participation and has worked on a range of collaborative and participatory projects in the mental health and disability sector.



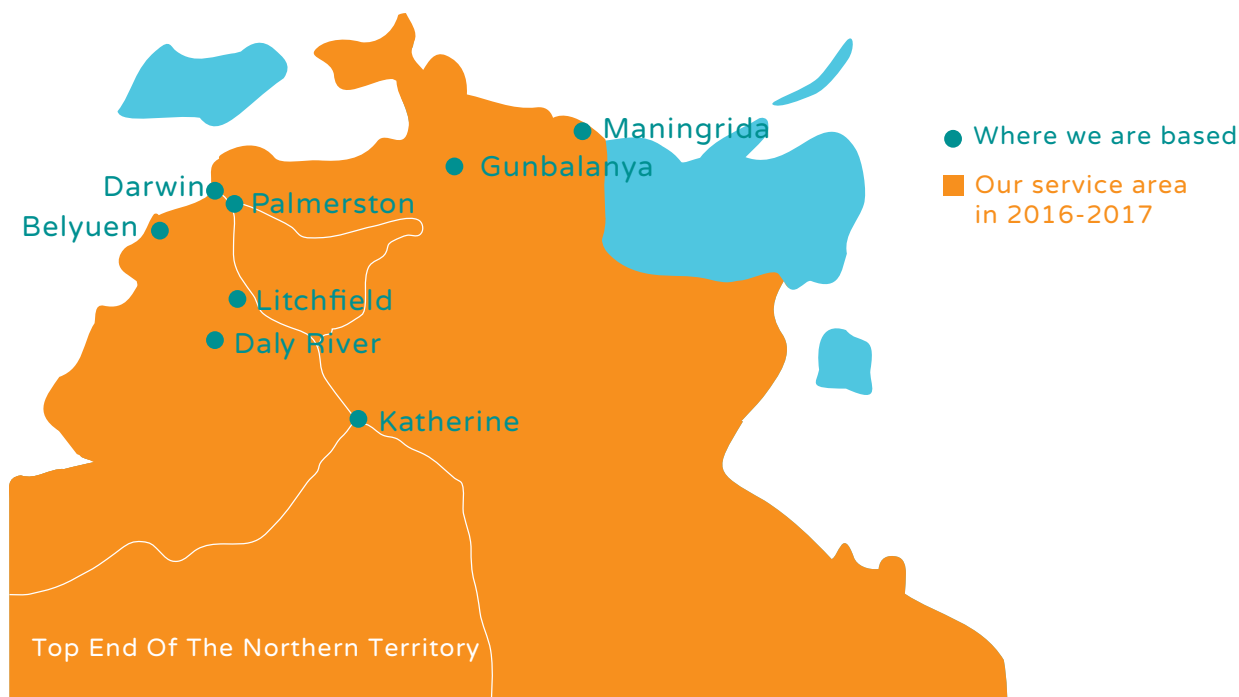
David Chapman
Board Member

David joined the TeamHEALTH Board in 2014. David is a Psychiatrist with the Top End Mental Health Service and was a teacher before taking up medicine as a career. He is an active contributing member of the Australian Medical Association (NT), and the Australian Salaried Medical Officers Federation (NT). David brings an eclectic range of interests and experiences, combined with a holistic approach to mental health, in his contribution to and support for TeamHEALTH.



Amin Islam
Treasurer

Amin joined the TeamHEALTH Board in May 2015 bringing skills in the field of audit, finance, management accounting and risk management. He is a Chartered Accountant and member of the Institute of Company Directors. Amin was a former partner with Ernst & Young and Director of Merit Partners with 45 years of experience. Additionally, Amin is a previous board member of Top End Health Services and is currently on the Board of Somerville Community Services Inc.



Our Organisation

Goal

Provide Valued Mental Health Supports

TeamHEALTH delivers recovery focused supports as we build upon achievements from previous years and develop and improve our services.

TeamHEALTH's move towards a model of support streams; Adults, Children and Families, Residential, Housing and Education, allows increased flexibility and collaboration among staff, where we are no longer designing participant supports and employing staff on the basis of the funding source, but the needs of participants. The streams model aims to remove existing and potential silos between teams, and promote the sharing of skills and knowledge on the varied ways that we work to support the diverse needs of people in the Top End; including one-on-one outreach support, residential settings, centre based activities, and in-home support.

Across the streams, TeamHEALTH uses a strengths based approach, with supports that are culturally appropriate – this builds on and grows the strengths of each person, increasing independence and self-determination. Due to the diversity in demographics and needs of the people that TeamHEALTH support, we utilise a range of individual recovery and planning tools, including the Outcome Star, Family Action Plan and the AIMhi Stay Strong plan. These tools and plans provide a framework for staff and participants to work together in creating a path for achieving individual, family and community goals.

The “Your Experience of Service” (YES) survey is one method that TeamHEALTH uses to seek feedback from all participants. The results for this year, shown in the following pages, have provided TeamHEALTH with valuable feedback which we actively utilise in our efforts of continuous quality improvement in the supports that we offer.

We also monitor, learn and respond to feedback provided through complaints, compliments and incidents that occur throughout the year. In 2016-2017 seven complaints were received and resolved, 13 external compliments were celebrated with TeamHEALTH staff and 149 incidents involving staff and participants were noted and addressed. Vehicle damage incidents were most common, followed by behavioural risk. All incidents are investigated and addressed.

Creation of a Reconciliation Plan has been a priority throughout 2016-2017 as TeamHEALTH embeds two way learning with Aboriginal and Torres Strait Islander people who are participants, staff, community leaders and stakeholders. This ensures that respect underpins all our interactions as we celebrate diversity and value different cultures. In order to take into account everyone's perspective and contribution, a staff working group from across the organisation have drafted the plan which will be launched in late 2017.

Goal

Sustainable Organisation

Tightening budgets and growing demand for mental health supports has driven TeamHEALTH to refine how we work to continue to be an attractive career option, whilst providing high quality supports based on evidence and national standards.

The building and enhancing of TeamHEALTH's capability and capacity is a key focus, as we seek to remain competitive within the changed funding and National Disability Insurance Scheme (NDIS) arrangements.

The skills and commitment of TeamHEALTH staff provide a strong foundation and contribute to the sustainability and strength of the organisation. During the last twelve months, TeamHEALTH has focussed on ensuring that all staff have demonstrated capabilities in recovery focussed supports for people with a mental illness. We have embedded a framework whereby staff are trained and assessed on their capability in using the Outcome Star to ensure competency and consistency. They are provided with ongoing training reviews to maintain a high standard of skills and knowledge, and keep abreast of changes in the mental health field.

Our commitment to staff skills is illustrated by the high level of training and professional development undertaken with staff. In 2016-2017, an average of 36 hours per staff member (equivalent to 48 hours per Full time equivalent) was devoted to professional development activities and training.

We have a continuing focus on developing leadership skills within our organisation. TeamHEALTH have greatly benefited from scholarships through Women and Leadership Australia. Three staff were awarded scholarships in 2016-2017 – one for the Accelerated Leadership Performance Program (undertaken over six months) and two for the Advanced Leadership Program (undertaken over 12 months).

TeamHEALTH were recognised as a Gold Skilled Workplace by Mental Health First Aid Australia. TeamHEALTH now provide the full suite of the Mental Health First Aid courses through our Education Stream and nearly 60% of our workforce have current Mental Health First Aid certificates.

Listening to our staff is an important element of improving TeamHEALTH. Over 70% of staff responded to the third annual My Voice survey. For the second consecutive year dramatic improvements were noted across a number of areas. Staff rated TeamHEALTH strongly in the areas of Mission and Values, Role Clarity, Wellness, Work/Life Balance, Results Focus, Safety, Facilities, Supervision, Teamwork and Flexibility.

The main areas of improvement identified from the My Voice survey were in the areas of Technology, Communications and Collaboration.

To improve these areas we have implemented:

- New SRS, as the replacement information system for participant records
- More information and training on NDIS for all staff and the Board
- Contemporary communication and media strategies for staff and community (regular team and all staff meetings, social media, video production, media placement)
- TeamHEALTH's refreshed brand and new website
- Enhancements to the IT structure to improve connectivity in remote locations

TeamHEALTH maintains our strong commitment to continual improvement across the organisation with the quality improvement group, THINKtank, and the Work Health and Safety Committee. We have completed regular worksite audits and inspections in addition to reviewing TeamHEALTH's policies and instructions to ensure they reflect our ways of working, and are safe and effective.

Goal

Responsive and viable now and in the future

TeamHEALTH is committed to building community knowledge about mental health and to increasing the awareness of the supports available to those experiencing mental health concerns. This will help Territorians understand, respond to and support improvements in mental health for themselves and their loved ones; ultimately this will reduce disadvantage that can accompany mental illness in our Top End community.

Through TeamHEALTH's support services, we contribute to better mental health outcomes, evidenced by outcome measures, to provide options that are valued, competitive and viable. In 2016-2017, TeamHEALTH have assessed and refined the supports and business model to be competitive and consumer focused within the National Disability Insurance Scheme (NDIS) framework.

Expansion of Community Housing is a long term priority of TeamHEALTH. Professional occupancy management is helping occupants sustain their housing and TeamHEALTH to provide a viable service. TeamHEALTH actively seek, respond to and assess housing opportunities that arise, while also generating further options with stakeholders in the Community Housing arena.

Feedback and Input



Kylie Ella
Mental Health
Promotion Manager

TeamHEALTH recognises the importance of participant and carer feedback, and how it helps improve our understanding and delivery of quality, valued mental health services. This year we undertook our second annual participant survey - the Your Experience of Service (YES) between March and May 2017. The Yes Survey is Australia's National Mental Health Consumer Experience of Care Survey and is based on the 'Principles of recovery oriented mental health practice', from the 2010 National Standards for Mental Health Services.

The survey is made up of:

'Experience Items' (21 questions): consists of eight domains that aim to measure participant's experience of the service received from TEAMhealth.

- Individuality
- Choice and Involvement
- Attitudes, Rights and Respect
- Information
- Partnerships and Communication
- Access
- Safety
- Physical Environment

'Outcome Items' are three additional questions designed to capture outcomes participant's felt they achieved from engaging in TeamHEALTH's support services. Demographic information and open-ended responses are also captured.

Results

Robust methods are used throughout the survey process, ensuring consistent and ethical practice. This year, 225 YES surveys were distributed to participants using face-to-face and postal methods. 95 surveys were returned, a response rate of 42%. Of the 95 respondents; 47% were male, 53% were female. Nearly 20% of participants surveyed identified as Aboriginal, Torres Strait Islander, or both, a drop from 33% in 2016, likely due to a period of low staffing levels in remote communities around the time of the survey. The results reported are based on the highest response category; that is, where participants respond with 'always' or 'excellent'.

Individuality: Similarly to 2016, results were very positive overall, particularly regarding respect for participant values, such as culture and faith – where 81% of participants rated this as 'always' occurring. The area within individuality requiring most improvement, as it was in 2016, was the development of individual care plans that consider different needs, such as health, living situation and age.

Choice and Involvement:

Participants' experience regarding choice and involvement, including involvement of family or friends, feeling listened to and having opportunities to discuss their progress with staff were very positive, with the large majority of participants surveyed stating 'always' in response to these questions, similarly to 2016.

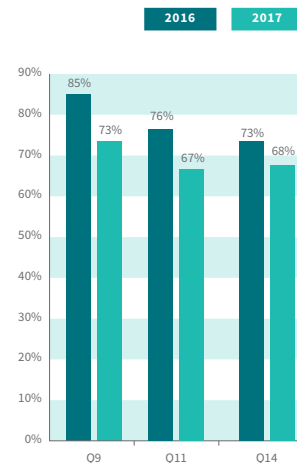


Figure 1: **Choice & Involvement** - Percentage of responses giving highest rating of 'always' or 'excellent' for questions (Q9, Q11 and Q14) relating to Choice and Involvement, compared by year.

Attitudes, Rights and Respect: The 2017 responses relating to 'Attitudes, Right and Respect' yielded the highest percentage of participants stating either 'always' or 'excellent' of any domain surveyed. These results show that TeamHEALTH staff support for participants regarding: hopefulness for their future, respect for privacy, making effort to see them when suited and feel welcome, was performed at a very high level. As in 2016, this is a result we are proud of.

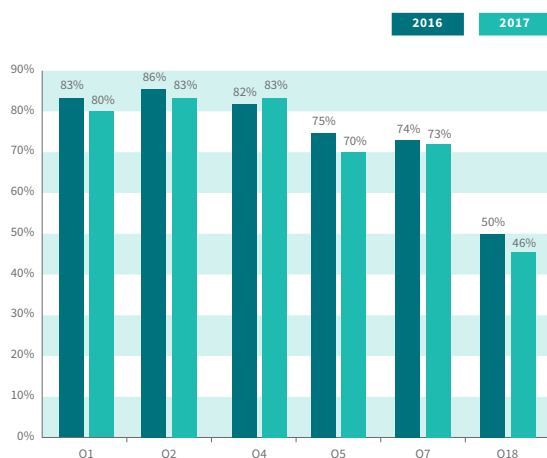


Figure 2: **Attitudes, Rights and Respect** - Percentage of responses giving highest rating of 'always' or 'excellent' for questions (Q1, Q2, Q4, Q5, Q7 and Q18) relating to Attitudes, Rights and Respect, compared by year.

Information: This area of the survey seeks to understand how participants feel information is provided and discussed. 57% of participants said they 'always' felt staff discussed medication or treatments with them as appropriate, and 40% of participants stated that the information given to them about TeamHEALTH services was 'excellent'.

Partnerships: Questions on 'partnerships' aim to understand team work and collaboration in an organisation, which includes staff, and other people that form part of an individual's support network, like family and friends. 65% of participants felt that staff 'always' worked together as a team in supporting them, and 63% stated that they 'always' had opportunities for family and friends to be involved when they wanted.

Safety: The results for safety are once again very positive, with 79% stating they 'always' felt safe using the service, and 67% stating that they 'always' believed that they would receive fair treatment if they made a complaint. We are aware that safety relates not only to physical safety, but emotional and spiritual safety. Participants and carers need to feel welcome, valued, listened to, and that they will be supported through any complaints process.

Access and Physical Environment: 40% of participants said they 'always' had access to peer support, either within the organisation, or referral to peer support externally. As an organisation, we recognise the importance of having staff with lived experience, valuing their understanding of unique challenges faced and their input into the way we support people. Of participants surveyed, 71% stated that the physical environment, including facilities, 'always' met their needs and 47% of participants stated that the location was 'excellent'.

Outcome Items: The three Outcome item questions are designed to capture participant views on the benefit they feel having engaged in TeamHEALTH supports. Questions ask about the effect the service has had on their hopefulness for the future, their ability to manage daily life and their overall wellbeing. Results were positively skewed across all outcome questions; however, they are comparatively lower than the 'Experience' questions. This result is similar to the pattern seen in 2016, and we again ask the question, why? If participants are not feeling hopeful or well, it seems reasonable that they are less likely to rate questions that ask how they feel as 'excellent'.

Addressing feedback for sustainable change

Continuous improvement of the supports we provide is integral in ensuring valuable mental health supports for children, youth, families, adults, carers and the aged across the Top End. In our commitment to not only requesting comprehensive feedback from those we support, but also implementing lasting change in response to it, we wish to share the following key areas for continued improvement in the year ahead:

- Continuing to build on staff competence in strengths based practice, including recovery tools, such as the Outcome Star
- Ensuring that participant and carer voices are heard and influential at every level of the organisation, by growing our peer workforce and establishing a participant and carer reference group
- Working with our staff, key stakeholders and participants on ensuring that rights and responsibilities are both received and understood by individuals of all backgrounds and abilities
- Improving the way we provide written and verbal information, including accessibility by all participants
- Continuing to pay attention to the importance of safety, including a positive complaints culture, and being proactive in ensuring physical, cultural and spiritual safety for everyone we work with
- Continuing in our commitment to improving the accessibility of dedicated support facilities locally, in remote locations, and by providing outreach support across the Top End.
- Recognising that a vital part of being able to improve participant outcomes is their measurement over time, so we can use evidence to assess and remedy gaps in support. The introduction of a new Service Record System (SRS) in mid 2017, will now allow us to systematically document participant outcomes in this way.

Outcome Star & Service Record System



Tania Payne
Individual Support Manager

Outcome Star

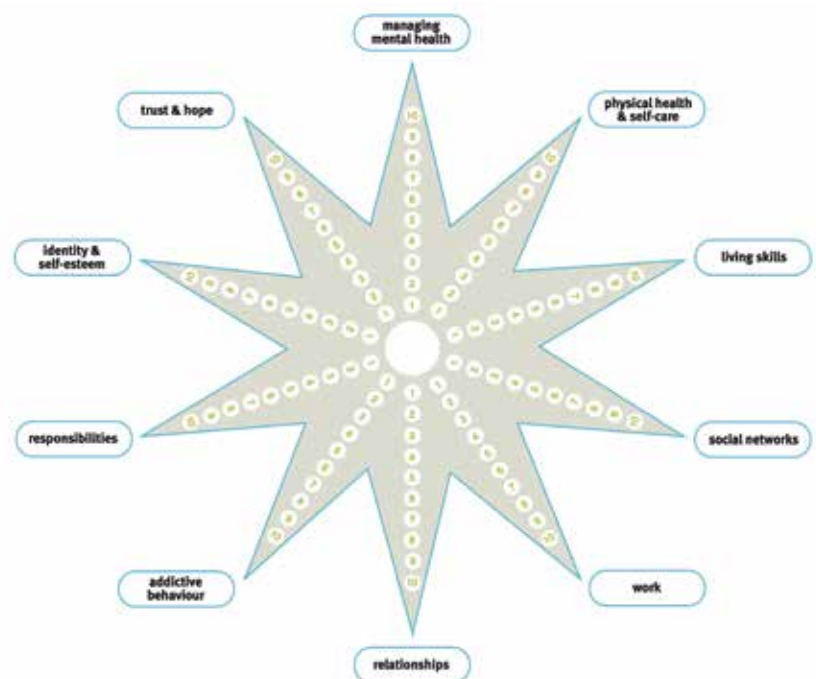
The Outcome Star, implemented in mid-2016 across the Adult Support Stream: Recovery Assistance, Day to Day Living, Personal Helpers and Mentors, and Carer Support and the Residential Stream: Manse and Papaya, is a strengths based tool based on the Recovery Model, which assumes that positive change is possible for everyone with effective and empowering support and does not rely on the elimination of 'illness' to live a full and valued life.

The tool utilises a 'Ladder of Change', based on the stages of change model, which assists participants to identify where they are on their personal journey, and where they might like to be in the future. It recognises that whilst every individual's journey is unique, there are often similarities in the steps toward recovery.

Participants and staff work in collaboration to develop an Individual Recovery Plan, which is centred on participant's individual goals and is regularly reviewed.

As shown in the diagram below, participants use the Outcome Star to visually map their Individual Recovery Plan, progress and the setting of further goals.

We have internal training facilitators for the Outcome Star, who provide ongoing core and review training to TeamHEALTH staff. As an organisation, we have developed and implemented a capability framework, whereby staff competency in using the tool is assessed, to ensure a consistent and skilled approach in their work with participants.



Service Record System

In late 2016, TeamHEALTH researched options for a new participant information management system that enables more efficient and effective work practices for staff, and improved processes and outcome records for participants. After selection, planning and development, TeamHEALTH successfully implemented the Service Record System (SRS) in June 2017.

SRS is used by over 1,800 services across Australia and was developed by Infoxchange, a social enterprise that has delivered technology for the social and community sector for over 25 years. SRS provides TeamHEALTH with a reliable management tool that will allow us to securely store and maintain information, identify outcomes and obtain data that can support both quality improvement and our ability to be responsive.



As supports provided by TeamHEALTH are becoming more flexible and mobile, SRS enables staff to remain up to date with reporting and managing participant data onsite and remotely. Information is backed up, stored securely and updated to ensure that we have access to current data for internal and external reporting.

SRS enables participant information to be securely collated for each participant and will support TeamHEALTH towards a paperless record system in the future. The Outcome Star and the Common Approach used within the Child and Family Stream are now supported through SRS and can be accessed and updated remotely through iPads.

TeamHEALTH have a team of SRS “Champions” that are internal trainers in SRS; their involvement and feedback was critical throughout the implementation of SRS. With the support of the SRS “Champions”, all staff have now been inducted into the system. Positive feedback from staff is that SRS has been easy to learn, easy to use and accessible in a way that enables remote working. SRS has overwhelmingly been well received across the organisation.

Journeys To Recovery

“At the age of 18 I was studying to be a chef and around that time I started to become unwell. My friends would say things like “what is wrong with you?” why are you acting strange?” and they just did not understand how I was feeling and what I was going through. I decided to go to Tamarind Centre to get help and was firstly diagnosed with Bipolar and Psychosis, and then later Schizophrenia and along with that came Depression.

It was a very difficult and a scary time, I was in and out of Cowdy Ward at Darwin Hospital. I started to get help from TeamHEALTH back in 1987 and without their support, I would not have been able to keep well. I love cooking and TeamHEALTH have helped me carry this on, as well as providing me with support with the little everyday things such as grocery shopping which is a huge help.

I have never fished before and recently they took us all out fishing and I really enjoyed that. There are many other excursions that we get invited to go to and that helps keep me social as during my first diagnosis I started to become isolated from my previous friends.

I am currently living in TeamHEALTH housing where I have my own garden which I enjoy maintaining and keeping tidy. One of my goals is to eventually move to live in a cottage in Darwin. I would say the first step in mental health recovery is definitely accepting your diagnosis and beginning to get help.

I have no regrets and continue to live and enjoy life to the full.”

Nasim
Participant

“I first found TeamHEALTH when I was homeless, there was an event happening in the city and I saw the TeamHEALTH stall and that was when I started to get help. I felt lonely and had nothing to really look forward to as I was on the street. TeamHEALTH said they could help me with my depression and they have helped me start a new life. I have a home and am motivated to get involved in community activities and social outings. I have recently started to get back into my art, with TeamHEALTH encouraging me to find my passion again and have gave me a project to do within TeamHEALTH. As well as being part of interview panels where I am involved in potential staff member first interviews which makes me feel included and listened to. I feel a part of something now, part of a big family who are looking out for us all. We listen, we learn and we get better.”

Leigh
Participant



Belyuen community wellbeing activity at Wagait beach

Preparation for the National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) is a social reform that will improve the quality of life for around half a million Australians living with a permanent disability.

The scheme will deliver individual funding via a person-centred NDIS plan with the aim of increasing people's level of social and community participation. This model of individual funding will give NDIS participants choice and control over what kind of supports they receive as well as how and when they are delivered. It is estimated that 64,000 Australians will be eligible for an NDIS plan due to a significant and enduring psychosocial disability, this will include some of the people currently supported by TeamHEALTH.

The NDIS roll-out began in the Northern Territory in January 2017 with a staged transition into the full scheme by June 2020. The introduction of the NDIS will have a significant impact on the way TeamHEALTH delivers supports in the future and the move to Streams of support will enable TeamHEALTH to provide tailored support for NDIS participants in the long term and ensure that we can continue support for people who are not eligible for the NDIS.

Our vision 'That all people lead a full and valued life' aligns well with the NDIS vision of 'Optimising social and economic independence and full participation for people with disability'.

TeamHEALTH are committed to remaining the first choice for people seeking mental health support in the Top End. We have invested in ways of working, staff training, quality systems and use of tools like the Outcome Star (described in this report) and the AIMhi Stay Strong application. The Stay Strong application is based on planning tools developed by Aboriginal people for Aboriginal people as part of the Aboriginal and Islander Mental Health Initiative (AIMhi)

with Menzies School of Health Research and QUT being the application developers.

An internal NDIS training plan has been developed and rolled out to ensure all TeamHEALTH staff have the NDIS related knowledge to support any person seeking information or support regarding the NDIS. This training is at different levels, NDIS Chat, NDIS Ready, NDIS Expert and NDIS Ways of Working (WOW). TeamHEALTH's NDIS education is also used in community settings with Traditional Owners and Elders, and with staff from health and community service organisations. NDIS information and education sessions will be increasingly available for participants as the NDIS is rolled out in different NT regions.

As a registered NDIS provider we have three programs in our Adult Stream that will transition into the NDIS by the end of June 2019, these are Personal Helpers and Mentors (PHaMs), Day to Day Living and the Carer Support Program. As the regional rollout progresses we work closely with participants and carers to make sure the transition is as smooth as possible, and they are supported throughout the eligibility, planning and implementation processes. Participants in other in adult stream supports may also be eligible for the NDIS.

In addition, TeamHEALTH provide Support Coordination for a small number of participants in the Darwin area; each day we are strengthening our relationships with other service providers to get the best outcomes for these participants. Collaboration between service providers is a vital part of the NDIS, and local organisations are working together to shape the future of the NDIS in the Northern Territory.

Streams of TeamHEALTH support: 2016-2017

TeamHEALTH's emphasis on participant focused support has been enhanced by our gradual move into "Streams of support" and away from program names determined by the funding source. The support offered in each stream is tailored towards supporting each individual's goals. Funding within streams is provided by both the Australian and Northern Territory Governments. Support for older people is based on income from each individual's Home Care Package. In coming years, income from supports provided to individuals within the National Disability Insurance Scheme (NDIS) will become an important revenue source for TeamHEALTH.

Stream of support	Description and services included	Funding source
Children & Families	Early intervention support for vulnerable children (0-18), together with their families. We work to identify and build on child and family strengths to improve capacity, participation and wellbeing. Services are provided in Palmerston/Litchfield, Katherine and the remote community of Gunbalanya.	Commonwealth, Department of Social Services
Adults	A range of recovery focused adult supports are provided to people 16 years and over who are experiencing mental illness or mental health concerns. These supports are available in the Greater Darwin region (urban and rural) and Maningrida, Nauiyu and Katherine.	Commonwealth, Departments of Social Services and Health Northern Territory, Department of Health Provided through the NDIS plans of enrolled participants
Residential	Residential support is currently offered through two services: The Manse provides long-term rehabilitation support to people with severe psychiatric disability with the aim of working towards independent living in the community. Papaya provides short term, intensive residential support for people who are at risk of becoming unwell, or who have recently been discharged from the Mental Health Ward, Royal Darwin Hospital.	Northern Territory, Department of Health
Housing	Non-crisis accommodation, using a mix of TeamHEALTH and Territory Housing properties, for individuals and families affected by mental illness who are between the ages of 18 and 64 years	CHP is self-supporting
Education	Education is a critical investment. TeamHEALTH has a complete suite of training and education to build community capacity to understand and manage mental health issues. Focused on mental health and suicide prevention for all community members. Tailored training about the NDIS is also provided.	Commonwealth, Department of Prime Minister and Cabinet plus fee income

Children & Families Stream

Adult Stream

Residential Stream

Housing Stream

Education Stream



TeamHEALTH Gunbalanya team Couch Surfing event in Darwin

Children & Families Stream

TeamHEALTH is excited that funding for the Child and Family Wellbeing Services (CFWS) has been extended through to June 2020.

The teams in Palmerston/Litchfield, Katherine and Gunbalanya provide early intervention, education and family support to increase the wellbeing of children, young people and their families.

Over the past year, the Children and Family teams have worked with over 200 participants on an individual basis. Additionally, we have held targeted groups, community development and mental health promotion initiatives to build capacity and empower strong, independent families.

- Working collaboratively with schools to provide hands on support and strategies to increase social and emotional wellbeing for school children
- Identifying specific supports for families who self-refer their 0-18 year old children to the Child and Family Wellbeing team
- Networking opportunities and joint community initiatives and collaboration

Palmerston/Litchfield

Predominantly through word of mouth, the Palmerston/Litchfield team have continued to raise their profile and reputation in the community. Demand for support is high and staff are managing an extensive referral base and wait list, prioritised according to needs.

A sample of TeamHEALTH's practical supports is below:

- Supporting families to attend Playgroups – many parents with no family supports and few friends in Darwin who were feeling very isolated have, after a short period of support, actively engaged with other parents with common interests. Parents have formed friendships which now extend beyond Playgroup and the TeamHEALTH support
- Working closely with Danila Dilba Health Service, Legal Aid, other legal services, psychologists and psychiatrists staff have supported families to navigate legal, court and Territory Families proceedings. This practical mental health support is recovery focused and empowers parents to deal with added stressors
- Some of the Palmerston/Litchfield community activities during the year included:
 - Families “meet and greet” at Playshak in Palmerston
 - ‘Who’s in Charge Training’ by Kate Batty of Helping Hand Parenting was well received over the 8 weeks; as it gives parents strategies to deal with challenging behaviours with children of all ages, including dietary suggestions for children with ADHD
 - Cooking Group is a popular activity and engages families with young children at home and school aged children. Participation in the 8 week activity helps families overcome isolation and builds their confidence by cooking their signature dish and sharing it with other families
 - Supporting families to participate in after-school activities such as Lego and “Games and Gadgets” at City of Palmerston library. These activities promoted social and emotional wellbeing as well as enabling the children to voice their ideas or concerns.



Gunbalanya participants take a visit to Darwin

Katherine

The Katherine team created a great new Child and Family Wellbeing Room in 2017, next to the existing TeamHEALTH office. This family oriented space lends itself to early intervention training and education, groups and activities, all aimed at strengthening individual and community capacity in Katherine. It was well used to provide School holiday activities in a safe, inclusive and child friendly space.

In 2016 – 2017 the Katherine team partnered with Families and Schools Together NT (FAST NT), holding the eight week Baby FAST program in our Family Room. Baby FAST is an evidence based program designed to support vulnerable families, together with their infants and toddlers (aged 0-3) living in insecure family environments. The Baby FAST program works to build protective factors, including formal and informal early childhood education to support sustained wellbeing. The program also provided isolated parents with children in this age group with valuable networking opportunities. The team are working in collaboration with the TeamHEALTH Mental Health Educator to provide the accredited course Youth Mental Health First Aid for people in the Katherine region living with or working with youth.



Gunbalanya

The Gunbalanya CFWS team support children and youth, together with their families, to create capacity for improved social and emotional wellbeing, and positive outcomes for the whole community. Many families in Gunbalanya and the region face vulnerable situations and benefit from ongoing wrap around support. The team works in partnership with West Arnhem Regional Council (WARC), Youth Sport and

Recreation, Stronger Communities for Children program (facilitated through Adjumarllarl Aboriginal Corporation) and the local Youth Diversion Program (facilitated by Anglicare NT). CFWS staff provide support and guidance within the community for youth who have experienced the justice system and our communication with NT Correctional Services facilitates better outcomes. A strong relationship with the Women's Safe House is also maintained, assisting young mothers with their children in these often challenging years.

Some of the Gunbalanya CFWS highlights include:

- Facilitation of Mental Health First Aid courses in community – The Team Leader and Coordinator in Gunbalanya are accredited instructors of Aboriginal and Youth Mental Health First Aid. Four courses were held in Gunbalanya and Jabiru with 24 local workers gaining their Mental Health First Aid certificates.
- National Youth Week in Darwin – A joint venture with Anglicare NT, WARC and Adjumarllarl Aboriginal Corporation saw eight participants embark on a weeklong trip to Darwin. Learning visits were made to Danila Dilba Health Service, Northern Land Council, NAAJA, Headspace, CAAPS and the Royal Commission Youth Detention Team.
- NAIDOC week - TeamHEALTH hosted a lunch for Gunbalanya elders as well as organising activities for a family fun day which included races, relays, ball sports and BBQ.
- Traditional and Cultural activities – Working with participants and their families on country has increased and facilitated many positive outcomes. Local Bininj people are more comfortable on their own land and readily engage with goal setting, group work and information sharing.

The team in Gunbalanya are working in collaboration with many others to create opportunities for the men to become more involved and participate in activities that will allow them to foster good social and emotional wellbeing in their children.

The work done by staff was recognised with our Family & Youth Worker, Rodriguez Wilson, receiving a nomination in the 2016 Northern Territory Disability Services Awards. This recognition was widely celebrated across TeamHEALTH.



Recovery Assistance

TeamHEALTH's Recovery Assistance Program (RAP) provides non-clinical psychosocial rehabilitation for people with a diagnosed mental illness living within the Darwin, Palmerston and Katherine regions.

The program aims to restore an optimal level of independent functioning in the community for participants. The support provided focuses on each individual's needs, their goals and aspirations. RAP is available to people between 18 and 64 years of age.

On a day-to-day basis, workers support their participants with the goals they have set on their Individual Recovery plans. The Outcome Star is used collaboratively by the participant and worker.

All participants have Outcome Stars and Individual Recovery Plans in place. The Outcome Star conversations are commenced with new participants, usually at the four week mark following a period of relationship building.

Various activities throughout 2016-2017 promoted social engagement, community participation, education and wellbeing. These include one on one support as well as group activities. Women's and Men's Groups occur on a fortnightly basis.

The aim of a group activity is to bring participants together; to allow for a space to be open with one another, share each other's experiences and learn from one another in a manner that enables improved mental health. This is done in a safe and friendly environment usually associated with another activity such as bush walking, swimming, fishing, bowling, or going to free local venues such as the Botanical Gardens or Darwin Museum. On a recent fishing trip we had a great time with twelve participants; many fish were caught throughout the day including a couple of sharks! Most were thrown back, three fish were deemed worthy to keep for dinner. It was great for participants to have fun working together and

praising each other on their efforts.

TeamHEALTH engaged with Pudukul Aboriginal Cultural Tours, based in the Adelaide River wetlands. Twelve participants enjoyed the tour that included a bush tucker and medicine guided walk, didgeridoo and clap stick demonstrations, spear throwing, dilly bag and basket weaving demonstrations, finishing off with a morning tea of homemade damper and billy tea. This activity promoted awareness and education about Aboriginal history and culture.

At the end of June an archery activity at Flightpath Golf & Outdoor Recreation was held with 18 participants attending. In groups of 2 or 3, everyone set themselves up at a station with a bow and arrow ready to take aim (after instructions!) Some discovered their hidden skill and others learnt it's not as easy as it looks! Archery promoted working together and a little friendly competition. A delicious lunch was enjoyed by all.

In May 2017, we commenced "Fitness Fusion" each week at one of our Community Housing properties for any interested participants to get involved. The enthusiastic Matt Cowling, of Evolve Fitness, leads each session with one hour of low intensity exercise. These sessions were followed by motivational education on nutrition and physiology, while the participants enjoyed a light, healthy breakfast. This has proved to be an excellent way of motivating and involving everybody in the group. These sessions also provided participants the opportunity to build relationships with an external professional.



Personal Helpers and Mentors (PHaMs)

The PHaMs program provides practical support to individuals 16 years and over who experience difficulties in their day to day life as a result of mental distress.

PHaMs supports recovery through working with individuals to identify their personal goals and setting realistic plans to achieve this. Recovery plans encourage individuals to identify their strengths and existing supports while stepping out the actions that need to be undertaken to achieve their desired outcomes.

TeamHEALTH's PHaMs predominantly provides one-on-one outreach support to participants living in rural and remote Darwin, Nauiyu and Maningrida. We also bring participants together for social group based activities on a regular basis. Our support includes:

- Supporting individuals to engage in activities and groups within their community
- One on one support to reduce isolation and provide participants with a safe listening ear to discuss concerns and worries
- Encouragement and practical support to increase personal capacity, independence and healthy routines.
- Advocacy and support when accessing other services



Darwin Rural and Remote

One participant said they are “grateful to PHaMs for giving me a voice, I appreciate the help coming out to see me at home”. Through working with participants and listening to their experiences they report feeling “accepted and viewed as an individual”.

Throughout the year, PHaMs Darwin organised monthly social and educational activities based on interests of participants. During the dry season, seven PHaMs participants travelled to Katherine for two nights. Participants enjoyed a Nit Nit dreaming cruise along the Katherine Gorge, and a dinner out on the second night after all working together to cook a gourmet BBQ the first night. These outings provide participants with the opportunity to socialise and take part in activities that they may not usually have access to. One participant said they “enjoyed the company, meals and have never been to Katherine before”

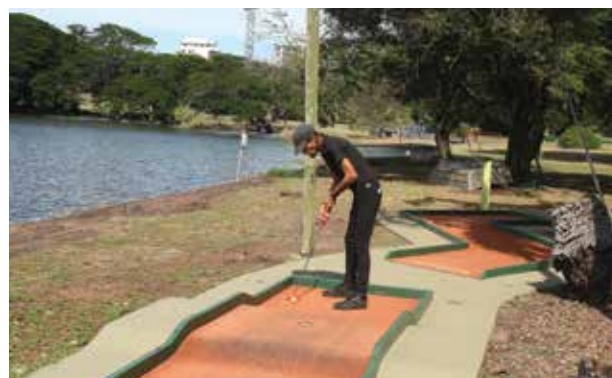
PHaMs has continued to be a key service provider in Belyuen Community. In September 2016, PHaMs were able to secure a dedicated space to work from, where participants could come for group based and individual support. This space enabled staff to continue promoting wellbeing and increased the capacity to provide individualised support to members of the community. PHaMs are regular attendees at the Belyuen Community Safety meetings and stakeholder meetings; this has helped to strengthen relationships with both the community and other services.

An important part of the PHaMs program is to promote mental health and reduce the stigma that exists within the community. PHaMs have taken part in events throughout the year including National Homelessness Week and Mental Health Week to promote the supports available to those experiencing mental health difficulties. PHaMs continues to work closely with other service providers in the region to support good outcomes for individuals.

Naiyu

In Naiyu, PHaMs has continued to operate over the year, supporting those in the community to get strong and stay strong. After a period of low staffing, a new coordinator for the program commenced in May and has been successfully re-establishing relationships and connections with community members and services.

The Naiyu office underwent a makeover, to create a comfortable space where those with worries can come and seek support. Employment of Stay Strong Wellbeing workers will further strengthen the Naiyu service.



A participant shares their mental health journey with PHaMs:

“I don’t know where I would have ended up without the support of PHaMs. I like that a program like this exists, the people that work in the team and the resources available. The perspective and insight of the mentors have assisted me to understand and normalise my experience, through this I have begun to be able to accept myself. I have begun stepping out of my comfort zone and felt ok with doing so. During my time with the PHaMs program I have learnt to trust in myself and others and restored order and balance within all areas of my life”



Maningrida

In Maningrida PHaMs focuses on what being mentally strong and healthy means to the residents of Maningrida, which is centred on connection to country, culture, spirituality, family and community.

In September 2016, the team were excited to officially open their very own TeamHEALTH building; which includes two offices, a kitchen, large outdoor balcony, and a wellbeing room. This provides the team and participants with a safe and welcoming place to engage in a range of capacity building activities, such as yarnning sessions, art, music, computer skills and cooking groups, to build upon confidence and wellbeing.

To support participants to live their best lives, PHaMs Maningrida use the Menzies AIMhi Stay Strong, app. With the support of staff, participants are encouraged to consider what keeps them strong and make goals which align with these strengths. They then work together towards achieving these goals, revisiting the plan regularly to celebrate achievements, make new goals or adjust existing ones.



Joy, third from left said that after the Cooking Groups with PHaMs *"I go home feeling like I want to clean the house and yard plus to cook food for my family."*

Strength on Country

Regular group activities out on country are a key feature of the Maningrida PHaMs program. The bush trips provide a positive environment to build strong relationships with participants and discover what keeps them strong physically, mentally and spiritually. One of the Wellbeing Support Workers, a renowned local artist, held weekly art activities with the male participants. In collaboration with the local shire council Sport and Recreation Leader and visiting physiotherapists, the team have held weekly exercise sessions in the pool for the male participants.

PHaMs Maningrida are actively engaged in promoting the wellbeing for everyone in Maningrida, and collaborate with others to address concerns about the health, safety and wellbeing of the community. PHaMs staff are active members of the community youth suicide prevention committee 'Choose Life.' Suicide has affected the entire community many times, and they come together to prevent suicide and support each other.

As part of the NDIS preparation in Maningrida, staff have undergone NDIS training to better inform and support participants. An NDIS awareness meeting was held for key community members, including Traditional Owners, Elders and community stakeholders, prior to the NDIS Maningrida rollout in July 2017. The team work closely with participants and stakeholders in the community as they prepare for this significant change.



Paul pictured at the PHaMs Centre during an art group said that *"life is mostly boring without the opportunity to participate in the activities you organise"*



Carer Support

Supporting carers and families of people with mental illness through education and flexible support options helps those whose health and wellbeing is being affected by their caring role in the Top End.

TeamHEALTH supports carers to ensure that they are better able to sustain their caring role; have increased confidence, capacity, choice, with wellbeing and support for social and economic participation.

Support ranges from one-on-one support, peer support, wellbeing activities (that include meditation/tai chi/yoga), relaxation and social inclusion, carer workshops & education sessions, referrals to other services and advocacy.

On a day-to-day basis, staff support carers to identify and develop goals using the Outcome Star for carers. The tool is used collaboratively by the carer support worker and the carer to decide where they are in the Star in the 7 different domains which include health, the caring role, managing at home, time for yourself, how you feel, finances and work.

Young carers are also supported. Young carers may care for an older adult, parent and/or family member who experiences mental illness. Many young carers may also be trying to complete school, start work or further study.

Carers of all ages have left the TeamHEALTH activities and education sessions feeling recharged, with stronger coping strategies and have received information to make better choices as carers. The valued activities promote social engagement, community participation, education and wellbeing.

In addition to the peer support and connection that carers share, TeamHEALTH provide education and wellness sessions. We partner with other providers to ensure that carer's needs are being met by these activities. Over 2016-2017 carers were involved in:

- Sensory Modulation workshops developing relaxation skills, regaining self-control and lowering stress

- Psychologist led sessions for carers around coping strategies and self-care techniques. Carers gained further understanding about the nature of stress and how it affects people differently
- Education sessions about different types of mental illness, how this can affect people, medications and treatments used, and side effects that may be experienced
- Carers are engaged in regular mindfulness, meditation and Tai Chi sessions throughout the year. These help carers to overcome anxiety, stress, and feelings of being overwhelmed and overtired. Carers have been able to use practical techniques to help manage challenging thoughts and emotions.

In October 2016, TeamHEALTH, hosted a luncheon to celebrate Carers Week as we recognise and celebrate the outstanding contribution of carers in the support of their family members and community.

Changing location and the daily setting can provide carers with a break from their caring role. Carers can stay in the TeamHEALTH Carer Unit in Darwin for up to two weeks, overnight or for the day, and enjoy time in a different setting. Throughout the year the unit has been used for a break by carers who reside both in Darwin and remote communities.

Transition to NDIS is occurring in the NT in a staged manner. Carer Support staff have participated in NDIS preparedness training within TeamHEALTH to ensure staff are ready to support carers and families, to consider and seek an eligibility assessment to gain an NDIS package.



Lee



Paul

Journeys To Recovery

Lee's recovery story

"Sometimes I have a lack of sleep because I am thinking a lot, and then I might have a delusion, so I will tell people what's happening, and then I get rejected. It's frustrating to go through, because people turn away from you, because they think you're crazy, but you're just trying to get well and get support,"

When asked what information he'd like to share with people to enable them to better understand schizophrenia, Lee said:

"Just be nice. Have an understanding of what you're going through and talk to you like everyone else, be kind, be nice to each other – we're all in the same boat, and when one falls out of the boat- call for help"

Paul's recovery story

"I really enjoy attending D2DL, I have learnt new skills in the kitchen and I cook at least 1 cultural meal a week. I get great satisfaction when others enjoy the food I have helped cook from my cultural background. "

My Caring Story

"I have been in my caring role for 8 years for my partner who acquired an ABI after a car accident we were both in in Darwin. I spent a few days in Darwin Hospital as did my partner before he was transferred to Adelaide hospital where I travelled to and from to care for him. Once we were both back in Darwin I took 3 months off work to care fulltime for my partner, I was feeling overwhelmed, stressed and anxious and felt alone.

I engaged with TeamHEALTH's Day to Day Living program 5 years ago when I retired for some alone time from my caring role.

In 2015 I engaged with the Carer Support Program to get support as I was at breaking point. The Carer Support program offered me one on one support, socialisation, wellbeing and educational activities that provided me with skills/strategies and knowledge to assist me in my caring role. I have made some new friends in the Carer Support Program sharing stories, wisdom and experiences with other Carers in the same situation as myself that gave me strength and empowerment to continue caring for my partner.

Myself and my partner are now moving to Townsville for a short time before travelling around Australia in our motor home. I would like to thank the Carer Support Program for their help over the past 2 years."



Day to Day Living

Day to Day Living (D2DL) supports people living with severe and persistent mental illness to live their best lives. We work with participants to increase social interactions, to learn or re-learn skills for increased independence and provide access to opportunities and resources to assist in the pursuit of individual goals.

Each month, we release a D2DL calendar, in collaboration with our participants, with a variety of activities and excursions aimed at increasing independence, skill building and community participation.

D2DL participants have a variety of talents and interests, from art, music, cooking and many forms of craft, which drives the kinds of classes and activities held throughout the year. Participants take part in learning new skills, practicing old ones and teaching each other on a daily basis. This year, we held guitar, watercolour painting Torres Strait and jewellery making classes with local professionals.

The Community Garden plot at Jingili has thrived. The garden provides participants with the opportunity to learn about basic agriculture and sustainable living. Just getting outdoors into the garden is often a welcome feeling, particularly in the cooler months. The garden is maintained by participants, who select the produce they wish to plant, grow and harvest. The produce collected is then incorporated into the healthy living and cultural cooking program for all participants to enjoy.

The weekly cultural cooking enables participants, who are from a large variety of backgrounds, to plan and cook their favourite meals from their cultural heritage. This provides an opportunity to connect with their culture and memories and showcase their skills to other participants.

Outside Opportunities:

Throughout the year participants have a variety of educational and social opportunities within the community, including visiting local art galleries, Crocodylus Park, the new shopping centre, the Darwin Show and TeamHEALTH's 30th birthday celebration.

Educational talks at the request of participants have covered topics such as managing money, importance of healthy eating, and wildlife recovery information sessions. These talks provide participants with important information which promotes wellbeing and the opportunity to engage with the lecturer. Participant focussed NDIS workshops will assist participants with preparation for changes in the coming year.

Many participants have obtaining work or commencing or continuing study as a goal on their recovery plan. To facilitate this and other opportunities, D2DL provides a computer hub, fitted with numerous computers, headphones and Internet. Staff are always happy to assist participants in the research and application process.

Participant meetings

Monthly structured participant meetings, together with staff, allow participants the opportunity to discuss topics of importance and provide ongoing feedback and input into the design and development of the D2DL supports. Standing agenda items include work health and safety, upcoming participant activities and feedback on current ones.



Paul and Laurel proudly show off Spanakopita, with spinach provided from the D2DL Garden Plot. The lunch was a big hit, served with Greek salad.



Helen McGuinness Home Care Support Worker & Helga.



Home Care Packages

TeamHEALTH has 30 years of experience supporting people in the community to live independently and achieve their goals.

TeamHEALTH's Home Care Packages (HCP) provide a range of services to the aged, promoting independence and enabling participants to remain living independently in their homes and within their community. This is part of TeamHEALTH's commitment to improving quality of life, health and wellbeing.

A Home Care Package enables participants to remain in their own home and gives them choice and flexibility in the way their care and support is provided. There are four levels of Home Packages ranging from basic care needs to high care needs. TeamHEALTH provide all package levels and now supports some aged people with high care needs seven days a week.

Supports are based around individual needs, allowing the person to decide on the type of care received, how it is delivered and who provides the care. Services may include personal assistance, domestic assistance around the home, food preparation, and assistance with transport for shopping, appointments and social activities.

The Commonwealth funding is available for people who are assessed as needing a Home Care Package by the NT Aged Care Assessment Team (ACAT). Once over 65 years of age (or 50 years for Aboriginal and Torres Strait Islanders)

all people with a current ACAT assessment are eligible for a TeamHEALTH Home Care Package.

The TeamHEALTH staff take great pride in delivering services that meet the needs of each participant and to listening and learning from the participants in their care. Many of the aged people that TeamHEALTH supports have led very interesting lives in other parts of the world before making Australia their home. Hearing about their experiences, often when English is their second or third language, brings a richness and shared enjoyment to both participants and staff.

Helga (pictured above) was born in Finland in the 1920's and moved to Sweden as a small child and grew up there. Helga came to Australia in the late 60's and now enjoys living in the Darwin area around her family.

TeamHEALTH also take pride in the recent assessment against the Home Care Standards as set out in the Quality of Care Principles 2014. We are pleased that this assessment by the Australian Aged Care Quality Agency was a successful one and that TeamHEALTH have met all 18 Standards.

TeamHEALTH's Home Care Packages supports are provided in Darwin and the surrounding rural areas. Referrals welcome.



Residential Stream

The Residential Stream covers Papaya, a non-clinical, residential facility that provides short-term intensive support for individuals living with mental illness and the Manse, a long term rehabilitation program.

Papaya

Papaya is a nine bedroom house where participants can focus on psychosocial rehabilitation in a strengths based manner. Use of Papaya helps reduce hospital admissions for those becoming unwell and increases the likelihood of early discharge for people in Royal Darwin Hospital. Daily activities such as cooking, cleaning and washing are supplemented by use of the pool, bikes, computer and internet access, art supplies and gym equipment for all residents. Staff consistently promote, educate and demonstrate healthy choices for physical, social and emotional wellbeing.

Throughout our program, participants are engaged in learning/redeveloping a range of ways to manage their mental health with the goal of living independently. Domains in which we encourage and support residents to manage mental health and create independence include self-managing medications; using public transport, obtaining/sustaining a driver's license, having healthy sleep patterns and engaging them with other supports and services e.g. alcohol and other drug programs, financial counselling, gambling help, hobby groups, food banks, physical health specialists and spiritual and emotional wellbeing services.

Papaya's program and the residential staff strive to create a culturally inclusive program and environment. This year, half of our 59 participants identified as Aboriginal and/or Torres Strait Islander people and six participants identified as culturally and linguistically diverse people. Our participants have come from Gunbalanya, Wadeye, Groote Eylandt, Tiwi Islands, Gapuwiyak, Katherine, Nhulunbuy as well as a mix of Darwin urban and rural areas. The majority of participants who access Papaya have a primary diagnosis of schizophrenia.

Papaya activities focus on both education for participants and introducing them to activities they can continue practising or attending when they return home. We have weekly programs in place that focus on the development or re-learning of living

skills and creating healthy routines. Participants are engaged in cooking meals for the household, completing chores and grocery shopping. The level of support from staff is based on a person's needs and the goals that they have set for themselves. Staff ensure that skill development is a focal point when assisting participants with these tasks.

A personal trainer visits Papaya and holds a variety of training, fitness and healthy habit sessions in a group setting.

Mindfulness sessions support participants to practise self-awareness, relaxation and being present in the moment. These sessions have been conducted both at Papaya and as walking mindfulness on the Nightcliff foreshore.

Participants attend local community based mental health programs such as Day 2 Day Living, MiPlace and TEMHCO. As well as participating in events and activities taking place in the wider community such as the NAIDOC Week march, local library activities, and markets.

Staff utilise their own strengths and life experiences to benefit participants by introducing new ideas, places and strategies in managing mental illness and working towards their recovery. These have included local and affordable activities:

- Mind Your Paws therapy dogs
- Gardening with herbs and edible plants
- High Tea hosting – a healthy high tea at Papaya
- Darwin WW2 Tunnels – learning about Darwin's history
- Mini Golf at the Gardens and Sea Breeze Festival at Nightcliff
- Fishing around Darwin, including preparing the equipment
- Juice Jive at Papaya - creating their signature healthy juices



Manse

The Manse is a long-term, non-clinical residential program specifically designed to support people living with chronic and persistent mental illness in the Top End. Supports focus on mental health recovery with the aim to be able to live independently in the future.

The Manse works collaboratively with Top End Mental Health Services (TEMHS) and enables participants to link in with many other community service providers and support that meets their needs.

In 2016 – 2017 the Manse program supported nine participants and has concentrated on increasing each person's independence and developing confidence and social abilities. Participants are encouraged and assisted with daily activities, until they gain the confidence and ability to do tasks themselves.

These activities include: using public transport, self-managing medication, telephone and booking appointments, volunteer work, attending social events, personal banking, physical activities, cooking meals, housework and shopping.

All Manse participants use their Outcome Star to guide decisions and achieve goals. The goals selected and achieved by participants vary greatly, from taking medication without assistance to reconnecting with family members.

The daily walking program encourages a strong sense of health and well-being. Participants also engage in weekly fitness groups and male participants have access to a weekly Men's groups. Other activities included attending the gym, bowling, movies, picnics, BBQ's and day trips to local nature parks. Favoured activities are those that are free or low cost, and accessible; this supports future engagement once a participant transitions out of Manse.

Manse participants volunteer at the local RSPCA and a local Op shop. This provides a therapeutic benefit, sense of accomplishment and belonging in the community as well as building skills for potential employment.

Over the past 12 months the Manse has trialled a new transition program for two participants who are seeking a supported, step down into independent living prior to leaving the Manse program. The transition house is within walking distance of the Manse, therefore supporting participants to remain in close proximity to the Manse, known public transport routes and shopping centres.

Transition occurs at the participant's pace and is unique in each instance. In the initial stages, participants are gradually introduced to the house and provided opportunities to attend the house during the day, increasing to overnight stays as their confidence grows.

Once a participant feels able, a full transition occurs; during this period, participants are supported to live independently. Manse staff provide support by attending the house at pre-arranged times to support with shopping, budgeting, managing new dynamics with other residents through house meetings and continued goal development. The transition process later introduces participants to workers within other TeamHEALTH programs. This occurs as visits from Manse staff slowly taper off owing to the participants growing confidence as they live more independently.

In 2018 TeamHEALTH will build Top End House in Malak, to relocate and expand the long term rehabilitation program, together with transitional housing units.



Housing Stream

The Community Housing Service (CHS) changed considerably in 2016-2017.

Throughout the year, 30 people have occupied CHS dwellings and have been supported by TeamHEALTH outreach staff to manage their mental health concerns. CHS eligibility criteria requires that all occupants:

- access mental health support throughout their occupancy
- maintain their waitlist status with the Department of Housing (to ensure they have an exit plan in place)
- have little debt in order to facilitate rental payments

The age range has been expanded to include people over 64 years. This was achieved by working closely with the Home Care team to provide stable, affordable, long term accommodation to aged people who are currently homeless or at risk of homelessness. This is

proving to be a positive experience for all involved with aged participants being provided accommodation and sustaining their independence while being supported with a TeamHEALTH Home Care Package.

The Acceptable Behaviour and/or Intensive Inspection Schedule trial has had positive results. This has been used to provide additional support and wraparound services to protect and strengthen a participant's adherence to their occupancy agreement; and to minimise or eliminate the risk of eviction. This protocol provides additional weekly support, engagement, and clear, concise terms and conditions to which the participant adheres to as they occupy a TeamHEALTH property.

This approach supports participants to learn and understand behaviours that may put their accommodation at risk, and reinforces participant's skills and coping mechanisms to assist them in maintaining their accommodation, whether in the CHS or the private rental market. It also reduces disturbance and concern for all occupants and helps maintain safety for participants and staff alike.



Improving our properties

TeamHEALTH was successful in securing an Immediate Works Grant from the Northern Territory Government to fund four improvement projects for the Community Housing Service. This has enabled a block of six units to have all hot water systems removed and replaced with solar hot water systems, all shade sails (eight in total) removed and replaced throughout the complex and all units internally painted. These renovations have reduced ongoing costs for all participants throughout the complex and reflect TeamHEALTH's commitment to renovating and restoring our assets.

We received an Immediate Works grant to renovate existing, unused store rooms to create a shared work space for participants and support staff to use. This area will be fully equipped as a clean and welcoming environment for participants to complete both one-on-one and group work. It will also provide a secure and dedicated space for the CHS to complete meetings with participants without disturbing other residents.

The CHS has implemented an Occupant Satisfaction Survey for the first time. The Annual Survey is provided to all occupants to complete and provide vital feedback regarding the service delivery, communication, renovations/ maintenance and possible areas for improvement. The survey was released to all occupants in 2017 and we are eagerly awaiting the results.

As TeamHEALTH continues to seek expansion of the Community Housing Service we are preparing to apply for registration under National Regulatory System for Community Housing (NRSCH) in the during 2018.



Education Stream

TeamHEALTH Education Stream responds to the sad reality that one in four young people experience mental illness in any twelve month period. In the NT, we lose more of our youth to suicide compared to any other Australian state.

TeamHEALTH's education, including the Youth Suicide Prevention and Education (YSPE) program, aims to upskill and inform communities at all levels about mental health, with a focus on suicide prevention.

The YSPE Program worked directly with youth, usually via schools and youth groups, and people who work with youth, including a variety of health professionals and teachers. We provide a combination of accredited mental health education and tailored education workshops, as well as delivering a range of community development and mental health promotion initiatives.

It's been a busy year working in Darwin and surrounding communities, including Belyuen, Gunbalanya, Nauiyu (Daly River), Batchelor and Katherine. Numerous mental health promotion initiatives have brought the community together in the name of preventing suicide through education. This year, we aimed at increasing the wider communities' knowledge of mental health; including risk factors and prevalence, to reduce the stigma that we are all too aware of, and to broaden general understanding and help seeking behaviours, particularly as they apply to specific

communities. How did we do it? Aware that everyone learns differently, we engaged a variety of interactive and creative techniques to spread the messages of how to keep well and look out for each other. These approaches include interactive strength based workshops, using forum theatre, education through sport, creating songs and hip hop videos and working with a range of organisations and programs to add wellbeing and mental health awareness to their established programs.

The highly acclaimed and accredited two day training - Youth and Standard Mental Health First Aid (YMHFA and SMHFA) provides adults with an understanding of mental wellbeing, signs and symptoms of mental illness and practical help for people developing or experiencing mental illness. The course is very popular within the Education Stream. This year, we have provided twelve Youth MHFA courses and four Standard MHFA courses, training over 250 people.

The main professions benefiting from this informative training include youth workers and case workers, teachers, nurses, Aboriginal liaison officers, students, health workers, volunteers and carers.



Education through theatre

In March 2017 TeamHEALTH partnered with theatre group Mind Blank to create an NT schools tour that utilised forum theatre to educate young people about mental illness and empower them to look after their wellbeing and seek help if needed. Sixteen schools and alternate learning centres participated, including remote community schools, with 23 workshops - 2,521 participants in total!

Using the interactive theatre style of forum or play back theatre, the young people got to take an active role in the progression of the storyline – providing suggestions of positive behaviours along the way, demonstrating how different actions resulted in different endings.

“The students were very engaged in the session... they were keen to think up solutions to the scenarios and see the drama applied to their responses... so it was sending a message to the students that they had the solutions to the problems they presented”
- Teacher at Darwin Senior High.

A short survey was conducted, which showed that 91% of students really enjoyed the performance and 75% of students furthered their understanding of mental health. From the success, feedback and impact of this project, we hope to continue to bring this interactive, educational theatre to Top End Schools annually.

Education through Hip Hop

In June 2017 TeamHEALTH partnered with local organisations and Indigenous Hip Hop Projects to create mental health awareness movies in Belyuen and Nauiyu communities. This project worked with young people in the community to discuss strengths and issues in their community and ways that we cope with hardships.

The youth in Belyuen and Nauiyu communities were highly involved throughout the entire process; from initial discussions to song writing and performing both song and dance in the music videos. The end product is something they, and we, are truly proud of. They demonstrate the strengths that are important to them to maintain wellbeing, for them as individuals, families and whole communities. The movie clips include themes of talking about your feelings, places to go to de-stress, keeping your mind and body healthy and having pride in your home, language and culture. You can see the final movies on YouTube:

‘TALK IT OUT’ Belyuen clip
www.youtube.com/watch?v=Vp-qxTC33iM

Keep Smilin’ Nauiyu clip
www.youtube.com/watch?v=e1tpOaO6roo



Heads Up!

HEADS UP! Youth Forum is an annual, inspirational event providing leadership opportunities for Territorians aged 15 – 25 years. TeamHEALTH collaborated with Headspace and Red Cross to create this event.

The theme for the 2017 second annual HEADS UP! Youth Forum was: 'Using your strengths and unleashing the entrepreneur.' The forum provided a platform for young people to identify their strengths, explore issues and plan change and progress. This was facilitated through a range of speakers from different backgrounds and participation in a range of insightful and skill building workshops. The aim of the forum is to create capacity and confident leadership, which enhances people's connection to community; improving wellbeing and resilience.

In an evaluation of the youth forum, 100% of participants gave a five out of five star rating, saying they learnt a range of new skills.

"I walked away from the event really inspired, happy and motivated. I really thrived in the environment and enjoyed learning from different personalities and backgrounds."

"Thanks for the amazing day, well done to TeamHEALTH and the others involved."

The Education Stream has been involved in many other school and community initiatives this year including:

- regular wellbeing based workshops in remote schools in Nauiyu, Belyuen and Gunbalanya;
- management of workshops for Midnight Basketball tournaments three and four
- running workshops in schools and youth centres including Don Dale Youth Detention Centre
- speaking at Wurli Wurli Health Service remote workers conference and Kaleidoscope Youth Forum
- taking an instrumental role in events such as National Suicide Prevention Day, the Malak Reengagement Program and Youth Week 2017

The YSPE program, funded by the Department of Prime Minister and Cabinet, concluded in June 2017. However, TeamHEALTH will continue very similar work under our Mental Health Education Stream for years to come. We look forward to ongoing work, in line with our commitment to raising awareness and promoting wellbeing in the wider Top End community.

Participant Statistics

Education delivered in 2016-17 (Youth Suicide Prevention & Education)

Mental Health First Aid

OVER

250

people trained in 15 training sessions

SafeTalk

3

training sessions delivered

MindBlank

2521

students reached in 25 performances

HEADS UP!

18

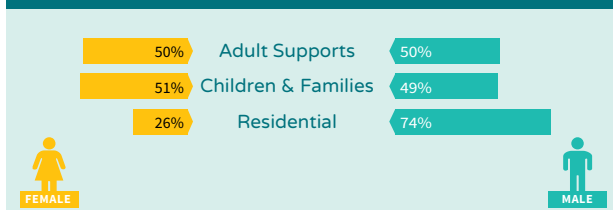
youth participated in annual forum

Other tailored wellbeing workshops

63

workshops delivered to schools and youth groups

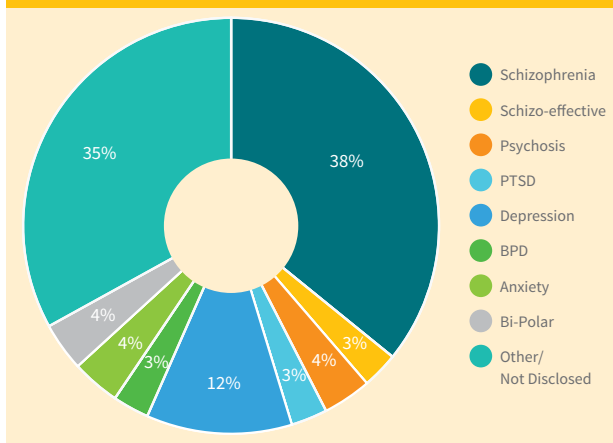
Gender of TeamHEALTH participants in 2016-17



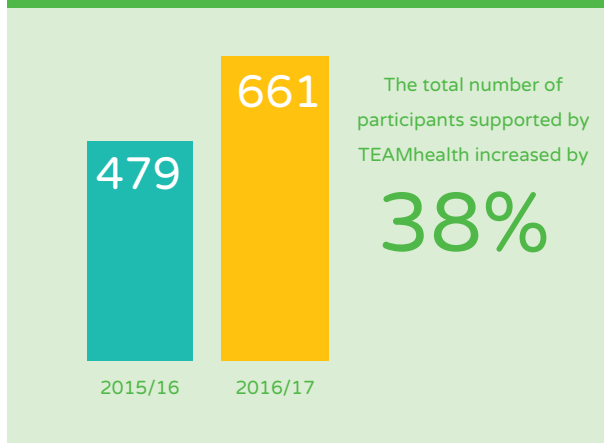
Indigenous status of TeamHEALTH participants in 2016-17



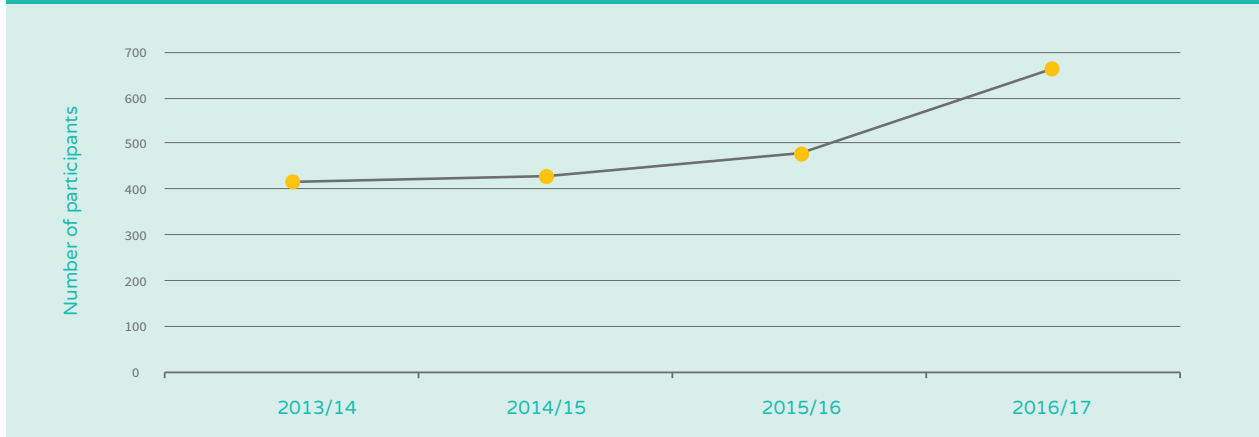
Diagnosed mental illness of participants supported by TeamHEALTH

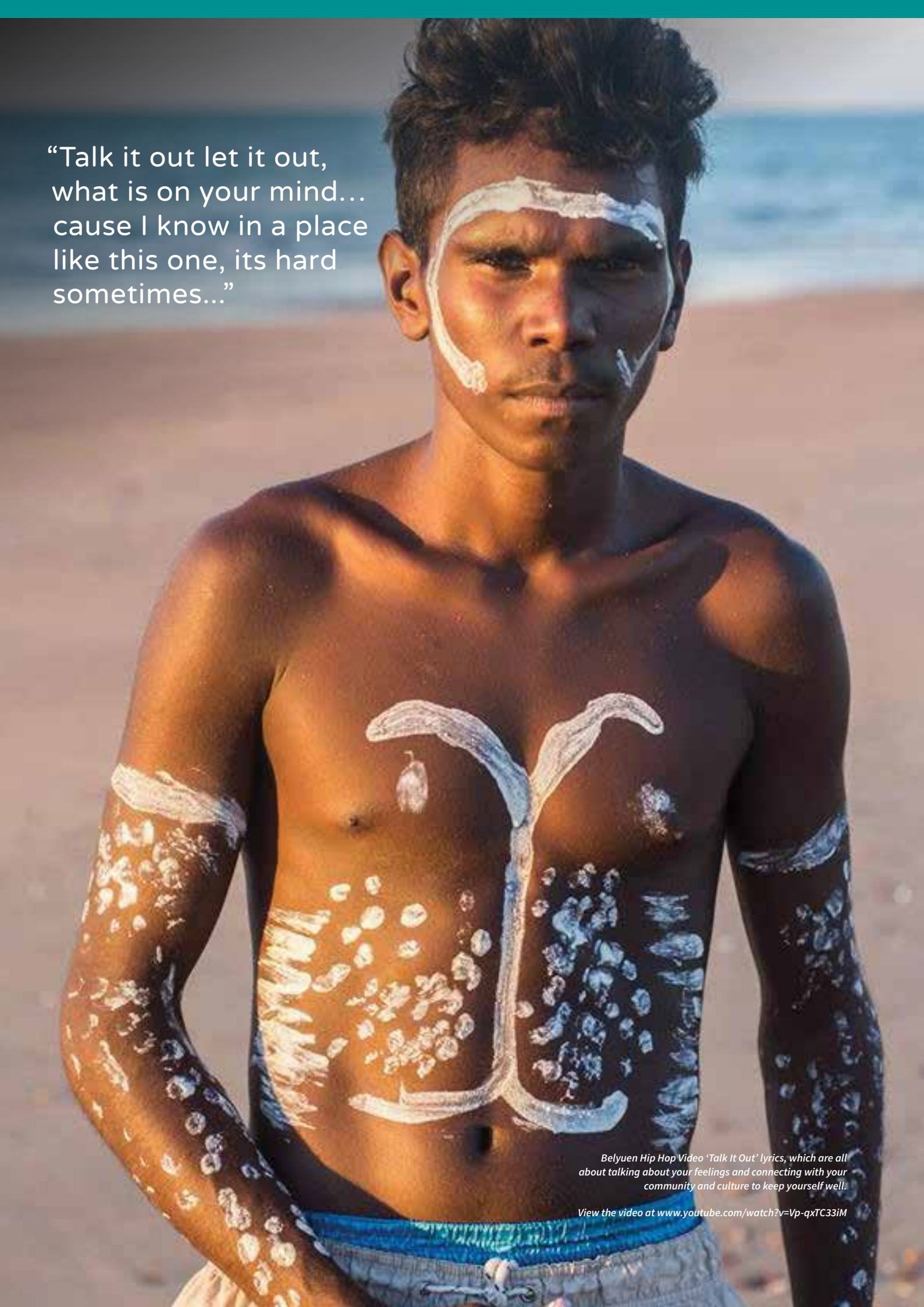


The total number of participants supported by TeamHEALTH



Yearly growth in the number of participants supported by TeamHEALTH



A young Indigenous Australian man stands on a beach, looking directly at the camera. He has white body paint applied to his face, including a wide band across his forehead and cheekbones. His chest is painted with a large, stylized white 'U' shape, and his arms are covered in intricate white patterns. The background shows a sandy beach and the ocean under a clear sky.

“Talk it out let it out,
what is on your mind...
cause I know in a place
like this one, its hard
sometimes...”

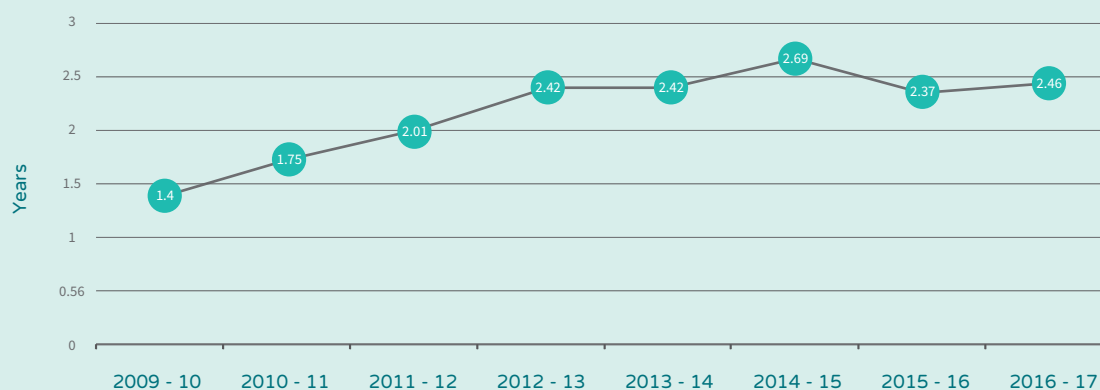
*Belyuen Hip Hop Video 'Talk It Out' lyrics, which are all
about talking about your feelings and connecting with your
community and culture to keep yourself well.*

View the video at www.youtube.com/watch?v=Vp-qxTC33iM

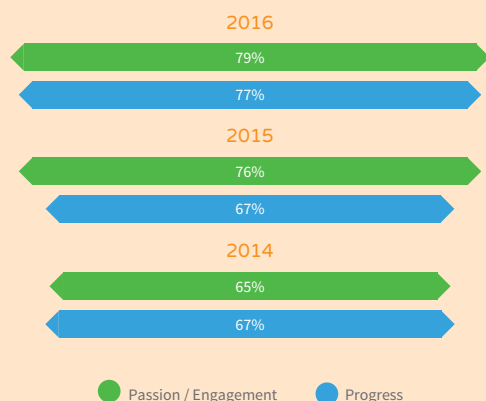
Workforce Statistics

An average of 36 hours per staff member in the financial year was spent on professional development activities (equivalent to 48 hours FTE). Nearly 60% of our workforce is trained in Mental Health First Aid.

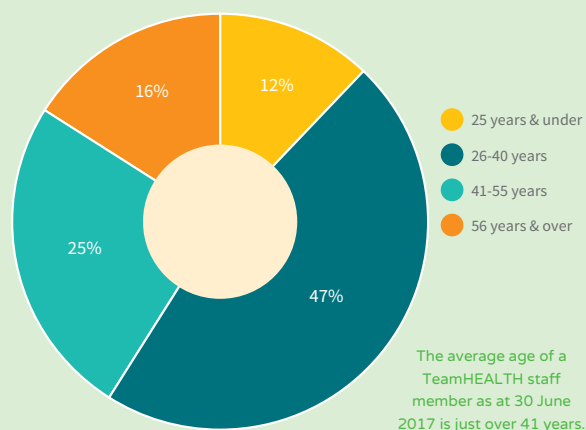
Average Length employment at TeamHEALTH lengthens slightly



"My Voice" staff survey results improve over time



Workforce Age Distribution



Workforce Expansion

Our workforce headcount has increased by

18%

since 30 June 2015

	@ 30 JUNE 2016			@ 30 JUNE 2017		
	Male	Female	Total	Male	Female	Total
Full Time	6	33	39	5	32	37
Part time	7	15	22	8	17	25
Casual	2	4	6	3	7	10
Total	15	52	67	16	56	72



Financial Statements

Summary of audited financial statements

SUMMARY INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2017		
REVENUE FROM OPERATIONS	2016-2017 (\$)	2015/2016 (\$)
Revenue	7,067,737	7,140,093
Other income	157,834	139,426
Total Revenue	7,225,571	7,279,519
EXPENDITURE		
Operating Expenditure	6,983,326	6,972,079
Operating Surplus/Deficit for the year	242,245	307,440
Other comprehensive income	0	0
Total Comprehensive Income for the Year	242,245	307,440

SUMMARY STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2016		
Assets	2016-2017 (\$)	2015/2016 (\$)
Cash and cash equivalents	5,002,892	4,696,257
Receivables	66,547	52,831
Other current assets	181,366	106,358
Current Assets	5,250,805	4,855,446
Property, Plant and Equipment	3,344,216	3,795,671
Intangible assets	2,210	4,355
Non-current Assets	3,346,426	3,800,026
Total Assets	8,597,231	8,655,472
Liabilities		
Trade and other Payables	551,331	740,524
Provisions	325,067	338,763
Grant and finance liabilities	1,303,930	1,069,571
Current Liabilities	2,180,328	2,148,858
Non-current Liabilities	162,742	148,948
Total Liabilities	2,343,070	2,297,806
Net Assets	6,254,161	6,357,666
Members Funds		
Reserves	1,643,436	1,989,186
Retained Earnings	4,610,725	4,368,480
Equity	6,254,161	6,357,666



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