

Our Year in Review

Recently I reflected on strength, and what it means to have strength. As a community mental health organisation, we talk so often about working using a ‘strengths-based’ approach when we support participants on their journeys. What has become apparent is that it’s not about having steadfast resilience, confidence or honed skills. These things are wonderful, however, what stands out in the day to day, when I reflect on both participants and staff alike, is the ability to show up, try, engage and participate, often in spite of these attributes and frequently in the face of feelings of exclusion or stigma. It is the unique experiences, individual nuances, and rich diversity where I see strength now more than ever.

I want to thank our team. I reflect on the incredible strengths of the individuals that are the fabric of TeamHEALTH, who’s commitment to improving the mental health of our community is unwavering, and who’s diversity, particularly regarding lived experience and the richness of cultures, shapes who we are as an organisation and our ability to support our diverse community. I would also like to thank our participants, each and every one has put their trust in us as we have walked beside them in some of the most challenging times of their lives, so we acknowledge this and their incredible strength in seeking help and continually having hope that recovery is possible. Finally, I want to give thanks to the contributions of our Board, who’s commitment and experience has been invaluable.

Our annual review, over the next few pages, provides a summary of our achievements for this year, however, I'd like to highlight a few in particular here. Firstly, is the expansion of mental health supports into remote communities, into areas of need where our support has been requested. We have partnerships with a number of incredibly committed Aboriginal Community Controlled Organisations, together working to reduce the significant inequities in access to healthcare experienced by people in remote areas. We continue to learn and grow from their local expertise. Secondly, is the launch of our 2023-2026 Strategic Plan. This plan was created with contributions from participants and stakeholders in our local communities and reflects our aspirations to improve the mental health and wellbeing for Territorians over the next three years. Finally, is the launch of our Reconciliation Action Plan (RAP). Our RAP has been a considered process, with contributions from our recently formed First Nations Advisory Group, senior leaders and participants alike. We are proud of this plan and seek to embed and integrate this into the fabric of our organisation.

Anne Gawen, CEO

Our Vision and Purpose

To create community capacity for good mental health, enabling people to lead a full and valued life. We demonstrate this through our workforce of experienced recovery workers to aid people in building life skills so they can achieve their recovery goals and live independently in the community.

To act with openness, honesty and transparency in the best interests of our participants, community and organisation.

Integrity

Respect

Treat others the way they would like to be treated and take into account people’s different perspectives.

Our Values

Take ownership, have pride in our work and accept responsibility for our decisions.

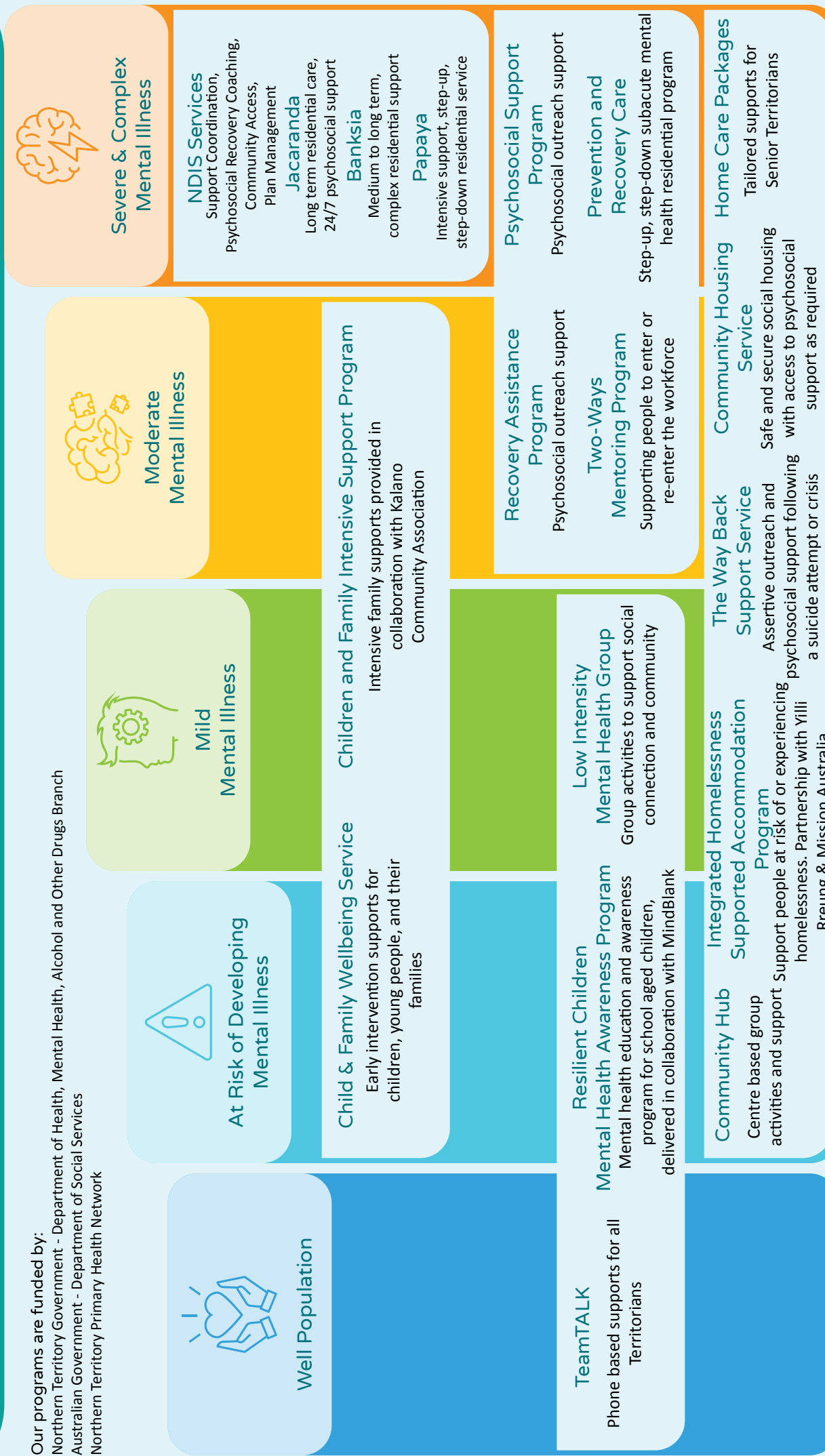
Accountability

Wellbeing

Focus on health, recovery and enjoyment as indicators of success.

Our Services across the Top End

Our programs are funded by:
Northern Territory Government - Department of Health, Mental Health, Alcohol and Other Drugs Branch
Australian Government - Department of Social Services
Northern Territory Primary Health Network



If you, or anyone you care about requires mental health support, call TeamHEALTH on 1800 832 600 or visit teamhealth.asn.au

Team HEALTH



2022 - 2023 Annual Report

Supporting your mental health journey



This year we launched our Reconciliation Action Plan for 2023 - 2026, below are our Key Focus Areas:

Acknowledgement

Recognition of all First Nations people, their sacred lands and seas, sites and history of Australia, allowing all individuals to access their own culture and wellbeing with safety.

Respect

A cultural two-way exchange. All Australians can engage in building healthy relationships while promoting respect and wellbeing for all First Nations people.

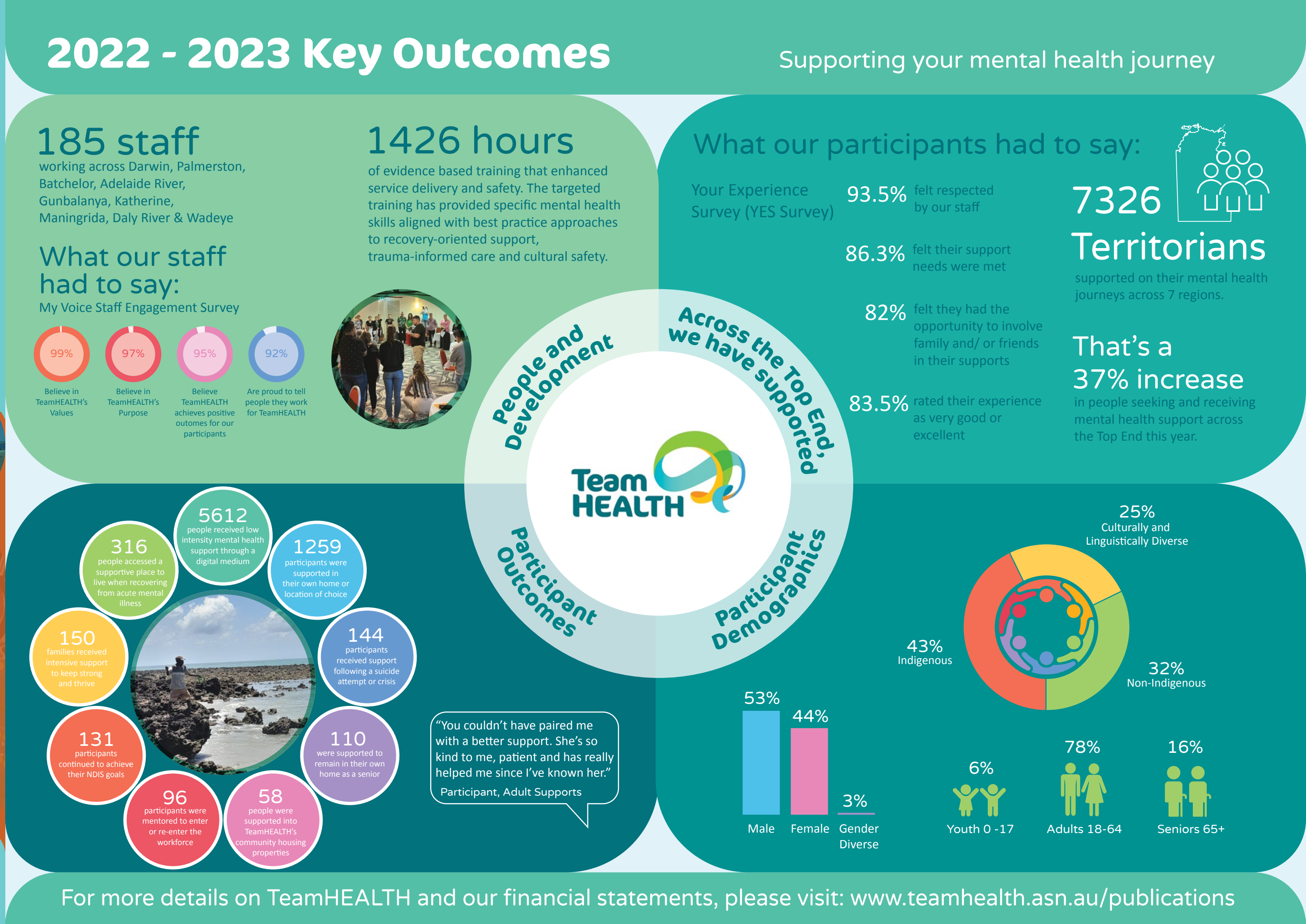
Education

Lifelong two-way learning is the principle foundation that we base our work on, this is the component that promotes intergenerational respect, wisdom, and appreciation across TeamHEALTH.

Diversity

Working together as one. Acknowledging our past, respecting one another, educating one another where all individuals are valued for who they are.

We consulted with our First Nations team and participants, collecting themes, messages and motifs of significance. We shared this with local artist Rochelle Minberignully Fejo-Tasker who created Ngattu Kampu Pinanta - “Feeling and Thinking Healthy”, a beautiful artwork that represents the work we do at TeamHEALTH.



What our participants had to say:

93.5%

felt respected by our staff

86.3%

felt their support needs were met

82%

felt they had the opportunity to involve family and/ or friends in their supports

83.5%

rated their experience as very good or excellent

7326 Territorians

supported on their mental health journeys across 7 regions.

That's a 37% increase

in people seeking and receiving mental health support across the Top End this year.

Across the Top End, we have supported

People and Development

Participant Outcomes

Participant Demographics

5612

people received low intensity mental health support through a digital medium

1259

participants were supported in their own home or location of choice

144

participants received support following a suicide attempt or crisis

110

were supported to remain in their own home as a senior

58

people were supported into TeamHEALTH's community housing properties

96

participants were mentored to enter or re-enter the workforce

131

participants continued to achieve their NDIS goals

150

families received intensive support to keep strong and thrive

316

people accessed a supportive place to live when recovering from acute mental illness

“You couldn't have paired me with a better support. She's so kind to me, patient and has really helped me since I've known her.”

Participant, Adult Supports

53%

Male

44%

Female

3%

Gender Diverse

6%

Youth 0 -17

78%

Adults 18-64

16%

Seniors 65+

43%

Indigenous

25%

Culturally and Linguistically Diverse

32%

Non-Indigenous

For more details on TeamHEALTH and our financial statements, please visit: www.teamhealth.asn.au/publications

Increase accommodation and long term housing options by a minimum of 20% across the Top End.



Prevent the cycle of homelessness by providing wraparound support to vulnerable people who are accessing, or trying to access, housing.



Provide short to long term housing options for people based on their individual needs.



Remove barriers commonly faced when trying to access housing.



INCLUSIVE ACCOMMODATION

Provide an inclusive range of accommodation services to significantly improve the wellbeing of Territorians.

Make a significant difference to people's lives through services which improve wellbeing, physical health and community participation.



Double the people currently supported, reducing the impact of mental illness in the Northern Territory and decreasing the reliance on primary services.



Provide mental health services to people who have difficulty accessing them, and reflect appropriate supports.



Provide early intervention services to children and their families to support wellbeing and good mental health.



MENTAL HEALTH SUPPORT

Improve the mental health of all Territorians by providing quality, integrated and responsive services.

Increase mental health awareness and literacy across the Northern Territory to ensure every person knows how and where to seek help.



Actively work to reduce the stigma associated with mental illness, enabling all Territorians to discuss their concerns how and when they need to.



Reduce suicide and suicide attempts through the implementation of culturally informed, evidence-based strategies across the Northern Territory.



Support the ongoing development of staff in trauma-informed practice and recovery led practice.



EDUCATION AND AWARENESS

Save Territorian lives through the provision of targeted, evidence-based education and advocacy.

Support emerging leaders through their development, recognising them as the catalyst for change and future leaders of our organisation.



Our First Nations Advisory Group are influential in leading initiatives that improve outcomes for First Nations people.



As supported by our RAP, increase partnerships with ACCO/ACHO's to strengthen specialist knowledge in service delivery.



Continue to develop flexible service models to respond to emerging community needs.



CONTINUOUS IMPROVEMENT

Maintain focus on developing new initiatives that address gaps and emerging trends.



SUSTAINABLE ORGANISATION

Maintain a competent, innovative organisation with staff who can achieve our mental health goals.

Create a workplace where all people are welcome, differences are embraced and staff feel accountable, engaged and that their wellbeing is prioritised.

Increase the number of people who identify as having lived experience in our team and enable them to create change.

Increase the number of people who identify as First Nations in our team and support them to thrive in their work.

Provide quality, integrated and innovative supports to improve community mental health.

Ensure multi-year income streams from a variety of sources to support program delivery.

GOALS ACHIEVED IN 2022-2023



100%

Occupancy
in our social housing
properties.



Provided 364 people with accommodation options, this included long term homes, with access to holistic mental health support to increase independence, capacity and wellbeing.



We rapidly responded to the needs of people leaving hospital; providing supported accommodation options within 2 days in over 85% of cases, reducing demand on mainstream services.



INCLUSIVE ACCOMMODATION

Provide an inclusive, flexible range of accommodation services to significantly improve mental health outcomes for Territorians.



Expanded mental health services in 5 remote areas; increasing availability to essential mental health and wellbeing supports in areas where access is a major barrier.



Supported 301 people with sub-acute mental health needs in residential services; reducing or avoiding hospital admissions and providing holistic alternatives in the community.

213

families were engaged in early intervention supports to prevent or reduce mental ill-health in early life.

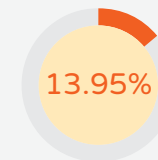


MENTAL HEALTH SUPPORT

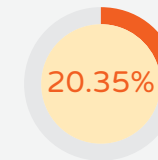
Improve the mental health of the Northern Territory's most vulnerable groups by providing quality, integrated and responsive services.



Each member of our team
received an average of
31 hours
of training this year.



of our staff are engaged in leadership development and mentorship opportunities.



of our team identify with Lived and Living Experience of mental ill-health.



COMPETENT TEAM

Maintain a competent, innovative organisation with staff who can achieve our Mental Health goals.

78.4%

increase in our digital audience on social media channels. Through this medium we have delivered targeted materials to grow insight and awareness of mental health in the community.

43

mental health promotion activities delivered across the Top End.

132

young people participated in play-based early intervention programs, developing emotional awareness and resilience.



EDUCATION AND AWARENESS

Save Territorian lives through the provision of targeted, evidence-based education and advocacy.