

# Recovery Assistance Program (RAP)

Overview - 1 July 2023 - 30 June 2024



# 228

participants supported to build their capacity and independence

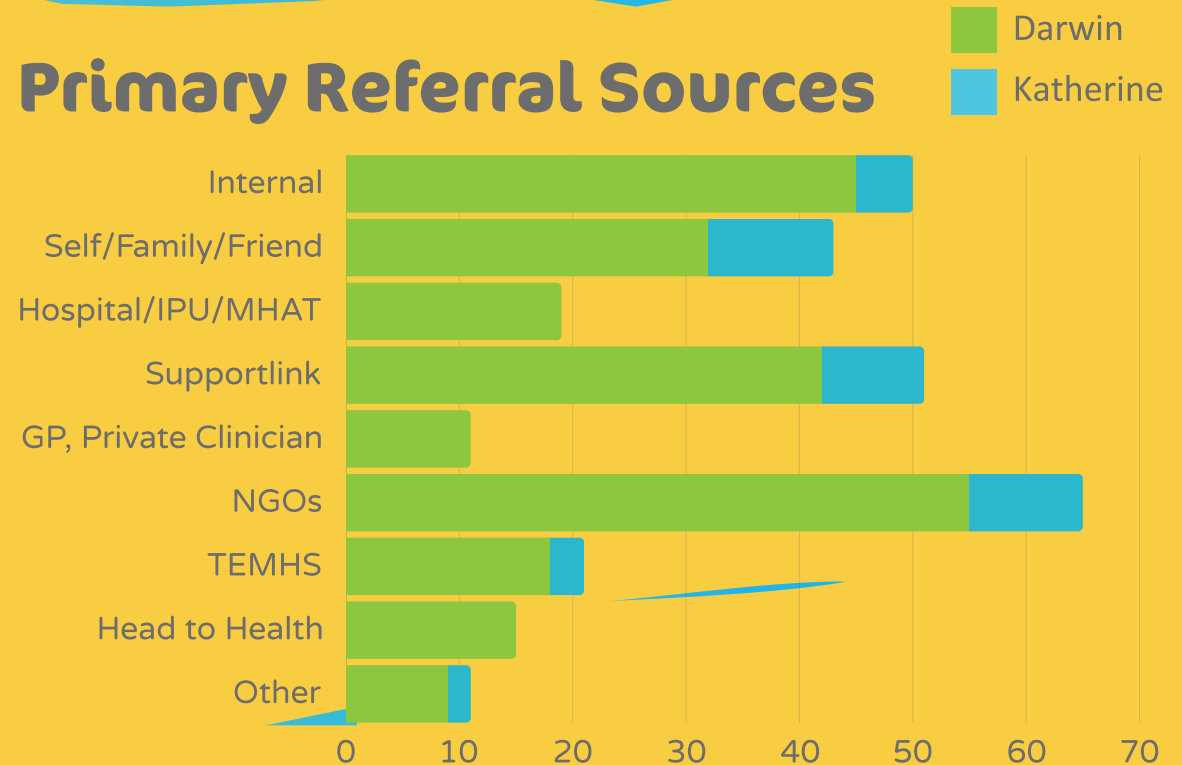
# 2

providing psychosocial and capacity building support across 2 locations in the Top End

Greater Darwin

Katherine/Big Rivers Region

## Primary Referral Sources



“Staff are always kind and supportive. Even when you need to just message them, they are always there for you.”

Participant, Recovery Assistance Program

# 9 825 hrs 42 mins

Total recorded participant contact

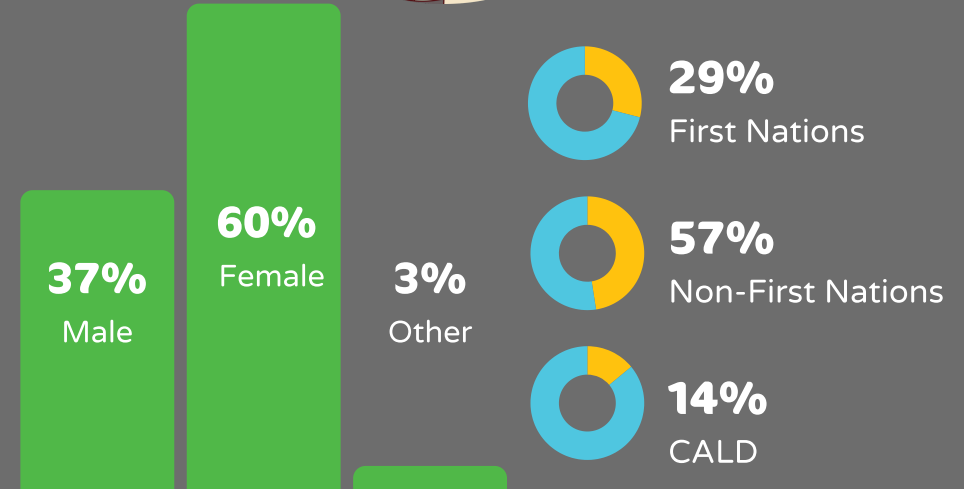
# Recovery Assistance Program (RAP)

Overview - 1 July 2023 - 30 June 2024



## RAP Outcomes & Support

- Increased access and support around sustainable accommodation.
- Increased access and support to participants in applying for NDIS access.
- Support to participants in applying for Disability Support Pension (DSP).
- Increased community access and activities.
- Support to participants to link them with a GP, psychologist, counsellor or low intensity group supports.
- Support to access talk therapies.
- Providing general psychoeducation to participants and family/carers.
- Support to participants and family/carers to navigate the health system in the Top End.
- Support and guidance to participants in learning coping strategies and self-care techniques.



"The comfort of knowing  
that I don't have to  
struggle alone."

Participant, Recovery Assistance Program

**40%**

of participants  
submitted NDIS  
applications and met  
access for longer term  
support

# Low Intensity Mental Health Support Groups

Overview - 1 July 2023 - 30 June 2024



Our Low Intensity Mental Health Support Groups (LIMHS) were officially established – leading to an increase in attendance and mental health education in the community.

## Rapid Creatives

Arts & Craft wellbeing activities

## Mindful Reset

Mindfulness & wellbeing

## Community Group

Social connection & community activities

## Black Cockatoos

First Nations Women's Group

## Green Thumbs

Community Garden Group



**3** providing low intensity psychosocial group support across 3 locations in the Top End

Greater Darwin

Palmerston/Litchfield

Katherine/Big Rivers Region

**330**

participants accessed low intensity psychosocial group supports

## Achievements

- Establishment of First Nation's Women's Group, The Black Cockatoos, working from a Social and Emotional Wellbeing Framework, completed and led by First Nations staff members.
- LIMHS Group, Rapid Creatives, won first prize in the Open Groups Category in the Nightcliff Community Bank 2024 Jetty Artspace Competition for a sculpture they submitted. The concept was about mental health recovery and how it can be a "rollercoaster" at times, with ups and downs.





# Community Housing Service (CHS)

Overview - 1 July 2023 - 30 June 2024



10

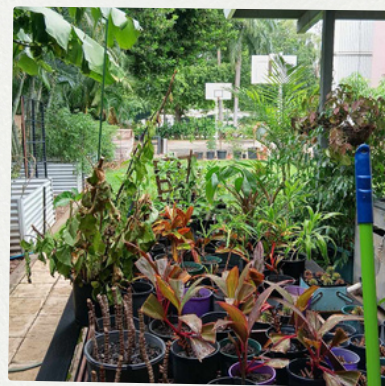
families at risk of homelessness supported into TeamHEALTH CHS properties

47

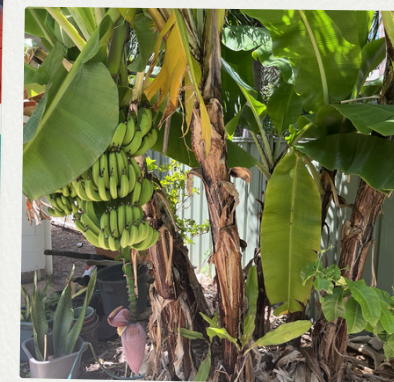
individual lease holders supported through the CHS program to secure longer term accommodation

77

individuals supported to live in TeamHEALTH CHS properties



Participants have successfully established their own vegetable garden with the support of TeamHEALTH staff, promoting independence, healthy living, and community engagement.



CHS was able to support 5 families experiencing Domestic & Family Violence and at risk of homelessness to gain immediate accommodation.

6

CHS properties across 6 suburbs in Darwin and Palmerston

Darwin City

Nightcliff

Coconut Grove

Millner

Parap

Moulden



**39%**  
First Nations



**54%**  
Non-First Nations



**7%**  
Culturally and Linguistically Diverse



# Two Ways Mentoring Program

Overview - 1 July 2023 - 30 June 2024



Two Ways received a Special Commendation for Innovation in Practice and Workforce Development at the 2024 NT Mental Health Week Awards.



## Achievements

90

members of small business and community services industries increased their psychoeducation and understanding of mental health through Two Ways training

18

candidates employed within TeamHEALTH through the Trainee Program

11

staff supported to gain access to a Certificate IV or Diploma in Mental Health by partnering with a local Registered Training Organisation

## Stakeholder Feedback

- **YouthWorx NT**

Integrated the Wellbeing at Work Plan into practice with 15 staff.

*"Adding wellbeing into our culture was a strategic advantage."* - Program Coordinator

- **YouthWorx NT - Storytelling workshop**

Workshop delivered to 10 NDIS youth leaders

*"Storytelling empowers others to embrace their strength and normalise disability."* -

Youth Development Coach

- **Ironbark**

Workshop delivered to 8 managers and team leaders.

*"The wellbeing plan aligns with our wellbeing policy review. We're keen to co-develop tailored tools with TeamHEALTH."* - Development Coordinator

*"My Mentors are very professional, kind and efficient. They show sincere care about me, and the supports they provide really helped me to get better."*

Participant, Two Ways

175

participants engaged in mentoring and education to enter or re-enter the workforce through the Two Ways program increasing economic participation in the Top End



# Psychosocial Support Program (PSP) - Urban

Overview - 1 July 2023 - 30 June 2024



# 140

participants  
supported during  
this period



## PSP Urban Outcomes & Support

- Improved overall mental health and wellbeing.
- Increased access to housing and tenancy support.
- Individual Recovery Planning, Goal Setting and capacity building and independence.
- Increased linkages to clinical and other community services.
- Access to family and carer engagement as part of individual one-on-one support.
- Increased access and support to participants in applying for NDIS access.
- Support to participants in applying for Disability Support Pension (DSP).



“My Recovery Worker is very loving and kind. She was very professional. She gives me very good support that really works for me.”

Participant, PSP Urban

**26%** First Nations

**64%** Non-First Nations

**10%** CALD

# 7148 hours

Total recorded participant contact

**27%**  
Male

**4%**  
Other

**69%**  
Female



# Psychosocial Support Program (PSP) - Remote

Overview - 1 July 2023 - 30 June 2024



**127**  
referrals received

**100%**

of participants reported feeling safe and respected by TeamHEALTH staff

**98%**

of our participants identified as Aboriginal and/or Torres Strait Islander

**70%** increase in group attendance numbers over the past 6 months



**450**

people were supported with 1:1, cultural healing, yarning circles and on country activities across 10 remote communities in the Top End

## Achievements

The PSP Remote footprint grew from six communities to ten communities at the start of 2024.

Regular and ongoing support of First Nations participants in our Residential services.

Increased attendance at Gunbalanya's weekly Daluk Nights (20–30 attendees consistently) and at Bininj fishing and sewing groups in Gunbalanya and Jabiru.

On country camps held in Chilling Creek Daly River, Tchindi Outstation and Nudic.

PSP Remote team nominated as finalists in the NT Mental Health Week Community Awards for excellence in 'Aboriginal Social & Emotional Wellbeing'.



“The best thing about this service is going on bush outings with TeamHEALTH employees and healing on country.”

Participant, PSP Remote





# Psychosocial Support Program (PSP) - Remote

Overview - 1 July 2023 - 30 June 2024



# 10

providing psychosocial and social and emotional wellbeing support across 10 communities in the Top End

Maningrida/Manayingkarirra

Gunbalanya

Jabiru

Adelaide River

Batchelor

Daly River/Nauiyu

Wadeye

Dundee Beach

Wagait Beach

Belyuen



“It’s good that we have organisations like TeamHEALTH coming out, we need this in our community.”

Participant, PSP Remote



## Outcomes & Support

- **Improved social and emotional wellbeing** & increase in psychosocial functioning
- **Improved Mental Health Outcomes & sustained participation:** evidenced by
  - pre-and post-program assessment & participant feedback
- **High retention rates** in program activities
- **Strong partnerships with stakeholders**
- **Increase Access to Services:** increasing help-seeking behaviours
- **Mental health awareness & Psychoeducation**
- **Reduction in stigma**
- Increased access and support to participants in applying for NDIS access

# Residential Services

Overview - 1 July 2023 - 30 June 2024



# 266

participants supported  
during this period

# 60%

participants transitioned to Supported Independent Living (SIL) from our long-term psychosocial rehabilitation programs

# 3.5%

participants readmitted to inpatient units from Papaya and PARC

# 90%

participants transitioned into stable accommodation including return to home

## Achievements

- Increased occupancy numbers as a result of strengthening working partnership with Top End Mental Health Service (TEMHS) and other stakeholders.
- Shorter Jacaranda waiting periods, resulting in the program reaching more people in community who require the supported pathway to Psychosocial NDIS.
- Initiated an ongoing Family and Carers Day for participants to invite those that are important to them - increase family and carer engagement while participants are involved in the program.

“The staff were really friendly and helpful in every way and were always there when you needed them to talk to if you had a problem.”

Participant, Residential Support



# 180

participants entered Residential services from the inpatient unit, highlighting our commitment and support to patient flow at Royal Darwin Hospital



# Residential Services

Overview - 1 July 2023 - 30 June 2024



## Cultural Activities

We increased the number of activities facilitated by Aboriginal owned and locally operated services on a regular in-reach basis. These activities were identified by our participants through the Your Experience Survey (YES), which outlined a need for traditional practices including 'traditional cook up, clap stick making, weaving and didgeridoo making'.

The engagement in the activities for our First Nations participants increased significantly over the year, with sustained engagement continuing to be noted.

Alongside the traditional practices, there were yarns about ways of understanding the world, and methods of expression such as language, celebration and events.



“They had time for me. They didn't force things. They made me feel comfortable. They made sure I had everything, attended to my appointments. Very supportive.”

Participant, Residential Support



“The safe place to be  
- happy place to  
stay.”

Participant, Residential Support



# TeamTALK

Overview - 1 July 2023 - 30 June 2024



# 2276

total callers were supported by TeamTALK during the reporting period



# 581

new callers

# 284

regular callers

# 1411

scheduled support calls

# 72

participants were linked in with other support services (internal & external)

“Feeling much better, have a bit of a clearer idea of what I will do next, and the phone support is helping me manage my thoughts better.”

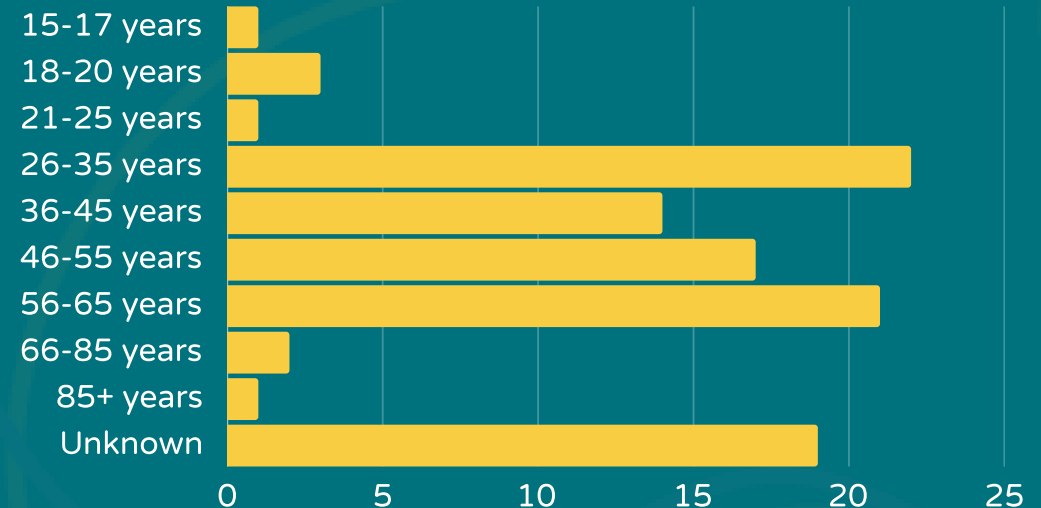
Community member with Anxiety

# 61.9%

of callers present with anxiety and depression



## Callers by Age





“  
I’ve never had this  
kind of support  
ever in my life,  
I’m so grateful for  
you mob.”

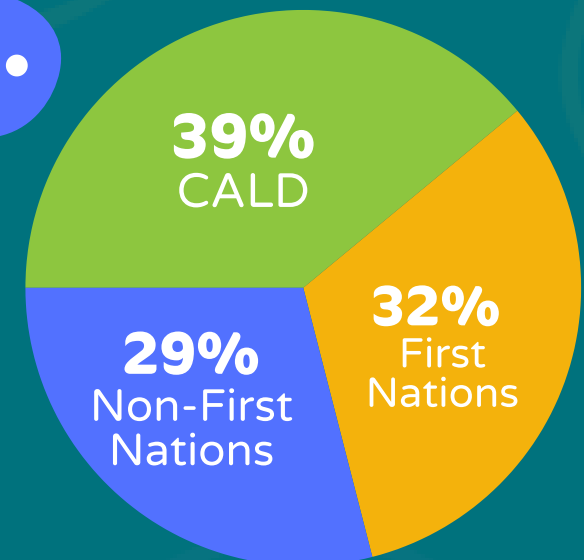
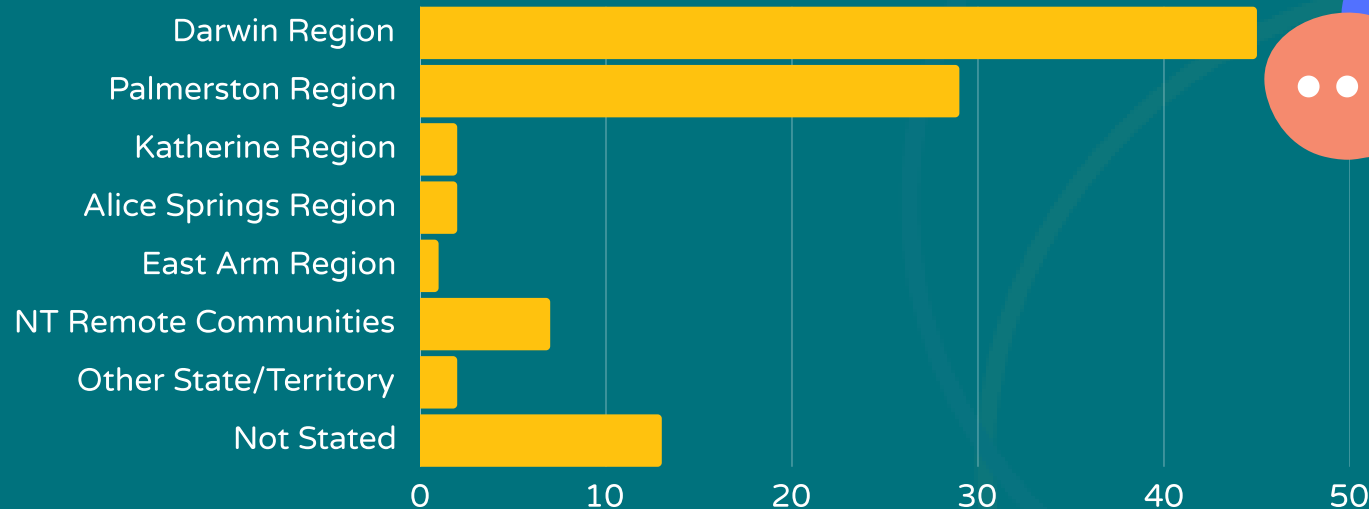
Community member with Depression

## Outcomes

- Reduction in anxiety and depression
- Reduction in psychological distress
- Reduction in suicidal ideation
- Improved coping skills
- Improvement in wellbeing
- Increase in functioning, resilience, and independence
- Stress reduction
- Enhanced self esteem



## Caller Locations

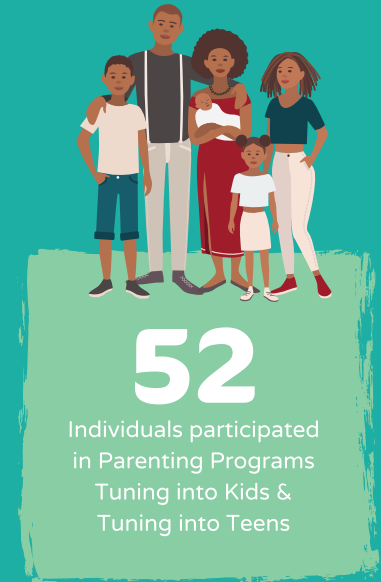


# Child and Family Wellbeing Service

Overview - 1 July 2023 - 30 June 2024



The Child and Family Wellbeing Service (CFWS) also encompasses the Child and Family Intensive Support Service (CaFIS) and The Resilient Children's Mental Health Awareness Program.



**3** providing early intervention and family support across 3 locations in the Top End

Palmerston/Litchfield

Gunbalanya

Katherine/Big Rivers Region



**467**

Children engaged in the Resilient Children Mental Health Awareness Program

## CFWS Outcomes

- Increase in family functioning
- Improved Social and Emotional Wellbeing in children and young people
- Increase in emotional regulation skills in children and young people
- Reduction in Domestic & Family Violence
- Increase in help seeking behaviours
- Decrease in stigma around Mental Health
- Increase in Mental Health literacy
- Reduction in Children/ Young people involvement with Territory Families



**40%**  
First Nations



**45%**  
Non-First Nations



**15%**  
CALD



# Child and Family Wellbeing Service

Overview - 1 July 2023 - 30 June 2024



## Our Achievements

### Mindblank

CFWS increased participant engagement in children and young people participating in play-based early intervention programs, developing emotional awareness and resilience by 28.2%, of which 48% of identified as First Nations.

TeamHEALTH engaged with Mindblank and local community representatives and schools to ensure culturally appropriateness across the program in the Big Rivers Region.

### Youth Leadership Summit

CFWS attended the West Arnhem Youth Leadership Summit and was accompanied by participants from Gunbalanya, Jabiru, Warrawi and Maningrida.

The summit aimed to establish foundations in youth driven leadership in our communities, through focusing on nurturing young people with leadership and future oriented skills.



“My children love the sessions and they are really benefiting from the support. It’s incredibly helpful for them”  
CFWS participant

### LGBTQIA+ Peer Support Group

CFWS launched a LGBTQIA+ Peer Support Group for young people, in the Palmerston region. This is a space where queer youth can come and share stories, ask questions, and feel supported.

### Support Group Highlights

In collaboration with Banatjarl Wumins Grup, CFWS supported weekly cultural healing groups for First Nations participants in the Katherine, Big Rivers Region.

The Palmerston CFWS team hosted weekly Family Minds playgroups, supporting parents and caregivers.

Our Gunbalanya CFWS team supported regular Daluk (Women’s) Nights, for women and children in the community.



# Home Care Packages Program (HCP)

Overview - 1 July 2023 - 30 June 2024



## 17 100

Hours of services provided to Home Care Package participants

## 143

Seniors received holistic support to remain in their own homes through the support of HCP



“I am grateful towards the amazing team for providing supports to my mum during her last stages of her life.”

Participant, HCP



“Staff has been very kind and supportive of me when they visit. They listen to me and I look forward to their visits.”

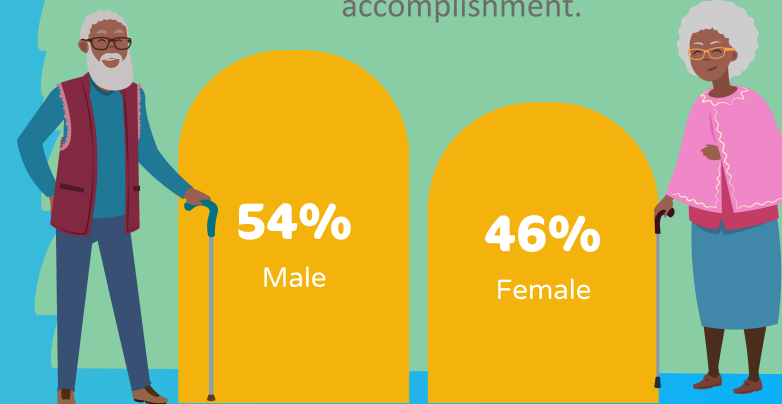
Participant, HCP



## Achievements

Establishment of weekly **B.A.L.L. Activity Day** (Be Active Live Longer) - at the Bougainvillea Centre, engaging in activities like crafts, cooking, gardening and karaoke.

Launch of weekly **Cooking Program** - at the Bougainvillea Centre, building capacity, fostering social connections and providing a sense of accomplishment.



5.5%

First Nations



17%

CALD



77.5%

Non-First Nations

# National Insurance Disability Scheme (NDIS)

Overview - 1 July 2023 - 30 June 2024



# 113

participants were supported to achieve their NDIS goals through our NDIS programs

# 200

hours of individual 1:1 support per week

# 50

hours of group support per week

## NDIS Individual Support NDIS Support Coordination NDIS Group Support

Cooking Program  
Beats and Balance (music)  
Creative Hands (art)  
Positive Pathways

### NDIS Remote

Gunbalanya  
Maningrida

## New Ventures

NDIS celebrated the launch of a new community centre, **The Bougainvillea Centre**, in Nightcliff.

Implementation of **Beats and Balance**, a music program for participants from our SIL houses, Residential programs and Community Housing.

Outcomes have included mental health benefits, including stress reduction, improved mood and enhanced cognitive function.





# Integrated Homeless Supported Accommodation Program (IHSAP)

Overview - 1 July 2023 - 30 June 2024



## Key Stakeholders

54 Reasons

Mission Australia

CAAPS Aboriginal Corporation

Yilli Rreung Housing Aboriginal Corp.

“I’m grateful to have  
TeamHEALTH in my life.”  
IHSAP participant

## Outcomes & Support

- Improved overall mental health and wellbeing.
- Increased access to housing and tenancy support.
- Individual Recovery Planning, Goal Setting and capacity building and independence.
- Increased linkages to clinical and other community services.
- Access to family and carer engagement as part of individual one-on-one support.
- Increased access and support to participants in applying for NDIS access.
- Support to participants in applying for Disability Support Pension (DSP).

166

participants received mental health recovery focussed supports

27

participants successfully exited into long term accommodation or private rentals in Darwin

17

children enrolled into schools in Darwin

