

YEAR IN REVIEW

2017–2018



Supporting your mental health journey

TeamHEALTH has supported Territorians through their mental health journeys for over 30 years. We are proud of our achievements over the last year and are excited for another brilliant year ahead.

Here are some of our accomplishments.

Helping men and women build a community

Our men's and women's groups introduce people to community activities which focus on building strong and lasting support networks.

Strengthening our supports

Our new data record system will strengthen our reporting capabilities. It will provide valuable data and helps us measure and improve our supports throughout a person's mental health journey.

Guiding people through the NDIS (National Disability Insurance Scheme) funding

We've walked alongside people who are testing their eligibility for NDIS; establishing a high-quality NDIS Support Coordination service to help people get the best out of their NDIS plans.

You spoke, and we listened

We ran focus groups to find out what information is important to people accessing our supports. With the feedback provided we developed useful, easy to understand, brochures.

Innovating our brand to reflect our growth

We launched a fresh new brand and website that reflects our values and makes it easier to find the information when it is needed.

Celebrating successes together

We watched with pride as long-term residents transitioned from fully supported accommodation to independent living.

Renovating spaces to achieve more goals

We transformed our old storage spaces into multi-purpose rooms with fully equipped kitchens for people to learn new skills and build on their independence.

Closing the gap on assistance for older adults

We developed an accommodation service that supports older adults experiencing long-term mental illness to take an active role in their own planning and making decisions about their care.

Championing Lived Experience

We have increased our commitment to the values and principles of recovery in mental health through the recruitment of workers with lived experience of mental illness.

INTEGRITY

We are NDIS service professionals

We were awarded the 2017 Learn Award for Outstanding NDIS Learning for our **NDIS CREW** training, which outlines and defines the levels of training for every staff member at TeamHEALTH.

ACCOUNTABILITY

We deliver services to the highest standards

We continue to meet high-level service standards through achieving external accreditation. Accreditation reflects our continued commitment to the National Standards for Mental Health Services; Northern Territory NDIS Quality and Safeguarding Framework; and the Aged Care Quality Standards.

WELLBEING

We deliver clear pathways to recovery

Using Motivational Interviewing and SMART goals, all staff are now fully equipped with high-level recovery planning models.

RESPECT

We are committed to equal and respectful relationships

Our Reconciliation Plan provides a framework with practical actions which supports effective and respectful relationships with Aboriginal and Torres Strait Islander people.

2017–2018 Key Outcomes

If you, or anyone you care about, requires mental health support call TeamHEALTH on 1300 780 081 or visit www.teamhealth.asn.au



HR



75 staff

make up our team at TeamHEALTH

The average service of our staff is 2.61 years



Staff were provided an average of 43.12 hours training

YES SURVEY

We surveyed people who had participated in our programs over the year;



70% of participants rated our supports excellent or very good

SUPPORTS



Across the Top End, we have supported 713 people this year

We spent 41,750 hours helping individuals on their mental health journeys



34 people housed

Our vision:
‘That all people lead a full and valued life.’

TRAINING



We have provided our NDIS CREW training to over 100 support workers from other organisations



Over 450 people have attended tailored wellbeing workshops

Over 65 people have been trained in Mental Health First Aid



Age Range of People Supported



0–93 years of age



Gender of People Supported



Female 50%



Male 49%



Gender diverse 1%

Demographics of People Supported

Aboriginal and Torres Strait Islander 45%
Culturally and Linguistically Diverse 26%



FUTURE GOALS

TeamHEALTH's top three areas of focus for the year ahead continue to reflect our strategic goals. They enable us to provide the best supports to Territorians on their mental health journeys.

PROVIDE VALUED MENTAL HEALTH SUPPORTS

We will expand our mental health education and leverage the passion, experience and knowledge of our team. By reaching out to schools, community groups and corporates, with training and suitable resources, we can work towards early intervention. Our goal is to increase training opportunities for everyone to continue building community capacity in, and understanding of, mental health.

To find out more about our Mental Health Education opportunities visit our website.

SUSTAINABLE ORGANISATION

Our team will continue to deliver a range of quality NDIS (National Disability Insurance Scheme) supports. The development of our 'TeamHEALTH Pathways' initiative will demonstrate our dedication to providing the best possible experience. The model ensures each person is fully supported from the initial point of contact and throughout their mental health journey.

RESPONSIVE AND VIABLE NOW AND IN THE FUTURE

The construction of a new purpose-built mental health facility will be a significant accomplishment for TeamHEALTH this year. The facility will provide around the clock support and transitional accommodation. These supports will enable more people to live a full and valued life while focussing on their recovery journeys.



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