

New Services



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Looking at evidence and filling gaps

The Way Back

We take the responsibility of operating The Way Back Support Service very seriously. This program was developed by Beyond Blue, based on research that strongly indicates we can reduce death by suicide by providing holistic psychosocial support for people upon discharge from hospital following attempted suicide or suicidal crisis. We are collaborating with Top End Mental Health Service and other key stakeholders to ensure the success of this program by saving Territorian lives.

The Two-Way Peer Mentor Program

A key goal of so many of our programs is to support participants to enter or re enter the workforce. However, a notable gap was that organisations were not prepared for appropriately supporting people with severe mental illness in the workplace, and the participants themselves did not have adequate support to overcome the many barriers they faced. We designed this program to address these gaps: education for organisations, and peer mentoring for participants to re-enter the workforce at their own pace.

TeamTALK

TeamTALK emerged in response to COVID-19, almost overnight, as we recognised that Territorians were suffering from loneliness, confusion, and disconnection. People needed help navigating services, someone to listen to or one on one counselling without an appointment. Whilst we are fortunate to have no cases in the NT, the effects for many are still apparent, so we continue to provide this service.

Flexibility for our Senior Community

We recently commenced providing Transitional Care Packages (TCP), tailored support for up to 12 weeks, available following discharge from hospital. These new packages are making tangible positive impacts for our seniors by allowing them to remain in their own homes whilst receiving the support they need.

Thank you

The 1400 participants who utilise our services are at the centre of what we do; ensuring they receive person centred, evidence-based supports when they need it. The past year has really focussed on listening to what the gaps experienced by our communities are and making real and impactful changes to improve the experience of Territorians that need support with their mental health. It can be a challenging journey, and we recognise that there isn't always an end in sight, but living your best life along the way, however that looks, is a goal we want to help you achieve.

Thank you to our participants and their families for putting your trust in us.

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

For a visual highlight of 2019–2020 go to our Home page at teamhealth.asn.au and view under latest videos.



YEAR IN REVIEW

2019–2020

We provide services and support to Territorians who have a mental illness or who are vulnerable and disadvantaged and have fallen through the cracks, and we have been doing so for over 30 years. What does that actually look like?

It's supporting people when they come out of hospital or when they become unwell to regain confidence and connections. It's gaining safe and secure housing, getting a job or gaining new skills, its support to undertake daily tasks that are often taken for granted. It's listening to and understanding what an individual wants and utilising the strengths and resources they have or that are available to them – so they can create their best life.

We understand that a valued life looks very different for everyone.

OUR FOCUS

A home is where our heart is

We recognise that a safe, stable and comfortable home is pivotal to wellbeing. TeamHEALTH provide supported accommodation pathways for people with a mental illness; whether they are coming out of hospital, need respite from community or are having difficulty living independently. Over the past year, our supported accommodation services expanded by 25%, ensuring that vulnerable Territorians have access to supported accommodation when they need it.

COVID-19: Challenge and Change

Territorians should be proud of their response to COVID-19. However, the challenges continue. What stood out at TeamHEALTH was the commitment to continue to support the Territories most vulnerable, who despite times of recommended lockdown and social distancing, still required support and connection. Almost overnight, a Territory based mental wellbeing phonenumber was set up- TeamTALK.

Expanding choice and control through NDIS Services

Our outreach programs, coordination of supports and supported independent living programs have continued to expand to meet demand. The Territory is now truly transitioned to the NDIS, but more work is required to ensure those eligible are getting plans that reflect their life goals.

Additionally, we commenced providing Short Term Accommodation (STA), often utilised by people who benefit from increased support or respite due to challenges impacting their wellbeing at home or fluctuations in their mental health.

Diversity in the workplace -and the richness it brings

Our commitment to diversity in the workplace has been a key focus this year. Our goal was to increase our Aboriginal and Torres Strait Islander staff members and lived experience workforce.

Our cultural framework has been developed to be inclusive, in order to best support the culturally rich and diverse population of the Territory.

Community Hub-the place to be

Our Community Hub (formerly Day to Day Living) in Rapid Creek was re-branded with a renewed focus on being accessible to the community, where people from all walks of life have the opportunity to contribute.

Recognising that support is needed out of business hours

TeamHEALTH are all too aware that people need help outside of business hours. We have worked hard this year, together with our committed staff, to provide increased flexibility.

We now offer weekend and evening support, in addition to our 24/7 supported accommodation services. Additionally, we have focussed on ensuring rapid response to referrals; our goal is to get back to referrals the same or next day.

Our staff are our most valuable resource - their compassion and commitment is remarkable. As we are substantially growing, we thank our staff for the great contribution they make to people's lives every day.

We would like to acknowledge and thank the commitment of the numerous funders that make our services possible.

2019–20 KEY OUTCOMES

Supporting your mental health journey

104 staff
make up our team
at TeamHEALTH



TeamHEALTH delivered Adult, Youth and Teen Mental Health First Aid Courses to 393 individuals across the Top End.

We spent 197,542* hours helping individuals on their mental health journeys * 5 x more than 2017–2018



A total of 1412 participants this year, meaning our support has almost DOUBLED since 2017–2018 (when we supported 713 participants)



Across the Top End, we have supported

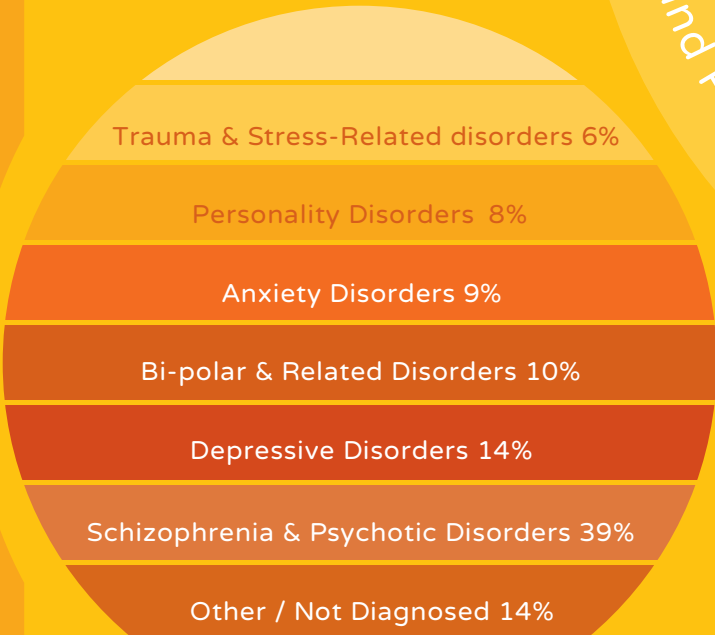
People and Development



Goals

- Crisis Recovery
- Securing a home
- Attending school
- Securing employment
- Improving relationships
- Care for your children
- Reaching out

Distribution of diagnosed mental illness supported



Diagnosis of mental illness and Participant Goals

Helping all people lead a full and valued life

Participant Demographics



Male 53%



Female 46%



Gender Diverse 1%

Cultural Breakdown

59% Aboriginal and Torres Strait Islander
23% Culturally and Linguistically Diverse



Age Range of People Supported

