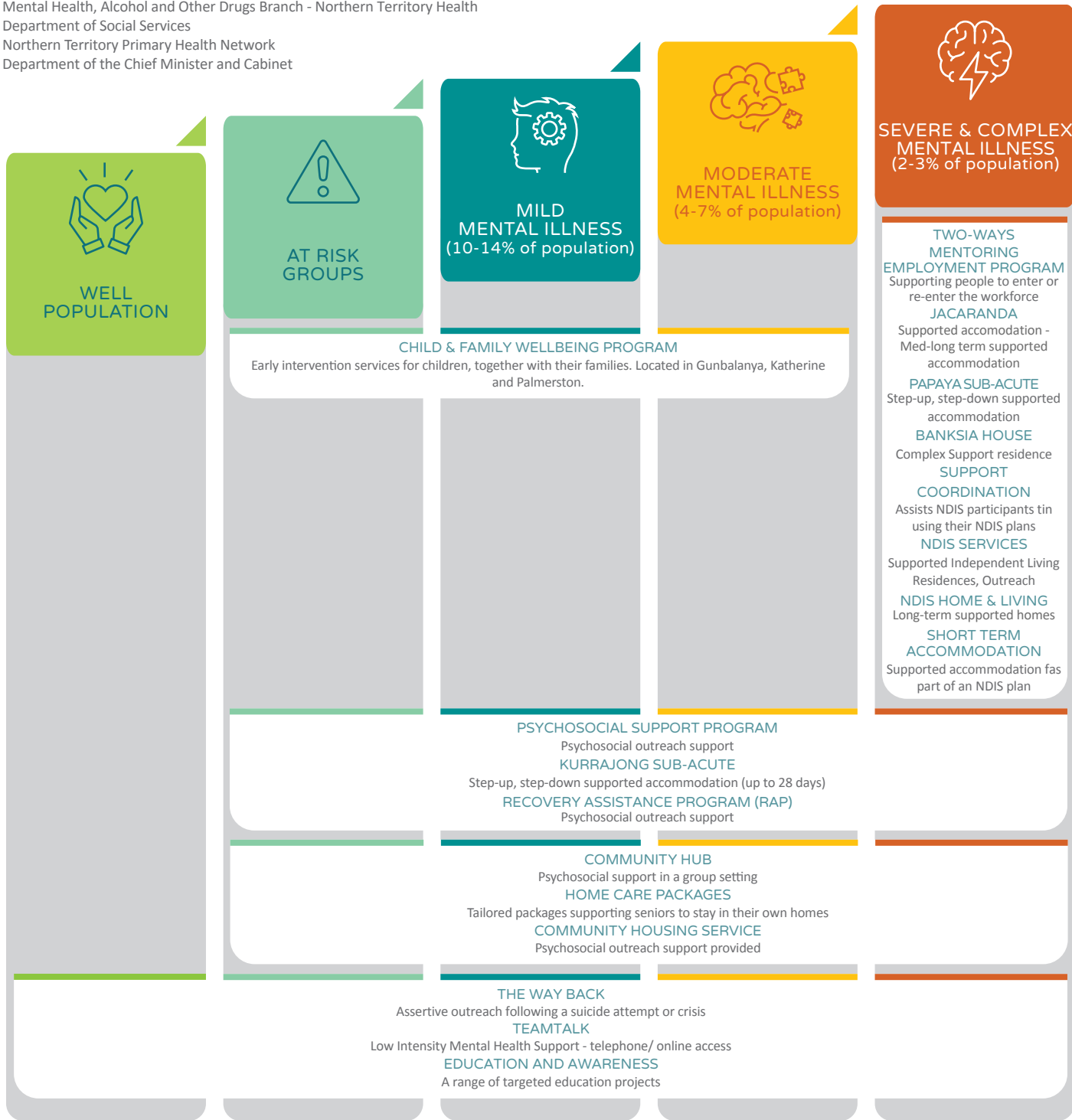


Overview of TeamHEALTH services provided in the Top End

TeamHEALTH Programs are funded by:
Mental Health, Alcohol and Other Drugs Branch - Northern Territory Health
Department of Social Services
Northern Territory Primary Health Network
Department of the Chief Minister and Cabinet



Year in review 2020–2021

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.

Consolidation of our quality services

TeamHEALTH has experienced significant growth in a range of our mental health services over the past year, including our supported accommodation, psychosocial outreach, NDIS services, and our home care packages for older Australians. With the expansion of services, we have worked hard to ensure consolidation through continuous quality improvement at all layers of our organisation. This year, we once again achieved full accreditation against the National Standards for Mental Health Services, with no corrective actions required. Our assessors commented that TeamHEALTH truly is an organisation the lives and breathes recovery. As an organisation, we have remained focussed on being responsive, flexible and committed to working within the principles of recovery oriented mental health practice to ensure we deliver quality services for people who need it, when they need it.

Board and Infrastructure

The TeamHEALTH Board has undergone some changes with our long-term chairperson Markus Spazzapan moving to South Australia. We thank him for his service. We are inducting new members with a range of valuable skills, and look forward to a strong, innovative Board for the coming year.

Part of our consolidation is ensuring that our staff team is capable and skilled and that we have the infrastructure, resources, and support for staff to excel at their jobs. A part of this is ensuring we have strong representation of lived experience, Aboriginal and Torres strait islander people and diversity amongst our team. We are proud to share that TeamHEALTH won the People's Choice Award as part of the NT Disability Services and Inclusion Awards in 2020. The inclusion and celebration of the contributions of the diverse people who we work with and support in the NT community

is something we are grateful for. We recognise that we do not always get it right, but we are committed to continually improving; through listening, reflecting, and adapting how we operate.

Our Team

During April TeamHEALTH ran its annual staff engagement survey, My Voice, hosted through the Voice Project. In May 2021 we were advised that TeamHEALTH was a winner for Voice Project's Best Workplace Awards for 2021. The Voice Project award recognises workplaces who have excellent management practices and a highly engaged workforce. TeamHEALTH received this award as we had exceeded the criteria of scoring a minimum average of 80% across all survey questions. This minimum average scoring indicates that our staff report exceptional levels of engagement and satisfaction working for TeamHEALTH. However, we don't consider our job of improving to ever be complete, and will continue to strive for improvements for our staff; acknowledging that engaged, skilled staff provide high quality supports to our community.

COVID-19

We have been fortunate in the Territory to have very minimal cases and lockdowns, but the isolation we already experience at the Top of Australia is multiplied in recent times for so many. TeamHEALTH experienced a close contact situation this year, which impacted a large number of programs, staff and participants. It gave us the unfortunate opportunity to enact and then improve upon our risk management plans for COVID. On reflection, it was amazing to see the dedication and responsiveness of our teams, as they safely supported people through what was a very scary time. Our hope increases as vaccination levels rise, and we look forward to increased freedoms emerging.

Pathways Home

TeamHEALTH's residential services form an important pathway for people who are experiencing acute and severe mental illness, with a focus on providing them the environment and support required to promote recovery, with the goal of returning to living as independently in the community as possible. TeamHEALTH have worked alongside the NT Department of Health to expand the number of sub-acute beds available, which provide a step down in support following a hospital stay, or a step up in support as an alternative to or to prevent a hospital stay for people in the community. Our Residential services have grown by 30% over the past year, in direct response to the needs of our community. We continue to listen to the people using our services, and the evidence on what we need to do longer term as we continue to improve the journey to recovery.

Here to Listen

TeamTALK continued to be a support for Territorians during COVID, with the two short lockdowns and the ongoing isolation from support networks for so many, the TeamTALK support sessions continued to grow in demand. In recognition of the ongoing need, going forward, the NT PHN are funding the service as a Low Intensity Mental Health Service, for people experiencing mild mental illness. There is a shortage of services like this in the Territory, so we are excited to support people with maintaining their mental health and providing options that are tailored towards getting support when you need it and preventing the need to access primary health services.



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

2020-21 KEY OUTCOMES

Supporting your mental health journey



Core training for Staff in 2021
3545.2
including:

★
455.00
Outcome Star

★
255.20
Trauma Informed Practice

★
208.00
ASIST

★
40.00
Sexual & Gender Diversity

★
448.50
Other Specialised Mental Health Training

150 staff
30 Jun 2021



104 staff
30 Jun 2020

People and Development



We spent
237,650
hours
helping individuals on their mental health journeys

▲ **20%**
INCREASE
IN A YEAR

A total of
3161
participants
this year

which means the number of people we supported more than
DOUBLED IN ONE YEAR



Across the Top End, we have supported



Participant Outcomes

Participant Demographics

Snapshot of how we support people on their mental health journey in 2020-21

126
People received intensive support following a suicide attempt or crisis

162
People received tailored services that allowed them to remain living at home as seniors

777
People were supported into stable accommodation

25
Organisations received education and mentoring on employing people with lived experience

191
People received holistic support in a residential setting to recover from acute or severe mental illness

540
Received ongoing support with their mental health from home or chosen location

120
Achieving my NDIS goals

626
Children received early intervention support to help keep families thriving

2634
Participated in tailored mental health or family action plans to orientate and map their recovery journey

3783
Support sessions were provided for COVID related or low intensity distress

Cultural Breakdown
61%
Aboriginal and Torres Strait Islander

25%
Culturally and Linguistically Diverse



Age Range of People Supported



child & adolescent 0-17
1585



Adults 18-65
1414



Seniors 65+
162