

TEAMhealth **Annual Report** **2013-2014**



TEAMhealth acknowledges the Traditional Owners and Custodians of country throughout Australia and their continuing connection to land, sea and community. We would like to express gratitude that we share this land today, our sorrow for some of the costs of that sharing and our hope and belief that we can move to a place of equity, justice and partnership together.

TEAMhealth VISION

**Mental Health assists all people
to lead a full and valued life**

TEAMhealth PURPOSE

**Create community capacity for
good mental health to enable
people to live a full and valued
life through the provision of
services, advocacy and
education**

TEAMhealth VALUES

**Integrity, Accountability,
Wellbeing, Respect**

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ACKNOWLEDGEMENTS

TEAMhealth acknowledges the financial and/or in-kind support of the following Government Departments:

- Northern Territory Department of Health
- Northern Territory Department of Housing
- Commonwealth Department of Social Services
- Commonwealth Department of Prime Minister and Cabinet
- Commonwealth Department of Health

TEAMhealth also acknowledges the Aboriginal controlled organisations, non-government organisations, mental health service providers, other organisations and peak bodies without whose help TEAMhealth would not be able to achieve its goals. Lastly, but no means least, TEAMhealth would like to acknowledge all its participants and carers whose perseverance, fortitude and tenacity are such an inspiration.

CHAIR'S REPORT



Markus Spazzapan
Chair

My report this year has given me the opportunity to reflect on what TEAMhealth has done well, what external factors have impacted on our capacity to work effectively with people with mental illness and our stakeholders, and what has occurred to allow us to continue to do well.

Negotiating funding was fraught with uncertainty for most of the year and took up an inordinate amount of capacity that would have been better off being directed elsewhere. The secured funding has not kept pace with the actual costs of providing valued mental health services, nor with the strategic requirements of building a sustainable organisation that is responsive to evolving needs. Both the strategic and financial challenges necessitated a re-structure at management level, which was implemented in the first half of this financial year.

Recent legislative changes, including the National Disability Insurance Scheme, and our ongoing need to demonstrate quality in all our operations have commenced impacting TEAMhealth. Our re-structured management group are working well to address these matters. This process will be ongoing for some time.

Our CEO Helen Egan has been instrumental in co-ordinating and managing this change to allow TEAMhealth to deliver valued mental health services from a sustainable organisational base.

I take this opportunity to again thank all our recent past and present staff on behalf of the Board and myself. Thank you for your hard work and your ongoing commitment to providing the support and services to participants in our vital programs for people with mental illness and their carers.

Thank you to all my fellow Board Members for your invaluable input, guidance and dedication.

Markus Spazzapan

Chair,

LLB

TEAMhealth BOARD



MARKUS SPAZZAPAN

Chair

Markus joined the Board of TEAMhealth in 2011-12. He is a former Chair of the Darwin Festival and continues to work with the Festival in a governance role. Markus is a Senior Lawyer with Ward Keller and has been a prominent member of the Darwin community for over twenty years.



REBECCA KARDOS

Secretary

Rebecca joined the Board of TEAMhealth in 2011-12. She is the Chief Executive Officer with Aurora Energy in Tasmania and brings a wealth of commercial experience to the Board.



JANET BUHAGIAR

Vice Chair

Janet joined the Board of TEAMhealth in October 2010. Janet is Executive Director of Social Policy for the Department of Chief Minister. She was the previous CEO of St Vincent de Paul Society (NT) Inc. and was awarded the Telstra Young Business Woman of the Year in 2010.



TONI VINE BROMLEY

Public Officer

Toni joined the Board of TEAMhealth in September 2005. Toni is the Executive Officer of NT Shelter, the major Housing peak body in the Northern Territory.



MUNLI CHEE

Treasurer

MunLi joined the Board of TEAMhealth in March 2011. She is a Chartered Accountant by profession, and is a member of the Australian Institute of Internal Auditors and the Australian Institute of Company Directors. She was awarded the Young Manager of the Year in the Australian Institute of Management's Management Excellence Awards in 2008.



DAVID CHAPMAN

Board Member

David joined the TEAMhealth Board in 2014. David is a Psychiatrist with the Top End Mental Health Service and was a teacher before taking up Medicine as a career. He is a member of the Executive Council of the NT Branch of the Australian Medical Association, and of the National Executive Council of the Australian Salaried Medical Officers Federation. David has an eclectic range of interests and experience to contribute to TEAMhealth.

TREASURER'S REPORT



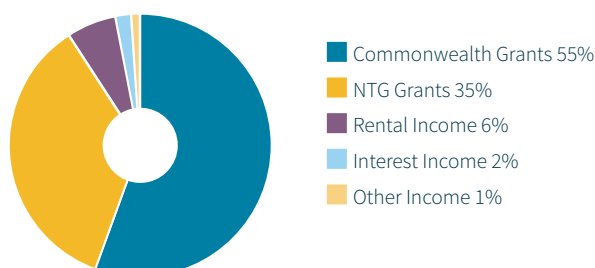
MunLi Chee
Treasurer

I am pleased to present TEAMhealth's Treasurer's Report for the year ended 30 June 2014.

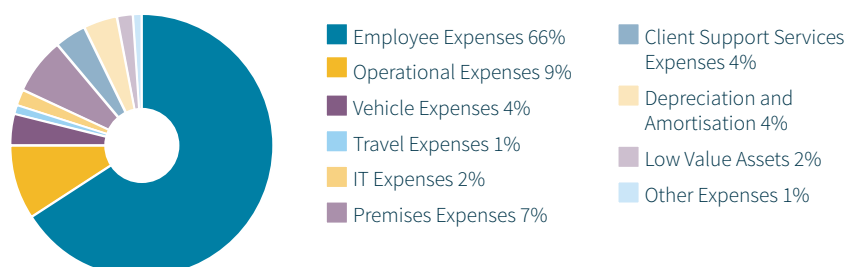
ANNUAL FINANCIAL SUMMARY

TEAMhealth reported a surplus of \$206,680 for the year ended 30 June 2014. This is an improvement from prior year's modest surplus of \$8,146. The 2014 surplus was due to a 17% increase in total revenue offset by a corresponding 16% increase in total expenses. The following pie charts provide a summary of revenue and expenditure breakdown over the year ended 30 June 2014:

2013-2014 REVENUE



2013-2014 EXPENSES



About 10% or \$0.56 million (2013: 4% or \$0.2 million) of the total grants received in 2013-2014 were unexpended or received in advance at the year-end. These were carried forward to the following financial year to be expended in programs like the new Maningrida Personal Helpers and Mentors and the Gunbalanya Family and Youth Service programs.

As at 30 June 2014, TEAMhealth maintained its favourable financial position with total net assets of \$5.14 million (2013: \$4.93 million). Total assets position was \$6.56 million – a 9% increase from prior year of \$6.03 million. The cash balance at year-end of \$2.80 million (compared to \$2.37 million in 2013) included grant liabilities of \$0.56 million. Total liabilities correspondingly increased by 29% due mainly to the increase in grant liabilities.

THE FUTURE

TEAMhealth's financial sustainability is heavily dependent on funding from both the Commonwealth and NT governments. With continued uncertainties in the grant funding space which led to structural changes this year, it is commendable that TEAMhealth concluded the year by sustaining its financial position with a surplus. Thanks to Helen and her team for being resilient and resourceful despite the ups and downs faced during the year.

Thank you to our funding bodies for your continuous financial support, and to our participants for your use of and support for TEAMhealth's services.

MunLi Chee

Treasurer,

BAcc, BApp Psych (Hons), MIIA, MAICD

CHIEF EXECUTIVE OFFICER'S REPORT

2013-2014 was the first year of TEAMhealth's Strategic Plan. TEAMhealth has laid out how we will pursue our vision *Mental health assists all people to lead a full and valued life over the years to 2016.*

To achieve this vision and our purpose we focus our efforts on three key areas:

- Provision of valued mental health services
- Ensuring we are a robust and financially sustainable organisation
- Increasing our capacity to respond to evolving needs

Our provision of mental health services has continued throughout the last busy year. Our residential services at Manse and Papaya have an combined occupancy rate of over 80% for the 2013-2014 year. The focus on the psychosocial rehabilitation elements within TEAMhealth's residential services has been enhanced through service review, staff training and feedback from participants and stakeholders.

Outreach services have been in high demand, with various programs offering services across the Northern Territory's Top End from Belyuen to Batchelor and Humpty Doo. Some interruptions to our Recovery Assistance Program (RAP) in Katherine occurred during the year and we are appreciative of the community support and the support from our colleague organisations that has been provided in Katherine. We have continued to have very active involvement in community building activities with both mental health awareness raising activities and education/training services featuring heavily in our operations.

The TEAMhealth service profile expanded in 2013-2014 to include the establishment of community based mental health services in Gunbalanya and Maningrida. Our establishment has proceeded slowly and our collaboration with complimentary organisations and with Aboriginal organisations operating in the health arena within both communities will continue over the three year funding from the Commonwealth. TEAMhealth's goal of transitioning these established services to locally operated Aboriginal controlled organisations within the community has been important as TEAMhealth has worked to establish these mental health support services for individuals and families.

We have worked hard to ensure that TEAMhealth is financially sound in the long term and wisely allocates its resources to deliver valued mental health services in the Top End. Development work on our internal systems, policies and processes has been undertaken to ensure that we can attract, develop and retain suitably skilled and qualified staff at all levels. This is an ongoing process and is important as we operate in a highly competitive employment market in the NT.

At the end of June 2014 TEAMhealth's Respite Program in Central Australia was closed following the Board's decision to focus our efforts on providing mental health services in the NT's Top End. The funding was reallocated by the Commonwealth to Australian

CHIEF EXECUTIVE OFFICER'S REPORT



Helen Egan
CEO

Regional and Remote Community Services (ARRCS) and there was a seamless transfer services as possible. Thank you to our Alice Springs based staff for their commitment to meeting participant needs during the transfer and their good humour throughout.

In late 2013-2014 TEAMhealth commenced hard work across the whole organisation to gain accreditation within the National Standards for Mental Health Services. This process will ensure that our systems and processes across every part of the organisation are high quality and are recognised as such through Accreditation. This work continues into the current financial year when we aim to achieve accreditation.

Board consideration of expansion options for TEAMhealth's community housing program commenced in February 2014. We have further built our collaborative relationships with both government and non-government housing providers and will actively pursue further development of TEAMhealth's community housing program over the coming years.

Considerable effort has been expended within TEAMhealth to understand and prepare for the changes likely following national implementation of the National Disability Insurance Scheme (NDIS). Some funded mental health programs are included in the NDIS, although information about the actual implementation of mental health services within NDIS still appears relatively unformed. Nonetheless TEAMhealth is working to ensure that all parts of the organisation, from governance, financial and business support functions, service planning, delivery and evaluation, to computer/phone systems and information management capability are ready for NDIS implementation when required.

TEAMhealth participants, carers, staff, Board and our stakeholders have been vitally important in all of the work outlined above. I pay tribute to TEAMhealth staff for their hard work and ongoing engagement to ensure that TEAMhealth delivers effectively across our core business areas and continually strives for improvement. I appreciate the feedback from participants and families that helps TEAMhealth improve its services, including feedback which recognises the efforts of staff and the real difference that our community based mental health services make to the lives of individuals and families in the Northern Territory.

Helen Egan

CEO

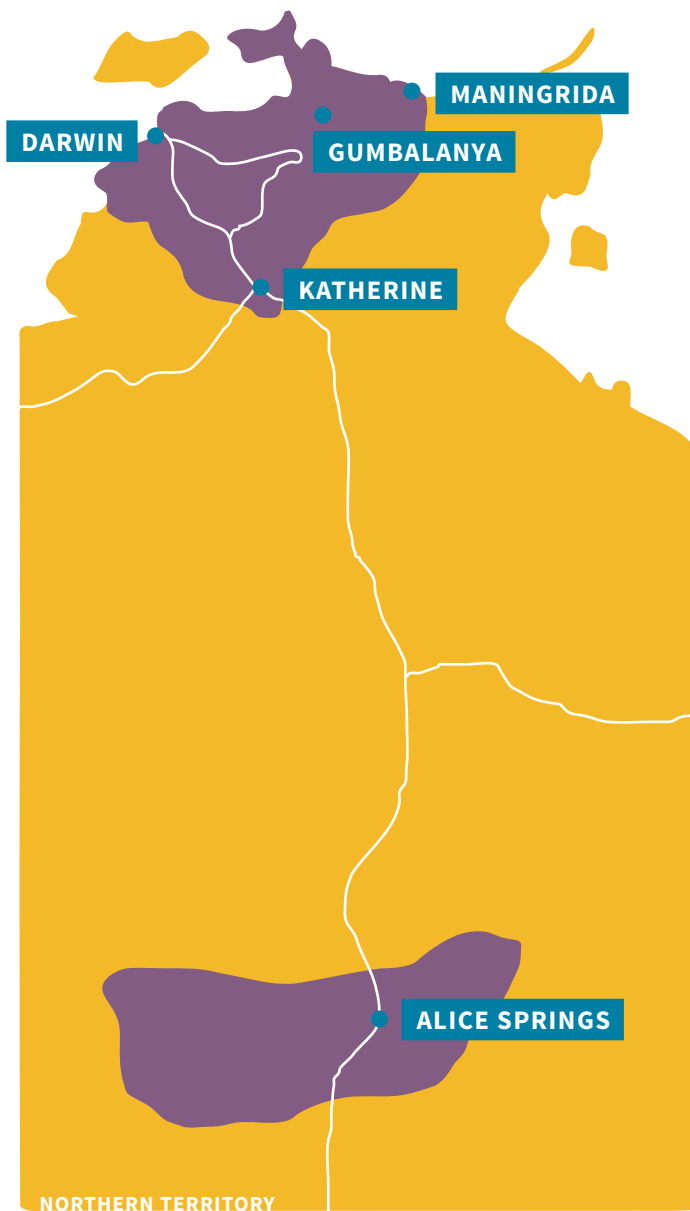
B.Agr.Sc. (Hons), MBA, GAICD

OUR ORGANISATION

WHERE WE ARE BASED

OUR SERVICE AREAS

IN 2013-2014



OUR GOALS

In 2013-2014, TEAMhealth developed its Operational Plan to ensure that each of the goals outlined in the 2013-2016 Strategic Plan are met. This contains a series of 'Key Performance Indicators' (KPIs) which TEAMhealth will now measure. These KPIs include changes to TEAMhealth's infrastructure, operating and organisational frameworks. They will specifically address the challenges of the National Disability Insurance Scheme (NDIS) and the new financial and operating requirements of our various funding agencies. These activities will be supported by TEAMhealth's new 'Communications Strategy' and 'Information Strategy', both of which were developed in 2013-2014.

OUR ORGANISATION

GOAL:

VALUED MENTAL HEALTH SERVICES

TEAMhealth has continued to receive very positive feedback from each of its program specific participant surveys, indicating we are meeting the needs of participants. In 2013-2014, an annual generic participant and carer survey will be introduced across all programs to ensure participation satisfaction can be measured both within and across programs. These survey results will be instrumental in helping to ensure that TEAMhealth is responding to participant needs, which in turn will help ensure that TEAMhealth is organisational ready for the introduction of the NDIS.

GOAL:

A SUSTAINABLE ORGANISATION

The focus of 2013-2014 was on consolidation of TEAMhealth's organisational structure to ensure that it is prepared for the pending impact of changes to funding arrangements with the Commonwealth and Territory Governments and the National Disability Insurance Scheme. It was recognised that TEAMhealth and the implementation of its Strategic Plan would require a high level of strategic capability to deliver these outcomes. In October 2013 TEAMhealth's structure and operations were reviewed and a significant change to TEAMhealth's management structure was announced in November 2013.

The new management structure was in place by February 2014. The provision of training to staff and the strengthening of leadership and management skills are integral in facilitating this management change.

GOAL:

RESPONSIVE TO EVOLVING NEEDS

In early 2014 TEAMhealth began its commitment to become a quality assured organisation. As an integral driver of continual quality improvement, TEAMhealth is working towards accreditation to the 'National Standards for Mental Health Services'. This accreditation standard is expected to be achieved by early 2015. As part of this process, a gap analysis of TEAMhealth's policies, procedures and processes was initiated. This has resulted in new policies being formulated and older policies being reviewed. Their implementation will be a central driver in ensuring that TEAMhealth is a quality driven organisation.

To ensure quality improvement is implemented successfully, it is essential that TEAMhealth has the ability to readily access and comprehensively analyse outcome data. To facilitate this, TEAMhealth initiated a tender process for a new 'Participant Information Management System' in early 2014. Once installed, this will greatly improve TEAMhealth's reporting functionality both for internal analysis and for reports to external funding partners.

OUR ORGANISATION

TEAM LEADERS & STAFF:

PHaMS (Outer Darwin)
 PHaMS – Maningrida
 FaYS – Darwin and Outer Darwin
 FaYS – Gunbalanya
 Day2Day Living
 Youth in Communities

TEAM LEADERS & STAFF:

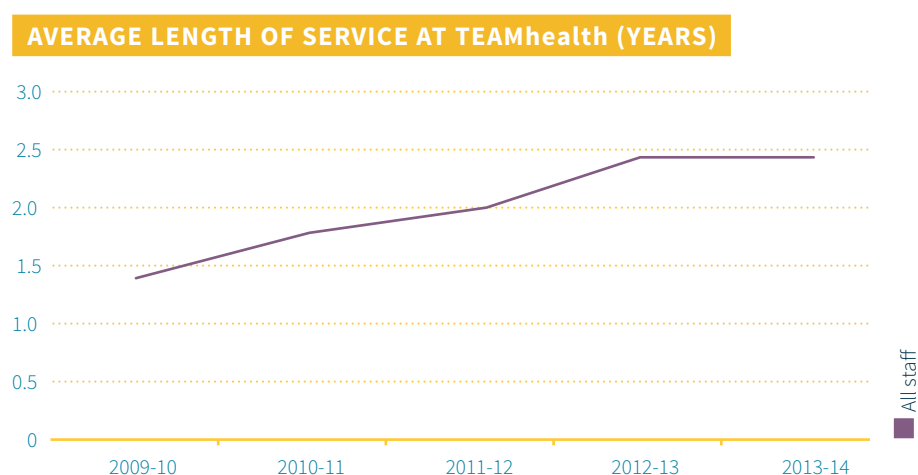
Manse
 Papaya
 Recovery Assistance Program
 Respite – Top End
 Respite – Central Australia
 Home Care Packages
 Community Housing



TEAMhealth STRUCTURE

JUNE 2014

While changes to TEAMhealth's organisational and program structure occurred during 2013-2014, the average length of service at TEAMhealth has remained at 2.4 years.



Total staff head count on 30 June 2014 was 57; representing a slight reduction from the 61 recorded on 30 June 2013. There were also 10 vacant positions at the end of June 2014.

The TEAMhealth workforce consists of 63% full-time, 17% part-time, and 19% casual workers. Just under 20% of the total workforce are male. The staff headcount by employment type and gender at the end of June 2014 is shown below.

	MALE	FEMALE	TOTAL
Full Time	6	30	36
Part Time	3	7	10
Casual	2	9	11
TOTALS	11	46	57

OVERVIEW OF PROGRAMS

PROGRAM	BRIEF DESCRIPTION	FUNDED BY
Recovery Assistance Program (RAP)	RAP provides outreach psychosocial rehabilitation services to people with a mental illness	Northern Territory, Department of Health
Manse Long Term Psychosocial Rehabilitation Residential Program	The Manse is a specialist long-term psychosocial rehabilitation 24/7 program, designed to support people with a severe and persistent mental illness.	Northern Territory, Department of Health
Papaya Sub Acute Care Program	Papaya provides intensive support services to people who are becoming unwell, or who have been recently discharged from Royal Darwin Hospital.	Northern Territory, Department of Health
Personal Helpers and Mentors (PHaMS)	PHaMS provides recovery focused, and strengths based support, to people with mental illness living in remote and rural communities in the Top End	Commonwealth, Department of Social Services*
Personal Helpers and Mentors (PHaMS) - Maningrida	PHaMS provides recovery focused, and strengths based support, to people with mental illness living in Maningrida	Commonwealth, Department of Social Services*
Family and Youth Services (FaYS)] – Darwin and Outer Darwin	Program provides support for individuals and families impacted by mental illness, as well as group activities and promotion of mental health.	Commonwealth, Department of Social Services*
Family and Youth Services (FaYS) – Gunbalanya	Gunbalanya based program provides support for individuals and families impacted by mental illness, as well as group activities and promotion of mental health	Commonwealth, Department of Social Services*

*Until September 2013, these programs were funded through the Commonwealth's Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and Department of Health and Ageing .

OVERVIEW OF PROGRAMS

PROGRAM	BRIEF DESCRIPTION	FUNDED BY
Respite Top End	Respite provides a range of flexible respite and family support options for carers of people with severe mental illness/psychiatric disability	Commonwealth, Department of Social Services*
Respite Central Australia (TEAMhealth service closed 30 June 2014 transferring to ARRCs)	Respite provides a range of flexible respite and family support options for carers of people with severe mental illness/psychiatric disability	Commonwealth, Department of Social Services*
Home Care Packages (HCP)	HCP's are individually planned and coordinated packages of care tailored to help older Australians remain living in their own homes	Commonwealth, Department of Social Services*
Day to Day Living Program (D2DL)	D2DL provides structured activities in a secure environment to aid psychosocial recovery	Commonwealth, Department of Health
Community Housing Program (CHP)	CHP provides accommodation options to individuals and families affected by mental illness	CHP is self supported (using a mix of TEAMhealth & Territory Housing properties)
Youth in Communities (YIC)	YIC is designed to provide education and awareness to urban and remote Indigenous communities to increase suicide prevention strategies for young people.	Commonwealth, Department of Prime Minister and Cabinet*

*Until September 2013, these programs were funded through the Commonwealth's Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and Department of Health and Ageing.

PARTICIPANT STORIES

SHANE'S STORY

"I was born in Darwin and I am from Oenpelli Community in the Northern Territory and I go to Day 2 Day Living and I paint. I got help to go to different places from RAP. I get help from Suraj to sell my art work through Larrakia Nation Arts (Larrakia people are the traditional owners of the land around Darwin) and that makes me feel more positive and encourages me to do more paintings. I feel safe staying at Runge Street and I enjoy the fishing activities. I am happy with TEAMhealth services."



Suraj (left, Coordinator, TEAMhealth) with Shane (right), arranging to sell his art work through the Larrakia Arts

SUSAN'S STORY

"When I was doing my training with Batchelor Institute I was doing Cert I in Business, passed and graduated on the 8th June 2014 in Batchelor. I like studying to achieve my goals as I go along. I'm doing a Cert 2 in Business now and look forward to my studies and keen in getting any goals to graduate again. It took me a year in hard training 8 hours a day, but its all worth the wait."

When I'm finished my study I want to find a suitable work for myself so I can earn my own pay. And I can think of my future, as well as my children's. I loved the RAP program. We went to Mataranka. It was lovely plus the overnight stay at the motel. It was really cool to get away, also I enjoyed the stay in Darwin when I went for my rest, plus it makes me think whom I'm missing out on, like good times with friends and my sister Amanda. She's always happy to see me whenever I am up there in Darwin. So does my friends too, but I loved everything especially the Mataranka trip. It was heaps of fun with Jodie and the Darwin crews. Wish we can keep doing it on the months to comes. I hope so any ways."



Susan (3rd from left) with other members of the Katherine RAP team.



**“Great day, lots of fish- barramundi”
Howard Spring Reserve, Fishing Feeding.**

FEEDBACK FROM RAP PARTICIPANT

COMMUNITY HOUSING PROGRAM

TEAMhealth, with some support from the Northern Territory Department of Housing, has provided community housing since 1987. The Community Housing Program (CHP) plays a vital part in the recovery of participants with mental illness by providing stable, safe and affordable accommodation.



The Community Housing Program (CHP) receives referrals from, and refers participants onwards to over 11 organisations. It receives referrals from any source.

This self funded program provides medium and long-term safe transitional housing options for people who have the capacity to live independently. Housing options include shared, solo, family and gender specific accommodation. Participants occupy housing at concessional rates and all participate in TEAMhealth's Outreach Services, including the Recovery Assistance Program, Personal Helpers and Mentors, FaYS and / or Home Care Packages Program.

To be eligible for the program participants need to fulfil the following criteria:

- Be 18 years of age and over
- Have a mental illness
- Be allocated a Top End Mental Health Services case manager or GP
- Be engaged with, or willing to engage with a TEAMhealth Outreach Program
- Be willing to apply for Territory Housing placement, or already be on the waitlist

The Community Housing Program currently manages 25 dwellings which consist of a mixture of 1-2 bedroom units and 3 bedroom houses. Properties are located in the suburbs of Nightcliff, Coconut Grove, Parap, Nakara, Moulden and Central Darwin.

The program relies totally on receipt of housing income from participants to cover the programs' operating costs. Assessments are conducted twice yearly in March and September to ensure housing related payments are commensurate with the incomes of participants. Cost pressures of basic services (electricity, etc.) continue to present challenges for the program. By keeping costs under control, TEAMhealth works to minimise the impact of external price increases on the level of service delivery to participants.

TEAMhealth's Community Housing Program has previously received an award from Australasian Housing Institute in recognition of the following:

- Australasian Leading Practice Award for Professional Excellence in Housing – Highly Commended
- Leading Practice Award for Professional Excellence in Housing in Queensland and the Northern Territory

PAPAYA

Papaya is a uniquely designed residential program which supports and assists individuals with mental illness in the Northern Territory. Papaya is a sub acute care facility that houses up to 9 participants at any one time and has been operated by TEAMhealth since 2007.

In 2013-2014 Papaya provided intensive 24/7 individualised support to 68 participants who were either becoming mentally unwell (step up) or had been discharged from hospital (step down). The average time in residence was 29 days.

One of the main aims of this program is to reduce hospital admissions and / or improve the likelihood of early discharge from hospital. Along with psychosocial rehabilitation, the participants at Papaya are provided with necessities and opportunities to build confidence and skills. Activities are based around socialization and introducing participants back into the community by establishing a sense of belonging.

To be eligible for the program, people must be 18-64 yrs and have a case manager from the Northern Territory Governments of 'Top End Mental Health Services (TEMHS)'. Referrals are only accepted from TEMHS.

All admissions are voluntary. The team at Papaya consists of a Residential Services Team leader, a Coordinator and a fulltime Psychosocial Rehabilitation Worker (PRW), supported by approximately 6 part-time / casual PRWs. Staff pride themselves on delivering a safe and supportive environment to assist participants in the achievement of goals identified in their individual recovery plans.



PAPAYA

THE MANSE

The Manse is a long-term psychosocial rehabilitation residential program designed to support people with a chronic and persistent mental illness.

The Manse works closely with other service providers including the Northern Territory Department of Health 'Top End Mental Health Services', Mi Place and TEAMhealth's 'Day to Day Living Program' to assist participants in their recovery. To further facilitate this process, residents follow a morning and evening program to encourage them to develop independent daily living skills, including cooking, cleaning, personal shopping, attending appointments, personal hygiene and medication management.

Participants and staff meet once a week in 'house meetings' to discuss ideas and any concerns participants might have, decide what meals will be cooked each week and help organise social activities

during the weekend. These activities might include visiting Darwin wharf for lunch, arranging a BBQ at Jingili Water Gardens or day trips to Batchelor or Berry Springs.

TEAMhealth helps residents attend a variety of organised community events including NAIDOC Week celebrations and to visit community centres such as Mi Place regularly. This year, participants have had the added opportunity to journey on an overnight trip to Katherine, where they were able to enjoy a scenic flight and a cruise along the Katherine Gorge.

QUOTES FROM PARTICIPANTS AT THE MANSE:

"The trip to Katherine was really good, helped me relax a bit."

"I am very happy here at The Manse. Help from Muz (staff member) with my nightmares has been really good. The Zen is excellent. The atmosphere is good to help with self control. Everybody here is really nice."

"I like this house with the new front door and the front courtyard is really nice. I liked the trip to Katherine, the hotel was really nice and the bush walk to Cutta Cutta Caves was good."





"TEAMhealth are helping to create a better life for ourselves. They are helping create better situations in our lives and create future possibilities."

FEEDBACK FROM PARTICIPANTS AT THE MANSE

RECOVERY ASSISTANCE PROGRAM (RAP)

The Recovery Assistance Program (RAP) provides psychosocial rehabilitation support in the community to people with a mental illness aged between 18 and 64, using a participant-centred and strengths-focused approach.

Participant's recovery is promoted through building on their strengths, encouraging self-determination and empowerment, and accessing appropriate resources and networks. Support is provided to increase a participant's capacity in the domains of living, working, learning and socialising. Goals in these domains form the basis of an Individual Recovery Plan which the participant is encouraged to take ownership of.

TEAMhealth manages two RAP programs in Darwin / Palmerston (51 participants) and Katherine (18 participants).

To ensure skills are relevant and kept up to date, staff from both programs have attended training in: (a) Applied Suicide Intervention Skills, (b) An Introduction to Working with Individuals who have Self Destructive Behaviours and (c) Mindfulness Based Acceptance and Commitment Therapy.

RAP has worked in collaboration with the Northern Territory Government clinically based 'Top End Mental Health Services', as well as community based employment agencies and other stakeholders to ensure participants aims are met. For example, RAP has supported several participants into part-time employment and/or study in a manner which helps each individual achieve their goals. Specific examples of some of the major achievements of our RAP participants are as shown on these pages:

WORKING



- 2 participants have each gained employment for 10 hours a week at the Royal Darwin Hospital Laundry
- 1 participant is now working 20 hours / week with the Darwin Skills Development Scheme
- 1 participant has retained stable employment driving a taxi
- 2 participants are volunteering at St Vincent de Pauls, Darwin
- 1 participant is volunteering at the Uniting Church Op Shop 3-5 days a week
- 2 participants have each sold several pieces of their art work in an art exhibition, facilitating their entry back into the workforce

RECOVERY ASSISTANCE PROGRAM (RAP)

LEARNING



- 1 participant from RAP Katherine graduated in Certificate I in Business Studies from the Batchelor Institute
- 1 participant has just left to complete his Degree in Psychology at Charles Darwin University
- 1 participant is attending Charles Darwin University, to undertake a Certificate II in Kitchen & Operations

LIVING



- A number of participants have transitioned into the TEAMhealth Community Housing Program accommodation

SOCIALISING



- The RAP program participated in various community events such as the CAAPS open day, Mental Health Week activities and NAIDOC Week Celebration to collaborate and build connections across services to support participant's recovery
- RAP conducts regular meaningful activities for the participants based on their individual recovery plans, interests and feedback
- Regular activities promote socialising, learning and education

RECOVERY ASSISTANCE PROGRAM (RAP)

RAP works collaboratively with other TEAMhealth programs, including the Community Housing Program, PHaMS, Day 2 Day Living, Top End Respite, Papaya and the FaYS. The collaborative approach has led to benefits for both participants and carers.

RAP continues to receive referrals primarily from the Northern Territory Department of Health Top End Mental Health Services (TEMHS), but also receives referrals from any other source. The TEAMhealth RAP teams support the recovery and wellbeing of participants and carers and share the enjoyment of their success.

Some of the social and community activities conducted in the past year are pictured (see page before).





DAY 2 DAY LIVING

The TEAMhealth Day to Day Living (D2DL) Program commenced as part of the National Action Plan on Mental Health 2006-2011.

Day 2 Day Living aims to improve health outcomes, work readiness and the quality of life for people with severe and persistent mental illness who experience social isolation in the Darwin area. This is achieved through the provision of structured and socially based activities where individuals can participate in social rehabilitation activities and gain independent living skills. The TEAMhealth D2DL program, based in Rapid Creek in Darwin receives referrals from, and refers participants onwards to at least 23 organisations.

In 2013-2014, sixty-five active TEAMhealth Day 2 Day Living program participants joined in a large variety of social and community activities. This included visits to the Darwin museum, cinema, 'Human Rights on Show' Art Exhibition, Buddhist Mandela Display and TEAMhealth Christmas parties. Better living activities included Tai Chi, Lunch Program, Relaxation Group, Sewing, Xbox interactive games, Computer classes, Creative Expression Group, Gym and Hearing Voices support group sessions conducted at its centre in Rapid Creek.

Activities that were especially successful during the Mental Health Week Open Day included the launch of the TEAMhealth D2DL Digital Postcards film project with 'Will Tinapple'. Participants each printed a TEAMhealth bag with foam printed designs, which they then used for shopping. An art contest was judged by local NT celebrity Lisa Pellegrino (ABC Radio presenter), while

a Heath Check was undertaken with participants through various Northern Territory Community Health programs. To facilitate Mental Health Week activities, D2DL applied for and received a grant from the Northern Territory Mental Health Coalition.

In May 2014, the TEAMhealth D2DL program held its second annual art exhibition at the Darwin City Council chamber. The Darwin Council Arts Program hosted the opening night with entertainment and refreshments, with the exhibition opened by the Lord Mayor. Approximately \$1000 worth of sales was achieved, with all proceeds being returned to the D2DL artists. A website promoting participant artwork has been created by a D2DL participant in collaboration with the Darwin Digital Hub (<http://day2daylivingart.org.au/>).

An exciting relationship has also been generated with 'ABC Open'. An ABC Open producer has worked with participants to develop film and creative writing projects. This was initiated with a 'Digital Postcards' project, which was generated to promote Mental Health Week in 2013. These creative skills were further developed with the 'Life's Big Questions' project, whose format was used to develop TEAMhealth D2DL own film for Mental Health Week in 2014. With each project, the skills of the D2DL participants have increased and project goals have become more ambitious. Exciting times at D2DL!



FAMILY AND YOUTH SERVICE PROGRAM

The Family and Youth Services Program (FaYS), otherwise known as the Family Mental Health Support Services Program, provides support to individuals, families and carers impacted by mental illness.

This program focuses on improving mental health outcomes for children and young people and their families. It provides early intervention support to assist vulnerable families with children and young people who are at risk of, or affected by mental illness. The program also provides a range of early intervention, prevention and education activities to schools, other service providers and the wider community. TEAMhealth manages two FaYS programs, one in Outer Darwin and one in Gunbalanya. Combined, these two programs receive referrals from, and refer participants on to over 87 organisations.

TEAMhealth FaYS PROGRAM

(DARWIN/KATHERINE/JABIRU)

This program, delivered in communities between Darwin, Katherine and Jabiru, has operated in various formats since 2007. Fifty nine participants were provided with individualised support in 2013-2014 and a total of 24 families received support. The FaYS program conducted 55 separate group and education sessions to over 2000 participants engaged in Community Education/Engagement, Mental Health Promotion, Group and/or One-off Support activities during the reporting period. These activities included:

Drumbeat: (Discovering relationships using music). Drumbeat promotes conversation around relationships, peer pressure, teamwork and promotes self esteem using Djembe African drums. It is typically conducted over a 10 week program. When requested, one off sessions were held, choosing relevant sections of the course appropriate to the target audience. An example of this activity is two 10 week programs delivered to the 'Life Skills' and the 'Girls Educational and Mentoring Services' classes at Casuarina Secondary College, Darwin.

safeTALK: This half day presentation moves beyond general awareness of suicide to demonstrate how people alert to suicide risk can increase suicide safety. It gives people the tools to be able to ask if someone is thinking about suicide and then linking them into organisations who can help. After delivering safeTALK to students, the FaYS staff were asked back to Jabiru Area School to deliver this training to all senior school students and staff. This training has also been delivered to staff at Batchelor School, enabling them to become suicide alert.

Women's Circle: This is a monthly get together of local women endeavouring to reduce the impact of mental health challenges. It provides the opportunity to meet others in a relaxed and friendly environment and an opportunity for these women to broaden their social network, swap parenting tips, step outside of their normal routine and have fun. This year the group has had some fantastic nights including a crafting night, guest speakers, a pampering night and an excursion to the Deckchair Cinema.

Breakaway to Katherine: The FaYS team and 12 participants visited Katherine for a 3 day adventure. Participants enjoyed a tour of the Cutta Cutta Caves, a boat cruise on Katherine Gorge, experienced a bush tucker night and a swim at the hot springs. The trip gave participants the opportunity to broaden their experiences and meet new people in a safe and friendly environment.

QUOTES

"A very great time. Excellent for kids.

Thankyou"

FaYS Participant, Katherine trip

"Getting away, seeing different things.

Everything was good"

FaYS Participant, Katherine trip

Cooking Group: In this 6 month cooking group, a dietician taught participants about nutrition and how to cook delicious nutritional food on a budget. At the end of each session, participants had the opportunity to taste each dish. Once this activity finished, each participant was presented with a recipe book containing each of the recipes. Feedback was extremely positive, with all participants stating that they had learnt essential new life skills in a fun environment.

FAMILY AND YOUTH SERVICES PROGRAM (GUNBALANYA)

TEAMhealth secured funding in September 2013 to establish a FaYS program in Gunbalanya.



Gunbalanya is an Aboriginal community which is located 350 km from Darwin in West Arnhem Land and has a population of approximately 1500 people. It is only accessible by road during the 'Dry Season'.

Relationships have been built with the community, Elders and relevant stakeholders to ensure that the program meets the communities needs and aspirations, and that the community guides its development. Initially mental health education programs (e.g. Youth Mental Health First Aid) are being provided to community groups to publicise the program and enable residents to understand the importance of mental health. These groups included 'Families as First Teachers' and participants at Gunbalanya school.

A full time coordinator resides in Gunbalanya. Recruitment has recently been initiated to employ Gunbalanya residents as support workers. The development of skills and the continuation of strong relationships within the community are important for FaYS (Gunbalanya).

The AIMhi Stay Strong ipad App developed by Menzies School of Health Research is being used to provide a structured, evidence based and culturally appropriate intervention to Aboriginal participants in Gunbalanya.

TEAMhealth's activities in Gunbalanya in the next 12 months will focus on consolidating its staffing, enrolling participants and providing long term support to families living in this community.



YOUTH IN COMMUNITIES PROGRAM

The 'Youth in Communities' (YIC) program provides education and awareness to urban, rural and remote Indigenous communities in the Top End of mental health matters to increase suicide prevention strategies for young people.

The TEAMhealth YIC program currently delivers services to Jabiru, Amangal, Batchelor, Belyuen, Darwin/ Palmerston and Gunbalanya.

The program aims to:

- Improve life choices and outcomes for young people through targeted activities, education, awareness and training
- Promote strong peer and family relationships
- Improve personal capacity, self esteem, resilience and social connections

safeTALK, which is a half day presentation to increase suicide alertness, is delivered by TEAMhealth staff in a culturally informed manner to better suit the needs of the target communities. Overall 159 young people and 25 adults have completed this training in 2013-2014 to gain knowledge and awareness in identifying early warning signs of suicidal thoughts and intent, how to provide support and link others with

appropriate professional help. Feedback from these sessions has been extremely positive. Participant responses about their take home message included:

"If you know someone that might be thinking about suicide, don't be scared to ask them"

"That it is ok to talk to me about suicide"

"Take notice of the signs and always listen. Helping family from suicide in my Community"

"Suicide can affect everyone"

After the delivery of 'safeTALK' to CLONTARF students, the College requested additional mental health education sessions. This led to the development of a mental health focused 'Amazing Race' event in the Darwin area in which 40 students from the local CLONTARF academies participated in gathering mental health clues while they competed through six separate mental health activities. This activity was shown to be instrumental in increasing suicide awareness among students.

In total, YIC delivered mental health education and awareness training to 387 young people and 86 adults within five of the seven communities serviced in 2013-2014. Community engagement activities with a mental health focus are now planned for the remaining two communities and will be the focus for the upcoming year. Existing and new partnerships will be built upon to help ensure that the incidence of suicide is reduced in these communities.

PERSONAL HELPERS AND MENTORS PROGRAM

PHaMS provides recovery focused, and strengths based support, to people with mental illness living in remote and rural communities in the Top End

The aim of the Personal Helpers and Mentors Service (PHaMS) is to increase opportunities for recovery for people whose lives are severely impacted by mental illness. The program provides a non-clinical service to people who are dealing with mental health challenges and supports people from 'slipping through the gaps'. It achieves these outcomes by:

- Increasing participant access to appropriate services at the right time
- Increasing personal capacity and self-reliance
- Increasing community participation
- Increasing awareness of mental health in the community to reduce stigma

TEAMhealth manages two PHaMS teams based in Outer Darwin and Maningrida. Maningrida is an Aboriginal community in the heart of Arnhem Land, located 500 km east of Darwin at the mouth of the Liverpool River with a population of just over 2000 people. The Kunibidii people are the traditional landowners of this country.

To build staff capacity and optimise participant outcomes, the two TEAMhealth PHaMS teams have continued to develop links with other PHaMS service providers across the Northern Territory and South Australia. In January 2014, TEAMhealth PHaMS staff attended the PHaMS state-wide forum in Adelaide. TEAMhealth PHaMS staff also spent two days with the Walpiri Youth Development Aboriginal Corporation in the Yuendumu community. This was a valuable opportunity to share ideas and learnings with the Warra-Warra Kanyi Counselling and Mentor service, community members, Elders and external stakeholders. Many new ideas originating from this visit have since been utilised by the PHaMS teams in both Outer Darwin and Maningrida.

Combined, these two TEAMhealth programs have received referrals from, and referred participants onwards to over 84 different organisations.



PERSONAL HELPERS AND MENTORS (OUTER DARWIN)

In 2013-2014, this TEAMhealth PHaMS program provided support to 45 participants residing in 11 communities in Outer Darwin. Each of these communities was within 130km (by road) from Darwin.

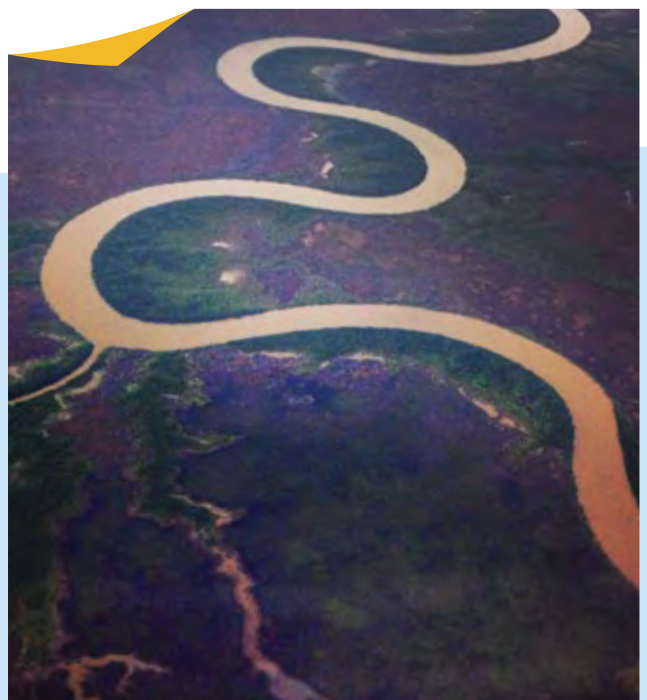
PHaMS has organised recreational activities for participants of this program throughout this year. Activities provide an opportunity for isolated participants to engage with peers and staff in a relaxed environment away from home. Activities have included overnight activities to Lake Bennett, Batchelor and Mary River Resort, and day trips to Crocodylus Park and Litchfield National Park.

In Belyuen (a predominantly Aboriginal community) PHaMS has continued to support participants in the community by promoting positive mental health activities including local bush trips, fishing, op-shopping, the cinema and visit to the Territory Wildlife Park. The PHaMS staff continue to increase awareness of mental illness and to promote the benefits of the PHaMS program to potential participants by attending community events including NAIDOC week celebrations, International Women's Day, 'RU OK Day' and community morning teas.

QUOTES

"I had the most amazing time of my life. The best feeling I have felt for a long, long while."
PHaMS participant following an overnight activity.

"I should congratulate you for supporting Peter in the community, without your service he would likely have contact with no-one."
Staff Member; Northern Territory
Department of Health Top End Mental
Health Services Remote Mental Health
Team.



PERSONAL HELPERS AND MENTORS (MANINGRIDA)

In late 2013, TEAMhealth began to develop and implement a PHaMS program in Maningrida, utilising a community led approach.

A co-ordinator, residing in Maningrida has been employed. Four other local staff (including a peer worker) all residing in Maningrida are currently being engaged as support workers. TEAMhealth will build the capacity of these staff members through the provision of a range of training including Mental Health First Aid, safeTALK, ASIST and Certificate IV in Mental Health.

To establish this program, TEAMhealth is working closely with the Malabam Health Board Aboriginal Corporation, an Aboriginal community controlled organisation that delivers primary health services to Maningrida. Specifically, TEAMhealth is working in tandem with Malabam's Social and Emotional Wellbeing team to ensure that the aims and identity of this program are understood by the community through a series of educational events. TEAMhealth is working with the Maningrida elders, traditional owners and community people to ensure that traditional healing practises are also incorporated into TEAMhealth's recovery focused approach.

BUILDING CONTAINING THE NEW TEAMhealth OFFICE IN MANINGRIDA, ARNHEM LAND.



Plans to deliver community mental health promotion activities are in progress, including the delivery of 'Youth Mental Health First Aid' training to staff and other appropriate community participants. While eligibility to this PHaMS program is the same as that described previously, this particular program will focus on the social consequences of mental illness and work with the community to improve understanding of mental health.

TEAMhealth will work directly with at least 10 individuals and families in the coming year, building to a caseload of ≥45 participants from July 2015. Each participant, together with their PHaMS worker will develop an iPad based 'Staying Strong Plan', using the 'Stay Strong app', developed by Menzies School of Health Research. Continuing mental health education and awareness, and participant enrolment and engagement will be the main aims of the program in 2014-2015.

TEAMhealth RESPITE PROGRAM

The TEAMhealth managed Respite Programs provide a range of flexible respite and family support options to carers of people with severe mental illness/psychiatric disability, who reside in the Top End (Darwin / Palmerston) and Central Australia regions of the Northern Territory.

TOP END RESPITE

PROGRAM (DARWIN/

PALMERSTON)

The TEAMhealth Top End Respite Program receives referrals from, and refers participants onwards to over 45 organisations. In 2013-2014 this program catered for 42 participants, from urban, rural and remote communities. Weekly group meetings and breakaway activities were held throughout the year, providing carers with respite from their carer responsibilities and the opportunity to reconnect with carers they had met previously. For new carers, they provided the opportunity to share experiences and gain support and advice from people in similar situations. Participants in the Top End Respite program travelled to weekly activities on the Respite Bus, which provided the perfect congenial atmosphere to foster relationships and friendships. Activities included fishing charters, Ten Pin Bowling, op shopping combined with lunch at various locations in Darwin and its surrounds.

In 2013-14, the annual 'Carers Break-away' was held in Katherine. Carers were offered the choice of a pamper package, or an aerial tour in a Cessna aircraft taking in the sights of the Katherine region, including the 13 gorges of Nitmiluk (Katherine Gorge), Edith Falls and the Mount Todd Gold Mine. TEAMhealth carers and respite staff were invited to brief the Wurli - Wurlinjang

Board, where they explained the aims of the TEAMhealth Respite Program. Carers shared stories of their experiences caring for recipients who have a mental illness and the impact it had on their lives before engaging with the respite program. Carers told about their current situations now that they are able to access respite and have connected with other Carers. This was a memorable occasion for carers and staff alike, and formed good foundations for a working relationship with the Wurli-Wurlinjang health service. TEAMhealth Respite look forward to collaborating with Wurli - Wurlinjang and other stake-holders in the future to assist more carers in the Top End and Katherine regions.

In 2013-2014, the TEAMhealth Top End Respite Program helped to ensure that carers were able to celebrate major public occasions. This included 'Carers Week' and 'Mother's Day'. In acknowledgement of their work, TEAMhealth invited carers to attend a joint TEAMhealth Respite Program / CarersNT dinner at Cullen Bay, Darwin to celebrate 'Carers Week'. For Mothers Day 2014, TEAMhealth staff arranged for 15 Carers to attend lunch at Darwin's Sunset Restaurant. At this event carers were able to forget their troubles and enjoyed an indulgent afternoon of excellent food, relaxation and comradeship.



QUOTES OF RAP

PARTICIPANTS

"TEAMhealth really helps us. I would hate to think how life would be without them."

"It was bliss to have nothing to do, but swim and read and enjoy being just me for a day instead of someone's mum. It was great for my sanity."

TEAMhealth RESPITE PROGRAM

In addition to social activities, two participants in this program successfully completed a Certificate I in Business. Funded by Top End Respite, one participant and their carer attended the Mental Health Services Conference in Melbourne. This provided an invaluable learning experience, new knowledge was sourced and subsequently shared with other carers in the Respite Program.

In May 2014, a combination of carers and recipients visited Mary River Wilderness Lodge: a location where mobile phone reception and televisions were replaced by wallabies feeding within metres of the cabins, walks through bamboo forests, and relaxing pools surrounded by native birdlife. Respite carers and participants were treated to a serene sunset tour along the Mary River, taking in the sunset, birdlife and viewing the occasional sleepy saltwater crocodile.

With the focus on relaxation and unwinding, carers traded technology for books, conversation and nature walks, topped off by relaxing in the pool within the tranquil surrounds of the Wilderness Park. Recipients made their own fun, sharing their own experiences of recovery.

Feedback from carers and participants in 2013/14 indicated that TEAMhealth are continuing to meet the needs of this program's participants.

RESPITE ASSISTANCE

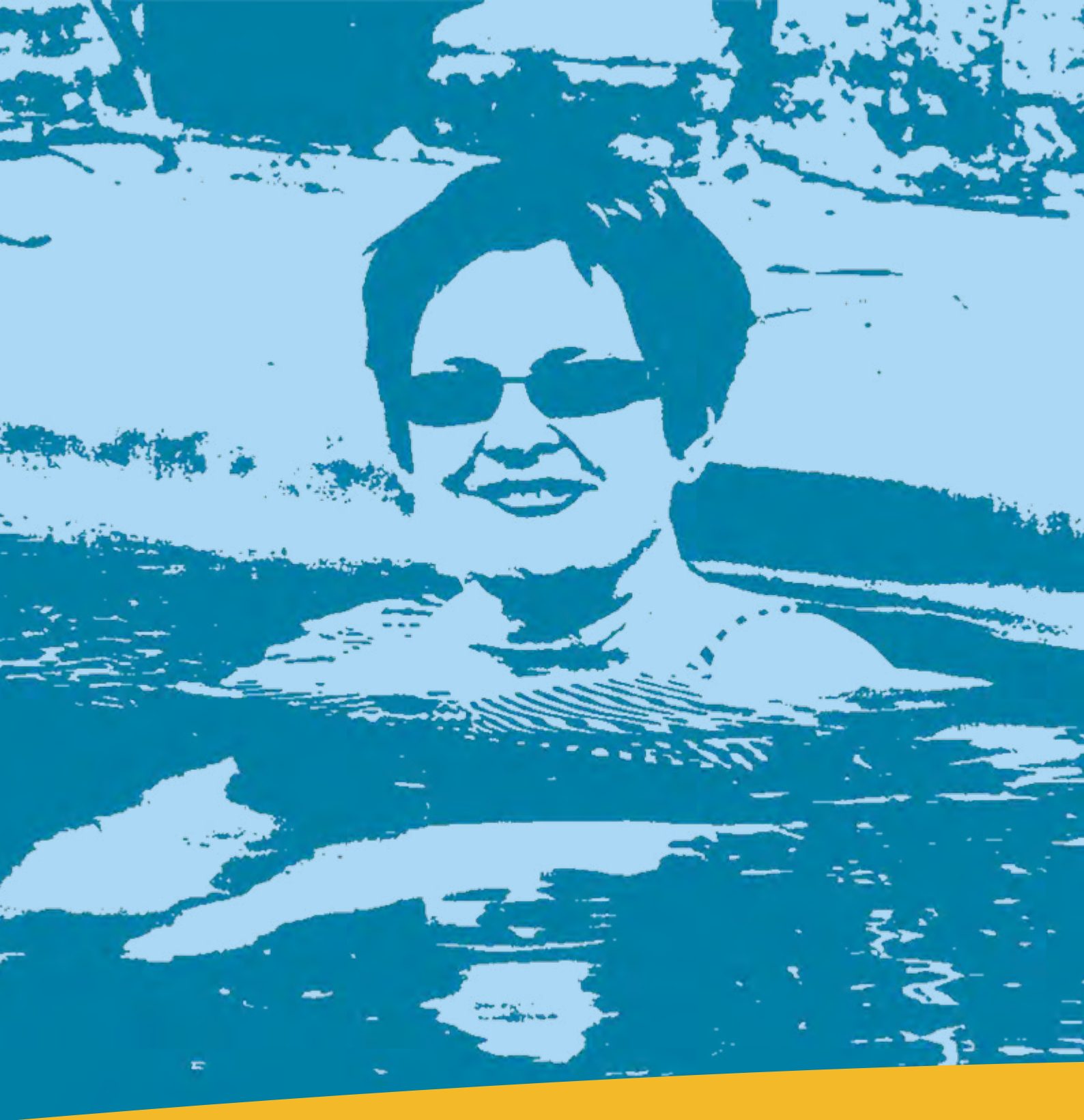
PROGRAM (CENTRAL AUSTRALIA)

In 2013-2014, this program (employing 2 staff) assisted 25 carers of a person with a mental illness. 44% of these carers identified themselves as Aboriginal. TEAMhealth worked with other service providers in all cases to ensure that participants needs were met.

Group activities and breakaway activities were the highlight of the year. This included two overnight respite trips for carers and care recipients to Glen Helen Resort and Kings Canyon. Very positive feedback was received from both carers and carer recipients and all were keen to extend time away in the future. An overnight stay was also arranged for carers at a local resort and a quad bike tour and overnight camp at Undoolya Cattle Station for carer recipients. Again very positive feedback was received from participants. Two extended breakaways were also arranged to Darwin and Katherine. Highlights of the Top End trips included a "Jumping Crocodile cruise" and a dinner cruise of the Katherine Gorge.

The large and remote area requiring service provision with only 2 staff members has been to be a challenging issue for this program. Carers in Central Australia have been supported from 1 July 2014, by the respite service of Australian Rural and Remote Community Services (ARRCS). Transition of participants in the program was enabled by the close cooperation between TEAMhealth and ARRCS staff.





**"Thanks for a battery charging day and
a night of peace and beauty"**

FEEDBACK OF TOP END RESPITE PARTICIPANT

HOME CARE PACKAGES

TEAMhealth provides 25 Home Care Packages in the Darwin/Palmerston region. Packages are tailored to provide a range of services to aged people that promote independence and enable participants to remain living longer in their own homes and communities.

QUOTES FROM HOME CARE

PARTICIPANT

*"Great day, lots of fish-
barramundi"*

*Howard Spring Reserve,
Fishing Feeding.*

*"Great days I have with the
TEAMhealth Girls"*

Fish Feeding Doctors Gully

Home Care Packages provided by TEAMhealth are accessed by a range of older people from the diverse population in the Darwin/Palmerston area. In 2013-2014, TEAMhealth provided support for the needs of 38 participants in this program.

Home Care Packages provided by TEAMhealth are designed to help with individual care needs for older members of the community. The types of services that are provided as part of a package by the TEAMhealth Home Care team in Darwin include:

- Personal Care
- Social support
- Transport to and from appointments
- Home help
- Meal preparation
- Outings/events
- Christmas party
- Organising and coordinating services
- Domestic assistance

To receive a Home Care Package from TEAMhealth, participants are initially assessed by an Aged Care Assessment Team (ACAT). If eligible, TEAMhealth staff consult with the individual and arrange a Home Care Package tailored to meet the participant's needs (as assessed by the ACAT). A 'Home Care Agreement' is created with a 'Care Plan' which establishes the services the participant will receive, by whom and when. TEAMhealth staff ensure that these services are delivered safely, successfully and supportively, while at the same time ensuring that participants needs are met.



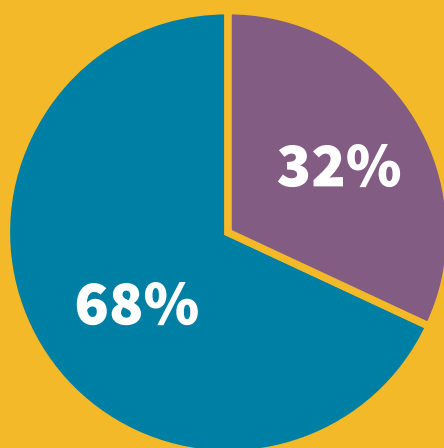
PARTICIPANT STATISTICS

PARTICIPANT NUMBERS BY PROGRAM

PROGRAM	PARTICIPANT NUMBERS
D2DL	65
FaYs	59
RAP (Darwin/Palmerston) + (Katherine)	69
Respite (Top End) + (Central Australia)	67
PHaMS (Outer Darwin)	45
Home Care Packages	38
Papaya	68
Manse	7
TOTAL	418

IDENTIFIED PRIMARY DIAGNOSIS

DIAGNOSIS	%
Schizophrenia	55%
Depression	17%
Anxiety	7%
Schizo-Affective Disorder	7%
Post Traumatic Stress Disorder	3%
Other	3%
Borderline Personality Disorder	2%

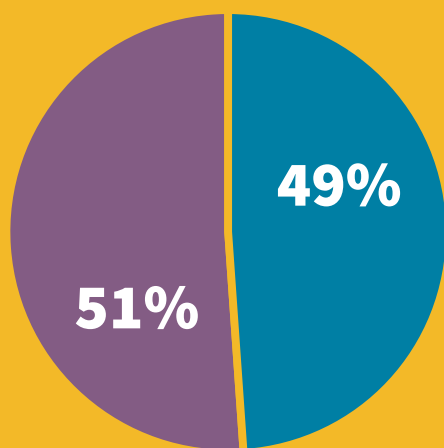


INDIGENOUS AND

NON-INDIGENOUS PARTICIPANTS

Identify as Indigenous = 32%

Identify as non-Indigenous = 68%



MALE AND FEMALE PARTICIPANTS

% Males = 49%

% Females = 51%

47

YEARS

AVERAGE AGE OF ALL PARTICIPANTS

Across all programs = 47

FINANCIAL STATEMENTS

Summary of audited financial statements

SUMMARY INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2014

REVENUE FROM OPERATIONS	2013/2014 (\$)	2012/2013 (\$)
Revenue	6,144,107	5,211,786
Other Income	103,420	125,059
Total Revenue	6,247,527	5,336,845
Expenditure		
Operating Expenditure	6,040,847	5,328,699
Operating Surplus / (Deficit) for the year	206,680	8,146
Other Comprehensive Income	0	0
Total Comprehensive Income for the year	206,680	8,146

SUMMARY STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2014

ASSETS	2012/2013 (\$)	2013/2014 (\$)
Cash and Cash Equivalents	2,799,446	2,366,340
Receivables	26,904	38,446
Other current assets	197,653	140,715
Current Assets	3,023,913	2,545,521
Property Plant and Equipment	3,489,687	3,429,010
Intangible assets	43,422	53,762
Non-Current Assets	3,533,109	3,482,772
Total Assets	6,557,022	6,028,293
Liabilities		
Trade and other Payables	299,296	325,593
Provisions	147,772	183,997
Grant and finance liabilities	646,849	267,641
Current Liabilities	1,093,917	777,231
Non Current Liabilities	326,180	320,817
Total Liabilities	1,420,097	1,098,048
Net Assets	5,136,925	4,930,245
Members Funds		
Revaluation Surplus	1,369,243	1,369,243
Reserve	3,767,682	3,561,002
Total Members' Funds	5,136,925	4,930,245

Visit www.teamhealth.asn.au/annualreport for our full audited financial statements.



www.teamhealth.asn.au

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