

# **Our Vision and Purpose**

To create community capacity for good mental health, enabling people to lead a full and valued life.

We demonstrate this through our workforce of experienced recovery workers to aid people in building life skills so they can achieve their recovery goals and live independently in the community.

"The ability of the workers in being able to meet my needs led me to TeamHEALTH" Participant, Two Ways Program

# **Our Values**

### Integrity

To act with openness, honesty and transpare in the best interests of our participants.

dicators of success. OUR VALUES

### Respect

Treat others the way they would like to be treated and take into account people's different perspectives.

Our programs are proudly funded by:

- Northern Territory Government Department of Health, Mental Health, Alcohol and Other Drugs Branch
- Australian Government Department of Social Services
- Northern Territory Primary Health Network







Wellbeing

Accountability

Focus on health, recovery and enjoyment as

Take ownership, have pride in our work and

accept responsibility for our decisions.



# **Our Year in Review**

As a recovery orientated community mental health organisation, we continue to be committed to supporting and empowering the expertise of lived experience as oundational in shaping how we design and deliver services. This year, our Lived Experience Committee provided mentoring to staff with a lived or living experience, provided education and training to all staff through storytelling and research and re-designed our staff wellbeing plan. We are proud that 20% of our staff identify as having a lived experience in mental

health challenges, and hope that as we continue to demonstrate the value this brings to our organisation and the sector through our workforce and culture planning - this will continue to grow.

We remain committed to working in partnership with our valued participants, families and carers; to amplify voices and continuously improve how we do things at TeamHEALTH. Crucially, that includes listening when we don't like what is being said. This year, we consolidated our Participant and Carer advisory group, who come together to provide feedback on the mechanisms and systems that shape our service delivery. We also continue to seek feedback through other established mechanisms, including the Your Experience of Service survey (YES), and targeted service design feedback sessions.

As we waived goodbye to all things COVID some time ago, one of the key things that lingers is the importance of connection and belonging and its impact on mental health. Our TeamTALK phone line received almost 3000 calls this year, demonstrating its importance in our community, and the need for connection. A space to belong in our communities, especially when home is not always safe, has also been a priority. Our teams are now working in 10

# **Reconciliation Action Plan**

### Key Achievements

TeamHEALTH's vision for reconciliation is that all First Nations people are honoured and recognised as Australia's First Nations People. We are committed to providing a safe, culturally informed service that is based on self determination, recovery and is underpinned by true collaboration and respect. Launched in 2023, our Reconciliation Action Plan is centred around four key focus areas: Acknowledgement, Respect, Education and Diversity. Our conciliation Action Plan Committee meet regularly to implement and monitor our nents



Anne Gawen GAICD, MBA

> received not only 'nil corrective actions' across all our assessed services, but genuine glowing feedback we are proud of: "TeamHEALTH's outstanding strength is the centrality of participants in every aspect and every level of decision making in the organisation" Once again, I reflect very fondly upon our people. Thank you to our highly skilled Board who are committed to our work and play a foundational role in ensuring we achieve excellence across the organisation. To our participants and their families and carers, staff, stakeholders and our funders: thank you for trusting us, we do not take It for granted. I am proud that we have increased the number of First Nations staff across our organisation and are continuing to work towards an empowered and safe workplace, as guided by our Reconciliation Action Plan and newly appointed First Nations Lead. Our richly diverse community requires a reflection of diversity of people who support them; and we are committed to continuing to make cultural safety, in the workplace and in services, a priority.



remote communities across the Top End, and this year, we have created safe spaces, where people come together, belong and receive support in these communities. In Darwin, we opened the Bougainvillea Centre at the John Stokes facility in Nightcliff. This is a welcoming and inclusive space for community to come together to connect, learn and yarn, with services and each other.

Chief Executive Officer five external accreditation processes this year – something we are glad to wave goodbye to! Most noteworthy was the National Standards for Mental Health Services, where were

Our organisation successfully undertook

 Development of an internal First Nations advisory group that guides initiatives and supports First Nations staff across TeamHEALTH.

• First Nations Staff have access to cultural mentors and cultural supervision to support them in their work.

 Participated in and hosted events in recognition and celebration of NAIDOC Week, including a community picnic.

• Development of an evaluation for all internal programs that ensures First Nations participants are supported in a culturally appropriate manner. Continued relationships and extended

subcontracting arrangements in place with 7 Aboriginal Controlled Organisations.



# 2023 - 2024 Annual Report

Supporting your mental health journey



- Two Ways Mentoring Program
- Transition Care
- NDIS Supports
- Community Housing Program (CHP)
- Home Care Packages (HCP)
- Low Intensity Mental Health Service (LIMHS)
- Residential Services (Jacaranda, Papaya, Banksia, Prevention and Recovery Care (PARC)
- Supported Independent Living (SIL)
- Integrated Homelessness Supported Accommodation Program (IHSAP)

### Accessible Hubs/Offices

- Berrimah Head Office
- Yarrawonga Child and Family Centre
- Bougainvillea Centre Nightcliff
- Outreach Support Hub Coconut Grove

### **Batchelor.** Adelaide River. **Dalv River & Wadeve**

### **Programs (Satellite Services)**

• Psychosocial Support Program (PSP Remote)

### Belyven, Wagait Beach and Dundee Beach

### Programs

• Psychosocial Support Program (PSP Remote)

### TeamTALK

ort line available to people across the Northern Territory Monday to Friday: 9am to 8pm, Saturday and Sunday: 12pm to 8pm

- Recovery Assistance Program (RAP)
- Child and Family Wellbeing Service (CFWS)
- Low Intensity Mental Health Service (LIMHS)
- Child and Family Intensive Support

### **Accessible Hubs/Offices**

- TeamHEALTH satellite Office
- Katherine Outreach Support Hub
- Kalano Child and Family Centre

### Gunbalanya

### Programs

- Psychosocial Support Program (PSP Remote)
- Child and Family Wellbeing Service (CFWS)
- NDIS Outreach

### Maningrida

### **Programs**

- Psychosocial Support Program (PSP Remote)
- NDIS Outreach

### Jabiru

### Programs

• Psychosocial Support Program (PSP Remote)

### Phone: 1800 832 600

# 2023 - 2024 Key Statistics

### What our staff had to say:

Results from My Voice Staff Engagement Survey

### 204 Total Staff:

Our teams received, on average a total of 85 hours of: **Core training** that focusses on building our teams evidence-based, recovery oriented mental health ski and knowledge and being a trauma-informed and culturally safe organisatio

Professional development and internal training, including investment in our emerging and existing leadership programs (13% of our staff team)

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### 97% believe in TeamHEALTH's Values

93% believe TeamHEALTH achieves positive outcomes for participants

97% believe in TeamHEALTH'S Purpose

91% are proud to tell people they work

> Ieam HEALTH

**5065** total participants supported n their mental health iourne**v** 

### 175

support to remain in their own

region through our RAP and PSP Community Housing Program

**450** People were supported with 1:1, cultural healing,

varning circles and on country activities across 10 remote communities in the Top End

**113** Were supported to achieve their NDIS goals through our NDIS programs

**166** participants received mental health recovery focussed supports through the Integrated Iomelessness Supported mmodation Program (IHSAP) SIL programs.

People engaged in mentoring and education to enter or re-enter the workforce through our Two Ways program

**77** people were provided long term homes through our

832 Children and parents/carers engaged in early intervention and intensive support to keep strong and thrive through our Child and Family based programs

234 People accessed a range of psychosocial rehabilitation programs, ranging from sub-acute to long term, enabling recovery in the community instead of hospital, through our PARC, Papaya, Jacaranda, Banksia and NDIS

## **143** Seniors received holistic

homes through our Home Care Package Program (HCP) 623 Adults received

community based, psychosocial support in the Greater Darwin

programs

for TeamHEALTH





### What our participants had to say:

Results from your Experience Survey (YES)

### "I get a lot of

hope and happiness from calling. The connection gives me a sense of momentum and moving into the future.

Participant, TeamTALK



95%

felt that staff

showed respect

for their feelings

91% felt listened to in all aspects of their care

### 87%

felt that the support/care they received met heir needs

43% 56%

Sender Diverse 1%



Youth (0-17)





Seniors (65+)

8%

Adults (18 - 64) 73%









Culturally and Linguistically Diver

## Service Spotlight -**Residential Supports**

TeamHEALTH have been operating psychosocial rehabilitation services since 1987 All of our residential rehabilitation services are designed to support people with their mental health, using a recovery orientated approach in community-based residential settings, with 24/7 staffing. We work in close collaboration with Top End Mental Health Alcohol and other Drugs Service (TEMHAODS), including onsite integrated care. All referrals are via TEMHAODS or Royal Darwin Hospital (RDH). While each service model differs slightly, they have in common that people are at the centre. We work with participants, their families and carers, to develop tailored recovery plans centred on their life goals. Our team then work with them to achieve these goals, using a strengths based approach. Our residential rehabilitation services are holistic, each fostering a positive foundation of wellbein through daily practices of healthy food, good sleep patterns, positive habits, including daily exercise and for many, connection to culture. Each service has tailored programs in addition to these foundations, with a focus on building independence and capacity through education, skill development and social connection.

TeamHEALTH provide a range of residential supports across the greater Darwin area.

(Step-up, Step-down)

davs.

setting

wellbeing.

the community.

the end of their stav

to the psychiatric inpatient unit.

Papaya (Step-Up, Step-down)

**Prevention and Recovery Care** 

Prevention and Recovery Care (PARC) is a 12 bed,

psychosocial rehabilitation service with stays up to 28

70% of participants are referred to PARC from RDH,

ue their recovery in the community in a home-like

where their hospital stay is reduced and they contin-

to PARC as an alternative. The combination of clinical

and psychosocial support available helps people get

back on track, and most are able to return home at

In 23-24 PARC supported 140 people with both early

discharge options and alternatives to being admitted

Papaya is a 9-bed psychosocial rehabilitation service

where participants can stay for up to 12 weeks;

allowing recovery focussed rehabilitation in the

community that focusses on holistic health and

In 23-24, 62 people utilised the Papaya service

instead of being admitted to hospital or providing an

early discharge option to continue their recovery in

93% Average occupancy across all mental health rehabilitation programs

### 94%

of participants completed tailored recovery plans and hospital while in our achieve a majority of goals services

Only 5% on average return to

### Jacaranda

Jacaranda is a 6-bed medium-long term psychosocial rehabilitation service, supporting people in the community with high and enduring mental health needs. Participants are supported on their journey to obtaining independence, and long-term living arrangements that suit their needs, including an NDIS SIL package, or, an alternative solution that empowers their long term recovery. This year, Jacaranda supported 8 people in this way, including 6 who 30% of participants are able to avoid hospital coming successfully transitioned into SIL homes.

### Banksia

Banksia, a complex support residence, provides pathways for people who have had challenges living safely and independently in the community. Banksia house supports participants with transition back into community life; through rebuilding skills, relationships and wellbeing in a secure and intensively supported community setting.

In 23-24 Banksia house supported 13 participants; with goals such as tailored NDIS Plans, including home and living packages, employment and training opportunities, long term homes, an abundance of new skills and reconnection with loved ones.

### Supported Independent Living (SIL)

This year, TeamHEALTH opened our second SIL home for people requiring specialised psychosocial support needs; to empower them to live in the community, in a home environment; whilst building skills and achieving their own life goals.

"The staff were really friendly and helpful in every way and were always there when you needed them." Participant, Residential Support



# **Service Spotlight - TeamTALK**

Initially established during COVID to assist people in reducing social isolation and addressing mental health challenges, this service offers therapeutic interventions, including the opportunity to prevent social isolation, receive relevant psychoeducation and access knowledge and referrals to local services.

A unique element of the TeamTALK service that sets it apart from many other call lines is the option for service providers, as well as callers and community members to refer in and schedule their own support calls.

This is key to overcoming barriers to accessing supports when callers do not feel comfortable or confident to make the first call. Service providers can utilise the scheduling call option to enhance out of hours wrap-around supports and continuity of care.

### 2177

**People received** phone or digitally based mental health support – connection when they needed it - through TeamTALK

# What Sets TeamTALK Apart?

- Early Access to Support: We facilitate early intervention to improve recovery outcomes, long-term wellbeing, and productivity.
- Scheduled Calls: We offer an initial 6 scheduled calls with the option to extend if required.
- Therapeutic Support: Our focus is on preventing social isolation and promoting mental health by providing strengths-based psychosocial support and psychoeducation. Supports are tailored to the participants specific needs, empowering them to take an active role in their mental health recovery journey.
- Small NT based team: this allows for rapport and trust to be established with callers across multiple engagements.

- **Cost-Effective Interventions**: TeamTALK provides a no-cost alternative to more expensive psychological interventions, focusing on early intervention.
- Evidence-Based Strategies: Our approach includes evidence-based psychological interventions like Cognitive Behavioural Therapy (CBT), Acceptance and Commitment Therapy (ACT) and the SMART Goals framework to support individuals with mild mental illness
- Knowledge of Local Resources: We broaden access to local services through internal and external referral pathways, connecting individuals with the appropriate psychological, and psychosocial recovery-based interventions.

TeamTALK is open 7 days a week Phone: 1800 832 600 Monday to Friday: **9am to 8pm** Saturday and Sunday: **12pm to 8pm** 

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. Participant, TeamTALK