



# 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

01  
**Integrity**  
To act with openness, honesty and transparency in the best interests of our participants.

02  
**Respect**  
Treat others the way they would like to be treated and take into account people's different perspectives.

03  
**Wellbeing**  
Focus on health, recovery and enjoyment as indicators of success.

04  
**Accountability**  
Take ownership, have pride in our work and accept responsibility for our decisions.

**OUR VALUES**

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



# 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 foundational 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.

**Anne Gawen**  
GAICD, MBA  
Chief Executive Officer

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.

Our organisation successfully undertook 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 we received not only ‘nil corrective actions’ across all our assessed services, but genuine glowing feedback we are proud of:

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

“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.

# 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 Reconciliation Action Plan Committee meet regularly to implement and monitor our commitments.

- 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



