

Performance Summary

Financial Performance

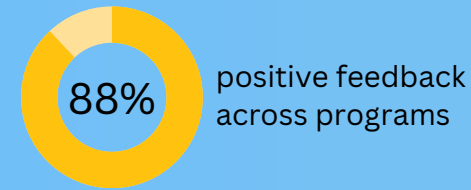
\$22.3 million total revenue

\$21.8 million total expenses

Participant Performance



Your Experience of Service (YES) Survey



You took a chance on me ... and changed my life. I don't know where I would be if it wasn't for you.
- Adult Supports participant

Our Team

220 Headcount (~124 Full Time Equivalent)

62% Part Time/Casual **38%** Full Time



High Performing Programs

94% average occupancy against a target of 85% - *Residential (Papaya, PARC, Jacaranda, Banksia)*

288 participants supported against a target of 75 - *Child & Family Wellbeing Service*

4,525 callers assisted against a target of 3,442 - *TeamTALK*

102 participants assisted against a target of 70 - *Recovery Assistance Program*

457 participants assisted against a target of 300 - *Psychosocial Support Program (Urban & Remote)*



Participant Demographics



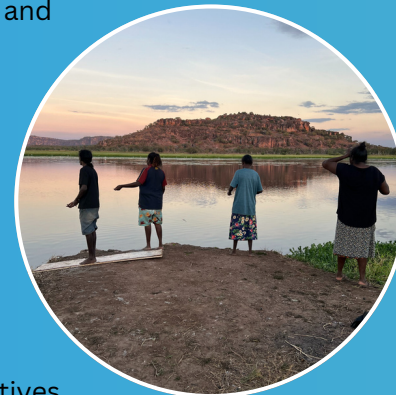
TeamHEALTH Governance

We are the Top End Mental Health Association for Mental Health Incorporated, registered as TeamHEALTH. Our constitution sets two clear objects: to foster a better understanding of and promote good mental health in the Northern Territory, and to develop and maintain primarily within the Northern Territory a range of mental health support services.

Our Board has responsibility for overall governance and strategic direction. It is comprised of six members who receive no payment for their services. Our Board met five times during the 2024-25 financial year, consistent with our Constitution, along with their attendance at our Annual General Meeting.

Members for the year ending 30 June 2025 are: Jessica Silvester (Chair and Public Officer), Kim Hill (Vice Chair and Secretary), Aminul Islam (Treasurer), Martin Burns (Member), Dr David Mitchell (Member) and Diane Walsh (Member).

The Board is informed and supported by the Finance and Risk Committee and Reconciliation Steering Group which are led by Board Members, as well as the Participant and Carer Group, Lived Experience Committee and First Nations Advisory Group – management-led groups with staff, participant and carer representatives.



Looking Forward

We anticipate that the psychosocial support needs of the Top End will continue to outweigh the services that we, and others, are funded to supply. And, that this will occur against the backdrop of continued cost of living pressures, a housing crisis and complex social challenges.

TeamHEALTH is proud of our deep understanding of the Territory – its people, cultures and challenges. We see challenges as opportunities and ourselves as part of the solution.

The TeamHEALTH Strategy and Reconciliation Action Plan (RAP) are due for renewal in 2026. This will occur in unison, to ensure high complementarity, and in consultation with

participants and community representatives, staff, not-for-profit sector stakeholders, government stakeholders, and subject matter experts.

The perspectives of First Nations people and those with Lived Experience of mental health conditions, including participants and carers, will be deeply embedded into our approach.

We remain driven by the original spirit of our founding family members, who in 1987 wanted better care for their loved ones who were living with mental illness. Next year and beyond we will continue to walk alongside people in their recovery and champion better mental health outcomes for all.

Our Vision, Purpose & Values

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 skills so they can achieve their recovery goals and live independently in the community.

Integrity

To act with openness, honesty and transparency in the best interest of our participants.

Wellbeing

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

Respect

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

Accountability

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



Supporting your mental health journey



2024 - 2025 Annual Report

Our Year in Review

At the end of March 2025, TeamHEALTH said a big thank you and farewell to the dynamic and compassionate Anne Gawen, Chief Executive Officer since 2019. Under Anne's leadership, TeamHEALTH has grown from a small team of 75 in 2019 to 220 dedicated staff as at 30 June 2025, with more than 6,000 instances of supported provided across the Northern Territory.

I am pleased to present this Annual Report, which speaks to Anne's significant achievements, and upon which I am excited to build, as the incoming Chief Executive Officer of TeamHEALTH. I express my appreciation to Anne, the Board, TeamHEALTH staff and stakeholders who have welcomed me in this role.

My early engagement with stakeholders highlights that TeamHEALTH maintains a strong reputation for being highly responsive, does not shy away from supporting participants with multifaceted needs, and is committed to delivering quality services that go well above and beyond the requirements of our funders.

This was highlighted in our recent mid-term National Disability Insurance Scheme audit which showed that we went beyond compliance to showcase many areas of best practice including the extent to which our staff ensure that participants are placed at the centre of our services and have genuine choice and control.

Overall, our participants continue to report a high level of satisfaction when engaging with TeamHEALTH. In 2024-25, 88% of participants surveyed reported positively about their experiences (on average, across programs) through our annual Your Experience of Service (YES) survey (Australia's National Mental Health Consumer Experience of Care Survey).

This is in no small part due to the dedication and care of TeamHEALTH staff, including those with lived experience of mental health challenges, who live by the values of integrity, respect, accountability and a focus on wellbeing. I am heartened to see the positive culture within TeamHEALTH, where our staff bring their diverse perspectives, experiences and cultures each day to make a difference in people's lives.

We deeply value the contribution of our First Nations Advisory Group. Members help all staff to

"I really appreciate your efforts in helping me and my family. Your support, encouragement and expertise have made a significant impact in my life."
- Adult Supports participant

recognise that individual wellbeing is grounded in connection to land, culture, community and spirituality. This Group has been working with us as we commence new programs, to ensure that we are designing them through the lens of Social and Emotional Wellbeing. This includes a range of new accommodation options, secured in 2024-25, for people experiencing mental health challenges so that they have a safe and stable place to stay while receiving support.

Dr Rina Bruinsma
PhD, BA, MA (Public Relations), GAICD
Chief Executive Officer

We are proud to be part of a partnership working alongside community and sector stakeholders delivering new projects through the Northern Territory Government's Specialist Homelessness Reform Program, receiving \$2.37 million over four years for four new programs: TeamConnect, Strong Foundation Program, Rent to Live and Pathway Home Program.

Through the Housing Australia Future Fund, we have also secured a 15-unit residential complex in Katherine that will provide safe transitional accommodation for women and children, while connecting them with support tailored to their needs.

These programs reinforce our commitment to a housing-first approach which is demonstrated internationally to be highly effective for people with a history of homelessness and who may benefit from multidisciplinary supports.*

This report highlights the success of TeamHEALTH services across our continuum of care, with performance statistics as at 30 June 2025. On average we have met or exceeded participant and service targets, while also maintaining financial discipline. Our total revenue in 2024-25 was \$22.3 million, with \$21.8 million in expenses. Our financial statements are presented alongside this report. Our modest overall organisational surplus will be reinvested to help us continue to realise our vision that all people in the Territory may lead a full and valued life.

*Roggenbuck, C. (2022) Housing First: An evidence review of implementation, effectiveness and outcomes, report prepared by AHURI, Australian Housing and Urban Research Institute Limited, Melbourne.

Our Services

TeamHEALTH Services across the Continuum of Care

Our programs are 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



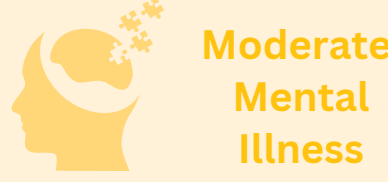
Well
Population



At Risk of
Developing
Mental
Illness



Mild
Mental
Illness



Moderate
Mental
Illness



Severe &
Complex
Mental Illness



Low Intensity Mental Health Groups

A diverse range of group programs, including the **Hearing Voices Community Group**, supporting recovery and community resilience.
97 participants accessed low intensity groups.

Child & Family Wellbeing Service (CFWS)

Early intervention supports for children, young people and families. Includes the **Children & Family Intensive Support Program (CaFIS)** with *Kalano Community Association* providing intensive family support and the **Resilient Children Mental Health Awareness Program** with *MindBlank*, providing mental health education and awareness training for school aged children.

CaFIS: 11 families assisted, Resilient Children: 259 children supported and Child & Family Wellbeing Service: 288 children supported.



The Bougainvillea Centre

TeamHEALTH's Community Hub and centre-based group activities and support.
5, 210 hours of support through community-based activities.



Adult Supports

Recovery Assistance Program, Psychosocial Support Program (Urban & Remote), Two Ways Mentoring & Integrated Homelessness Supported Accommodation Program

Psychosocial outreach, workforce re-engagement, and psychoeducation training delivered across urban, rural, and remote communities.

More than 650 participants supported.



Community Housing Services | CHS & Homelessness Programs

Safe and secure social housing for people at risk of or experiencing homelessness, with access to psychosocial support as needed.



Housing provided to 41 tenants.

TeamTALK

Free, anonymous mental health phone support for all Territorians, including rural & remote callers.

4,525 callers over the past year — twice as many as the year before.



Home Care Packages (HCP)

Tailored supports for Senior Territorians.

Transition to the new Support at Home framework.



6,000+

people supported across the NT

Case Studies

Building Confidence and Connection in Parenting

Program: Child and Family Wellbeing Service

The Child and Family Wellbeing Service is an early intervention program aimed at supporting children and young people aged 0 – 18 years of age who are exhibiting early signs of, or are at risk of developing, mental health concerns.

Padma* was a young mother referred to us by the Perinatal Mental Health Team at Top End Mental Health Services. With gentle guidance and consistent support, Padma was able to rebuild her confidence, strengthen her connection with her children and found a renewed sense of belonging in her community.

Padma was caring for her 3-year-old son, recently diagnosed with autism, and her 4-month-old daughter. Her family faced multiple challenges including limited social supports and financial stress. Padma had recently been diagnosed with Post Traumatic Stress Disorder, on top of a history of depression and anxiety. This made it difficult for her to manage her son's behavioural needs.

"I feel more confident as a mum now — and I'm proud of how far we've come."

Through her engagement with TeamHEALTH, Padma was able to access psychoeducation around play, emotional regulation and early childhood development, and accessed role modelling of play-based interactions and emotion coaching. She built new peer connections through TeamHEALTH's Family Minds Playgroup and Aunty's Free Feeds, and was empowered to develop self-care strategies and guidance around wellbeing, parenting, and employment.

Padma has built a positive and secure environment for her children, advocating confidently for her children's needs, and continuing her connection and engagement with her local community.

**Name changed to ensure anonymity.*



Rebuilding Trust, Independence, and Connection

Program: Residential Service, Community Housing Program & Recovery Assistance Program

TeamHEALTH provides a range of short, medium and longer-term options for people experiencing mental health challenges who need a safe and stable place to stay while they receive recovery support.

Dean's* life had been shaped by trauma, homelessness, and interactions with the criminal justice system. He had experienced a serious car accident that left him with long-lasting injuries, along with depression and anxiety. New to Darwin, Dean was understandably reluctant to trust others.

Through patience, empathy, and consistency, TeamHEALTH staff built a relationship grounded in respect and understanding. His engagement through the Kurrajong Residential Program and later the Recovery Assistance Program and independent housing through TeamHEALTH's Community Housing Program provided structure and stability, allowing him to set and pursue personal goals.

Dean now lives independently in his own rented place. He participates in social outings and

community events and engages with a psychologist for continued mental health support.

Dean is motivated, self-reliant, and committed to personal growth. His journey from isolation to independence reflects the transformative impact of person-centred, compassionate support — and his own determination to keep moving forward.

**Name changed to ensure anonymity.*

"I've learned to trust again — and to believe that change is possible."

