



TeamHEALTH
Reconciliation Action Plan 2023-2026



ABOUT THE ARTWORK

Ngattu Kamppu Pinanta

FEELING & THINKING HEALTHY

ARTIST: Rochelle Minberignully Fejo-Tasker

This artwork has come together following several consultation sessions held across 2022 with TeamHEALTH's First Nations team and participants - key themes, messages and motifs of importance were collected and shared with local artist Rochelle Minberignully Fejo-Tasker.

Rochelle has created a beautiful artwork titled **Ngattu Kamppu Pinanta**, that represents the work we do at TeamHEALTH.

Throughout our lives we go through many different stages and experience a variety of emotions. Some things we can handle alone and sometimes we need a helping hand from our support networks, family/ friends/ health professionals – this is represented in Ngattu Kamppu Pinanta.

Different connections/ pathways represent the multiple directions you can travel to get to where you want to be. Along these pathways are footprints to show the many steps you must take along your journey, but you don't have to walk these alone.

Support networks that keep us strong are represented by a "U" surrounding particular points in time on the recovery journey. Stages of life are represented by circles, of all different colours – these are the emotions we will feel across our journey.

Weaved across the artwork is Warramunga/ Wollunga – also known as the Rainbow serpent. With ties across communities, Wollunga is seen as a healer, life creator, a symbol of unity and peace.

RAP CHAIRPERSON'S MESSAGE

I would like to acknowledge TeamHEALTH's current colleagues on the Board, its founding and past members, and especially past and current staff.

TeamHEALTH is a unique organisation which has operated in Darwin for over 35 years delivering much needed mental health services. Through implementation and guidance of this Reconciliation Action Plan, TeamHEALTH can continue to support First Nations people in managing their spiritual and emotional wellbeing through their services.

— Kim Hill, Chairperson
TeamHEALTH RAP Committee

CEO'S MESSAGE

TeamHEALTH are committed to providing a culturally safe environment for our staff and participants. We acknowledge the traditional owners of the land and sea, we are committed to the journey we need to take to support our organisation in its quest towards true reconciliation.

This RAP will set meaningful goals and provide a framework which guides the way the Board, Leaders and staff support participants and provide a culturally safe workplace for our First Nations staff and participants.

This plan provides clear measurements and success factors so the RAP Committee can measure our progress and address our challenges as we implement the plan.

— Anne Gawen, Chief Executive Officer
TeamHEALTH

INTRODUCTION

In the Northern Territory we acknowledge that there are a wide range of cultures and languages whose identity is defined by their clan or tribe language. Given this diversity, we acknowledge that respectful language use depends on what different communities find appropriate. This is a significant challenge to encapsulate the many different clan or tribe language groups across the Territory throughout this document.

Therefore, with respect, throughout this document the term 'First Nations' will be used as a broad and inclusive term that groups the many cultures and languages intended to be covered by TeamHEALTH's Reconciliation Action Plan (RAP).

OUR VISION

TeamHEALTH's vision for reconciliation is that all First Nations people will be honoured and recognised as Australia's First Nations People.

TeamHEALTH will strengthen and grow relationships with First Nations people's to provide a safe, culturally informed service that is based on self-determination, recovery and is underpinned by true collaboration and respect.

OUR ORGANISATION

TeamHEALTH is a for-purpose organisation that supports people with mental health concerns, mental illness or who are highly vulnerable within the community. Since 1987, we have sought to 'create community capacity for good mental health, enabling people to lead a full and valued life'. We are the only non-faith based, grass-roots mental health organisation that is exclusively focused on the Northern Territory.

TeamHEALTH provides evidence-based mental health services across Darwin, Palmerston and the Top End. Our core business is to provide early intervention and recovery focussed mental health supports across the lifespan.

We operate within residential settings and via in reach and outreach models, providing advocacy and education for the mental health sector.

TeamHEALTH services include:

- Mental Health Supports - TeamTALK, Recovery Assistance Program, Psychosocial Support Program, The Way Back Suicide and Support Service, Two Way Mentoring Program
- Residential Supports - Community Housing, Sub Acute, Prevention and Recovery Care, Complex Residential Support, Medium to Long Term Psychosocial Accommodation
- NDIS - Support Coordination, Recovery Coaching, Outreach Support, Supported Independent Living, Plan Management
- Home Care Packages
- Children and Families – Darwin, Katherine, Gunbalanya
- TeamHEALTH Community Hub
- Mental Health Education



KEY FOCUS AREAS

Our Reconciliation Action Plan for 2023-2026 is based on the four key areas which have been identified by the Reconciliation Action Plan Committee:

Acknowledgment

Recognition of all First Nations people, their sacred lands and seas, sites and history of Australia, allowing all individuals to access their own culture and wellbeing with safety.

Respect

Is a cultural two-way exchange. All Australians can engage in building healthy relationships while promoting respect and wellbeing for all First Nations people.

Education

Lifelong two-way learning is learnt to teach, where all people's learnt education is a teacher to promote, respect, and practiced across TeamHEALTH.

Diversity

Working together as one – acknowledging our past, respecting one another, educating one another where all individuals are valued for who they are.

RECONCILIATION ACTION PLAN COMMITTEE

Our Reconciliation Committee is led by the following members:

- Kim Hill, RAP Committee Chairperson, TeamHEALTH Board Vice Chair and Secretary
- Jessica Silvester, RAP Committee member, TeamHEALTH Board Chairperson and Public Officer
- Anne Gawen, RAP Committee member, TeamHEALTH CEO
- Kylie Ella, RAP Committee member, TeamHEALTH Deputy CEO and Executive Manager, Mental Health Promotion
- Robyn Lacey, RAP Committee member, Executive Manager, Human Resources
- Lukas Williams, RAP Committee member, TeamHEALTH Program Manager
- Singita Campion, RAP Committee member, TeamHEALTH Coordinator, Gunbalanya
- Monica Caceres, RAP Committee member, TeamHEALTH Coordinator, Maningrida

The Reconciliation Action Plan Committee will continue to meet at least four times per year, to ensure the ongoing implementation, monitoring and evaluation of the Reconciliation Action Plan.





Our Reconciliation Action Plan 2022-2025

Acknowledgement

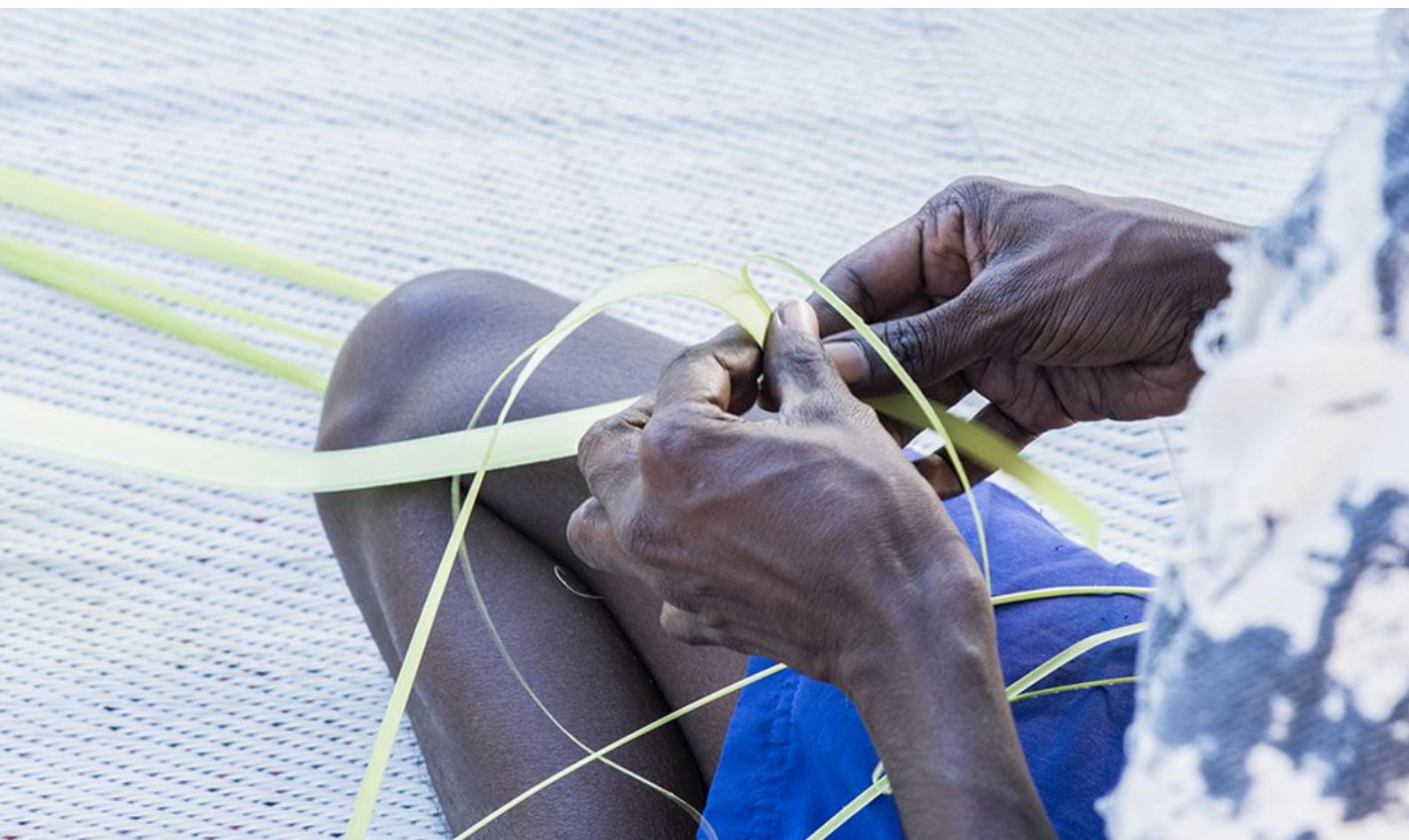
Action	Deliverable	Timeline
1. Establish a First Nations Advisory Group that continues to provide guidance and support to TeamHEALTH	• First Nations Advisory Group meet 10 times a year	July 2023
	• Monitor and report quarterly on progress of action in the RAP	Ongoing
	• Include opportunities in the First Nations Advisory Group agenda for First Nations staff and community representatives to provide feedback, guidance and support to the organisation on relevant strategy, policy, and practice.	Ongoing
2. Celebrate and Support First Nations significant events nationally and in the Territory	• Calendar of events established and promoted.	June, each year
	• Report on level of engagement of staff, participants and stakeholders for each event against predetermined targets.	Ongoing

Respect

Action	Deliverable	Timeline
1. Raise internal and external awareness of our RAP to promote reconciliation across our business and sector	• Marketing Plan established to promote awareness of the RAP.	Ongoing - first report due July 2023
	• RAP distributed to all internal and external stakeholders.	Ongoing
	• Senior leaders report outcomes in quarterly reports against activities in support of the RAP	Ongoing - first report due September 2023
2. First Nations participants can access our programs, and feel safe, respected and valued in our programs	• Review of intake processes, includes consultation and use of focus groups	Ongoing - first report due July 2023
	• Review of participant information/approach, including appropriate use of interpreter services	Ongoing
	• Wellbeing indicators demonstrate improvements in participants wellbeing scores	Ongoing

Education

Action	Deliverable	Timeline
1. Implement ongoing Cultural Awareness Training Program	<ul style="list-style-type: none"> All new staff to have completed Working with Cultural Difference training within first three months of employment 	Ongoing
2. Establish a First Nations Cultural Mentors Program	<ul style="list-style-type: none"> First Nations Cultural Mentors are working across all TeamHEALTH services/ programs 	December 2023
3. Establish opportunities for increased cultural capability when working with First Nations people	<ul style="list-style-type: none"> Senior leaders report opportunities in quarterly reports against activities in support of the RAP 	Ongoing - first report due December 2023
3. Internally embed excellent cultural practice across TeamHEALTH	<ul style="list-style-type: none"> Establishment of core group of First Nations staff and framework for operation 	December 2023
	<ul style="list-style-type: none"> Remote community experts established and trained 	June 2024
	<ul style="list-style-type: none"> TeamHEALTH Policies and Procedures incorporate new ways of working for Social and Emotional Wellbeing 	Ongoing
	<ul style="list-style-type: none"> 100% of new tools and resources that used for First Nations participants will undergo genuine consultation to gain understanding of cultural safety 	Ongoing



Diversity

Action	Deliverable	Timeline
1. Develop meaningful partnerships and collaboration with ACCO & ACHO's to ensure culturally appropriate services	<ul style="list-style-type: none">At least two partnerships in each region and four in the Darwin region across the life of the RAP	Ongoing - first report due December 2023
2. Develop and review a strategy for professional development and support of new and existing First Nations staff	<ul style="list-style-type: none">Strategy developedReport on outcomes against strategy quarterly	December 2023 Ongoing - report due quarterly, commencing March 2024
3. Expand pathways to employment for First Nations people through traineeships and/ or graduate programs.	<ul style="list-style-type: none">Pathway Plan developedReport on progress against Pathway PlanOffer five opportunities per year	February 2024 Ongoing - report on June each year, commencing 2024 Ongoing - report on June each year
4. Maintain and leverage mutually beneficial relationships with First Nations people, communities and organisations to support positive outcomes	<ul style="list-style-type: none">Engagement Plan developedReport on progress against Engagement Plan	March 2024 Ongoing - report on June each year, commencing 2024



TeamHEALTH acknowledges the Traditional Custodians of the land on which we live and work on, across the Northern Territory.

We recognise First Nations peoples continuing connection to lands, waters and communities, and pay our deepest respects to their Elders, both past and present.