



Supports provided by TeamHEALTH

We are accredited to the National Standards for Mental Health Services. This means our services are guided by the principles of recovery orientated mental health practice. Information about these principles can be found at: www.health.gov.au.

TeamHEALTH place a high value on ensuring the participants rights are upheld. To do this we ensure our staff understand, implement and abide by the rights and responsibilities.

TeamHEALTH actively promotes and supports an inclusive and diverse culture. We welcome all people, regardless of age, gender, race, ability, sexual orientation, faith, religion and all other identities represented in our community.

If at any time you feel your rights or responsibilities are not being upheld, we would like to hear from you.

Contact Us

To be connected with one of our team please contact TeamHEALTH on:

Head Office Address:

Level 1, Building 4
631 Stuart Highway, Berrimah
NT, 0828

Phone: 1300 780 081

Fax: 08 8943 9601

Website: www.teamhealth.asn.au

Email: teamhealth@teamhealth.asn.au

Interpreter and/or translation services are available to access our services. Please contact us for more information.

Interpreting and Translation Services NT

Phone: (08) 8999 8506 or 1800 676 254

Email: itsnt@nt.gov.au or



TeamHEALTH

Rights and Responsibilities for Participants and Carers

Supporting your mental health journey



You, your Carers, family and support persons have the responsibility to:

- Respect the human worth and dignity of other people and be courteous to TeamHEALTH staff.
- Respect your own health, safety and welfare, and that of others.
- Not be violent, insulting or threatening to any person.
- Cooperate, as far as is possible, with assessment processes, individualised support planning, recovery and rehabilitation.
- Refrain from participating in our services if under the influence of alcohol and/or illicit drugs.

The rights and responsibilities in this brochure have been adapted from a combination of information from the Mental Health Statement of Rights and Responsibilities 2012 and the National Standards for Mental Health Services 2010.



Participant and Carer rights

1. To be treated with respect and dignity at all times.
2. All supports are delivered in accordance with relevant Commonwealth, State and/or Territory Mental Health Legislation and related Acts.
3. All supports are delivered subject to your informed consent as a voluntary participant of TeamHEALTH services.
4. TeamHEALTH will provide you and your carers with a written statement, together with a verbal explanation of your rights and responsibilities, in a way that is understandable to you as soon as possible after entering TeamHEALTH and at regular intervals throughout your support.
5. You will be provided with comprehensive information about ongoing assessment, support, rehabilitations and services that support your recovery.
6. TeamHEALTH upholds your right to have your lived experiences respected and taken into account.
7. TeamHEALTH upholds the right for you to access advocacy and support services.
8. TeamHEALTH upholds your right to have your needs understood in a way that is meaningful to you and appropriate services are engaged when required to support this.
9. TeamHEALTH upholds the right of your privacy and confidentiality to be recognised and maintained to the extent that it does not impose serious risk to you or others.
10. TeamHEALTH upholds your right to be treated in the least restrictive environment to the extent that it does not impose serious risk to you or others.
11. TeamHEALTH upholds your right to be involved in all aspects of your treatment, support and recovery planning.
12. TeamHEALTH upholds your right to nominate if you wish to have (or not to have) others, including carers, families and support persons involved in your support to the extent that it does not impose serious risk to you or others.
13. TeamHEALTH upholds your right to have access to your own health records in accordance with relevant Commonwealth, State and/or Territory.
14. TeamHEALTH enacts policy and procedures to ensure that personal and health related information is handled in accordance with Commonwealth, State / Territory Privacy Legislation.
15. TeamHEALTH upholds the right for you to express compliments, complaints and grievances regarding your support and to have them addressed by TeamHEALTH in a fair and timely manner, without compromising the support provided to you.
16. TeamHEALTH upholds your right, wherever possible, to have your age, social, economic, cultural/geographical background, spiritual preferences, sexual orientation, gender and gender identity taken into consideration in your support.
17. TeamHEALTH upholds your right to receive services that assist you in your caring role.
18. TeamHEALTH upholds your right to receive support for your own difficulties that may be generated through the process of supporting or advocating for the recipient of your care.



We value your feedback!

TeamHEALTH wants to hear from you. We value your feedback and good news stories so that we can understand what is important to you. If you are unhappy with a service provided to you or to someone you care for, we would like the opportunity to resolve the matter to improve the supports that we provide.

How to make a suggestion, compliment or complaint

You can make a suggestion, compliment or complaint about a TeamHEALTH service by either using the form on this page, in person to a TeamHEALTH staff member, by email, letter or phone. Please ensure that you provide us with your contact details to help us resolve your complaint in a timely manner.

What will we do?

If we receive your complaint in writing, we will acknowledge it in writing. In all cases, we will notify you of the contact details of the staff member who is dealing with your complaint.

If you are not happy with the outcome provided, please contact one of the services below.

Health and Community Services Complaints

Commission: 1800 004 474

NDIS Complaints Commission: 1800 035 544

Aged Care Complaints Commissioner:

1800 550 552

Darwin Community Legal Services:

(08) 8982 1111

Aged and Disability Legal Service:

1800 812 953

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or 1800 676 254

Email: itsnt@nt.gov.au



Suggestions, Compliments and Complaints

Supporting your mental health journey

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The Process

Suggestion, compliment or complaint made to TeamHEALTH.



Complaint acknowledged. Details of staff member handling the complaint provided.



Complaint will be resolved in a timely manner in consultation with participant, about the desired outcome of the complaint.



All suggestions, compliments or complaints are recorded with TeamHEALTH on the register.



Outcomes help us with continuous quality improvement for TeamHEALTH supports.

TeamHEALTH welcomes feedback about the supports we provide. We use the feedback to continually improve the quality of our services. Completed forms can be handed directly to your support worker, posted, emailed or faxed to TeamHEALTH. Thank you.

Personal Details

Name: _____ Preferred name: _____
Email: _____ Mobile number: _____
Address: _____ Postcode: _____
Signature: _____ Date _____

Suggestion ☐ Compliment ☐ Complaint ☐

Please write a brief description (attach additional page if needed):

What would I like to see happen (i.e Your ideas and suggestions on how TeamHEALTH can fix the issue/problem or improve):

Would you like a TeamHEALTH staff member to contact you to discuss further?

Yes ☐ No ☐

If yes, please ensure that your contact details are provided above.

Office use only

Where this form has been completed by a TeamHEALTH staff member on behalf of a participant:

Staff name: _____ Position: _____
Program: _____ Date completed: _____

**TeamHEALTH appreciates your support and feedback.
Thank you for your time.**





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itsnt.dlqcs@nt.gov.au



Low Intensity Mental Health Support Groups

Supporting your mental health journey



Eligibility and Referrals

Our low intensity services are evidence-based psychosocial services, which provide support to people between the ages of 16 and 64, with or at risk of mild mental illness within a stepped care approach and are designed to be accessed easily and efficiently.

We accept referrals from all sources, including self-referral.

Phone: 1300 780 081

Website: www.teamhealth.asn.au

Email: AdultSupportsReferrals@teamhealth.asn.au



Darwin

Level 1, Building 4, 631 Stuart Highway,
Berrimah, NT, 0828

Katherine

Unit 3/12 Third Street, Katherine, NT, 0850

Darwin & Palmerston

Black Cockatoos

First Nations Women's Group



Called *nganggali ngara ngura* in Darkinjung language, it means *Talking Listening Place*, providing a safe place to be heard and to respond. This group is facilitated by Aboriginal and Torres Strait Women, for Aboriginal and Torres Strait Islander Women

When: Fortnightly Tuesday mornings between 09:30 - 11:30.

Where: Various locations across Darwin & Palmerston.

Transport available if needed.

Green Thumbs

Community Garden Group



This is a community garden group that includes aspects of socialization and community inclusion.

When: Weekly Saturday mornings between 09:00 - 10:00.

Where: Runge Street Complex,
Coconut Grove

Community Group



This group explores different locations across Darwin and Palmerston and places a big focus on building meaningful connections in the community and exploring mental health topics and psychosocial elements in safe and easy-to-access locations.

When: Fortnightly Thursday mornings between 10:00 - 12:00.

Where: Various locations across Darwin & Palmerston.

Transport available if needed.

The Mindful Collective Wellbeing & Mindfulness Group

In this group, different aspects of mindfulness and wellbeing are introduced. A big focus is placed on individual self-care, self-advocacy skills and understanding mental health.

When: Weekly sessions on Wednesdays between 14:30 - 15:30

Where: Various locations across Darwin & Palmerston.

Transport available if needed.



Rapid Creatives Arts & Crafts Group

Express yourself through arts & crafts while building meaningful connections with others in the community. A big focus on wellbeing, self-care and understanding oneself.

When: Weekly Tuesday afternoons between 15:00 - 17:00.

Where: Bougainvillea Centre, 25 Boetdoemba St, Nightcliff.

Transport available if needed.



Katherine



Community Group

This group explores different locations in and around Katherine. This group focusses on building meaningful connections in the community and exploring mental health topics and psychosocial elements in safe and easy-to-access locations.

When: Fortnightly Thursday mornings between 10:00 - 12:00.

Where: Various locations in and around Katherine.

Transport available if needed.