



**The Mission:** TEAMhealth is committed to assisting people with mental health issues to develop and maintain their optimal social potential through:

1. High quality and appropriate services;
2. Personalised client support and skills training;
3. Raising community awareness;
4. Working collaboratively with all key stakeholders;
5. Advocacy, research and development.

**The Vision:** To have a society that accepts mental illness as it would any other medical condition.

**The Organisation:** TEAMhealth - Top End Association for Mental Health Inc. is a non-government organisation funded by the Northern Territory and Australian Governments. Members are people who are interested in mental health issues. The board of management is elected annually from the membership. The association's major activities include providing services to people with a mental health issue, promoting mental health, influencing mental health policy and advocacy.

#### Goals

1. Foster better understanding and promote good mental health in the Northern Territory community;
2. Develop and maintain within the Top End of the Northern Territory a range of mental health support services to complement those provided by government and other non-government agencies;
3. Identify gaps and shortfalls in services for people of diverse cultural backgrounds with mental health needs and support the provision of quality mental health services by appropriate service providers in the Northern Territory;
4. Actively support the mental health and related work of other agencies within the Top End of the Northern Territory.

**How we work:** *Board of Management:* The board is elected from the full membership for a term of up to two years. It is comprised of four office bearers and five ordinary members. *Executive Committee:* Four board members make up the executive committee.

**Philosophy of TEAMhealth:** In all we do, we are mindful of our core values and ways of working with individuals in their recovery.

#### Our core values are:

1. **Choice:** People are provided with information to assist in making choices about their most appropriate support options;
2. **Social and cultural context:** TEAMhealth's support services respect and work with people's social and cultural values, beliefs and practices;
3. **Continuous and coordinated support:** TEAMhealth ensures that coordinated care is actively delivered to people who access our service.
4. **Individual support:** Support services for people are provided in response to assessed individual need.
5. **Strengths-based:** Highlighting people's natural strengths and resources to find solutions to issues that they face.
6. **Least restriction:** Services are provided in an environment that imposes the least personal restriction of rights and choice.

## **Service Model**

TEAMhealth's services are provided within a model of recovery focussed psychosocial rehabilitation and within the framework of the National Mental Health Plan and Standards. TEAMhealth works closely with other specialist service providers such as government funded mental health services, drug/alcohol services and other non-government organisations.

## **Services currently available:**

**Recovery Assistance Program (RAP)** funded by the Northern Territory Government provides recovery focussed support promoting the development and achievement of goals, and skills. The RAP also supports homeless clients in the inpatient unit (Cowdy Ward) at Royal Darwin Hospital. Service area includes Darwin, Palmerston and Katherine.

**Community Housing Program (CHP)** currently receives no funding. The program is reliant on client fees - provides short to medium term housing options for clients who have the capacity to live independently. Most of this housing is shared. CHP tenants receive support from TEAMhealth's RAP program. Service area includes Darwin and surrounding areas.

**The Manse** funded by the Northern Territory Government, The Manse is a specialist 24hr hour long-term supported accommodation program. The Manse is designed to support people with complex needs who are unable to live independently in the community. The program focuses on relearning or learning living skills within a psychosocial rehabilitation framework.

**Sub Acute Care Program** funded by the Northern Territory Government, provides intensive individualised support to clients with a mental illness and psychiatric disability experiencing an exacerbation of symptoms. It also aims to reduce hospital admission and improve the likelihood of early discharge from the acute unit at Royal Darwin Hospital. There are two components to the program, a residential program, (Kurrajong) and Community Based services. Service area includes the Top End of the Northern Territory.

**Personal Helpers and Mentors (PHaM) Program:** funded by the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). The program is designed to improve the quality of life of individuals with a functional limitation resulting from a severe and persistent mental illness. The aim of the program is to provide increased opportunities for recovery for people by providing access to appropriate support services, increased personal capacity and self reliance, and increased community participation. Service areas includes: Howard Springs, Virginia, Coolalinga, Girraween, Humpty Doo, Noonamah, Berry Springs, Batchelor and Adelaide River in the Top End of the Northern Territory.

**Day to Day Living (D2DL) Program** funded by the Australian Government Department of Health and Aging (DOHA).The program in partnership with GROW (a community based organisation working towards mental health through mutual help and a 12 step program of recovery). The (D2DL) program aims to improve to improve the quality of life for individuals by providing structured and socially based recreational and educational activities. Service area includes: Darwin and Palmerston Top End of the Northern Territory.

**Mental Health Respite Program (MHRP)** funded by the Australian Government Department of Families and Housing Community Services and Indigenous Affairs (FaHCSIA). The MHRP is designed to respond to these issues, providing flexibility for carers and the care recipient through the brokerage service delivery model, as well as increasing the supply through development and expansion of respite options. Service area includes: Top End and Central Australia.

**Family and Youth Service** (Mental Health Community Based Program) (MHCBP) is funded by the Australian Government Department of Families, Housing Community Services and Indigenous Affairs (FaHCSIA). The program aims to assist families, children and young people (between 16-24 years old) affected by mental illness. The focus is on prevention and early intervention, and responding to the identified local need. Service area includes the Top End of the Northern Territory.

#### **Services for aged people**

TEAMhealth's aged care services are provided in accordance with the Australian Aged Care Act (1977) and the Community Aged Care Package (CACP) guidelines.

**Community Aged Care Packages (CACP)** Funded by the Australian Government Department of Health and Aging (DOHA). TEAMhealth has 25 Community Aged Care Packages, of which seven are specifically for an older person with a mental illness. CACP provide case management to aged people with low to medium support needs to assist them to remain in their environment of choice in the community.

#### **Byte Café and Sparkle Laundromat**

There is no funding currently available for these programs. Located at Rapid Creek Business Village Darwin, managed by TEAMhealth providing training and employment opportunities for people who access our services.

#### **What are the current gaps in service provision?**

- a) Employment options for people i.e. a specialist service to support people to sustain employment in the community in a supportive and flexible way;
- b) Psycho-geriatric residential care facility to assist the needs of aging people with a mental illness.
- c) Sustainable housing for the rural and remote areas of the Northern Territory;
- d) Respite accommodation options for care recipients and carers;
- e) The inability to link people into services due to geographical considerations;
- f) The resources associated with providing quality services in the rural and remote regions of the Northern Territory.