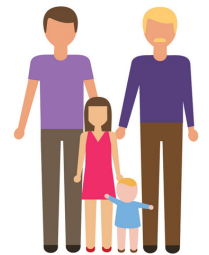
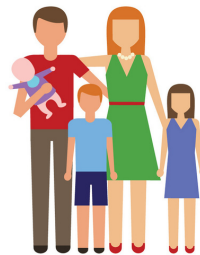
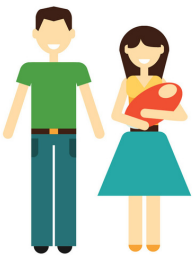
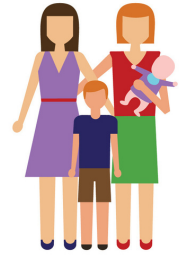


Your Child and Family Wellbeing Support Journey Booklet





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Welcome to the Child and Family Wellbeing Service (CFWS)

The Child and Family Wellbeing team, work with children who are aged 0 - 18 years, along with other family members and or/significant adults. We work alongside children and families who are affected by, or are showing early signs of mental health concerns.

We support children and families in a very flexible and practical way. Support is child focused and strengths based, meaning that the voice of the child is our priority. We focus on what children and families can do, not what they can't. We work with children to enhance the positives in their lives and use these to overcome challenges families may be facing and to support children and families to achieve identified goals.

A dedicated Child and Family Wellbeing worker will work alongside families, beginning with listening to what the concerns of the child and family are. We offer a range of support, depending on the individual circumstances and needs.



Your Wellbeing Worker is:	
Name	
Role	
Phone Number	
Location	

You can contact our team any time between 8:00am and 5:00pm, Monday to Friday (exc. public holidays).

If you require support after - hours, please call TeamTALK on 1800 832 600. TeamTALK is a free and confidential phone - based support service that operates between 8:00 am and 8:00 pm, 7 days per week. It is available to all Territorians and you do not need to be part of one of our services to access TeamTALK.

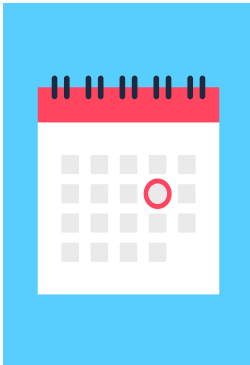
TeamTALK Phone Support Workers can handover over any important information to your Wellbeing Worker if you wish.

Other Important Contacts:

Service	What they do	Contact Information
NT Police	24-hour assistance lines for emergencies and non-emergencies	000 or 131 444
Kids Helpline	Crisis support contact, chat room and helpful information	1800 55 18 00 kidshelp.com.au
Beyond Blue Youth	Crisis support & chat room (3pm to 12am), plus helpful information	1300 224 636 Youthbeyondblue.com
Black Dog Institute	Online self-testing and information	blackdoginstitute.org.au
Life Line	Crisis support contact & chat room, information aimed at ages 5 to 25	13 11 14 lifelines.org.au/Get-Help/Online-Services
Suicide Call Back Service	Free telephone counselling & information for anyone having suicidal thoughts	1300 659 467 suicidecallbackservice.org.au
Headspace Top End	Information, help in accessing professionals, and peer support	1800 659 388 headspace.org.au
Reachout	Information and tool kits for self help	au.reachout.com
SANE	Help line, forums and chat rooms for people living with mental illness, their families and other carers	1800 187 263 sane.org
Danila Dilba Health Services	Primary health care service that provides culturally appropriate services to Biluru (Aboriginal and Torres Strait Islander) people in the Yilli Rreung (greater Darwin) region of the Northern Territory. Provide range of services supporting the Social and Emotional Wellbeing of clients.	Darwin (08) 8942 5444 Palmerston (08) 8931 5700 Malak (08) 8920 9500
Mental Health Access Team 24/7 Line (MHAT) Tamarind Centre and Palmerston Mental Health	Clinical support services. MHAT provide initial assessment of someone experiencing mental health concerns or crisis. MHAT work from RDH, Tamarind Centre or over the phone support.	MHAT 1800 682 228 Tamarind Centre (08) 8999 4988 Palmerston Mental Health (08) 8999 4897
Mind Health Connect	Mental health & wellbeing information, online programs and helplines	Mindhealthconnect.org.au/teena ge-mental-health

Types of Support

Short term support



This may just be a few visits, which could include completing an assessment of needs and providing information to the young person and their family. Referrals to other relevant services may be required and the CFWS team can support to build important connections. This type of support may also include several one- on-one or family support sessions. All our participants are invited to our group workshops and educations sessions.

For Example -A family is seeking support with a 9 year old child involving setting boundaries and behavior. They are given priority to participate in a parenting workshop offered through CFWS “Tuning into Kids/Teens .

Long term support

Ongoing or more intensive support which includes regular and ongoing visits with a Child and Family Wellbeing Worker for up to 12 months. This is an intensive level of support that focuses on early intervention support through assessment and identification of needs:

- practical assistance, transport to appointments, advocate on behalf of family.
- home-based support – developing routines for the family to support relationships.
- seeking wrap-around services to compliment TeamHEALTH supports.
- targeted therapeutic groups. For example, the predetermined goals and family action plans outlined will guide the support offered. If a family requires ongoing parenting support including external counselling and co-parenting support through an external agency, this can be facilitated through the CFWS. Group work is also available based on similar goals and objectives for the family, including outings and events planned.

Education Groups and Workshops

We also provide a range of educational groups and workshops, from cooking groups to mental health education, to connect children and families with their local community and enhance family strengths.

Types of Workshops

- Tuning Into Kids/Teens parenting workshops
- Play Therapy
- Art Therapy
- Infant Massage
- Social and Emotional Group
- School Holiday Activities
- Mindfulness supports
- School based meetings/information sessions



What type of support do I need?

Our friendly Wellbeing Workers will help you to determine your support needs. Your level of support may change and that's okay! Sometimes things happen that are out of our control and we can help with changing circumstances.



Our aim is to provide a flexible and responsive service to address social and environmental factors that lead to, or exacerbate, mental health issues for children and young people when the signs or symptoms of poor mental health first appear. We work towards ensuring that our participants are equipped with the following tools before leaving our services:

- Children and young people have improved mental health and wellbeing. Including improved resilience and self-esteem by being given the opportunity for choice, autonomy and success.
- Children and young people are better able to manage the impact of mental illness in their lives. They are equipped with the resources and strategies to move forward with their lives independently or with support. We support their independence and opportunities for success.
- Families and carers are better able to support their children and young people with mental illness. They are provided with resources, external referral supports, and strategies to better manage their lives and the lives of their children.

Our Key Focus of Service Delivery

- A primary focus on children and young people whilst working in a whole-of-family context.
- Responding quickly and early to make a difference in achieving outcomes for children, young people and families.
- Flexible use of our resources to provide practical assistance tailored to the needs and situation of each child, young person and family.
- Establishing partnerships and linkages with other services for good referral pathways into and out of the service in order to reach vulnerable children, young people, families and carers who may not otherwise engage with the mental health or children's service sector.
- Flexible service that is culturally sensitive and ensures accessibility for all potential participants.



Who We Support

Our eligibility criteria is broad and we aim to do our best in supporting as many people as we can.

The CFWS team can support when:

- A child or young person is up to and including 18 years of age. The participant can also be a pregnant woman.
- A child or young person is affected by, or displaying early signs of mental illness.
- A child or young person affected by or accompanied by a family member or significant adult willing to engage and work with the CFWS, and the child or young person while participating in the service
- A child or young person has the consent of a parent/ carer or other responsible adult to participate in the CFWS.
- A child or young person is living in the geographic catchment for the particular service.



Unfortunately, there are some people we can't support due to our funding guidelines, this includes:

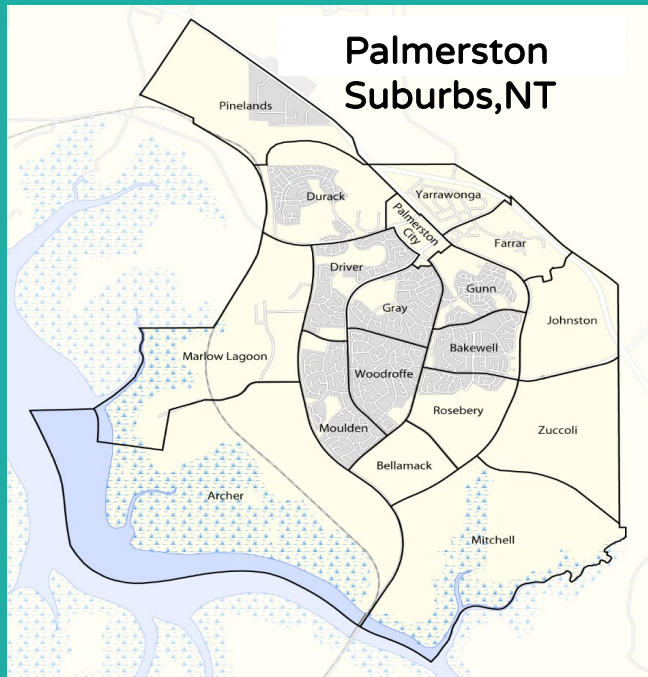
- Those who do not meet the eligibility criteria above.
- Those who are not able to access services in the community because of their residential setting (residential care) or legal conditions imposed on their activities (detention).
- Those who are not able or willing to engage an adult family member or legal guardian (non-state ward) in the assessment of need and development of a Family Action Plan;
- Those who are under the care of (as distinct from in contact with) the child protection system.

We will always aim to link those we can't support directly with other appropriate services.

Catchment Areas

The Child and Family Wellbeing Service deliver supports in:

- Palmerston
- Katherine
- Litchfield
- Gunbalanya



Our Intake Process

1. Complete a referral for the service (this can be found on our website, or we can support you to complete one over the phone or in person). The referral can also come to us from another service provider you're working with i.e. GP or counsellor.
2. We will get in touch with the you or the referrer within 24 hours of receiving the referrer to confirm that we've got it.
3. You will then be invited to meet with us to chat about the program and assess how we could assist. This can be done in your home, at our office or in a community space such as a café or library.
4. We will need to complete some forms with you to make sure we've got all the information we need to best support you and your family. We will also require your consent to engage with the service.
5. We will allocate a worker to you that will be your main contact while engaging with us. You can let us know what the of qualities you would like in a key worker and we will do our best to match you with someone who you feel most comfortable with.

Exiting the Service

You can let us know when you feel ready to leave the service. If you are receiving short - term supports, this may occur in the first 8 - weeks. If you're receiving long - term supports, this will occur at the 12 - month mark, or when you feel ready. Within this 12 month period, we will review your family action plan and assess any outstanding goals that may require any additional support and ensure prior to exiting the program that this strategies have been provided ,to make sure we've met all of your support needs. We can reflect on the goals we've worked on together and discuss if they were completed, whether there is anything further you would like to do or put in place.



If there are new goals, we will continue to support you if you do not yet have the resources or skills to execute them with additional support.

If we can't reach you...

If at any point during your support period we can't reach you, we will make several attempts to contact you via your preferred consented method of contact over period of 2 weeks. This may include contacting your emergency contact. After 2-weeks of no contact, a no contact letter will be sent by your one of our CFWS workers to inform your that we have tried to make contact and will close your profile in a further 2-weeks if we do not hear from you.

TeamHEALTH hope that all of our participants feel safe, comfortable, and supported while accessing our services. Please let us know if there is anything that we could be doing differently to better support you. We would also love to hear what you enjoy about our services, so please share your positive experiences with us too.

What some of our participants have to say:

“I would like it to be noted also, how extremely kind, professional and streamlined the entire self-referral process was from the first phone call made to TeamHEALTH to the initial appointment stage. Well done to the administration team, your efforts are the face of the organisation, TeamHEALTH, and you certainly have done a truly wonderful job that deserves the recognition.” B

“At TeamHEALTH, we felt listened to, understood, and reassured that everything would be ok. Team Health’s approach included the whole family and was applied using age approach strategies, like play therapy for our daughter. Without the amazing work of Team Health, particularly Louise our case manager, our outcome would look very different “.K

“Whatever you are doing for our son (in particular), it seems to be working wonders for him- he is more confident, he talk about enjoying having someone else to talk to - thank you so much!” B



“Firstly, I honestly do not know how I could possibly express our family’s gratitude to both Louise and the entire team at Team Health. With your support and guidance this year our daughter has grown in confidence as well as just displaying a far more balanced mental approach to situations that she previously could not cope with. Her tears in arriving home from school have all but vanished, whilst she still faces challenges where she feels overwhelmed and fearful, she can now deal with these challenges with more resilience and no longer allows them to consume her, but addresses them in ways taught to her by the wonderful team” . M

TeamHEALTH values your feedback.

If you have any comments or ideas about how we can improve our service, we would like to hear from you.

For Further information Contact:

TeamHEALTH
T (08) 8943 9600
F (08) 8943 9601

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Notes and things to remember:

A series of 20 horizontal dotted lines, evenly spaced, intended for writing notes and things to remember.

