



TEMHCO



Top End Mental Health
Consumers Organisation

TEMHCO STRATEGIC PLAN 2020-2024

Providing a 5-year direction for ongoing development in
promoting mental health and wellbeing

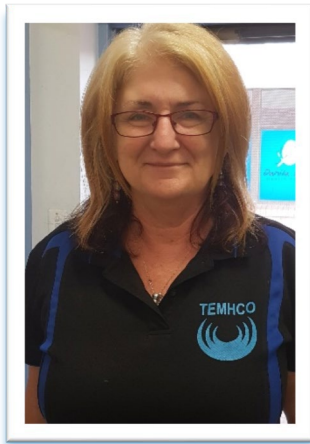
Abstract

Providing our members, a place to feel safe, build friendships, live full and meaningful lives,
and participate in society.

TOP END MENTAL HEALTH CONSUMERS ORGANISATION INC

temhco.exec@temhco.com.au

Forward



Helen Day
Chief Executive Officer
Top End Mental Health Consumers Organisation
(TEMHCO) Inc.

I am pleased to present the Top End Mental Health Consumers Organisation (TEMHCO) Incorporated's Five-Year Strategic Plan 2020 - 2024.

Our new Plan outlines our vision to lead with providing our Palmerston and surrounding rural area residents a unique service that promotes wellness in mental health. This will be established through our high quality, culturally appropriate and holistic programs and services that will help educate and support our members' needs.

Palmerston had a population of 33,695 at the 2016 census, making it the second-largest city in the sparsely populated Northern Territory. During the 2018/19 financial year, TEMHCO had 375 participants to our Centre, demonstrating strong demand for our services.

We will continue to promote and protect good mental health for our members and provide a voice where they can be heard by those who influence change. We are committed to reducing the social stigma surrounding mental illness and to encourage wellness and social inclusion in our community. In supporting our members, we will promote wellness in mental health through education, support and friendship. Our plan is to expand our focused activities to help promote resilience and self-confidence through partnering and facilitating peer-supported recovery with other community services located within Palmerston and its surrounding rural area.

Our current activities include weekly outings, art therapy, music therapy, massage therapy, sewing and craft, men's and women's grooming services plus fishing. We also plan to continue our computer sessions to improve computer literacy for future job opportunities and to start a community garden project that will be cared for by our members.

We will continue to provide opportunities for our members to return to paid employment by providing them with an opportunity to gain skills through volunteering at our centre and assisting them with resume writing and provide them with a referee report on their work experience. We will also be seeking further volunteers through education centres to provide opportunities for students requiring work placement experience.

However, we cannot do this alone and we need the power of partnerships with Non-Governments Organisations (NGOs) and other community services in the mental health industry together with financial support from the Northern Territory and Commonwealth Governments to affect change.

Over the next five years, we will work together with these partners to help encourage and promote mental wellbeing to our members and the wider community.

Contents

Our Vision 4

Our Mission 4

Our Purpose..... 4

Our Values 5

Our Strategic Goals 7

Implementation and Evaluation..... 8

The Top End Mental Health Consumers Organisation Inc (TEMHCO) is a not-for-profit and charity organisation located in Palmerston. We provide a drop-in centre for people living with a mental illness and a place where our members can feel safe, build friendships and receive the help and support they need.

Our Vision

TEMHCO's continued vision is for a community that promotes and protects good mental health for all, and that it treats people with experience of mental distress fairly, positively and with respect. We aspire to continuously promote mental wellbeing to our members and to the wider community. We will continue to advocate for our members to help educate the wider community regarding breaking the stigma and shame placed on mental illness. We are committed to achieving improved outcomes for people with a mental illness, their carers and their families. Our ultimate vision is to help our members live full and meaningful lives where they have the confidence to participate in society.

Our Mission

TEMHCO's mission is to promote wellness in mental health through high quality, culturally appropriate and holistic programs and services that will help educate and support our members. We will provide an advocacy service so that our members' voices can be heard and will continue to liaise with Government, community services and business agencies to breakdown stigma within our community.

Our Purpose

The following key principles underpin the strategies in this TEMHCO Strategic Plan 2020-2024 (the plan) that are in line with our current constitution's objects and purposes:

- (a) The provision of support and education for our members and their families living with mental illness
- (b) To develop links between members and the mental health professionals responsible for treatment programmes and to promote awareness of the needs and rights of people with a mental illness and the important and significant contribution consumers have to the design and implementation of such treatment programmes
- (c) The promotion of better understanding of mental illness by the public and the removal of stigma still attached to it; and a greater awareness of the problems and needs of consumers and their families in which there is a mental illness
- (d) The fostering of the development of mutual support among its members

- (e) To advocate for appropriate facilities and services to ensure that optimum quality of care is provided
- (f) The provision of services to assist in the recovery of people with a mental illness
- (g) The exchange of information and resources with local and interstate bodies with like objectives and purposes

Our Values

The following are the key values that TEMHCO believe are important to how we behave:

Acceptance – we accept individuals into the service with honesty and respect for their mental illness.

Consistency – we support individuals consistently through their mental health journey offering a safe, comfortable environment including the provision of activities and training that will help build self-confidence and possible work opportunities.

Authenticity – we provide therapeutic models that engage the individual with authenticity.

Valued – we believe that every individual's mental health journey is important and respect the value of their experiences.

In implementing our key values, we will endeavour to deliver:

- *Person-centred holistic care that partners with consumers and carers*

Working together with consumers, their carers, health and social services as equal partners in planning, developing and monitoring care to meet individual needs. This means putting our members and their families at the centre of decisions made and seeking them as experts whilst working alongside professionals to gain the best possible outcome.

- *Provide care that is culturally safe and appropriate*

We will provide services and programs that are designed in a way to recognise and respect different cultures and values within our diverse society.

- *Provide an environment that is both safe and comfortable*

We will provide an environment where individuals feel safe and secure to meet in a social atmosphere both within the centre and through our planned outings. We will ensure that individuals can feel comfortable to express themselves in positive and supportive surroundings.

- *Provide the relevant resources*

We will provide relevant resources to assist individuals with their mental health journey to become self-confident and empowered to enter the workforce.

- *Foster and promote resilience*

We will foster and promote the individual's resilience in every activity we undertake.

- *Enable individuals to connect*

Our programs will provide an opportunity for individuals to connect to other people with similar experiences.

The following strategies will assist us in delivering our key values:

1. We Value Our Member's Wellbeing

- 1.1. We will continue to develop and improve both our wellbeing and peer support programs based on psychosocial rehabilitation and recovery.
- 1.2. As part of a quality improvement process, we will develop and formalise mindfulness and resilience programs, provide basic counselling support, provide daily activity programs and assisted referral programs.
- 1.3. We will continue to improve our service to meet the needs of mental health consumers in line with the National Mental Health Standards.
- 1.4. We will ensure that our staff receive training and professional development opportunities; to support the delivery of recovery-oriented activities for our consumers.

2. Enabling Social Participation

- 2.1 We will encourage and support consumers, volunteers and staff participation in public engagement opportunities.
- 2.2 We will continue to develop our peer support opportunities, recognising the importance of lived experience when helping others.
- 2.3 We will support individuals with mental health problems to gain the economic and social benefits of employment.
- 2.4 We will maximise the opportunities created by social media to help people stay engaged, connected and informed about the work of the organisation and mental health issues.

3. Empowering Choice

- 3.1 We will actively support all individual's right to choose the quantity and level of service from both our partners and TEMHCO.
- 3.2 We will make information and advice about our services more widely available via our website and social networks, through media engagement, over the phone and from direct contact with staff and through our partners.

4. Removing Inequality of Opportunity

4.1 We will provide services and support marginalised groups.

5. Organisational Excellence

5.1 We will build and sustain a successful organisation led by a well-informed Board which represents our community and the issues present and operate with integrity and due diligence.

5.2 We will focus on meeting the National Mental Health Standards and attain quality assurance with relevant authorities.

5.3 We will remain financially viable, strengthen and diversify our income streams and focus on maximising the social return on investment by building the resilience of the communities we serve.

5.4 We will undertake an organisational mental health audit and be a role model for other organisations. We will actively manage change processes, recognising the importance of supporting people to do things differently.

5.5 We will develop an integrated approach to marketing our organisation, fundraising and improving information management that will provide the 'public' platform for delivery of our services.

5.6 We will focus on improving our communication with our clients, our staff, partner organisations and the wider community.

Our Strategic Goals

Based on the SWOT analysis completed on 9th Feb 2020 (Appendix A) our strategic direction over the five year period is to implement the following Objectives/Goals:

- Allow CEO time and resources to become NDIS accredited by 2024
- Ensure a collective engagement, education and succession planning of the board
- Deliver high quality, best practice services in accordance with our funding agreements
- Provide professional engagement with Therapeutic Support providers
- Ensure professional engagement by supporting and upskilling CEO
- Provide professional engagement, support and education of volunteers
- Provide professional engagement with our key stakeholders (eg NTG, NTMHC, Landlord)
- Raise our revenue to further the objectives of the organisation
- Update and maintain Policies and Procedures
- Update Risk Management Matrix for our board meetings
- Ensure staff, board, volunteers and consumers are actively and positively supporting TEMHCO Brand in the community
- Maintain and allow continuous improvement of supports in accordance with members consultation and feedback.
- Monitoring the number of consumers attending each therapeutic activity/NDIS participants
- Prepare an annual budget and monitor performance quarterly.

Implementation and Evaluation

TEMHCO is dedicated and committed to the success of the organisation. The implementation of TEMHCO's Strategic Plan 2020-2024 will be informed, influenced and guided by a continuous process of consultation with key stakeholders and the direction of the Board. This will result in the refining of actions in line with our identified needs and resources relevant to our consumer's needs.

TEMHCO acknowledges that it operates in a changing environment and this necessitates a consolidation of activities and a reimagining of how we deliver services. **Each year a review of our strategic direction and goals should be performed by the board and CEO.** An action plan that outlines our work agenda for the financial year will be developed. These plans will result in ongoing consultation and guidance from our key stakeholders and our Board.

**Endorsed by the Board of
Top End Mental Health Consumer Organisation:**

Signatures:

Name:

Maggie Schoenfeld

MAGGIE SCHOENFELD

Jack C Henderson

JACK CHILDERS HENDERSON

Tracy Myles

Tracy Myles

Cheryl Winitong

Cheryl Winitong

J M NASIR

→

J M NASIR

JAY KNIGHT

→

JAY KNIGHT

V. Eaton

VALHA EATON

Date: 4 March 2020

APPENDIX A - TEMHCO SWOT - A SWOT is a powerful way to evaluate your organisation Planning Meeting Date: Wednesday 19th February 3:30 pm
Strengths - What do we do well/advantages of our organisation (reputation, location, staff) Weaknesses - Where can we improve (what's holding us back)
Opportunities - Factors that may contribute to our organisation to build on our strengths Threats - Potential problems by that we may face (risks)
Internal (I), or External (E)

Strengths			Weaknesses		Opportunities		Threats		Business Area
Board are engaged and actively involved with the running of the centre. (I)G		Single-Person Dependency Risk (I) HR		Receive further funding for paid staff with lived experience (E) F		Disengaged board/Change in Board Structure (I) G		G - Governance	
Provide a range of high-quality therapeutic activities. (I) PS		Most of our Policies & Procedures are out of date and do not relate to the service we provide. (I) O		Update Policies and Procedures (I) G		Availability of therapeutic service providers (PS)		F- Financial	
Our service is unique to the NT as it is Consumer (volunteer) run. (E) O		We are not yet accredited with NDIS (E) O		Ability to provide professional counselling services for NDIS participants (I) PS		A takeover by non-consumer run organisation. (E) G		HR- Staff	
Our reputation with funding bodies and other linked service providers. (E) B		We do not have a risk management process in place. (I) G & O		Staff, Board and Consumers actively and		Reputation (via ex-members) (E) (G)		PS- Products/Services	
CEO has a very diverse set of skills. (I) HR		CEO is the sole employee. (I) HR		Ensure CEO is adequately skilled and supported by the Board. (I) HR		The departure of CEO (I) HR		O- Operational	
Stable Grant Funding from NTG Dept of Health. (E) F		Training of our volunteers, i.e. First Aid, Mental Health First Aid, Anger Management (I) O		Seek corporate sponsorship for new therapeutic activities. (E) F		Failure to deliver Services in accordance with funding agreements. (E) F G		B- Brand	
Low-cost business model. (I) F		Not enough space to fit all equipment (I) O		Provide further upskilling for board members (I) G		Financial Mismanagement/Sustainability. I (F)		PE- Property and Equipment	
Location of current premises (I) PE		Only one point of exit for fire drills (I) O		Identifying new people who could be future board members (I) G					
We have an efficient transport service for our consumers (I)		Current level of funding (E) F		Improve the configuration of our operational services to minimise risk (I) O PE					
We have a strong sense of teamwork (I) HR									
We have a high knowledge and depth within our volunteer base (I) G HR									
We provide healthy affordable meals for our consumers (I) PS									
We are empowering our consumers with practical life skills (I) PS									