

ANNUAL REPORT

2023



CORNERSTONE

YOUTH SERVICES INC



Cornerstone Youth Services acknowledge the traditional owners of the land on which we work and live: The Tyrenoterpanner, Panninher and the Leterrermairrener clans of the Stoney Creek Nation and the Punnilerpanner clan of the North Nation, and recognise the continuing connection of Aboriginal and Torres Strait Islander people to land, water and community. Cornerstone Youth Services acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and we pay our respects to their elders past, present and emerging.



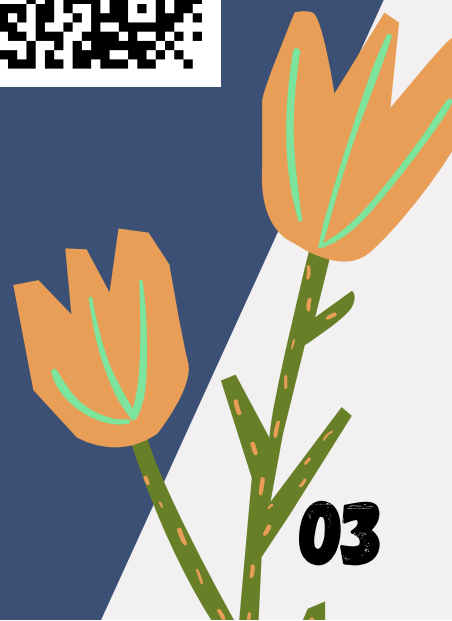
ABOUT US

Cornerstone Youth Services Inc. delivers a range of services to young people aged 12-25 in the North and North West of Tasmania.

Cornerstone focuses on health promotion, education, early intervention and developing the help-seeking behaviours of young people.

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CHAIRPERSON'S REPORT

Cornerstone Youth Services has continued its efforts to lead the provision of youth mental health and well-being services in North and North West Tasmania amidst a number of challenges. The most significant one is the recruitment and retention of skilled, experienced professional staff. This situation faces many other health and human services organisations both in Tasmania and other parts of Australia and is an issue with no simple solutions.

Under the leadership of our CEO Anthea Cooper we endeavour to remain an efficient and effective organisation through ongoing clinical governance oversight, accreditation performance and workflow improvements as well as closely monitoring our financial performance. We have recently improved our overall accreditation performance against the headspace Management Improvement Framework [hMIF] standards. Issues identified in our recent review are being addressed by the provision of further information to hMIF along with some practice changes.

The establishment of a new program to address early psychosis in young people is under discussion with a potential tender being offered by Primary Health Tasmania with funding from the Australian Government. This program is available in other states and has been developed by Orygen, a leading youth mental health service based in Melbourne. The Board and CEO is learning more about the program which offers important clinical treatment services for young people and to prevent more serious mental illness. We believe there will be challenges facing the rollout of such a program in Tasmania in which populations are smaller and distributed in regional cities and centres rather than in the major cities on the mainland where the program has been established. The Board also anticipates significant difficulty in securing the number of experienced clinical staff to provide the program across Tasmania including retaining their services over time. Notwithstanding these issues the Board will support the introduction and development of the program as much as we can. Collaboration and partnerships across organisations is especially important in Tasmania.



We have welcomed the provision of funding from the Australian Government through Primary Health Tasmania towards the establishment and refurbishment of new headspace premises in Launceston. Extensive architectural planning has been undertaken (thanks to the S Group) and following the engagement of a local building firm (thanks to Tas City Building) site works are underway with a late October/ early November opening projected. Rod Meldrum has overseen the design, planning and building process as the project officer – thanks Rod! The renovated space will provide client reception space, counselling rooms, group space, medical consulting room and work areas for headspace staff. Other Cornerstone staff will work from the building.

In Devonport we are anticipating celebrating our 10th birthday in our contemporary modern work space as a headspace centre.

We continue to appreciate the support we receive from many people and organisations in the community. The Irene Phelps Charitable Trust has enabled us to provide continuing service in the West Tamar.

We continue to thank the members of our clinical governance, consortium and youth reference committees for their input, both in Launceston and the North West.

I also value the input of the committed and professional members of the Board and thank them for their service. Lastly we also thank the community for support without which we would not be able to function as an effective organisation for young people's mental health and wellbeing.



Phil Morris
Chair

A WORD FROM THE CEO

The last 12 months have been very busy for the organisation. From managing ongoing recruitment challenges, ongoing accreditation across sites, and a restructure due to financial challenges, all areas of the organisation had a lot happening! Despite this, our wonderful front-line staff continued to provide quality services to the young people of the North and North West of Tasmania.

We Farewelled Carlene Hutton, and Richard Lewandowski our Devonport & Burnie and Launceston headspace centre Managers respectively. We welcomed Cate Willis as Launceston Centre Manager in December and Katie Lack in February 2023 as Devonport & Burnie Centre Manager.

We have continued to experience challenges with both recruitment and retention of staff and competing with larger more financial organisations. This continues to be an issue for the Mental Health Sector nationwide. In particular this has been challenging in regard to our Clinical Lead and Senior roles across the organisation.

Launceston headspace completed their Model of Integrity Framework (hMIF) successfully in January, which was a great achievement. A huge thank you to those key team members who worked tirelessly on achieving this result. Some of the changes to processes have been very beneficial to the operational side of the service.

headspace North West has experienced difficulty with recruitment and retention of a Clinical Lead. Support to the team has been provided from senior team members from Burnie and Devonport and headspace Launceston (both remotely and onsite). This has enabled the service to continue to provide a high standard of service to our young people in the region and meet our clinical coverage requirements. A big thank you to Cherie Lowe, Kevin Peel, Raelene Ikin and Allison Campbell for their support in this area. The resilience and commitment shown by the North West team during this time should be noted, and commended. headspace North West is also participating in the hMIF accreditation process, and is currently working through the improvement phase.

Our Programs Team has had a makeover and is now called “Youth in Mind” (YIM). YIM has also experienced challenges with the recruitment and retention of Clinical Leads throughout the past financial year, but pleasingly now has stability in this area. I'd like to acknowledge Keryn Geard, YIM Manager, and those team members that stepped up during this time into senior roles to support their team, and continue to provide great outreach services.

Cornerstone welcomed a new program to the Youth in Mind portfolio – Our Community My Future (OCMF). This program is based in Launceston and is delivered in partnership with The Link Hobart and Migrant Resource Centre Tasmania. This is a Pilot Program and will be reviewed after 12 months.

Our Early Career Program (ECP) through headspace National continues to be very successful, with both the North and North West sites hosting two graduates each.

We have seen some changes due to financial challenges this year. Mainly due to the CPI increase, which the organisation has had to absorb and the discrepancy of this amount and the limited increase in funding to continue to deliver our programs.

The main changes as a result of this were the voluntary redundancies of two of our long-term employees and Operations Team Members. Alison Roberts (Operations Manager) and Lynnette Kerrison (Finance and Business Manager) left the organisation in July. On behalf of Cornerstone, I'd like to thank both Alison and Lynnette for their service with both being with the organisation close to 10 years. We wish them all the very best in their future endeavours.

Our long standing Vocational Consultant volunteer, Kim Good sadly passed away this year. Kim first came to the Centre from an employment agency who we had an agreement with at that time to provide vocational services. When Kim became unwell she retired from paid employment and commenced working in a voluntary capacity half a day per week at headspace as Vocational Consultant, which she did for approximately 7 years. Vocational Services is one of the headspace four core streams and Kim enabled us to provide this in person at the Centre on a weekly basis and we value her contribution immensely. Kim also spent a period of time working out of the Devonport office and supporting young people in this area and was always someone you could turn to in times of need or just for a chat. Kim is sorely missed at Cornerstone.

Our relocation in Launceston to our new premises in Launceston, 24 Wellington Street, has now been delayed from our mid-year initial date – but it is very close with this relocation anticipated to be in late October. This new location will provide significant additional space, which allows us to consider additional programs, funding opportunities and group work. I'd like to particularly acknowledge Cate Willis who has worked tirelessly to drive this project. I'd like to recognise the support from S Group, TCB, PHT, Rod Meldrum, and headspace National during this project.

We continue to foster and develop our partnerships with other organisations – such as Tasmania Health Service, Youth, Family and Community Connections, Drug and Alcohol Services, Anglicare, The Mish, the Migrant Resource Centre and The Link Hobart.

Despite the challenges over the past year, we feel very positive about the future and the high standard of service, engagement and connection that we can provide for the young people within our local community.

I would like to thank the Leadership team for their support, and commitment to the organisation. Most importantly, the organisation would not be where it is without the services and input from all of our teams, administration, clinical, youth workers, Community Awareness Officers, volunteers, and TCCI and MDH for their input and support to the organisation.

And a big thank you to the Board for their support over the past 12 months.

Here's to an exciting year ahead!

Anthea Cooper
Chief Executive Officer



MEET THE BOARD



PHILIP MORRIS – CHAIRPERSON

Phil has qualifications in social work and public policy and has worked in a range of public sector, tertiary education and not-for-profit organisations for over 40 years. Until he retired Phil was the senior executive manager of rural hospitals and community health services in northern Tasmania. He has been a long term member of the Cornerstone Board and is committed to its mission to improve mental health and well-being amongst young people. He has three children with families of their own living interstate.



BILL SMITH

Bill came to Tasmania from Scotland in 1981 and has lived here ever since. Having a degree in Social Work he was employed as a human services manager in both the government and community sectors before retiring in 2017. He has two grown up daughters, one in Launceston and one in Hobart. Recognising the importance of accessible health services for young people he has been a Cornerstone Board member for over a decade. Other interests he has include football, travel and reading.



MARG REYNOLDS

Marg is a retired social worker who was previously employed in State Government; local Government and non Government agencies in a mix of monitoring/regulatory; support/developmental and research/policy roles. Over her 35 year career, Marg worked with a variety of Early Childhood Education and Care service providers as well as families; young people and children with a diverse range of needs. She is passionate about principles of social justice and equity and advocates strongly for youth services which are inclusive; accessible; empowering and committed to best practice. In her retirement, Marg enjoys volunteering with several organisations; immersing herself in writing; “creating” in the kitchen and spending time with her two young grandchildren.



LL COX

I am an occupational therapist, primarily a mental health service provider. For over 25 years, I've worked in both public and private sectors with people across the age range who are living with serious and developing mental health concerns and persistent pain. Like Cornerstone, I value the importance of making 'quality' contributions to the community in which I choose to live, using my clinical experience and skill set. My involvement in the Cornerstone Youth Services Board is one way of achieving this. I also volunteer for the Pain Revolution, a movement charged with changing how people understand pain and pain treatment capacity building in rural and regional communities in Australia. I also work as a witness intermediary for the Department of Justice. The Witness Intermediary Scheme is a pilot program in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. I'm hopeful that I will continue to provide quality contributions to the mental health services sector and the broader Launceston community, other than through direct clinical care.



DANICA FOY

Danica has dedicated nearly 12 years to the not-for-profit sector at HR+ Tasmania, a rural workforce agency supporting primary healthcare access in rural areas. For over 11 years, she specialised in recruiting and retaining allied health professionals into Tassie, both in private and not-for-profit sectors. Recently, she transitioned to a national marketing and communications role, promoting relationships among Rural Workforce Agencies and diverse stakeholders.

In addition to her professional commitments, Danica is a devoted mum to her two young boys in primary school. Between her parenting duties, sporting commitments, school board and other volunteering, she felt a calling to contribute further. In early 2023, she eagerly joined the Cornerstone Youth Services Board, finding fulfillment in shaping their future direction. She still has much to learn and hopefully some knowledge to contribute. Danica is passionate about organisations that support youth mental health, knowing that her children, their friends, and their families will rely on these vital services in the future.

2008

Cornerstone Youth
Services becomes an
incorporated
community
association

headspace
Launceston
opens its doors

2009

young Aboriginal
support program
(yAsp) begins as yAdas

2011

headspace
Devonport opens
its doors as a
satellite service

2013

Burnie site is established

2016

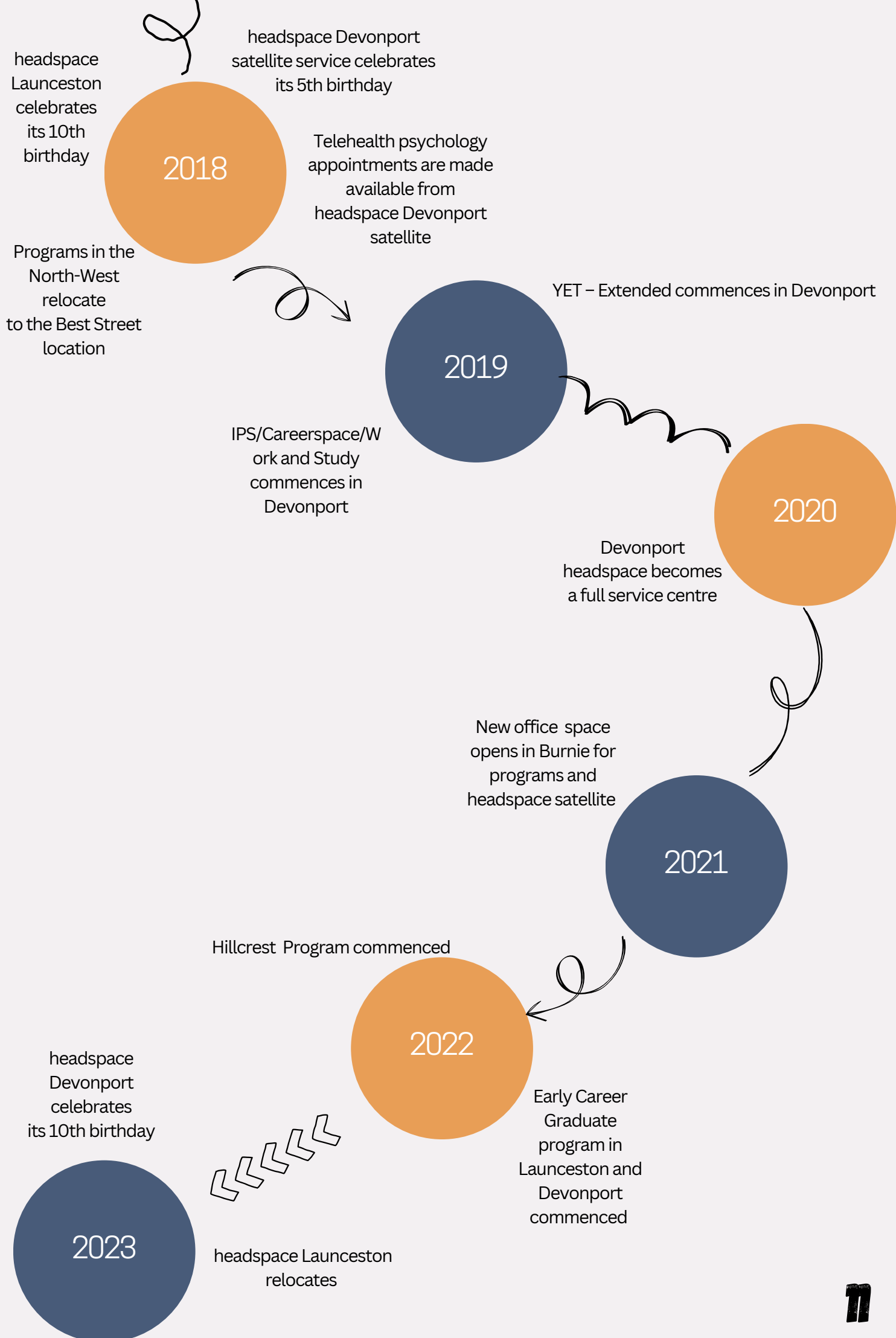
Outreach services begin with what is
now known as Short Term Psychological
Interventions

West Tamar Youth
Outreach Service
commences

Youth Engagement
Team (YET) begin
delivering assertive
clinical outreach

2017

headspace Devonport
relocates and combines
delivery
with Cornerstone Programs in
the North West





OUR VISIONS, VALUES AND PURPOSE THROUGH THE EYES OF A YOUNG PERSON



OUR VISION



Cornerstone Youth Services strives to ensure that all young Tasmanians are supported to live great lives and reach their full potential through the help of our services.



OUR PURPOSE



We work alongside young people to build their capacity, choice and opportunity by inspiring them to build their identity and engage them in conversations surrounding the importance of their wellbeing.



OUR VALUES

Cornerstone Youth Services has four main values that they incorporate to ensure young people feel welcomed, safe and supported in the services that are provided.

INCLUSIVE

Having services that incorporate every young person's diverse needs is so important. This helps young people feel included and valued as an individual when accessing CYS.

INTEGRITY

CYS staff and clinicians uphold the commitment to their values and ethics by holding a high level of professionalism while ensuring the wellbeing and confidentiality of young people is a top priority.

CONTEMPORARY

CYS is always ensuring the environment and services provided are modern, progressive and staying relatable to the changing needs to suit young people.

QUALITY

CYS is committed to providing the best possible services by having professionally trained staff who understand the specific needs of young people.

YOUTH IN MIND

MANAGERS REPORT

This year has been a transformative one for Youth in Mind Outreach Services. Youth in Mind Outreach Services is the overarching banner for a combination of five programs within Cornerstone, and we are so proud to be part of making this a reality. Youth in Mind Outreach Services was launched in November 2022 and it is more than just a program to us - it's the catalyst to consolidating our programs into one recognisable brand.

Youth in Mind is privileged to work across three sites in the North and North West of Tasmania. Our mental health clinicians, case managers, youth workers and project manager are playing a vital role in significantly reducing psychological distress for young people.

We are on schedule in meeting our workforce and leadership targets, including recruitment of clinical leadership positions and the total workforce of practitioners. It's a fantastic achievement.

In 2022 Youth in Mind was chosen to deliver a pilot program 'Our Community My Future', which provides vocational and educational pathway support to disengaged young people. This initiative is in partnership with the Migrant Resource Centre North.

The Youth Engagement Team has reduced the need for hospitalisation for young people experiencing mental health and wellbeing issues that require intensive supports. Data for improved client outcomes can be found in the YET report. This is a significant outcome for young people.

The growth of our young Aboriginal support service (yAsp) group program has also been a major achievement. yAsp is a vital part of the Youth in Mind Outreach Services and has offered groups, events and connections within the community that promote wellbeing of young Aboriginal people. We are proud to be working in partnership with several Aboriginal communities and strengthening the connections with local community.

The growth of the Short Term Psychological Intervention program has also been a major achievement. The program has provided an outreach service to support young people living in George Town.

Our new intake system provides a streamlined process that enables us to provide young people with the right support for their mental health and wellbeing, wherever they are on their wellbeing or recovery journey.

Our professional, committed team provides support, hope and purpose to young people every year. We thank them for their continued excellence and dedication.

Keryn Geard
Youth in Mind
Manager

YOUNG ABORIGINAL SUPPORT PROGRAM

YASP

yAsp is a case management and project support service that works alongside young Aboriginal people in supporting their self-identified and individualised goals.

The yAsp team have continually worked towards developing strong partnerships within the community to provide the best possible outcomes for young Aboriginal people accessing our services.

Areas of support include history and genealogy research, connection with community, housing, financial support, engagement with education, building on skills to gain employment and an holistic approach when working within a family unit.

One highlight for the year has been working closely with the Elders Council of Tasmania for a young person to trace their family heritage and gain further insight into their Aboriginal ancestry timeline. This has strengthened their connection to culture and community, opening pathways that were previously unavailable and finding family members to connect with in the local area.

Our Youth Project Manager focused on building connections with young people and stakeholders in the community and has delivered the following programs.

Throughout all school holidays the yAsp team facilitate programs that are fun and interactive including; bowling, cooking and rock painting. These interactive and casual groups encourage and support pro social behaviours and build on team building and resilience in young people who attend.

We acknowledge the support of the Elders Council of Tasmania Aboriginal Corporation (ECoTAC), Tresca Community Centre, Thyne House, PCYC, Tiagarra Aboriginal Cultural Centre, Melythina Tiakana Warrana Aboriginal Corporation, Riawunna Centre, QVMAG, Karadi (Deadly Choices), Kanamulka Collective, Tasmanian Aboriginal Legal Service (TALS), Port Dalrymple School, South East Tasmanian Aboriginal Corporation, Circular Head Aboriginal Corporation.

YASP CAREGIVER TESTIMONIAL:
HAVING SUPPORT AND FEELING LIKE WE MATTER AS A FAMILY, FEELING ENCOURAGED TO ACHIEVE WHAT WE WANT AND TREATED LIKE WE ARE A PART OF THE ABORIGINAL COMMUNITY. MY DAUGHTER HAS NOW GROWN TO BELIEVE SHE CAN DO THINGS SHE SETS HER MIND TOO, BECAUSE THE SUPPORT SHE HAS RECEIVED HAS GIVEN HER THE CONFIDENCE TO REACH FOR THE SKY

YASP PROGRAM GROUPS

THERAPY PAWS

This was an amazing opportunity for young people to spend time with specially trained dogs in order to facilitate connection and mindfulness. Young people were able to experience an afternoon of mindfulness activities, including learning relaxation skills, low stimulating activities and connecting with peers, before experiencing speciality trained dogs that provide emotional support and comfort.

ARTS PROGRAM

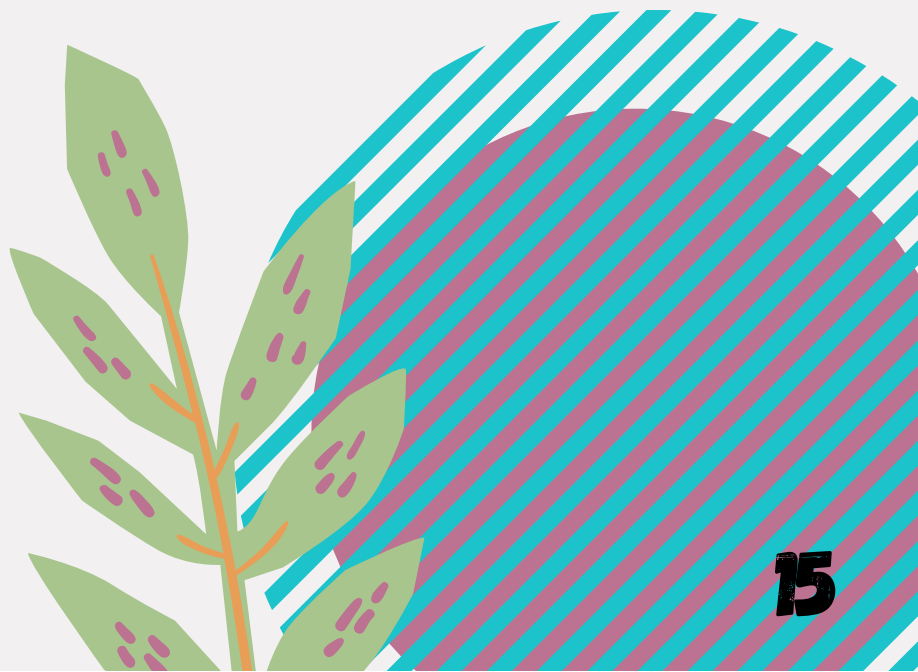
Working alongside Aunty Vicki West to guide the YASP group while creating art pieces on canvas for the new Cornerstone building. This activity has encouraged young people to feel safe and supported while expressing their artistic lens onto a piece displayed for the organisation and public.

BASKET WEAVING

The Elders Council were able to host a YASP group alongside Delia Summers to engage with young aboriginal women, learning how to weave baskets and have a yarn in a safe and culturally appropriate space.

ADVENTURE CONNECT

In collaboration with headspace and The Mish the Project Manager facilitated a program to support social engagement and improve mental health. Adventure therapy provides opportunities for young people to connect with each other, nature, peers, and themselves in order to better understand the world around them.



OUR COMMUNITY MY FUTURE (OCMF)

OCMF is an exciting collaboration with the Migrant Resource Centre in providing a dedicated support service providing opportunities for young people in their life skills pathway. Since its commencement in 2022 OCMF has supported young people set and achieve a range of vocational and educational goals, practice life skills and work towards improving their personal wellbeing.

The majority of referrals have come from Department of Education children and Young People (DECYP), Youth in Mind and headspace teams. Participants identified goals primarily in the areas of education and alternate education pathways, vocational training, employment, transport, community participation and emotional wellbeing, and through the implementation of strengths-based case management, they have been supported to take steps towards meeting these goals.

CASE STUDY (*NAME CHANGED)

JEMIMA* ACCESSED OUR PROGRAM FOR SUPPORT WITH FINANCES, OBTAINING A PROVISIONAL DRIVER'S LICENCE AND SECURING EMPLOYMENT. JEMIMA HAD NOT ATTENDED SCHOOL FOR OVER A YEAR AND STRUGGLED WITH ANXIETY WHICH PROHIBITED PROGRESSION OF THEIR GOALS.

JEMIMA IDENTIFIED THE NEED FOR INCOME SUPPORT FROM CENTRELINK TO FACILITATE THEIR EMPLOYMENT JOURNEY. AS JEMIMA DID NOT HAVE THE REQUIRED IDENTIFICATION DOCUMENTS DUE TO FAMILY BREAKDOWN, PRACTICAL SUPPORT WAS PROVIDED TO OBTAIN A TAX FILE NUMBER AND SOURCE DOCUMENTS, FUNDS WERE PROVIDED TO PURCHASE A NEW BIRTH CERTIFICATE, DRIVING LESSONS AND CLOTHING FOR JOB INTERVIEWS. OUR CASE MANAGER ALSO SUPPORTED JEMIMA WITH ACCESS TO APPROPRIATE MEDICAL AND MENTAL HEALTH SUPPORT.

AS A RESULT OF THE SUPPORT PROVIDED, JEMIMA HAS INCREASED CONFIDENCE AND DEVELOPED LIFE SKILLS, WHICH HAS LED TO INCREASED EMPLOYMENT READINESS.

YOUTH ENGAGEMENT TEAM (YET)

YET is a holistic, psychosocial support model providing outreach by mental health clinicians and a youth worker. The service supports young people and their families to work towards meaningful and achievable goals and prevent future relapse and hospitalisation.

Clinicians measure client outcomes to ensure clients achieve their recovery goals. Our client surveys use internationally recognised validated tools such as the Kessler 10+, K5, AQOL and PREMS to continually monitor client progress and overall satisfaction.

In the last financial year there have been 2289 occasions of service delivered; this includes all client related activity and individual counselling sessions.



SHORT TERM PSYCHOLOGICAL INTERVENTION (STPI)

The Short Term Psychological Intervention Program provides short term counselling to support young people gain better mental health and improve their quality of life. Clients have reported improvements in their mental health and wellbeing across a range of mental health and wellbeing indicators. Data collected includes client reported outcome measures on entry and exit, K10+ and K5.

The success of our program depends on support from the medical community as referral into the requires a mental health care plan. We thank the local general practitioners for their continued support of this program.

The program continues to be offered in Launceston, Devonport and Burnie and one day per week in George Town, telehealth is always available for young people.

STPI CLIENT FEEDBACK:

I JUST WANTED TO SAY A HUGE THANK YOU FOR HELPING ME ON MY MENTAL HEALTH JOURNEY. IT HAS BEEN INCREDIBLY INSPIRING FOR ME IN TERMS OF CAREER ASPIRATIONS. IT HAS GENUINELY MADE IT FEEL TANGIBLE TO GET WHERE I WANT TO GO FOR THE FIRST TIME IN A VERY LONG TIME
- DILLON

WEST TAMAR YOUTH OUTREACH SERVICE

Our West Tamar Program provides a range of individual and family support including counselling, case management and psychosocial support for young people.

Clients reported improvements in mental health and wellbeing across a range of mental health and wellbeing indicators at entry, review and exit.

In the last year there have been 425 occasions of service delivered, this includes; individual therapeutic counselling sessions, case management, advocacy and referral.

Highlights included the identification of service delivery gaps for young people aged between 18-25. Stakeholder engagement increased access to supports for young people who are often isolated in the community.

We would like to acknowledge support from Exeter High and Primary Schools, Beaconsfield Primary School, Beaconsfield Community Centre, Tresca Community Centre, West Tamar Council, workers, Manions Coaches, local general practitioners and the many other stakeholders who have supported our program.

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HEADSPACE NORTH WEST

Over the last year, Cornerstone's headspace Centres in Devonport and Burnie have offered an extensive range of health services to support the health and wellbeing of young people in the Northwest.

Despite ever-increasing demand, staff have worked tirelessly to ensure that young people accessing the services receive timely and appropriate, care and support. A focus on quality improvement and best practice has generated some changes across sites, including the addition of a senior Clinical Psychologist to the Case Review team in the North-west. Other initiatives have included efforts to create a Family and Friends Reference Group to ensure that carers' voices are heard and to enable their involvement in strategic planning for the future. We also offer support for families and friends of young people with mental health problems accessing our services and welcome their feedback on their experience of our services.

Individual Placement Support Program

Once again, we congratulate our Individual Placement and Support Program team, who have received accolades for their fidelity to the model and exemplary service provision. The integration of the IPS program with the headspace service provides easy access to help with achieving employment or taking up vocational studies, greatly enhancing the seamlessness of service provision to clients.

Early Career Program

Participants in the successful Early Career Program for graduates have really enjoyed their time with headspace Devonport. Mali complemented the "very supportive clinical team" and how they have contributed to her learning and given her confidence.

Maggie has appreciated working within the headspace model which she finds to be "relevant and contemporary" for engaging with young people. As they prepare to transition to other services, we take this opportunity to thank them both for their excellent contribution.

Consortium

Thank you to our Consortium partners for continuing to bring expertise, knowledge and advice to our meetings which are designed to share wisdom, insights, feedback and information about the services available to young people in the Northwest.



Allison Campbell
Clinical and Quality Advisor

HEADSPACE LAUNCESTON

headspace Launceston continues to provide much needed services in the Northern region.



The Mental Health clinical team have continued to provide flexible therapy options to meet the varying needs of young people accessing the centre. Single Session therapy (Based on the Bouverie model 1-2 sessions) is a popular choice, providing a short-term focused intervention, with fast access to clinical support. Since the introduction of single session therapy we have seen reduced waiting times for service access.

We have increasingly been able to offer single session family consultations, a service introduced 2 years ago, which provides family and friends the space to learn how to work collaboratively to support their young person at any point during their care. We have continued to offer ongoing psychological therapy for young people wanting longer term support via both self-referral or Mental Health Care plans to provide a range of evidence based interventions.



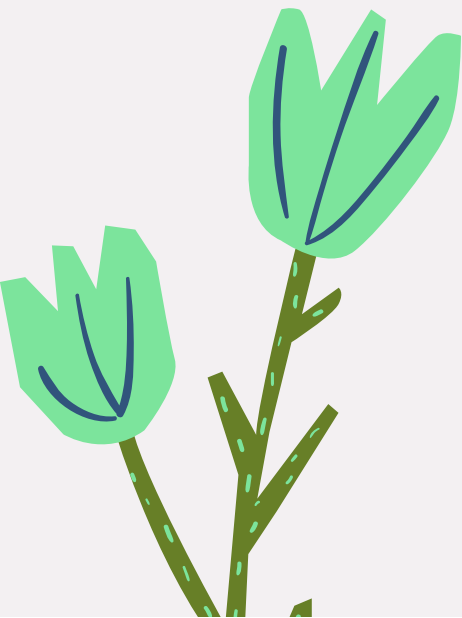
Youth Health Nurses have continued to provide sexual health education to young people as well as provide general physical health assistance. The STI clinic has seen a decrease in the number of young people presenting. This may be due to the unavailability of a GP on site, or due to a reduction in the number of young people seeking testing. We eagerly await the return of our GP Dr Sarah Shepherd to fully complement our physical health team and help improve access to physical support for our young people.

A highlight for 2023 has been a partnership between our headspace Youth Health Nurse and the Youth Health North RN to provide sexual health, consent, and respectful relationship education to young people at the Big Picture School and Indie School, with excellent feedback provided by participants.

This year headspace Launceston successfully completed the national headspace accreditation process, passing headspace Model Integrity Framework (hMIF) assessment.

We continue to provide extended opening hours to allow young people and their family and friends to access the service outside of business hours, with a good uptake of the after-hours appointments.

The Early Career Program (ECP, a headspace National initiative) continues to provide a great resource and support to the Centre. We have been very fortunate to have 2 second year ECP graduates join headspace Launceston in March this year. Jason and Diego have been a fantastic addition to the Mental Health Team.



Connections with stakeholders has also been strong, including a partnership with headspace Launceston, Make Runs Maxi and SPEAK UP! Stay ChatTY with the delivery of Mental Health First Aid training to sporting coaches and captains in October 2023. This training is set to be rolled out again in February 2024.

Our Consortium has had a busy 12 months, with an increase in stakeholder participation and membership. Memberships have been reviewed to ensure that those organisations that are dedicated to helping young people are represented and has resulted in the addition of services such as Working it Out and Mental Health Family and Friends. We thank our previous Co-chairs Clare Thorn and Nina Berkovic and welcome Yvette Dawe and Jasmine Ellis as our new Co-Chairs.

The rolling out of the Adventure Connect program has also been a highlight. This 6 week group activity provides an opportunity for a young person to explore outdoor activities with other young people and support from the Mental Health Team. This has been an important collaboration with headspace Launceston and The Mish. After the successful completion of one round of the program, we are excited to be offering this program again in November.

Whilst membership of the The Youth Reference Group (YRG) is low, the existing members have been extremely dedicated and active. We thank Jasmine Ellis who has been a member of the YRG for over 5 years now, and Nina Berkovic for their unwavering support of the YRG. The YRG also welcomed Reede Adams-Beckett who has recently been recruited as a headspace National YRG member. The YRG have participated in activities and community events throughout the year such as Agfest, Mental Health Week, and the Royal Launceston Show.

Our Community Awareness Officer Matt, has returned to the team, Matt has been working closely with community organisations to deliver innovative events to engage, inform and empower young people. We value Matt's enthusiasm and connections with the community.

Our relocation to new premises has also been a major priority for this year. Our young people through the YRG and our Mental Health teams have had major input in the design, furnishings and style of our new Centre at 24 Wellington street. The YRG have contributed significantly to the 'look and feel' of our new headspace center, with a major focus being on ensuring the waiting areas are comfortable and welcoming for young people and their friends and families. The launch of the new building will be combined with a celebration of the 15 years that headspace Launceston has been operational, another major milestone.

A huge thank you goes to our Mental Health Team and the amazing job they do in supporting our young people. I would like to thank them for the professionalism and commitment that our staff bring to their work. We hope that our service will continue to grow in the year ahead, and coupled with a new location, we can continue to assist young people make positive choices about their health and well-being.

Cate Willis
headspace Launceston
Centre Manager



SEAGULLS TO CHIPS

Jason and I facilitated a session which provided a 90-minute session of foundational skills and psychoeducation for self-care to the Georgetown youth leaders named Seagulls to Chips.

The audience was of 14 young people engaged in the leadership program, which was reached through various exercises and conversations through content of understanding our own self-care needs and likely barriers, its importance, and relaxation exercises. The purpose of this presentation was to provide education and techniques for young leaders as they start new community-based events and how to cope with the upcoming stressors. The group of young leaders were well engaged and took away some key strategies for their own practice. Jason and I had such a great time facilitated this group of young people, we hope headspace can further support Seagulls to Chips in the future.

Mitchell Neilson
headspace Launceston
Mental Health Clinician

ADVENTURE CONNECT

This year headspace Launceston in collaboration with the Mish had an excellent opportunity to run Adventure Connect group which involved a range of activities with its aimed to improve confidence, self-esteem and resilience among young people.

The program was designed to provide young people a safe space to explore and challenge themselves while developing new skills and connecting with nature. Participants involved in the program provided positive feedback from their engagement – they noted increased level of confidence, developed connection with nature and even also found a hobby in some of those activities. We are hoping to continue this program in future as well.



Isha Verma
headspace Launceston
Mental Health Clinician

**“HEADSPACE HELPED ME WHEN I WAS A
YOUNG MUM GOING THROUGH A HARD TIME. I
RECOMMEND HEADSPACE TO ANYONE IN
NEED”**

MEET OUR TEAM



KELLY PORTEUS ADMINISTRATION

I have been with Cornerstone Youth Services for eleven years as a reception team member. I joined Cornerstone Youth Services when there was just the Launceston office comprising headspace and yAsp with one receptionist. We now have 50+ staff across three sites. I have seen lots of people come and go and some come back again.

It is enjoyable working with young people who appreciate all the assistance they receive. Young people are our central focus and purpose and one of our core values that resonates with me is integrity. Acting in a way you know to be right and treating people with kindness in all situations goes a long way in building an open and positive environment. Young people appreciate you being sincere with your words and actions, it helps to create trust.



KRIS GOLDBY YOUTH IN MIND CLINICAL LEAD

I started working at Cornerstone Youth Services a little over 3 years ago as a Mental Health Clinician in the Youth Engagement Team. I studied psychology a number of years ago and then worked in out of home care until the role at Cornerstone gave me the opportunity to undertake my internship to gain registration as a psychologist.

I highly value being part of Youth Engagement Team which has provided me with the privilege of working with young people experiencing complex mental ill health, providing support to vulnerable young people that have difficulty accessing other services.

I've been lucky to become Clinical Lead recently, and I'm excited for the journey of supporting the team to continue to reflect on and improve our individual practice and the delivery of our programs to support these young people as best as we can.



ISHA VERMA HEADSPACE LAUNCESTON MENTAL HEALTH CLINICIAN

I moved from Sydney 3 years ago when I got a job at headspace Launceston as an Access team clinician. This is my first job after I completed my Master of Social Work. I have always been passionate about working in mental health and was very keen to explore youth mental health.

I have undoubtedly enjoyed my experience here so far and had a pleasure of learning from our multidisciplinary team. I felt so warmly welcomed by the community and the team has been so incredibly supportive at work as well.

I transitioned in my other role a few months afterwards – mental health clinician which enabled me to further grow my practice in this area.

It has been an absolute honor to see young people overcoming their challenges and achieving their goals. I feel very privileged to be able to incorporate my passion into my profession in a meaningful way. I appreciate the opportunities I have been provided to grow and contribute to the community. I am very excited to transition to our new building and continuing being part of an inclusive and contemporary program.



NORTH WEST YOUTH REFERENCE GROUP

In the past 12 months, the North West Youth Reference Group (YRG) has played a pivotal role in shaping our events. Their creativity and understanding of contemporary youth matters have been invaluable in organizing events such as 'headspace goes to the movies' at Metro Cinemas Burnie, the headspace Day 'Youth Mental Health Awareness Walk,' and 'Tie Dye and Donuts in the Park' for Mental Health Week, along with impactful social media campaigns.

Our community engagement activities extended to local schools, TAFEs, and universities, where we actively discussed our services and explored pathways into the field of community services. These initiatives were further enhanced through collaborative events, including our final school event of the year for headspace Day at Devonport High School. In partnership with the headspace Schools and Communities division's Mental Health Education Program and the Devonport High School Students Representative Council, headspace Devonport conducted an enjoyable and educational day based around self-care.

Other memorable events of the year include our event Weekend Winddown at the Library, the Tasmanian Youth Forum, Reconciliation Week and engaging in the new headspace national initiative, Work and Study Month. The Community Awareness Officer and YRG are looking forward to a quieter end to the year in terms of events, with lots of planning to get underway for the new year!

Rebecca Wells
Community
Awareness Officer



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BEING IN THE YRG HAS BEEN AN AMAZING EXPERIENCE THAT I HAVE BEEN ABLE TO BE A PART OF FOR OVER A YEAR. OVER TIME I HAVE BEEN ABLE TO BE A PART OF MANY EVENTS, SOME OF WHICH INVOLVED GETTING ON STAGE TO SPEAK ABOUT MENTAL HEALTH. THIS HAS HELPED ME GAIN CONFIDENCE AND BE ABLE TO HAVE A VOICE. WORKING WITH ALL THE PEOPLE ON THE TEAM (YRG) HAS BEEN INCREDIBLE AND I COULDN'T BE MORE THANKFUL FOR THE SUPPORT THEY HAVE GIVEN ME.

HYDI – YOUTH REFERENCE GROUP MEMBER

“



LAUNCESTON YOUTH REFERENCE GROUP

We've done some incredible things this past year. It's been super busy and at times rather frantic, but the Youth Reference Group have been a constant source of motivation with their endless enthusiasm and resilience. I don't know where to start.

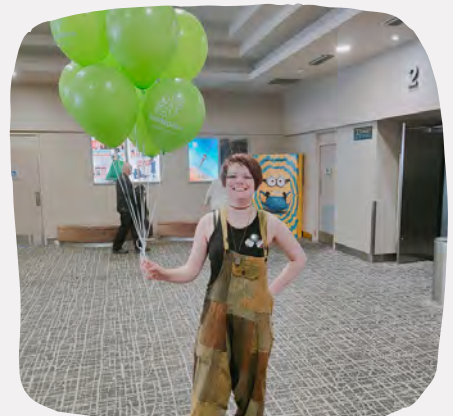
Some of my favourite community moments this year would have to include hosting the Tasmanian Rock Challenge and our headspace Day Café Takeover out at Just Cats. There were a lot of learnings had as well, being my first year in the role and taking over from such an amazing and experienced person—first and foremost making hundreds of lava lamps in an hour at Campbell Town High School is an absolute blast but is a whole lot of work!

A large part of our year was dedicated to building relationships and working with our counterparts across the island. We had awesome people from headspace Schools and Communities and Work & Study join us at events and school presentations. We supported headspace Hobart at the Tasmanian Youth Forum and joined both Hobart and Devonport at a combined Agfest stall.

Our big scale events for the year were without a doubt our Covered in Colour Fun Run for Mental Health Week and the Agfest site. Agfest was a big undertaking, but we managed to reach thousands of people and working in conjunction with Super Silly Us Circus was a blast. Covered in Colour was a project led by one of our Youth Reference Group members and they did a remarkable job. Despite a slight flooding requiring us to postpone the entire event, it was a highly successful day. I can't thank all of the hard work from the Youth Reference Group and everyone who came out to support the event on the day enough.

We've had to say goodbye to some of our members, with some even finishing study and joining the team here at headspace and Cornerstone Youth Services! It's always a mix of sadness and excitement seeing these incredible people take up many varied opportunities across many different fields. I would like to thank everyone who has contributed so much of their time, thoughts and energy over the year.

Matt Copping
Community
Awareness Officer



COMMUNITY AND EVENTS



FINANCIAL REPORT



The above chart shows for the 2023 financial year 98% of revenue for CYs is by way of Commonwealth and State grants to deliver programs such as headspace, Youth Engagement Team and yAsp.

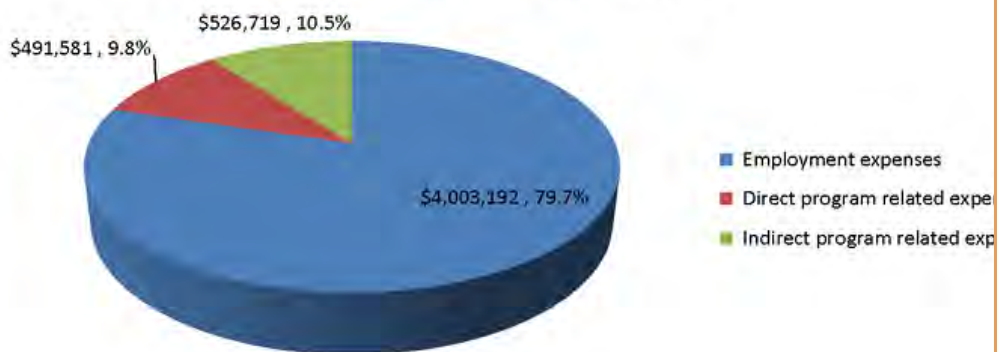


Revenue levels for 2019 to 2023.
FY20 included the donation of \$314,000 from Timeout House..

**Summary Profit & Loss
for the year ended 30th June 2023**

	2023	2022
	\$	\$
Revenue		
Grants	\$ 5,272,208	\$ 4,645,710
Medicare and related income	\$ 27,764	\$ 80,226
Interest	\$ 19,880	\$ 2,623
Other income	\$ 33,919	\$ 61,716
	<u>\$ 5,353,771</u>	<u>\$ 4,790,275</u>
Expenditure		
Employment expenses	\$ 4,003,192	\$ 3,736,232
Direct program related expenses	\$ 491,581	\$ 406,548
Indirect program related expenses	\$ 526,719	\$ 563,052
	<u>\$ 5,021,492</u>	<u>\$ 4,705,832</u>
Operating Surplus/(Deficit)	\$ 332,279	\$ 84,443
Funds utilised from previous periods	\$ 19,800	\$ -
Funds carried forward for future expenditure	-\$ 328,923	-\$ 126,996
Members Funds brought forward	\$ 1,304,168	\$ 1,346,721
Members Funds	<u>\$ 1,327,324</u>	<u>\$ 1,304,168</u>

Expenditure by Category



The above chart shows the expenditure for the 2023 financial year. Employment expenses are directly related to program delivery. Indirect program expenses include items such as office expenses, utilities and insurance.

Financial Summary

This financial summary is a special purpose financial report which can be read in conjunction with the audited financial statements. The committee has determined that Cornerstone Youth Services Inc is a non-reporting entity.

Direct program related expenses include payments to subcontractors and other agencies for program delivery.

Indirect program costs include depreciation, insurance, office expenditure, and cleaning.

FUNDING BODIES & PARTNERSHIPS

GRANTS & DONATIONS

Burnie City Council
City of Launceston
Mental Health Council of Tasmania
Anglicare
Rotary Club Central Launceston
Encore Theatre Company
CVGT
Embellish
Australian and New Zealand College of Anaesthetists

PARTNERSHIPS

Department of Health and Human Services
Healthy Tasmania
Mental Health Services North
Rock Challenge Tasmania
The Link Youth Health Service
University of Tasmania
Youth, Family and Community Connections
Migrant Resource Centre
The Link

FUNDING BODIES

Primary Health Tasmania
National Indigenous Australians Agency
Department of Social Services
Hespey National Youth Mental Health Foundation
Irene Phelps Charitable Trust
Migrant Resource Centre Tasmania



LAUNCESTON

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7250
Ph: 03 6335 3100
FX: 03 6335 3127



DEVONPORT

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Devonport TAS 7310
Ph: 03 6424 2144
FX: 03 6424 6102



BURNIE

Level 1/10 Mount Street
Burnie TAS 7320
Ph: 03 6408 0251
FX: 03 6408 0252

QUALITY

INTEGRITY

INCLUSIVE

CONTEMPORARY