

Annual Report

2024



CORNERSTONE

YOUTH SERVICES INC



Cornerstone Youth Services acknowledges 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 recognises the continuing connection of Aboriginal and Torres Strait Islander peoples 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 and present.



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 wellbeing services in North and North West Tasmania. Under the leadership and management of our CEO, Anthea Cooper, we have achieved some great results during this year, particularly the recruitment and appointment of experienced professional clinical staff across all our site/service locations (Launceston, Devonport and Burnie).

For most human service organisations, the ability to employ and retain staff is the key factor in providing services. It is also a challenge in today's employment market, so we are very pleased with this achievement. We continue to explore options for assuring the maintenance of longer term staffing arrangements, including partnerships, student placements, maintaining a clear and sound organisational culture, and enhancing staff conditions and support.

We have maintained our service accreditation as required under the headspace Model of Integrity Framework, and we are looking for further ways to improve the overall clinical and management governance across our organisation. We are particularly pleased with the increased involvement of young people in advisory and reference committees – thank you!

The Board values the funding granted to Cornerstone for a wide range of programs that enable us to respond to various mental health needs, including early intervention, primary care, and therapeutic and community awareness activities for young people across the community. The Board continues to see the advantage of having a wide suite of programs that add to the offering through the vital headspace service. We are cooperating with EACH, the mainland-based organisation funded to introduce the headspace Early Psychosis program into Tasmania. While we recognise the special challenges inherent in this initiative, we are doing what we can so that this service can be consolidated within the headspace program mix.

Like other organisations, we must carefully monitor our financial resources to ensure we spend them in the best way possible while also ensuring that we have robust systems in place to be compliant with contemporary accounting standards. The Board continues to use the services of an independent financial accounting firm for its financial services along with a separate independent auditor. This business arrangement underpins the Board's confidence in our financial performance.

We keep looking to add new members to our Board to refresh our governance oversight, recently appointing a new member with health and governance experience. We continue to appreciate our Board members who regularly participate and offer their expertise based on their significant health and human services involvement. We also value the input of other external professionals to our clinical governance group.

Through a number of events this year, the Board has been particularly reminded of the support from the local Northern and North Western communities for the work of Cornerstone. We continue to believe in the importance of local organisations and management that act competently and professionally while being embedded within the local community.

The opening of new premises has enabled us to further promote the role and work of our organisation. The new facility in Wellington Street, Launceston, has been a successful project offering an attractive and functional space for clients, families and staff.

We appreciate the support of the community for our services, and we thank and appreciate the work of our CEO and all staff in leading and providing high-quality services. We continue to look forward to a positive future for our organisation.



Phil Morris
Chair

CEO's REPORT

It has been a busy and exciting past 12 months for Cornerstone and its programs. We continued to focus on establishing a new Leadership team and structure to fully cover our increased services and clinical responsibilities. We welcomed Cheree Waddle into the headspace Centre Manager role for Devonport and Burnie and Carolyn Pearson as Clinical Lead. These positions will strengthen our North West services.

We introduced two new positions into the Leadership structure. We welcomed Rani Sice into the new position of Practice Manager for the organisation. Allison Campbell became our Clinical and Quality Advisor, also a new position. These positions have complemented the current senior roles extremely well and provide an increased level of consistency and connection across all sites and teams within the organisation. We have also consolidated our previous external human resource advice by welcoming Sarah Thorn into the new internal position of Human Resources Advisor.

While recruitment and retention continue to be a challenge in the mental health sector, we are delighted to say that the large majority of positions are filled across all sites and services and we are enjoying a stable workforce.

We continue to have a strong focus on workplace culture and wellbeing and recently conducted our third staff survey (in the past 18 months) to gain feedback from staff about issues such as workplace wellbeing and flexibility, strategic planning and priorities, communication and accountability within the organisation. I am pleased to say we are tracking well in this space.

We have successfully completed hMIF, the headspace Model of Integrity Framework, for headspace Devonport and Burnie in the last 12 months, which was a large body of work. We have also participated in our Accreditation Review and are formally accredited under the National Standards for Mental Health Services. This underpins Cornerstone's renewed focus on policy and procedure review, risk management and clinical governance.

Our Strategic Plan was also released this year, with ongoing consultation with staff in relation to this. We feel we have an aspirational, yet realistic and relevant plan for our organisation to work towards for the next three years.

Cornerstone has also enjoyed significant celebrations throughout the year! We held 10th birthday celebrations for headspace Devonport and the official opening of our new building in Launceston. We also enjoyed a wonderful celebration for Harmony Day where all our sites came together to recognise the importance of this day.



Community participation and promotion continue to be a focus for the organisation. One of our major events was attending Agfest over the three-day event, which was very successful. We will be back again in 2025.

We have experienced challenges with securing students, both from social work and psychology fields, due to low numbers of students seeking placements in the community. We continue to participate in headspace National's Early Career Graduate Program, but at this stage we have not been assigned graduates for either of our headspace centres next year. With approximately 44 students and over 170 headspace centres nationally, it is highly competitive. We continue to focus and work on increasing our student placements in the coming year.

Funding remains a significant challenge for our programs, particularly with increases in superannuation and CPI, combined with a marked discrepancy between this and the increase in our funding budgets to operate our programs. We continue to look for opportunities to source additional funds through grants and submissions.

We thank and acknowledge all those who have donated so generously to our organisation, in particular the Irene Phelps Charitable Trust and the d'Antoine family.

We continue to enjoy our links with other services in the community, such as Working It Out, Launceston Library, Tasmanian Health Service, Youth Family and Community Connections, Drug and Alcohol Services, The Mish, The Link and Migrant Resource Centre, just to name a few. We thank all our stakeholders for their partnership with our services.

We welcomed EACH into the State as the new provider of the headspace Early Psychosis program. EACH will be establishing a new headspace centre on the Eastern Shore in Hobart and will then be introducing the Early Psychosis program to the North of the State. We look forward to supporting EACH with their implementation of the Early Psychosis program where possible.

I'd like to acknowledge the contribution of Stewart Millar as our Clinical Governance Chair and Peter Crosby-Browne as a Clinical Governance Committee member, who have both tendered their resignation from the Committee. Both have made significant contributions over the past seven years. We wish them both all the best and thank them for their input and commitment to Cornerstone.

I'd like to acknowledge and thank all the teams and volunteers for the incredible work they do and their investment into the young people in our community. We are lucky to have you!

I'd also like to thank our external contractors, Jo Stirling and MDH Accounting, Jake Lee and Peak Computing, and Abbey George and TCCI for their significant support over the past 12 months.

Thank you to the Cornerstone Board for their support over the past 12 months in a period of significant change.



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. Before he retired, Phil was the Senior Executive Manager of rural hospitals and community health services in Northern Tasmania. He has been a member of several not-for-profit Boards and has been a member of the Cornerstone Board since its inception. He is committed to its mission to improve mental health and wellbeing among young people. His six grandchildren in Melbourne and Perth are rapidly becoming smarter and faster than him!



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, local 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 that 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.

MEET THE BOARD



LIL COX

Lil is an occupational therapist, primarily a mental health service provider. For over 30 years, Lil has worked in the 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, Lil values the importance of making 'quality' contributions to the community in which she lives, using her clinical experience and skill set. Lil's commitment to the Cornerstone Youth Services Board is an important way of achieving this. Lil volunteers 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. Lil is also a witness intermediary for the Department of Justice. The Witness Intermediary Scheme was developed in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. Lil is keen to continue to provide quality contributions to the mental health services sector and the broader Launceston community, other than through her direct clinical care.



DANICA FOY

Danica has dedicated nearly 13 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 Tasmania, 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 fulfilment in shaping the organisation's 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.

MEET THE BOARD



NATALIE WHISH-WILSON

Natalie has had a successful career as a physiotherapist working mostly in the private sector. She has recently sold her shareholding in In-Balance, a multidisciplinary allied health business that she established in 2006. Having worked collaboratively with mental health professionals during this time, Natalie understands there are many challenges facing young people, particularly with regard to mental health. Her business, In-Balance, has operated across both the public and private healthcare sector, disability sector and wellness/fitness industries. Natalie believes that strategic leadership, inclusive service delivery, early adoption of technology, innovation, diversity and a culture of collaborative decision-making have been key to operating a successful business. Natalie is a graduate of the Australian Institute of Company Directors course, Tasmanian Leaders Program and Dare to Lead course. She hopes that this will help her to be a valuable contributor to the Cornerstone Board. In her downtime, Natalie loves to travel, bushwalk and spend precious time with her family.

Clinical Governance Committee Report

Cornerstone's Clinical Governance Committee (CGC) is a subcommittee of the Board and is charged with ensuring an accessible, safe and quality service for all clients. The CGC comprises senior Cornerstone staff and several community representatives from private practice, UTAS, the Migrant Resource Centre and other arenas. All have extensive human service experience and contribute independent advice and knowledge. This year we have recruited a 'family and friend' representative who is able to bring the wisdom of lived experience of service use to the CGC.

The work of the CGC is made so much more effective because of the high quality of staff who address their roles with compassion, skill and knowledge and, of course, this is the foundation of effective and safe practice.

Demand for services has steadily increased over the year and this has necessitated the imposition of waiting list management strategies. This is not an ideal situation but one necessitated by the staffing resources being outpaced by the growth in demand. The CGC is confident that staff work hard to minimise wait times while they make regular contact with those affected, offering interim supports and health management strategies. Of course, strong triage principles determine priority of service.

This year has seen several external accreditation assessments, all of which were successfully navigated. While resource intensive, they contribute to the continual improvement of service processes and outcomes.

The CGC reviews complaints, incidents and compliments and uses these experiences to further refine the safety and effectiveness of Cornerstone's work. Policy reviews continue apace, and this year has seen a significant uptick in the rigour of these processes, thanks largely to the work of the newly established role of a Clinical and Quality Advisor on staff. Their role is also to harmonise policy settings across the three sites so that service is underpinned in the same way in each region.

The CGC has also reviewed and refined the Clinical Governance Framework to make it more accessible to staff and the Cornerstone community. The Terms of Reference of the CGC have also been reviewed and updated. It is noteworthy that staff satisfaction surveys have shown a substantial trend upwards as the Cornerstone culture continues to develop and strengthen.

All in all, it has been a year of strong development.

I have been in the role of Chair for seven years now and as such I think it is time for renewal. It has been a great professional privilege to have served as Chair and to bear witness to the commitment of staff and external members of the CGC. All have given freely of their commitment to enhancing the health and wellbeing of the youth of Northern and North Western Tasmania. I am confident that the CGC and Cornerstone more generally will continue to go from strength to strength.

Stewart Millar
CGC Chair

Youth in Mind Outreach Services Manager's Report

Youth in Mind (YIM) Outreach Services is the overarching name for a combination of four programs under the Cornerstone banner. All our programs encompass an Outreach Model of Practice which means we are out and about in the community. The success of consolidating under one banner has been demonstrated by an increase in referrals and brand recognition. Alongside this, we have also increased our stakeholder engagement and community event participation as we continue to provide education and resources to young people in the community.

We are pleased to report that we remain on track with meeting our service agreement KPIs, and with recruitment being a national concern, we have been fortunate to retain and attract new mental health clinicians, case managers, a youth worker and a project manager.

Our Community My Future

The Our Community My Future (OCMF) program has concluded, and it was with great satisfaction that we witnessed young people engage in ways that promoted their future pathways into education and employment. We delivered five group activities that focused on wellness and skills building, including mindfulness, jewellery making and Adventure Connect. Individual work supported young people to obtain the resources necessary for work readiness, including a driver's licence, white tickets, birth certificate, Medicare card and tax file numbers. We also partnered with 'Dressed for Success' to secure appropriate clothing for job interviews.

At the conclusion of the program, a volleyball match was hosted by the Migrant Resource Centre OCMF program. This was an interactive event where participants of both services were able to meet.



Youth Engagement Team (YET)

YET is an intensive therapeutic and case management service for young people and their families presenting with complex mental ill health. We have a team of mental health clinicians and a youth worker who provide outreach as well as office-based appointments.

The team continues to work alongside state government and non-government organisations in shared management of complex mental ill health presentations. We are proud to provide a unique service offering both intensive therapeutic support and case management for young people that are most likely to fall between service gaps. This is often a complex cohort to engage with and link into appropriate supports, and we are continuously excited to see the progress that intensive support can offer in changing the trajectory of a young person's life.

A highlight this year is to offer up to 18 months in the program, which aligns more closely with current evidence-based research for timelines of care for those with complex mental health presentations. We have found that this extra six months support better outcomes in the long term, especially when the first three are usually active engagement interventions.

Our client surveys use internationally recognised and validated tools, such as the Kessler 10+, K5 and AQOL, as well as self-reported patient measures to continually monitor client progress and overall satisfaction.

YET Client Feedback:

"Thank you for everything you have done for me. You played a big part for me to get where I am today. Without you, my life would have been very different – in a negative way. You have set me up with the mental skills to get through this life, you really did save me."

Short Term Psychological Interventions (STPI)

The Short Term Psychological Interventions program has had a name change to 'Cornerstone Youth Counselling' (CYC). After consultation with young people and stakeholders, this was a sound decision and a move towards providing youth-friendly language. We continue to provide face-to-face and telehealth sessions in Launceston, Burnie and Devonport, plus an outreach service in George Town and Deloraine. These provide short-term counselling to support young people to gain better mental health outcomes by developing the skills necessary to manage issues impacting on their mental health and wellbeing.

Referrals have remained steady with the primary referral reason being generalised anxiety disorder and anxiety symptoms. Data collected to measure client satisfaction and mood rating scale includes Patient Reported Experience Measures (PREMS), K10+ and K5. The PREMS have shown that young people accessing the program have experienced significant improvements in their mental health and wellbeing across a range of mental health and wellbeing indicators.

CYC Parent Feedback:

"My daughter has made raving reviews and commented on how she feels understood and that sessions are helping her understand more about herself and her mental health each time."

West Tamar Youth Outreach Service

Our West Tamar Youth Outreach Service gained a new mental health clinician this year who is continuing to provide therapeutic support and case management to those experiencing mild to moderate mental health concerns. Our clinician visits the West Tamar community regularly, working with young people and their families and offering support on a range of concerns impacting on the young person's mental health and wellbeing. Our clinician has actively engaged in stakeholder meetings, exploring ways in which to support young people living in the region as well as consultative processes to hear from young people directly. Consultation has identified a desire for more youth-friendly activities in the area especially in the 16+ cohort.

Consumer feedback and data collection using K10+, K5 and patient self-reported measures have shown improvements in mental health and wellbeing for young people across a range of mental health and wellbeing indicators at entry, review and exit.

Our clinician has established partnerships with local stakeholders and we thank them for their continued support, including Irene Phelps Charitable Trust Fund, Exeter High and Primary schools, Beaconsfield Primary School, Beaconsfield Community Centre, Tresca Community Centre, West Tamar Council, Manions Coaches, local general practitioners and the many other stakeholders who have supported our program.

young Aboriginal support program

The young Aboriginal support program (yAsp) has continued to offer unique and culturally significant activities for young people who self-identify as Aboriginal or Torres Strait Islander peoples. We are proud to support the diversity of Aboriginal young people and how they express their cultural identity through our group work and case management program.

This year, we have been working at capacity in providing individual case management for young people referred into our program and continue to offer outreach and group programs in the greater Launceston region, including George Town. Our new project manager has developed strong connections in the community, and we have continued to support young people to create links with local Aboriginal services and offer pathways to discover their cultural identity and family lineage. This past year, there has also been a notable increase in schools requesting groups and case management.

A highlight of the year was in contracting a young Aboriginal artist to create a bespoke rug for our new site. This now takes pride of place in our new building. The rug is called 'Tracks on Country'. We have also consulted with Aboriginal Elders, service providers and young people to ensure our new space is culturally sensitive and feels welcoming for young Aboriginal people who access our centre.

Tracks on Country:

yAsp commissioned Aboriginal artist Caleb Nichols-Mansell, founder of Blackspace Creative Arts and Cultural Hub. *"This artwork is representative of our connection to Country and our intimate knowledge of the land. Our people have walked this country for thousands of years and our roads and highways existed long before the asphalt ones that now carve through the landscape."* Caleb Nichols-Mansell



yAsp Groups

We have held many groups this year with themes and activities chosen by Aboriginal young people.

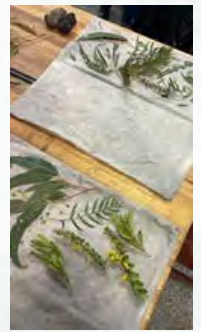
Minigolf

As part of our summer program, we hold a range of fun activities to engage young people and provide a safe group environment to explore the outdoors in a group setting. Minigolf is one such activity.



Natural Printing and Dyeing Workshop

The 'Inspired by Nature' workshop was a unique experience for young people to create their own pieces of natural printing and dyeing. Natural printing/dyeing is an eco-friendly method using fibres from local plants and food waste.



Adventure Connect

Partnering with headspace, we supported this eight-week dynamic outdoor adventure program designed to positively challenge young people into trying new things!



Rock climbing activity

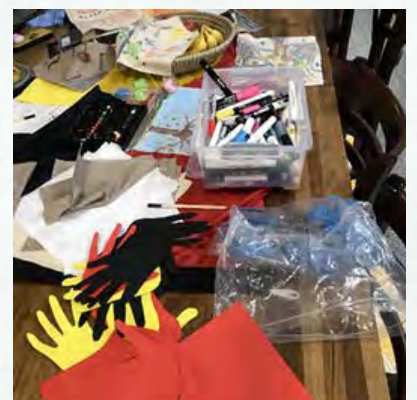
Cultural Identity Workshop

A two-day interactive workshop was held in George Town with young Aboriginal people in the local community. Geoff from Wallaby Walkabout Tours talked about Tasmanian Aboriginal deep time histories and cultures until early colonisation/invasion and Black War stories of resistance leaders such as Tongerlongeter, Kickerterpoller and Moleteheerlaggenner. Activities included making a small hut using ochre to paint on paperbark and making memory wreaths from Snotty Vine. As well as this, young people were able to look at and handle artefacts and sample some wallaby jerky bush tucker.



Cookies & Craft

In partnership with Thyne House, young people enjoyed creating a tapestry and baking cookies with a message.



Tasmania Zoo

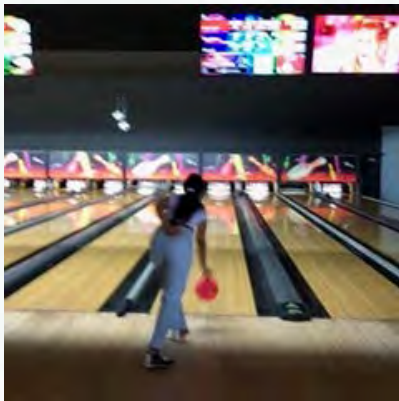
Young people were able to explore the zoo and learn about the wildlife, both native and exotic. Activities included completing a wildlife bingo card to gather as much information as possible. One of our young people is a keen photographer and volunteered this role on the day. We think he did an excellent job!



Laura (clinical Lead), yAsp participant, Nina and Amber (yAsp team)

Bowling Fun Day

As part of our winter program, we encourage young people to get out and about and beat the winter blues by joining in some fun activities.



Art Project

A canvas art piece. In partnership with Thyne House, young people were encouraged to paint on canvas cultural themes and images that resonated with them. The resulting artworks were fantastic. One will be proudly displayed in the Cornerstone YIM meeting room.



Craft-a-Noon

Hosted by the Elders Council of Tasmania Aboriginal Corporation (ECoTAC), Aboriginal young people were given an opportunity to familiarise themselves with the facilities and what the Council provides as well as to enjoy a creative art activity with the Elders.



Elders Council of Tasmania Aboriginal Corporation (ECoTAC)

A NAIDOC Week lunch invitation was a welcoming occasion in which young people had an opportunity to speak with Elders and people in their community. By exploring their identity and family history with Elders, young people were able to find family connections not previously known.



Nina, yAsp Project Manager,
and Jasmine, headspace
Community Awareness Officer,
participating in the event

Mental Health Week – Big Day of Little things

In partnership with headspace and the Launceston Library, young people engaged in a yAsp activity, painting coasters and having a cuppa and a yarn.



Art Museum

Young people attended the museum for an exploration of artefacts from Tasmanian Aboriginal peoples. This provided an opportunity for discussion, reflection and wonder.



yAsp Events

This year yAsp hosted and co-partnered activities to promote yAsp as follows:

Scottsdale Health Expo

yAsp attended the health expo in partnership with headspace. This was an interactive community event promoting services for the region to explore.



Dorset Careers Expo

There was a lot of youth engagement in the interactive activities at the Dorset Careers Expo. Young people were provided with merchandise and opportunities to connect with our team.



Party Safe

Held at Riverside High School, Party Safe was a program in partnership with headspace, offering interactive activities with students on sexual health and wellbeing.

Kanamaluka Collective – Kilpi and Kani Event

A fun and engaging event for children and families to play, connect, enjoy a free lunch and interact with services. Activities included rock painting and artwork and lots of yarning about our programs.



West Tamar Youth & Community Festival

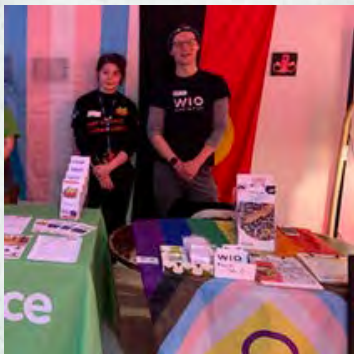
An open day community event at the Exeter Show Grounds. There were lots of fun activities in our yarning circle, including rock painting and key ring design. Great community engagement and service information was provided.



Rachel, West Tamar Mental Health Clinician, photographed here enjoying her rock art

The Lounge Pride Event

This was supported by yAsp, headspace Youth Reference Group (YRG) and Working It Out. This was a great opportunity for an introduction to services and connections with young people in the LGBTIQ+ community in a chilled space. 'The Lounge' was a Launceston City Council initiative to create a space in the CBD where people of all ages can meet and talk. Sadly, the Lounge is no longer funded.



Nina, yAsp Project Manager, and Joseph from Working it Out at the Lounge event

Brooks High School Health and Wellbeing Expo

Jeremiah, our YET Youth Worker, and Nina, our yAsp Project Manager, promoted YIM and yAsp programs at this event. There were many young people enjoying the rock painting activity and the stress balls, wristbands and highlighter pens on offer.



NAIDOC Week

yAsp hosted a NAIDCOC Week luncheon for staff. Lots of yarning and creative activities including tapestry drawing, all while enjoying bush tucker, tasting mutton bird, wallaby patties, damper and lemon myrtle cheesecake.



Cressy District High School Health and Wellbeing Event

This was a fabulous opportunity to showcase yAsp and engage with young people interested in creating an art piece.



Prospect High School Health and Wellbeing Event

This was a great opportunity to connect with over 500 young people and engage in fingerpainting an artistic representation of the Aboriginal flag.



These groups and events would not be possible without the support of the Elders Council of Tasmania Aboriginal Corporation (ECoTAC), headspace, Thyne House, PCYC, Riawunna Centre, QVMAG, Karadi (Deadly Choices), Kanamaluka Collective, Port Dalrymple School, George Town Community Hub and Neighbourhood House – and the Dulux Trade Centre for their generous donation of paint for our artwork!

Our professional, dedicated YIM Outreach 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

headspace North West

Over the recent months, Cornerstone headspace Devonport and Burnie have entered a period of rejuvenation and growth, with many new team members joining our workforce. This expansion includes essential roles such as the Centre Manager, Clinical Lead, Work and Study Specialists, Nurse Practitioner, Community Awareness Officer and Mental Health Clinician.

Despite recruitment challenges in lead roles, the North West headspace team showed resilience, with mental health clinicians maintaining a strong and cohesive focus on delivering youth-centred mental health services. This dedication highlights the team's commitment to providing essential support to the young people who access headspace within the community.

The Cornerstone headspace team in the North West has strengthened both in numbers and in the depth of support offered to young people. Our team has cultivated a positive and cohesive work culture, dedicated to best practice across Devonport and our satellite office in Burnie. A notable achievement this year is our ability to again provide an onsite service model which allows us to offer individualised support tailored to the specific needs of young people.

Through an integrated approach, we meet the holistic needs of youth across several critical areas:

Mental Health Support

Led by Clinical Lead Carolyn and Mental Health Clinicians Ella, Lyndon, Liz, Georgie, Maddi and Claire, we have provided exceptional early intervention psychological support. Their dedicated approach has significantly reduced wait times for therapy, and the addition of an extra Mental Health Clinician has enabled us to consistently provide services to the Burnie office four days a week.

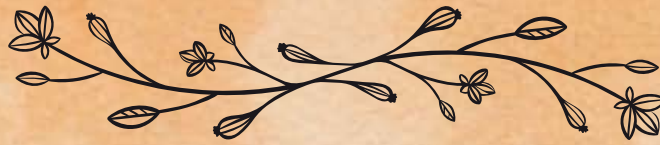
Physical and Sexual Health

We were fortunate to welcome Nurse Practitioner Leahanna, who offers bulk-billed health services to youth. With extensive experience in acute and holistic health, Leahanna's role strengthens our physical health support, which is available to both headspace clients and other young people in the community.

Work and Study Services

Our dedicated Work and Study Specialists, Sorayah and Jodie, are passionate about empowering young people to achieve their educational and career goals by providing personalised guidance that meets each individual where they are in their journey. Using the Individual Placement and Support (IPS) model, they offer tailored support to help young people explore their unique pathways in education and employment.





Alcohol and Other Drug Services

Our partnership with Youth, Family and Community Connections enables young people to access specialised drug and alcohol counselling on a weekly basis, directly within headspace facilities.

Community Engagement and Awareness

Community Awareness Officer Lisa has actively engaged with the community by attending local events and strengthening partnerships, including with the Consortium members. A major achievement in her role was recruiting and integrating new Youth Reference Group (YRG) members who work alongside the headspace team to ensure our service reflects the needs of young people and that we are keeping them at the centre of our organisation.

The team is optimistic about further growth in 2025, with aims to further enhance integrated mental health support, expand service reach in North West Tasmania, and provide professional development opportunities for staff. The vision is to continue evolving as a leading youth mental health provider, reinforcing holistic support for young people.



Cheree Waddle
*headspace Devonport and
Burnie Centre Manager*

headspace Launceston

We are proud of the progress made this year, including the continued development of key programs, staff training and enhanced community engagement. A huge appreciation goes to our dedicated staff members who work tirelessly to make a positive impact on the lives of young people. As we move forward, we remain committed to delivering high-quality services which support young people's wellbeing.

Key Highlights

This year has been a time of growth and consolidation for headspace Launceston. Moving into our new building has been a milestone for the year, allowing us to support more young people in a welcoming, inclusive and safe space.

In the 2024 financial year, we supported 948 young people, with 3,730 direct services provided – a significant increase from the previous year. Our team has proactively adapted to the growing demand for our services with a focus on efficiency and service quality.

The positive feedback from both young people and visitors to the centre confirms that our new premises have successfully provided a space where young people feel comfortable and welcomed. Staff have also enjoyed a larger, brighter, open workspace, which has positively influenced the way we work together. Another highlight for the year has been the return of GP Dr Sarah Shepherd to our Physical Health Team. We are now able to offer the full complement of support from our Physical Health Team.

New Initiatives

A major highlight has been the launch of the Social Impact Connection (SIC) space at the Library, a collaboration between headspace, Launceston Library and the Youth Reference Group (YRG). This free, neutral space has allowed young people to engage in social activities and form new connections, and significant positive feedback has been received from those attending. The numbers attending this group continue to grow.

Another initiative has been the creation of OUTspace, a social group for LGBTIQA+ young people aged 13-18, which has been well received. This has been a collaboration with partners Working It Out and headspace Launceston.

Jasmine's role as Community Awareness Officer has strengthened our community engagement, and her recent appointment to the headspace National Community Engagement Advisory Board is a notable achievement. Eddie's appointment into the newly created Youth Advisor position ensures that young people's voices remain central in all our programs and decisions.

Training and Development

Staff training remains a priority, with the majority of headspace Launceston staff participating in the headspace National/Inside Out Brief Beets Project, an online program for clinicians to better support young people with binge eating disorders.

A number of headspace Launceston staff also completed the intensive 'Tuning into Teens' (TINT) training. TINT is a six-week parenting program run once a week for two hours. The program teaches parents how to work with your own and your young person's emotions in ways that help you to remain close and keep communicating. Having staff skilled in the delivery of the program will allow the team to respond to identified needs, and we are currently exploring the potential of delivering this program in an outreach capacity.

In addition, a headspace Planning Day in September led to valuable quality improvements through policy and procedure reviews, ensuring contemporary and robust service pathways.

Community Engagement and Youth Reference Group

The YRG has grown this year with new members joining and making significant contributions. The YRG has provided input into service design, delivered feedback on our programs, and led the SIC (social impact connection) space each week. Their continued dedication to headspace Launceston is invaluable. The YRG's ongoing involvement strengthens our connection to the young people we support.

Other Highlights

Noteworthy staff contributions included placements from clinical psychology and social work students, which have helped reduce waitlists and enhance service delivery. We have been fortunate to have second year Early Career Program graduate Malika Johnson work on our team this year.

In summary, it has been a year of significant achievements, with many new initiatives, milestones, and community partnerships formed that have strengthened our ability to support young people.



Cate Willis
headspace Launceston
Centre Manager

MEET OUR TEAM



Claire Connell, Mental Health Clinician/Provisional Psychologist

I've been a member of the headspace team since we opened the Devonport satellite site in June 2013. The amount of organisational and personal change I have been part of over the past 11 years is mind boggling! We have grown from a team of one Mental Health Clinician and a part-time Youth Worker to a thriving centre with a multidisciplinary team with mental health clinicians, physical health, vocational support and alcohol and other drug counselling. So many people have contributed to the growth of headspace Devonport, showing innovation and creativity, at times working during periods with high demand and limited personnel resources.

Personally, I have had the opportunity to work as both a clinician and Community Awareness Officer across the headspace program and as a clinician establishing the Youth Engagement Team. In recent years, I settled back into the mental health team in headspace, expanding my therapeutic skills and working towards my general psychology registration through an internship program. I've most enjoyed learning through supervision and professional development in eye movement desensitisation and reprocessing (EMDR) and resource therapy.

I'm excited about new opportunities that come with registration, further consolidation and development of services in the North West, and continuing professional development. I feel privileged to do work that I enjoy and to work and laugh with such a funny and supportive team.



Tenille Hennessy, Mental Health Clinician/Social Worker

I have worked with Cornerstone Youth Services as a Mental Health Clinician for a bit over two and a half years now. I work in the Youth Engagement Team (YET) across the North West, the region that I have grown up and spent most of my life in. My background is in social work and I am passionate about social justice, equity and sustainability.

Cornerstone Youth Services has provided me with the opportunity to learn and grow as a Mental Health Clinician. It is an absolute privilege to walk alongside the young people that I work with, and I am grateful to work with such a knowledgeable and supportive team who have shaped my practice in positive ways.





Diego Esquivel Alvarez, Mental Health Clinician/Social Worker

My first involvement in youth mental health was through the Early Career Program (ECP) at headspace. I started this role in headspace Hobart which was my second role since graduating from a Master of Social Work. Since a very young age, I have been passionate about being present and helping others, which has become paramount in my developing career as a Social Worker and a Mental Health Clinician.

Through the ECP, I was able to experience the way this role works in different headspace centres as I transitioned from my placement in Hobart to headspace Launceston. Later on, I had the honour to join the Launceston team as one of the Access Team and mental health clinicians. I have truly enjoyed being part of this talented multidisciplinary team, as I continue to grow as a clinician and better myself to continue supporting young people and their friends and families. I've also had the pleasure of participating in the community with our amazing Community Engagement Leader Jasmine, visiting schools, and joining the collaboration with Working It Out to provide a safe space called OUTspace, where young queer folk and allies can make new friends and connect with the LGBTIQ+ community and services that can support them.

Certainly, it has been a privilege and a humbling experience to be working in this field and to be a small part in a young person's journey navigating life's challenges and assisting them to achieve their goals. I only hope to continue growing my skills to continue engaging with young people in an inclusive and contemporary manner that feels relevant to each young person's experience and that is adaptable to each of their ever-changing needs.



Leahanna Stevens, Nurse Practitioner

Hi, my name is Leahanna Stevens. I recently started two days per week at headspace Devonport as the Nurse Practitioner, coordinating our health clinic. My background is mainly in Emergency Departments here and in Queensland where I moved from eight years ago. I'm loving the change of work environment and being able to focus on youth health, which has been an absolute passion for me over my 25 years in the healthcare industry.

I assess and treat all nutrient deficiencies, which can often be linked to fatigue, anxiety and low mood. I liaise with GPs and other specialists when needed. I am really enjoying seeing young people thrive after we help them sleep better, support better eating choices, develop exercise goals and tackle their stress.

Our team in Devonport are very warm and cohesive which really helps us provide a holistic service to our community.

When I'm not working, I love all things outdoors like running, mountain biking and hiking. The four seasons in Tasmania and what this island offers are just beautiful.





Rani Sice, Practice Manager

I started working with Cornerstone Youth Services 12 months ago as Practice Manager of the organisation. I have 16 years of senior administration experience and over nine years' experience working in senior leadership roles within the allied health sector. I have experience working across both the public health sector and not for profit organisations.

My position is a brand new role in Cornerstone and headspace. It is designed to provide business support to the organisation as a whole, as well as to continuously improve administrative processes and procedures for the administration team, clinical teams and young people and their family and friends in North and North West Tasmania.

It has been an extremely fulfilling year for Cornerstone Youth Services. Some key highlights have been launching our 2024-2027 Strategic Plan, being a part of designing a brand new youth-friendly website (watch this space), relocating our Launceston office, and continuing to work collaboratively with our valued stakeholders and partners.



Sarah Thorn, HR Advisor

I started working at Cornerstone Youth Services in November as an HR Advisor. Previously I worked as an HR Officer at a transport company for just over 13 years, looking after approximately 280 people across the State.

I have two daughters (15 and 11) and my eldest daughter turns 16 at the end of December. This means that I am heading into that bittersweet moment in every parent's life – teaching my daughter to drive!! Sport is a huge part of my both my daughters' lives, and most weekends we will either be at netball or driving to netball.

You always hear in the media the difficulties our young people face, and working at Cornerstone Youth Services has really opened my eyes to these struggles and the support services that are available. I truly appreciate the amazing work our staff do and how difficult it can be at times.

Everyone at Cornerstone has been incredibly helpful and very friendly. It's not often that you have the opportunity to work for an organisation that is so supportive of their staff, and I feel incredibly lucky and thankful to be part of Cornerstone.





Amber Roberts, Case Manager

If there is one thing you should know about me, is that if I know you are a pet parent, I will hound you every day for pictures of your little pet babies.

I am originally from a warm and humid city called Bombay in India. Fun fact: the entire population of Australia has the same population as the city that I was born in. I do miss home, my family, the food, and the familiarity of where I have lived all my life, but I feel like I have found my place here in Tasmania.

I am so glad that I had the opportunity to move to Launceston in 2023. I completed both my social work placements at Cornerstone, the first one with the Youth In Mind team and the other with the headspace team. I really appreciate and value the support and guidance I have received from my everyone at Cornerstone.

Other than that, you can find me frolicking in the bush looking for critters, convincing people to let me take the fur babies for a walk, cooking a feast, because I have no quantity control, at the beach looking for fossils and rocks, and sometimes complaining about how warm it is (even on the coldest day of the year). I also have a background in film making, so you might catch me wandering around with a 70's film camera and giving out unsolicited film recommendations.



Pam Adams, Senior Administration Officer

I joined Cornerstone Youth Services in 2023 as the Senior Administration Officer, bringing over 15 years of experience in administration across the health, finance, and government sectors. In my role, I manage the day-to-day operations of the Devonport and Burnie offices, ensuring that all administrative functions run efficiently and that our young clients receive the highest standard of service.

I work closely with the Practice Manager and Leadership Team to ensure smooth service delivery and contribute to key projects like the strategic plan and community events such as Agfest.

One of the most fulfilling aspects of my role has been the opportunity to collaborate with our amazing team and stakeholders to continuously improve our services.

I'm passionate about supporting our team to provide exceptional care to the young people who rely on our services, and I'm excited to continue contributing to the success and growth of Cornerstone Youth Services.

Launceston Community Awareness Officer Report

Some very successful work has come out of this year in the area of Community Awareness and Engagement (CAE). Coming from a background of being a part of the Youth Reference Group (YRG) for a number of years into a Youth Advisor role, to then entering the Community Awareness Officer (CAO) role, has allowed me to take my passion for mental health advocacy and running community events to a new level and really make this role my own. Since commencing in the CAO role at the end of May, a lot of work on community events and activities has been achieved through partnerships with other service providers and the passion of our YRG.

The community project that I am most proud of this year is our 'Big Day of Little Things' event for Mental Health Week. The event was funded by a generous grant from the Mental Health Council of Tasmania. It was a wonderful chance to work with other service providers and stakeholders, including Anglicare, Head to Health, City of Launceston, The Mish, Young Aboriginal Support Program, Working It Out and the Launceston Library. This event, driven mostly by YRG ideas, encapsulated this year's Mental Health Week theme of 'Appreciate the Little Things' by having a range of small mindfulness activities. Community members participated in these activities to appreciate the small things for their mental health and create their own self-care toolkit to take home with them. The Big Day of Little Things was a lovely day overall, with Launceston Mayor Mr Matthew Garwood officially opening the day and over 100 participants coming through the door.

Other events and activities of note were Pride Month Afternoon Tea at the Lounge, Sizzle in the Park for this year's headspace Day, and attendance at several school and community health and wellbeing expos throughout the year. In these events, I have thoroughly enjoyed creating connections with different schools and networking with other service providers and community organisations. This year also saw the launch of two new peer groups in partnership with the Launceston Library: our SIC (social impact connection) space and OUTspace, also in partnership with Working It Out. Both of these peer groups have a goal to reduce social isolation and promote inclusion in a welcoming social space.

Opportunities for professional development and community networking since I started my role have been a key part of the success of our events and activities this year, as I was able to apply my new skills in a headspace context. Being able to attend the 2024 headspace National Forum this year helped me understand the CAE space a little bit better and learn what headspace has to offer across all centres in Australia.

Networking with other CAOs and members of the headspace National team assisted me in landing a spot on the National CAE Reference Group. This enabled me to have more involvement in CAE at a national level and to be able to share ideas with other people in my role across Australia.

We've achieved a lot of amazing things as a team this year and are already planning ways to educate and raise awareness of our services within the community for next year. I'm so excited to keep working in this space and keep networking and collaborating with other local service providers to work towards reaching our priority groups among young people in the community.



Jasmine Ellis
Community Awareness Officer
Launceston





Launceston Youth Reference Group

The Youth Reference Group (YRG) has had such an exciting year in 2024! From only having two members at the start of the year to growing the group up to six new, passionate members, we certainly have achieved a lot. I've been constantly blown away by their enthusiasm and ideas on new ways that we can reach out to the community and engage more young people in our priority groups.

Learning opportunities for personal development for the YRG this year included the completion of a CORES Suicide Prevention training workshop and attendance at an LGBTIQA+ forum run by Kentish Regional Clinic. These workshops allowed both YRG members and myself to further understand how to support young people that we may work with in our roles. YRG members are looking forward to continuing their training and taking further opportunities to develop their skills across different areas in 2025.

Our large-scale events for the year were our Big Day of Little Things for Mental Health Week and Sizzle in the Park for headspace Day. These events would not have been as successful as they were without the extensive planning and creativity from the YRG. Our members also led many of the ideas towards starting up our SIC space peer group, ensuring it is welcoming and inclusive for all our young people. Other memorable events with YRG involvement this year included attendance at the headspace Agfest stall and organising a Pride Afternoon Tea at the pop-up Lounge space for Pride Month.

YRG members already have many wonderful ideas in the works for both Youth Week and Pride Month events in 2025. I also look forward to seeing their ideas develop around ways we can reach young people in our identified priority groups and to work towards recruiting even more Youth Reference Group members for 2025.

"Some of my favourite moments with the YRG this year include being part of our headspace stall at Agfest, getting to know the incredible members of our group and the supportive staff, and contributing to our SIC space group at the library. The YRG has been a huge source of support for me and a wonderful way to connect with the community. Looking ahead to 2025, I'm excited to see our group continue to grow and develop together – and I can't wait to be part of more events!"

Hannah – Youth Reference Group Member

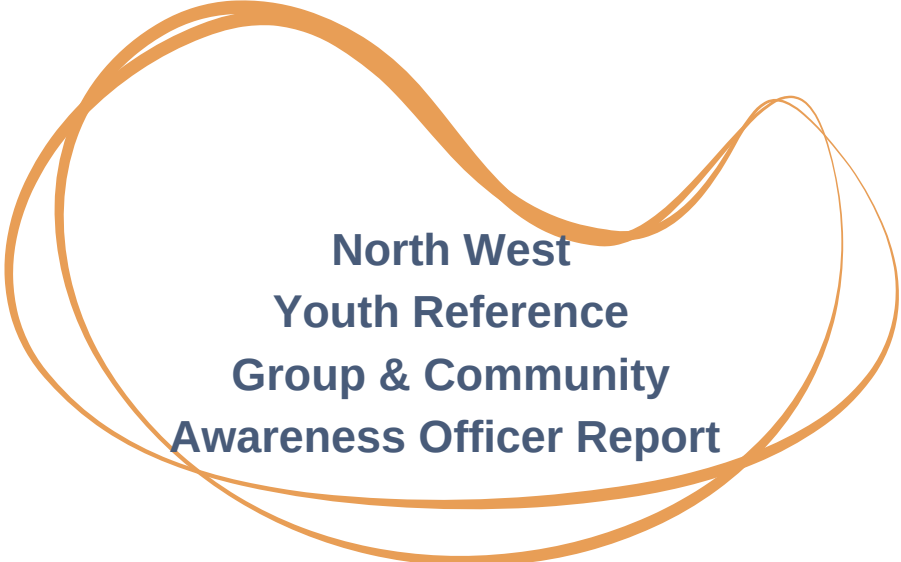


"The Youth Reference Group has allowed me to strengthen my connections in the community, learn and develop a wide range of skills, and create strong lasting friendships. The reference group has become an important aspect of my life allowing me to grow and share my experiences that has led to the development of programs that help support others my age. Throughout this year, the group has become strong with each of us all contributing towards our common goal of a more connected and supported youth community. For example, the development of our weekly SIC space group, held at the library, and continued presence in the community. I am looking forward to next year, with our ideas for events and programs already in the works. 2025 is looking to be an exciting year for the reference group and I'm looking forward to seeing what we can achieve together."

Eddie – Youth Reference Group Member



Jasmine Ellis
Community Awareness Officer



North West Youth Reference Group & Community Awareness Officer Report

Since joining the headspace Devonport and Burnie team as Community Awareness Officer, my time has been both exciting and busy with much more to look forward to.

A major focus of my role is engaging with our Youth Reference Group (YRG). I'm thrilled to share that, over the past few months, we have successfully recruited four new YRG members and retained two of our dedicated members. This enthusiastic group brings diverse perspectives and a shared passion for making a positive impact on youth mental health. They are full of energy and ideas, actively contributing to our initiatives and helping shape headspace's outreach efforts.

In my short time here, I've also had the pleasure of forming working relationships with many community members and organisations across the North West. Being involved in various community events has allowed me to connect with partners and raise awareness about headspace's services. I'm inspired by the commitment our community has to supporting young people and am excited to continue building these connections as we grow our presence and impact.

headspace Day was held in October and was a great event. We had Jodhi from The Drum Collective facilitate a drumming session. We set up at Market Square in Devonport, the sun was shining and the Mayor of Devonport also joined in!

Planning for 2025 is in full swing, and our Community Awareness & Engagement Plan has identified the following priority groups: young males, LGBTIQ+, culturally and linguistically diverse (CALD) people and homeless youth (or at risk of homelessness). Focus with the YRG will be on creating and attending events that will hopefully engage these priority groups.

We look forward to 2025 and creating awareness of all the wonderful services that headspace provides our community.



Lisa Fagan
Community Awareness Officer

Clinical and Quality Advisor Report

We are proud to report that Cornerstone's Launceston, Devonport and Burnie sites are formally accredited under the National Standards for Mental Health Services and the headspace Model of Integrity Framework. Both certifications are evidence of our strategic and operational focus on continuous quality improvement and our commitment to offering the best possible services to the community.

Achieving these accreditations has involved an ongoing body of work reviewing and updating our Clinical Governance Framework, internal processes, policies and procedures to ensure that we are providing the highest quality, safe and effective mental health care that all young people deserve.

We are also proud to report a high satisfaction rate among service users, and this tells us that we are playing a vital role in improving the lives of the young people receiving our care. We consult with young people and their families and friends at every opportunity to stay in touch with their needs, understand the contemporary issues affecting them, and obtain their input into service design and delivery. This collaboration has resulted in many positive additions to our services.



*Allison Campbell
Clinical and Quality Advisor*

Cornerstone Core Values

What Do They Mean to Your Team?

"Integrity: Especially in the context of working with young people, integrity involves being honest, dependable, and consistent in words and actions. It's about showing up authentically and creating a space where young people feel respected, valued and safe to express themselves."

headspace Devonport/Burnie Community Awareness Officer and Youth Refence Group

"Quality: Providing exceptional service to young people, their family and friends, while constantly working as a team to improve our services with a focus on innovation."

Administration Team

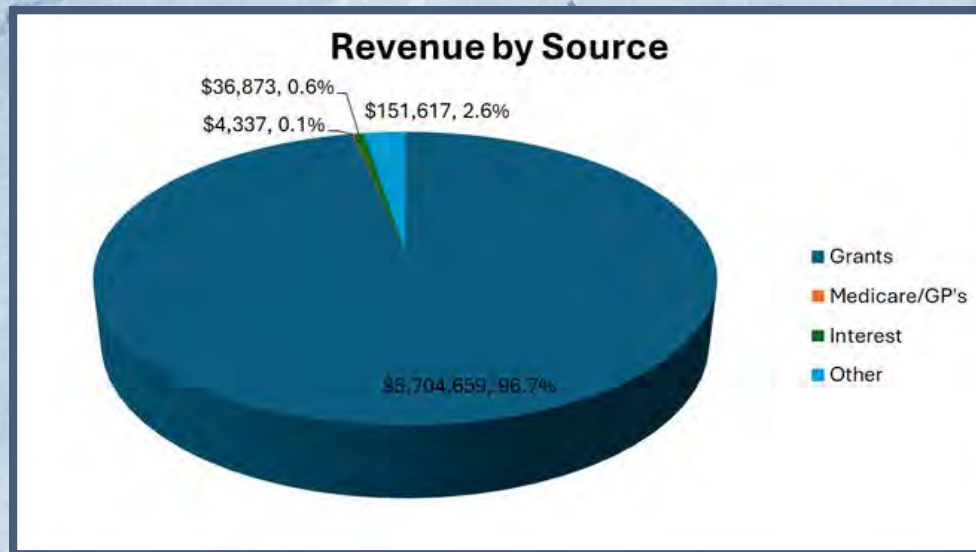
"Contemporary: Cornerstone Youth Services continues to provide youth-friendly, modern services by ensuring young people are at the core of what we do. In consultation with the Youth Reference Group, Cornerstone understands the changing needs of young people and maintains relevancy when reviewing service procedures and providing support for young people. Feedback collected from young people through social groups and events and through our Youth Reference Group demonstrates that Cornerstone is committed to involving young people in leading community activities that are engaging and informative."

**Community Awareness Officer Launceston,
Jasmine Ellis**

"Inclusivity: Working in partnership with Aboriginal young people and community creates a culturally welcoming and safe space for Aboriginal young people who visit our centre. Also, supporting Aboriginal young people to engage in their chosen activities provides a great space to create artwork, share stories, as well as reflect on issues impacting mental health and wellbeing in an open and safe space."

yAsp Team

Financial Report



The above chart shows for the 2024 financial year 96.7% of revenue for Cornerstone Youth Services (CYS) is by way of federal and state grants to deliver programs such as headspace, Youth Engagement Team (YET) and the young Aboriginal support program (yAsp).



Revenue levels for 2020 to 2024. FY20 included the donation of \$314,000 from Timeout House.

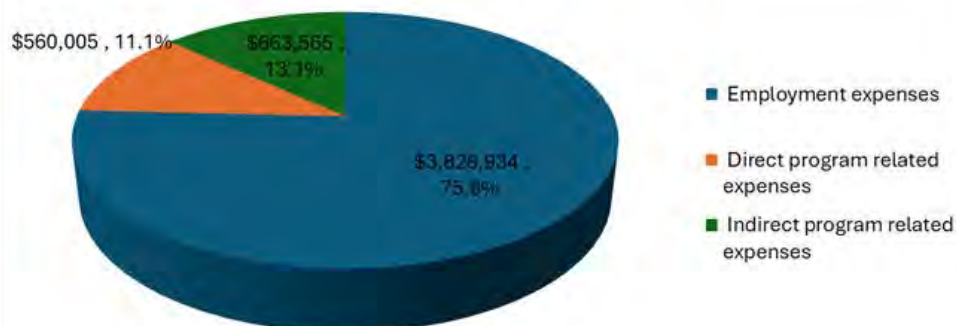




Summary Profit & Loss for the year ended 30th June 2024

	2024	2023
Revenue	\$	\$
Grants	\$5,704,659	\$5,272,208
Medicare and related income	\$4,337	\$27,764
Interest	\$36,873	\$19,880
Other income	\$151,617	\$33,919
	<u>\$5,897,486</u>	<u>\$5,353,771</u>
Expenditure		
Employment expenses	\$3,828,934	\$4,003,192
Direct program related expenses	\$560,005	\$491,581
Indirect program related expenses	\$663,565	\$526,719
	<u>\$5,052,504</u>	<u>\$5,021,492</u>
Operating Surplus/(Deficit)	\$844,982	\$332,279
Funds utilised from previous periods	\$0.00	\$19,800
Funds carried forward for future expenditure	-\$167,726	-\$328,923
Members Funds brought forward	<u>\$1,327,324</u>	<u>\$1,304,168</u>
Members Funds	<u><u>\$2,004,580</u></u>	<u><u>\$1,327,324</u></u>

Expenditure by Category



The above chart shows the expenditure for the 2024 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 Board 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
d'Antoine family
CVGT

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
Working It Out

FUNDING BODIES

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



LAUNCESTON

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Launceston TAS 7250
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FX: 03 6335 3127



DEVONPORT

Level 1/35 Oldaker Street
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

