



# 2021 ANNUAL REPORT

# 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.

## OUR VISION

All young Tasmanians are supported to live great lives.

## OUR PURPOSE

We work alongside young people to build their capacity, choice and opportunity.

## OUR VALUES

Inclusive  
Integrity  
Contemporary  
Quality

# CONTENTS

**04**

Chairperson's Report

**06**

CEO's Report

**08**

Programs

**10**

young Aboriginal support program

**12**

headspace Launceston

**14**

headspace North West

**16**

Youth Engagement

**18**

Meet our staff

**20**

Community

**22**

Finances

**24**

Funding bodies & Partners

**25**

Locations

# CHAIRPERSON'S

## REPORT

Cornerstone Youth Services continues to lead the provision of youth mental health and wellbeing services in North and North West Tasmania. We seek to be a vibrant and progressive organisation that is responsive to the needs of young people, engaged with the community, and offering services based on the evidence of what works best.

As with all other organisations and businesses, we continued to face the challenge of delivering services during the ongoing outbreak of COVID-19. The plans and arrangements put in place by the CEO and staff assisted Cornerstone to meet the health and safety standards required by public health authorities and expected by our clients.

We endeavour to remain an efficient and effective organisation through ongoing clinical governance oversight, accreditation performance and workflow improvements, and closely monitoring our financial performance. During the year, an independent assessment was completed by the QIP [Quality Innovation Performance] organisation. We successfully met the QIP standards and thanks to the CEO and staff, and Board, for this outcome.

The Board welcomed the completion of an organisational ethics study from an international colleague. This study involved discussions with some key staff, leaders and Board members, and its conclusions were reviewed and results adapted where appropriate by the CEO and Board. Our thanks to Dr Jacqui Poltera for her work with us.

Supported by the increased funding provided to Cornerstone from Primary Health Tasmania [PHT] on behalf of the Australian Government to expand services in North West Tasmania, we opened a new centre in Devonport and satellite service offices in Burnie. Each of these premises required building works and we are grateful for funding as well as local contractors to complete the upgrades.

In Launceston, we began planning, and submissions, under the Demand Management funding program to expand our building space and increase the availability of services to meet client demand. The current building, known as 'The Corner', continues to offer premises that are ideally located but space is now lacking for staff, clients and other supporting organisations. In liaison with PHT, we are looking at other suitable accommodation options. It is likely that these options will be more costly to the organisation; however, we recognise the importance of ensuring we have sufficient space for service delivery. The Board is mindful of the risk to overall financial sustainability that can accompany major building works and/or recurrent rent increases and will carefully consider recommended options.



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

The Board has greatly appreciated the long and capable service provided by our CEO David O'Sign. After the conclusion of the year of this report, David resigned to take up another opportunity in the not-for-profit sector. The Board wishes him every success in this important and valuable new venture. We thank Alison for acting in the CEO role until we can secure a new appointment.

We continue to thank the members of our clinical governance, consortium and reference committees for their input. I also value the input of the committed and professional members of the Board 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



# CEO

## REPORT

We entered into the new financial year busily preparing for the official openings of our expanded headspace Devonport centre and the headspace Burnie satellite site. The expanded headspace Devonport centre was officially opened on 23 November 2020. The expanded centre not only delivers headspace services to young people in the region, but it also houses all the Cornerstone programs that operate in the region. We now have a fit-for-purpose space that, thanks largely to the input of our youth reference group, is an inviting and comfortable space for young people. The expanded site also allows visiting youth services to operate from within the centre on a regular basis.

The official opening of the headspace Burnie satellite site followed on 10 February 2021. Over the past 12 months, we have had the opportunity to welcome many new staff as the service delivery has ramped up in the North West centres. The uptake of services by young people in the North West has reinforced the need for headspace in the region.

With all of our services in the North West settled into new buildings and keeping themselves extremely busy, our attention turned to our Launceston site. This time last year it was announced that Cornerstone was the recipient of approximately \$1.4 million in funding from Primary Health Tasmania to refurbish the Launceston site and assist with demand management. Unfortunately, there have been some unforeseen delays linked to this funding. However, we are optimistic that we will have the opportunity to see the benefits of it in the near future. Our redefined goal is to use the funding to relocate our Launceston-based services to an alternative site that will give us more space and the ability to collaborate with our key stakeholders.

With all of the good news about headspace services, we are also pleased that our existing services other than headspace have secured extensions in funding. We enter into a new financial year with certainty and surety about our ability to continue to deliver services across the north of the state.



As our services expand, we see the need to continue a focus on strong clinical and corporate governance. Our key accomplishment this year was to maintain our accreditation against the National Standards for Mental Health Services. This is an important accreditation for Cornerstone and we were heartened by the positive feedback we received via the audit process.

The sector continues to face challenges. We are dealing with high demand for services and increasing shortages in the workforce. We enter into the new financial year with these issues at the forefront of our mind and will continue to work on strategies to overcome these challenges. Our clinical staff will be undertaking training in clinical staging early into the new financial year. We view clinical staging as an important tool for our staff to understand. It will facilitate young people accessing services that are appropriate to their needs and will also assist in creating meaningful communication between service providers. We will also continue to encourage strong links with training institutes and explore innovative strategies for recruitment.

As always, my thanks go to the hardworking and passionate Cornerstone staff and volunteers. Thank you to the Cornerstone Operations team for their ongoing support and diligent work. Finally, I would like to express my gratitude the Cornerstone Board and our Chair Phil Morris for their unwavering support and guidance.

David O'Sign  
CEO

In the past year, the Youth Engagement Team (YET), Short Term Psychological Intervention Program (STPI) and the West Tamar Youth Outreach Service have continued to meet the needs of young people experiencing mental ill health through a range of therapeutic interventions, outreach and case management.

As our referral intake continues to increase, we are mindful of promoting a service that is responsive to the needs of young people and their families.

# PROGRAMS

## REPORT

### STPI - SHORT TERM PSYCHOLOGICAL INTERVENTIONS

In the last year, there were 1,281 occasions of service, including individual therapeutic counselling sessions offered to young people and their families in Northern Tasmania. We have successfully met our KPIs and have adapted to the needs of young people to ensure accessibility across the region by offering a range of session types including face-to-face and telehealth appointments.

STPI client feedback:

*"Therapy has been really good. I see myself as more confident and can be myself more. I am more open to opportunities."*

### WEST TAMAR YOUTH OUTREACH SERVICE

This year we farewelled our mental health clinician who did a fantastic job in supporting young people and connecting with West Tamar community members for over three years. We welcomed our new mental health clinician who is continuing to provide outreach support to young people. This year we continued to develop strong partnerships with service providers and, in particular, with the local schools. The service is funded by the Irene Phelps Charitable Trust and, in the words of our former clinician, *"Irene's vision for more support was so essential and has changed many people's lives for the better."* In the last financial year, there were 515 occasions of service delivered. This includes individual therapeutic counselling sessions, case management, advocacy and referral.

West Tamar Feedback:

*"I've learnt some great techniques/strategies for coping with stress and anxiety and strategies for communication that I'll use for the rest of my life. My mental health has improved a lot since I started seeing the clinician and I can't thank her and the program enough for all the support I've received."*



## YOUTH ENGAGEMENT TEAM (YET) & YET EXTENDED PROGRAM

This year the team participated in networking opportunities in the community and advocated on behalf of young people to ensure accessibility and equity in improving their health and wellbeing. The clinicians had many individual successes with young people in facilitating dramatic changes that impacted on the young person's life, including their living situations, physical health, relationships, finances and safety.

The YET Extended program continued this year by offering an after-hours service in Devonport three nights per week. The extended hours of operation support young people accessing the service at a time more suited to their needs. It also provides an opportunity for family and caregivers to connect with the service. This year, a Dialectical Behavioural Group was held after hours over six weeks to support young people to develop healthy coping strategies.

In the last financial year there were 4,166 occasions of service delivered; these include individual sessions, advocacy and liaison, case conferences, referrals and secondary consults.

YET client feedback:

*"I've grown a lot as a person since I first came here and I am able to see and feel the progress that has been made."*

*"Thank you for shouldering the burden and allowing me to release and take the weight for me each session."*

*"Thank you for providing me with a safe space and a place I could look forward to each week. It would give me purpose and a reason to wake up each day. Thank you so much for everything."*

Keryn Geard  
Cornerstone Program Manager

# YASP

## YOUNG ABORIGINAL SUPPORT PROGRAM REPORT

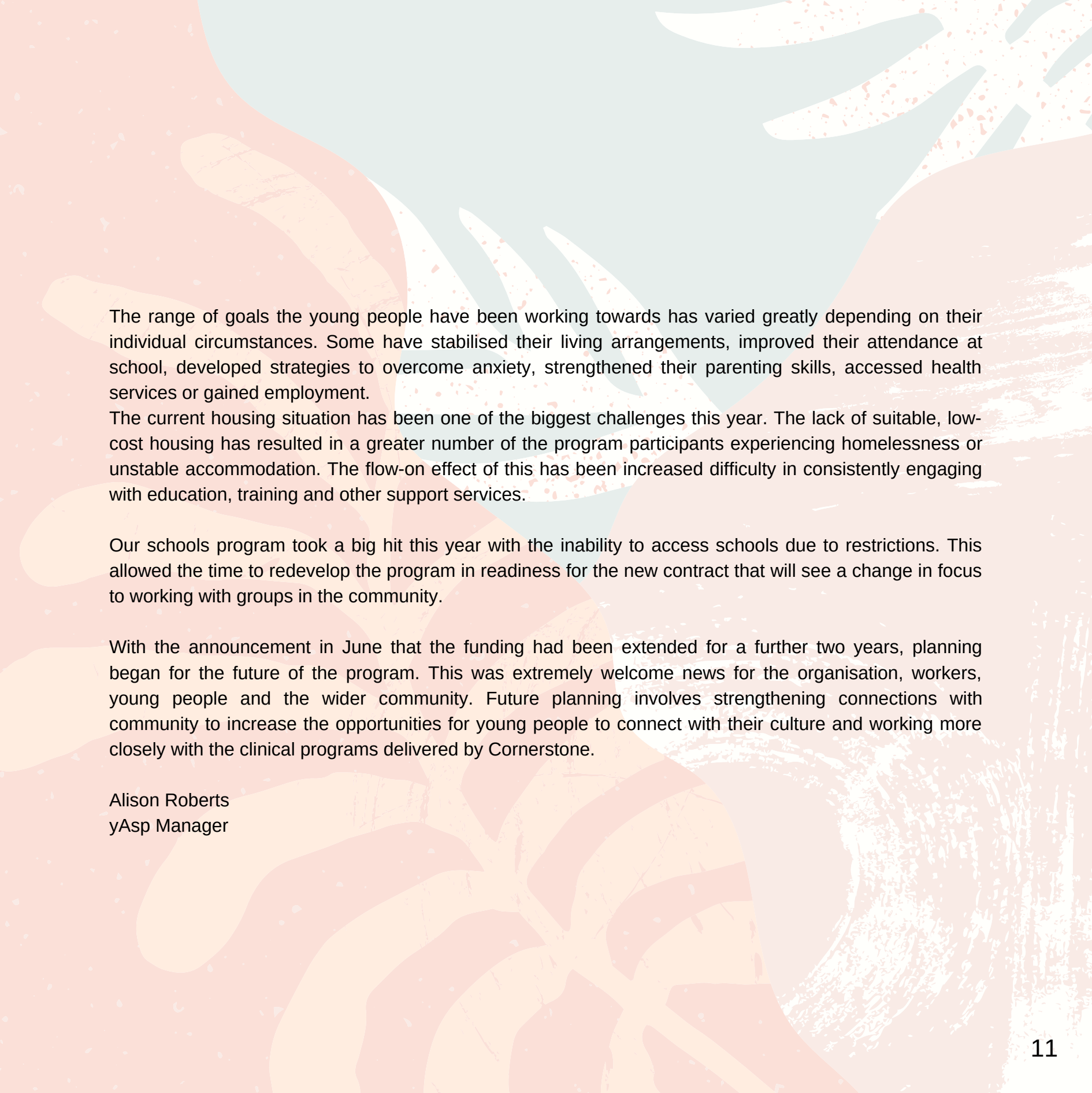
The past year has seen the yAsp team settling back into the office after the upheaval of COVID and working from home. For a program that is based around outreach and community support, the impact of the ongoing restrictions hampered the delivery of services.

Despite the setbacks, the team worked hard to re-establish the program in the community and were able to provide individual support to young people over and above the required key performance indicators.

Key to this were the strong relationships that were established in the community and resulted in referrals being received from an increased number and range of service providers. A clear referral pathway was established providing seamless access into the program.

The young people accessing the program have shown incredible strength and resilience in adjusting to the 'new normal', while dealing with the complexities and challenges that are present in their lives. They have shown incredible perseverance and determination as they worked towards achieving their personal goals.





The range of goals the young people have been working towards has varied greatly depending on their individual circumstances. Some have stabilised their living arrangements, improved their attendance at school, developed strategies to overcome anxiety, strengthened their parenting skills, accessed health services or gained employment.

The current housing situation has been one of the biggest challenges this year. The lack of suitable, low-cost housing has resulted in a greater number of the program participants experiencing homelessness or unstable accommodation. The flow-on effect of this has been increased difficulty in consistently engaging with education, training and other support services.

Our schools program took a big hit this year with the inability to access schools due to restrictions. This allowed the time to redevelop the program in readiness for the new contract that will see a change in focus to working with groups in the community.

With the announcement in June that the funding had been extended for a further two years, planning began for the future of the program. This was extremely welcome news for the organisation, workers, young people and the wider community. Future planning involves strengthening connections with community to increase the opportunities for young people to connect with their culture and working more closely with the clinical programs delivered by Cornerstone.

Alison Roberts  
yAsp Manager

# HEADSPACE

## HEADSPACE LAUNCESTON REPORT

headspace Launceston, like many mental health programs, has seen an increase in demand for our services in the last 12 months. This has been largely driven by effects of the COVID-19 global pandemic. Despite these additional pressures, our team has continued to work dynamically through the introduction of new demand management strategies, as well as offering new services and partnerships at the centre.

The introduction of single session therapy and single session family consultations at the centre dramatically improved access to the mental health stream of our service. Evaluating this intervention highlighted the need for it to continue, with a vast majority of young people not requiring ongoing care after this intervention. Our innovation in this space has meant that we are also consulting and providing education and insights to headspace centres across both Tasmania and South Australia.

The beginning of 2021 saw a reintroduction of group programs at the centre. Therapeutic groups, such as our 'Emotion Management' groups, started and will be continued later into the year. Psycho-social groups, including our Art Workshops held during school holiday periods, also recommenced.

Our Youth Health Team continues to grow. We have now partnered with Pathway Nutrition and can offer young people bulk-billed dietitian services at the centre. We also continue to offer placements to GP registrars which assists us to provide much needed GP services to young people at no cost. Our nursing team now includes three staff, which has offered us more sustainability and improved access to service when staff are on leave.

Vocational services also continue to be provided face to face at the centre. Linking with our consortium member, Nation Job Link, we are also hoping that later this year group programs will be available for headspace clients who require additional support with vocational issues.

Our headspace Advisory Reference Team (hART) and our Community Awareness Officer continue to work collaboratively together to facilitate and co-create events in the community. We are very excited about the upcoming Mental Health Week event, Youth Makers Market and Marketplace. We are also embarking on a project with our innovative Social Worker student group from UTAS to assist us to further develop a family and friends strategy for our centre.

Caroline Thain  
headspace Centre Manager



# HEADSPACE

## HEADSPACE NORTH WEST REPORT

This has been an amazing year for headspace Devonport after transitioning from a satellite to a large centre in November 2020. We are very proud of the beautiful space that has been created for young people, and their family and friends, to come to and feel welcome.

The complementary services within the centre mean young people can access:

- Alcohol and other drug support
- GP clinics – physical and sexual health
- Mental health nurse
- Careerspace – vocation and education support
- Legal information and advice

The team continue to provide best practice supports for young people that include:

- Outdoor group therapy
- Wellbeing and yoga group sessions
- Dialectic behaviour therapy incorporating art
- Outreach sessions with schools

### headspace Burnie Satellite

The first week in January saw the satellite open its doors. This was not without its challenges; however, another amazing space has been created with a similar look and feel to the Devonport centre. Young people finally have access to headspace without having to travel to Devonport.

The Burnie satellite is unique compared to other satellites as it is open five days a week, offering a range of services similar to its parent centre in Devonport.

### Our Clinicians

Our team has grown significantly with international and interstate clinicians. This has enriched our knowledge and skills by bringing together a varied skillset. We have also temporarily said farewell to a couple of staff as we have welcomed two new babies.

### Our Health Team

We now have our own Health Team consisting of our nurse and our GP clinic every fortnight. There has been high demand, so we are hopeful this will continue to expand into the future.

North West headspace combined

### Community awareness

Our Community Awareness Officer has increased social media presence across both sites. Successful events across communities and school groups have also meant greater awareness and engagement. The team have embraced headspace National campaigns such as the push-up challenge and the Social & Emotional Wellbeing – Take a Step designed to provide appropriate services for Aboriginal and Torres Strait Islander young people.

### Consortium

The consortium meetings have been well attended and focused. The members participated in a strategic planning day and developed an Action Plan - steps towards integrated youth mental health systems. This also involves participation in a youth focused 12-month trial of a national common assessment and referral tool in collaboration with Primary Health Tasmania.

### Student Placements

The headspace model has been identified as a valuable learning place for student placements. This year we have supported two Social work students who made a valuable contribution to the team as part of their learning. We also provide opportunities for certificates in vocational education and training such as business administration and community services.

Deirdre Brown

headspace Centre Manager

# HART

## HEADSPACE ADVISORY REFERENCE TEAM - LAUNCESTON

The last financial year saw the Launceston hART group begin to plan more events as COVID restrictions eased and we were able to have face-to-face meetings once again. We also took to our social media platforms to promote the centre's new procedures as well as promoting what we were doing as a hART group.

Our first event back was held at Kings Meadows High School on 2 December as part of a day where different youth communities and organisations from Launceston came together to promote their services and what they had to offer to young people. The team made badges to give out, which were very popular, as well as handing out information and talking to students and teachers about Cornerstone's services.

2021 was a busy year for the team, starting with training run by Beyond Blue, held at the Launceston Conference Centre in March. This training was aimed at preparing people in different workplaces to respond if they find themselves in the situation of acting as an 'accidental counsellor'. Our Youth Week activity in April–May was based around this year's theme, 'We've Got This'. The team came up with six words to fit the theme before meeting with local artist Mel McVee to collaborate on six large paint-by-number canvases. This was a lead up to our main Youth Week event at Ravenswood Primary School where we hosted activities such as face painting, community art, virtual reality goggles and cooking with Girl Guides. This was a successful and fun day for all organisations involved.

Throughout May and July, we began working on ideas based around team building, reaching out further to the community and beginning to think about Mental Health Week, to be held in October. We spoke about finding peer support training to create a local support group within the centre; undertaking the Get Active Program as a group to then host sessions with young people; and partnering with Working it Out and PCYC to plan a Queer Ball event for 2022.

Alison Filgate  
Community Liaison Officer





# YRGG

## YOUTH REFERENCE GROUP NORTH WEST

·Our members have remained highly engaged over the last 12 months and, in addition, we have warmly welcomed several new members to the group. The members of the YRG have demonstrated their passion and commitment to supporting headspace and advocating for mental health and wellbeing in their local communities. Each member has volunteered their free time to attend community and school visits, including assisting at headspace events and public speaking. headspace has supported two YRG members with their work experience placements and continues to offer opportunities where the group can take a lead role, in whatever way they wish to volunteer their time. We are all looking forward to our Xmas event out on country visiting Rocky Cape to learn more about local history and culture.

*“I have been involved with the Youth Reference Group since March 2020. During this time, I have been upskilled and empowered to do things that were way out of my comfort zone such as public speaking. I have especially liked being involved with event planning and what I am learning at the Youth Reference Group has really helped me with the Community Services vet course I am completing at school. I have also made a lot of connections and have done a lot of networking through being a part of this group which may hopefully help with employment one day.” – Kalani*

*“I have really appreciated the experience I have had with being a part of the Youth Reference Group. It was great to have input and a voice with things like designing the office spaces in Burnie and Devonport. I have found it rewarding and have appreciated the experiences so far.” – Tiarna*

Pippa McMahon  
Community Awareness Officer

# MEET OUR STAFF

## LAURA NES

“I have been working at Cornerstone Youth Service for three years in the Youth Engagement Team (YET). The YET program services young people presenting with, or at risk of, complex mental health issues and provides outreach to further assist clients who have barriers coming into a service. I have the most professional and inspiring team around me to help assist me in supporting my clients. I feel privileged to work with young people in Northern Tasmania and have learnt so much from my colleagues, managers and clients over the past three years.”

## NIKITA HILLIER

“I started working for Cornerstone Youth Services this year in May as the Administration Coordinator NW. I joined Cornerstone with 12 years’ experience in local government with several different roles including Community Development Officer, Executive Assistant and Sport & Recreation Officer. I have enjoyed coming into the role with a fresh set of eyes to continue to implement administration procedures and to make processes easier for the Administration team, clinician and most importantly our clients. The role has been challenging and rewarding but has allowed me to grow professionally and given me the opportunity to broaden my skills and knowledge. It’s rewarding to work for a company who gives back to the local community by improving the lives of young people.”



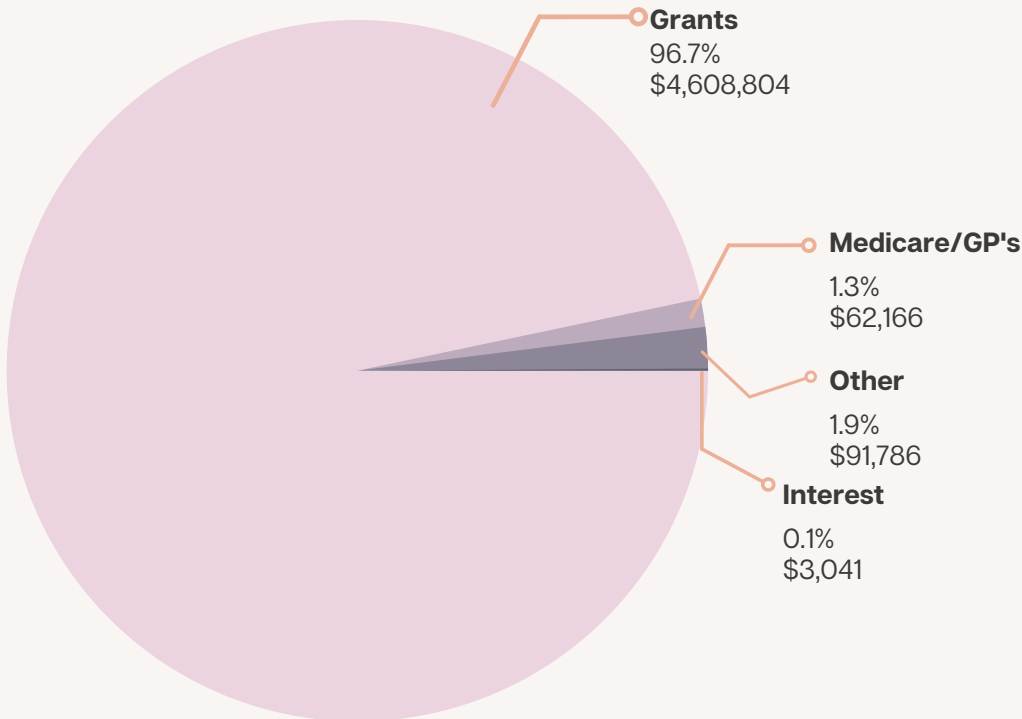
# COMMUNITY





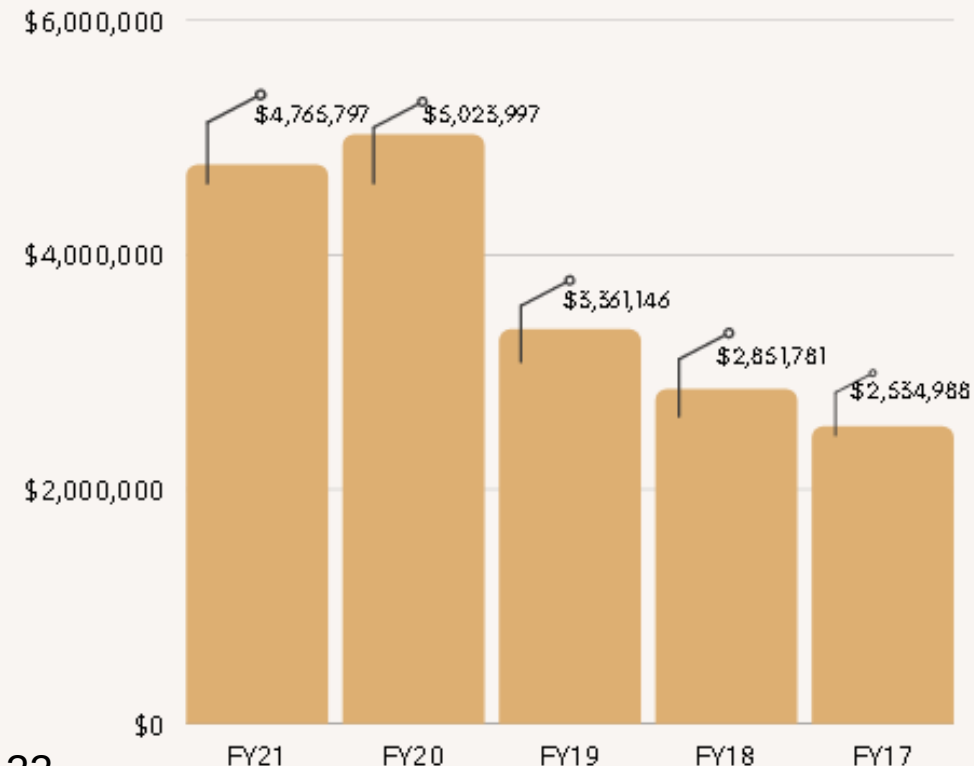
# FINANCES

2020-2021 EOFY



## REVENUE BY SOURCE

The chart to the left shows for the 2020 financial year 96.7% of revenue for CYC is by the way of Commonwealth and State grants to deliver programs such as headspace, Youth engagement Team and yAsp.

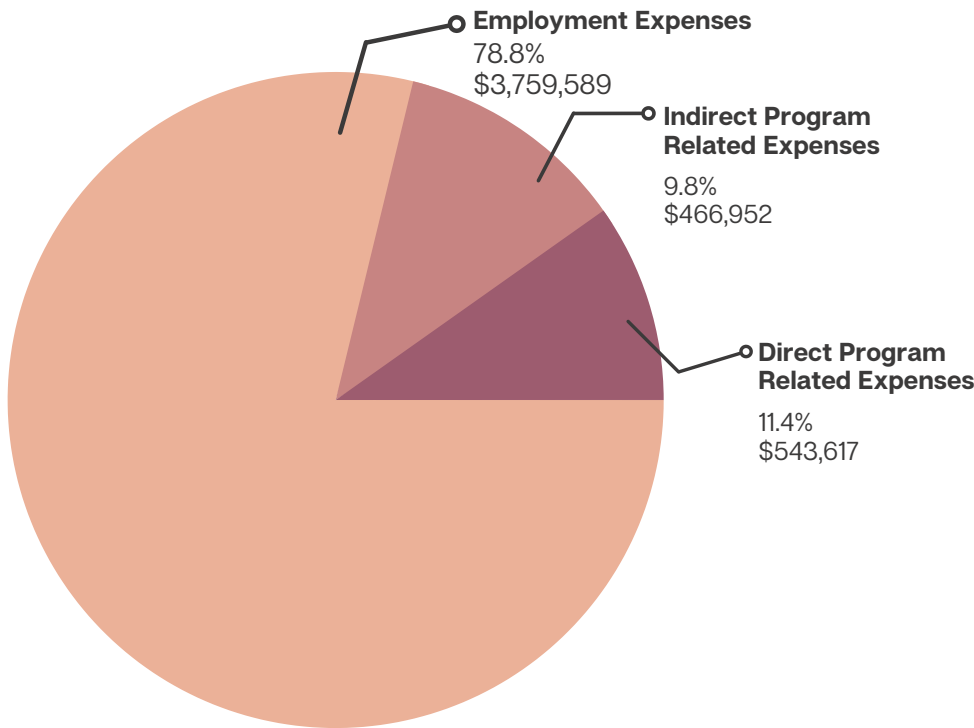


## REVENUE YEAR ON YEAR

The chart to the left shows the revenue levels for 2017-2021. FY20 included the donation of \$314,000 from Timeout House.

## EXPENDITURE BY CATEGORY

The chart to the left shows the expenditure for the 2021 financial year. Employment expenses are directly related to program delivery. Indirect program expenses include items such as office expenses, utilities and insurance.



### Summary Profit & Loss for the year ended 30th June 2021

	2021	2020
<b>Revenue</b>	\$	\$
Grants	\$ 4,608,804	\$ 4,546,931
Medicare and related income	\$ 62,166	\$ 58,100
Interest	\$ 3,041	\$ 5,648
Other income	<u>\$ 92,786</u>	<u>\$ 413,318</u>
	\$ 4,766,797	\$ 5,023,997
<b>Expenditure</b>		
Employment expenses	\$ 3,759,589	\$ 3,278,064
Direct program related expenses	\$ 543,617	\$ 384,354
Indirect program related expenses	<u>\$ 466,952</u>	<u>\$ 336,654</u>
	<u>\$ 4,770,158</u>	<u>\$ 3,999,072</u>
<b>Operating Surplus/(Deficit)</b>	-\$ 3,361	\$ 1,024,925
Funds utilized from previous periods	\$ 575,657	\$ -
Funds carried forward for future expenditure	\$ -	-\$ 635,802
Members Funds brought forward	<u>\$ 774,425</u>	<u>\$ 385,302</u>
<b>Members Funds</b>	<u>\$ 1,346,721</u>	<u>\$ 774,425</u>

## 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.

The decrease in other income in 2021 was due to the donation of \$314,000 from Timeout House being included in 2020.

Employment expenses have increased in 2021 due to additional staff being employed for service delivery due to the expansion of the headspace service in Devonport and Burnie.

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 & PARTNERS

Cornerstone Youth Services couldn't do what we do without the support of the following:

## FUNDING

- Department of Health
- Department of Social Services
- Irene Phelps Charitable Trust
- Latrobe Council
- Launceston City Council
- Mental Health Council of Tasmania
- National Indigenous Australians Agency
- Primary Health Tasmania under the Australian Primary Health Networks Program
- Women's Sport and Recreation Tasmania

## DONATION

- Bridgenorth Football Club
- Choir in the Pub
- Commonwealth Bank of Australia
- Danny Gibson
- Headspace National Office
- J. Burleigh
- Melissa Cain
- Push-Up Challenge

## PARTNERSHIPS

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



# LOCATIONS

## LAUNCESTON

Corner of Wellington & Brisbane Street  
(headspace Launceston building)

PO Box 7513, Launceston TAS 7250

**Ph** 03 6335 3100

**FX** 03 6335 3127

## DEVONPORT

Level 1/35 Oldaker Street,  
(headspace Devonport building)

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

