



2017



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# CHAIRPERSON'S REPORT

YEAR ENDED 30 JUNE 2017

Cornerstone Youth Services continues to lead the provision of youth mental health and wellbeing services in Northern Tasmania. This last year has been exciting and challenging, mixing opportunities with new programs while also making efficiencies to reduce costs.

Following a tender process, Cornerstone has been successful in securing funding from the Commonwealth Government through Primary Health Tasmania for the provision of services for young people at risk of severe and complex mental illness in North and North-West Tasmania. This reportable year saw recruitment of staff to this program begin, along with plans to develop a new service site at Devonport. This program enables Cornerstone to offer a more comprehensive service mix and complements other prevention and primary health programs.

During the year there have been some important changes to the Board. Our Chair, Hugh McKenzie, decided to resign because of a conflict of interest following his appointment as Chair of Primary Health Tasmania, a key funding body to Cornerstone. Hugh

provided committed, experienced leadership to the Board, and the organisation is very grateful for his valuable contribution. Shireen Thomas, one of our 'long term' Board members, resigned at the end of the reporting year. Shireen made a significant contribution to the Board, and her background in leadership within public education services offered the Board an important perspective. We welcomed new members Lil Cox and Peter Barns, each of whom have health services backgrounds. We are currently considering other potential nominees to the Board.

It is impossible to provide the wide range of services offered by Cornerstone without the contribution of skilled and committed staff. With a relatively smaller population base (compared to other states) it can be difficult to employ the level of clinical staff required to provide high quality services. Cornerstone seeks to be an employer that values staff by offering support, clinical supervision, management and governance leadership and fair remuneration. Under CEO David O'Sign we have been pleased to recruit, retain and

develop professional staff across North and North-West Tasmania.

The Board is about to engage in a strategic planning process that will set its next broad directions for the future. We acknowledge the need to further consolidate our services, including focusing on the outcomes from a pilot accreditation assessment. We do also recognise the need to be able to respond quickly to new ideas and initiatives that may arise.

We continue to appreciate the support we receive from many people and organisations in the community. Whether through the provision of additional funding, or providing opportunities for sharing information on youth issues, or collaborating on new projects, we value relationships with our partners. In particular, Stigma No More has enabled us to expand our staffing and the Irene Phelps Charitable Trust has enabled us to provide a new service in the West Tamar. We also appreciate the assistance of the Blue Sky Ball.

The Board thanks David, our capable CEO, and our staff for their great contribution in providing high quality services. While dealing with young people and their health issues can be challenging, you have done what you needed to do to make a difference, and there are many young people that are indebted to what you do.

**PHIL MORRIS**

CHAIR

CORNERSTONE YOUTH SERVICES INC





# CEO'S REPORT

The key theme for Cornerstone over the past year has been growth. We have begun three new programs: Community Based Mental Health Services (previously ATAPS), West Tamar Case Management & Clinical Services, and the Youth Engagement Team (mental health services for young people with or at risk of severe and complex mental illness). This has been an exciting time for Cornerstone, and most pleasingly it has allowed us to make inroads into achieving our goal of having a greater reach throughout the entire north of Tasmania. In recent times, Cornerstone has been best known for the headspace programs operating out of Launceston and Devonport. These programs continue to see a high demand for services. However, Cornerstone has recognised the difficulty faced by many young people when accessing services outside these two main centres. To this end, the acquisition of these additional programs has assisted us in achieving better access for young people throughout the state.

Cornerstone now has a greater presence in Devonport, culminating in a recent relocation (within this new financial year) enabling us to house all the Cornerstone programs

that are delivered in the area. The support of Primary Health Tasmania, headspace National, and Youth Family and Community Connections (with whom we shared a workspace up until our recent move) should be acknowledged. Cornerstone has also had the opportunity to open its doors in Burnie. We see having a physical presence in Burnie as an important step in making access to services for young people easier in an area that has faced numerous challenges in recent history, such as high youth unemployment.

All of Cornerstone's new programs offer an outreach service, meaning that we have been able to provide a face-to-face service in areas such as George Town, Scottsdale, Smithton and Beaconsfield, among others. Our new programs also allow us the ability to provide telehealth services throughout the entire north of the state. While there are some challenges in establishing telehealth services, we have seen firsthand how successful it can be with persistence and commitment to this mode of counselling. This is an area that we will continue to develop as we look to increase the accessibility of services to young people in need of support.

While our development has been exciting and afforded staff with new opportunities, with growth and opportunity comes a great deal of change. I thank our staff for their patience and understanding through this process, along with their ongoing dedication and passion for the work they perform. Additionally, we have had the support of a number of students, volunteers and external contractors who have made valuable contributions.

As we have grown, we have also started work that will come to fruition and evolve in the new year. We are working towards accreditation with the National Mental Health Standards and the headspace Model Integrity Framework. Cornerstone is working on pathways to better involve our youth advisory group, and we are spending considerable time developing a family and friends group that will inform our practice. We continue to be proud of the working relationships we have formed, most notably our Youth Coalition with The Link and Youth Family and Community Connections (YFCC). With such change, Cornerstone will soon release a revamped Strategic Plan.

Lastly, some well-earned thank yous. Thank you to Paul Thomas and all involved with Stigma No More for your support. Thank you to Rick Marton and the organisers of the Blue Sky Ball. Thank you for the support of the outgoing Cornerstone Chair, Hugh McKenzie, and the new incumbent, Phil Morris, along with all the Board members; their expertise and knowledge are always appreciated. And thank you to the ever-hardworking Cornerstone Operations team and staff.

**DAVID O'SIGN**

CEO  
CORNERSTONE YOUTH SERVICES INC



# ORGANISATIONAL STRUCTURE





# MEET THE BOARD



**BIANCA WELSH**

If you were to tell one person "Thank You" for helping me become the person I am today, who would it be and what did they do?

My first boss – he promoted me and gave me opportunities I didn't realise I was capable at doing at the fast food restaurant I worked at and without his mentorship, guidance and encouragement I wouldn't be where I am today.



**PETER BARNES**

If you were to tell one person "Thank You" for helping me become the person I am today, who would it be and what did they do?

My three children. I was quite sane before they came along.



**LIL COX**

If you were to tell one person "Thank You" for helping me become the person I am today, who would it be and what did they do?

Definitely my Dad who with four daughters consistently promoted the view we could do anything or be anything we wanted to, as long as we were safe. Whilst preparing for a drive alone, to Darwin from country Western Victoria to complete my final clinical placement Dad made me remove and replace every tyre on my car. At the time I was furious. I appreciate the exercise now!



**PHILIP MORRIS**

What would you say you know now about living a happy and successful life that you didn't know when you were twenty?

It's about the people you love not the things you own.



**BILL SMITH**

What would you like to teach others about?

Other than a heart to forgive and live and let live I wouldn't presume I know what it is others should be taught?



**STUART AUCKLAND**

What do I know about living a successful life that I did not know when I was 20?

We are not all born having the same opportunities, so if an opportunity arises seize it.

Shireen Thomas resigned from the Cornerstone Board in September 2017.

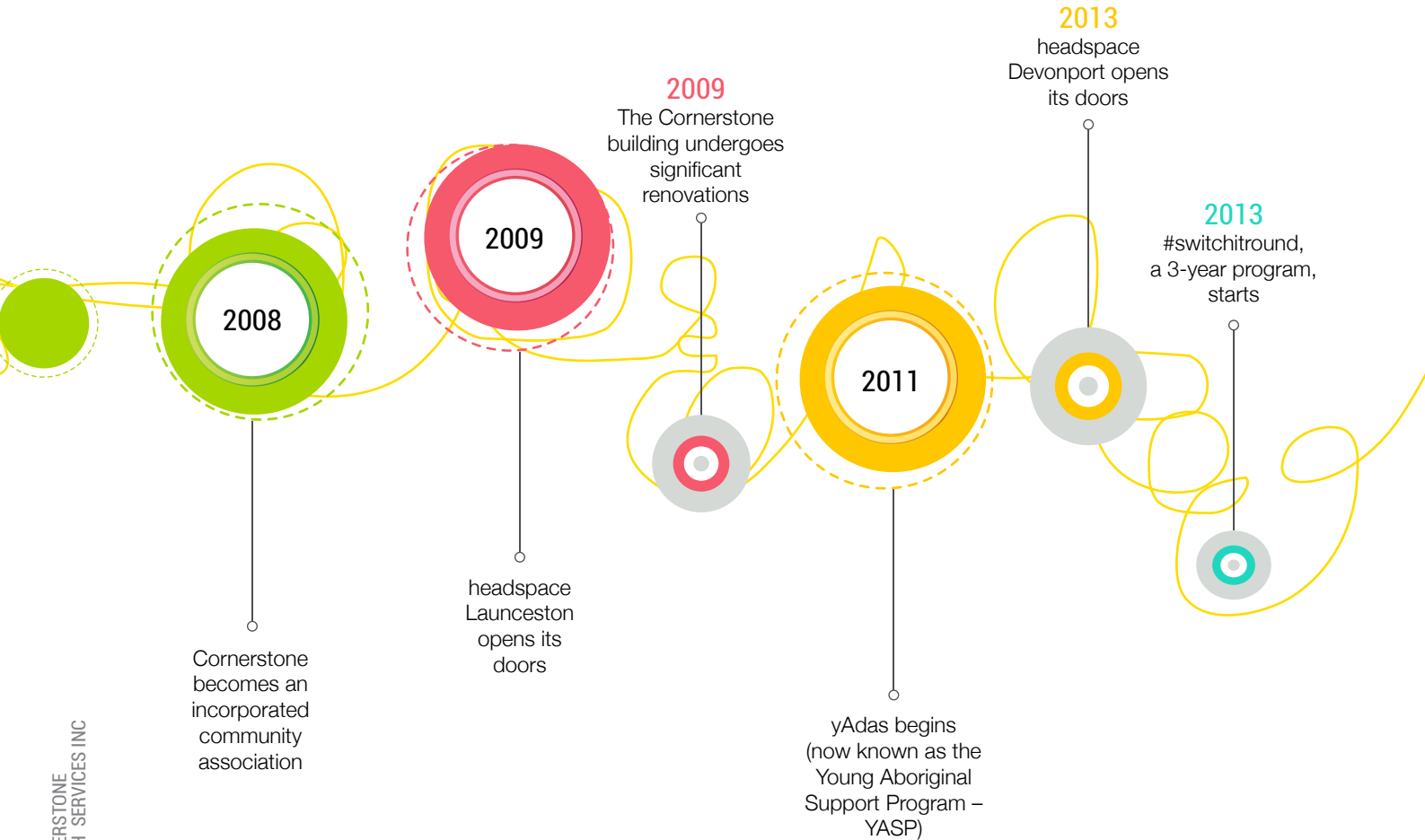
We thank Shireen for her valuable contribution to Cornerstone.

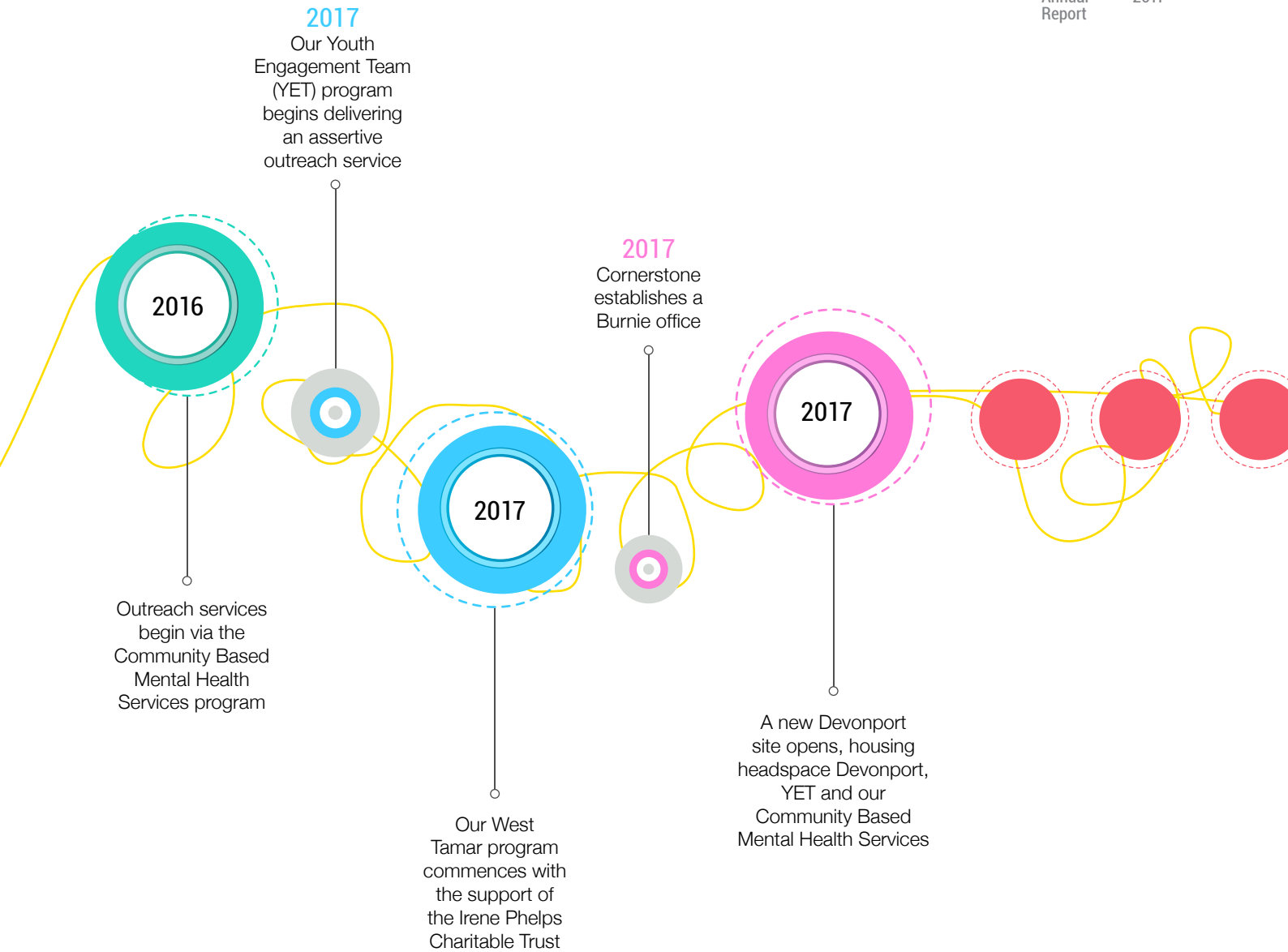
Hugh McKenzie was elected to the Cornerstone Board as a Chair in October 2012.

Hugh resigned from his position in November 2016. We thank Hugh for his valuable contribution.

# OUR STORY SO FAR...

Cornerstone Youth Services will be 10 years old in the coming year.  
There have been lots of positive developments over the decade.







# HEADSPACE

It has been another busy year for the headspace programs in Launceston and Devonport. The number of young people accessing our service grew; in Launceston alone the growth in client contact was close to 10 per cent. headspace encompasses four areas of service: mental health; physical and sexual health; alcohol and other drug support; and vocational and educational support. It's a broad range to cover but we have done an excellent job, with some great support from our partners.

Speaking of which... We want to acknowledge the great work undertaken by the Youth Health Team at Primary Health (Tasmanian Health Service North) for providing an essential nurse intake service two days a week, giving young people fast access to testing, information and support in several areas, including sexual health.

We also appreciate the support of Fiona from the Alcohol and Drug Service (ADS, Department of Health and Human Services). Fiona attends weekly and provides drug and alcohol therapeutic intervention to headspace clients. ADS has supported young people at headspace over a considerable period.

National JobLink (NJL) delivers advice, consultancy and support to young people working out their education, training and work options. Caitlin is here every Tuesday and her expertise and that of NJL is made readily available to headspace clients. Caitlin, Troy and the team at NJL are valued partners.

And then there is our team, which has done an amazing job, of course! The headspace Mental Health Team provides counselling, psychological therapies and Youth Worker services to young people, and they obviously do a great job because we are so highly sought after. A great example of their work is evident in this report, with a young person recounting the support she received from the Devonport team. I offer big congratulations to Claire and Kim for the well-deserved feedback and I suggest that this is very representative of the professionalism and commitment that our staff bring to their work.

Our medical health professionals have also had another big year. Our nurse, Nigel, has been instrumental in refining our STI screening and follow-up. As a result, young people have a turnaround from STI test to doctor appointment in 2-3 working days, which is brilliant. Our doctors are seeing high volumes of young people and doing a top job.

Finally, we have a dedicated and friendly admin team who hold everything together – no small feat for one of the busiest headspace centres in the country! In Devonport, Kimmi is our admin and takes on many other tasks besides, while in Launceston the team stay on top of a lot of work; the reception area is a very busy place.

Speaking of Devonport, our team members there have been going through the upheaval of moving to a new location, as well as some comings and goings in staff, with Claire moving across to the YET

program and Sonia taking up the clinical role. Claire has been amazing for headspace; the Devonport team have been invaluable in setting up the networks and pathways that have made the service so successful on the coast, and Claire has been a big part of that.

In addition to all the work on-site, we've had a busy year in the community as well. Our Community Liaison Officer, Alison, has represented our service to many information sessions at schools and local events, from Mental Health Week to University O-Week. She has also worked closely with community organisations to deliver innovative events to engage, inform and empower young people.

A great example of our community work is the 'Sounds of the Tamar' event delivered in February this year in partnership with West Tamar Council. This event brought together over 300 young people at the Windsor Sound Shell to hear and celebrate local musicians and performers, as well as the skills of the TAFE sound production students.

As part of her role, Alison supports the work of our Youth Advisory Group (YAG), bringing together passionate, creative and dedicated young people in our community to help headspace be the best it can be. The YAG has input into the way we deliver services and helps us with the organising and delivery of community events. In May, the YAG helped organise the pop-up shop in Brisbane Street, which created a space for young entrepreneurs and artists to exhibit and promote their work.

For the year ahead, our service hopes to keep doing what we do well: assisting young people make positive choices about their health and wellbeing. We're looking forward to it!

**Wayne Frost**  
Headspace Manager







# YOUTH ADVISORY GROUP

Annual  
Report

2017

Our Youth Advisory Group (YAG) is an important team of young people who work with us to develop strategies and structures for Cornerstone. They ensure that we remain relevant, focused, innovative and youth friendly.

We strongly believe that youth participation is vital for the Cornerstone to provide targeted interventions. At the same time, it gives young people the opportunity to share stories of their experiences and empowers them to take ownership and control over the decisions they make. The YAG provides young people with the opportunity to develop skills in leadership, time and project management, and social responsibility.

The YAG meet each month to discuss the look and feel of our service, key presenting issues and our communication to the wider community. They also participate in activities and community events throughout the year, such as the 'Mental Health Expo' and the 'Are you OK day'.





# PROGRAMS

Wow, what a busy year it has been with the development and implementation of three new programs under the Cornerstone umbrella.

## Community Based Short Term Psychological Interventions

Funded by Primary Health Tasmania, this program launched into action in November 2016, allowing young people living in more remote areas of North and North-West Tasmania to gain access to counselling and mental health support. We have also subcontracted to the Link Youth Health Service in Hobart to provide support to young people in the South.

Cornerstone Youth Services has employed two clinicians for this program, one covering the northern region of the state, which includes the North-East, and one based in the North-West. The clinicians provided focused psychological counselling for up to 12 sessions for young people.

Over the seven months of its operation, 204 young people have accessed this program, and our clinicians have delivered 659 occasions of service.

## West Tamar Program

Launched in January 2017, this program has been funded by the Irene Phelps Charitable Trust to provide mental health support to young people living in the West Tamar Community. We have employed one clinician who has, to date, worked with a variety of presentations including anxiety, low mood, school refusal, adjustment disorder, suicidal ideation, self-harm, trauma, grief, eating disorders, emotional dysregulation and obsessive-compulsive disorder. Treatments employed by the program have been cognitive behaviour therapy (behavioural activation; relaxation/grounding activities; exposure; cognitive restructuring), acceptance and commitment therapy (ACT), and supportive counselling. These are used to enhance coping strategies and improve clients' mental health and wellbeing.

In 2017, 41 young people have accessed the West Tamar program and 235 occasions of service have been delivered.



## Youth Engagement Team

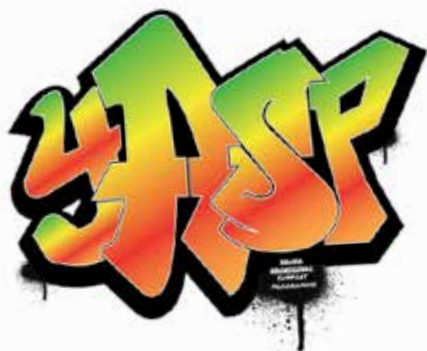
The Youth Engagement Team (YET) provides assertive clinical outreach support to assist disengaged young people who are experiencing, or at risk of, major and complex mental health issues. The aim of the YET program is to assist young people to engage/re-engage with relevant services and reconnect with everyday activities. The program is funded by Primary Health Tasmania and started in March 2017.

To cover the North and the North-West of the state, we intend to have the equivalent of two full-time clinicians in each of our three sites: Launceston, Devonport and Burnie. As we enter the new financial year, our recruitment process is all but finalised.

During the first few months of the program, 44 young people have been referred into YET and we have completed 168 face-to-face interventions. We have also employed a full-time Community Liaison Officer who will be working closely with the team to promote community awareness of the program and run groups in the community.

**Kate Brennan**  
Cornerstone Programs Manager





During the past twelve months, the young Aboriginal support programme, which is delivered in partnership with Relationships Australia, has continued to provide an individualised and responsive service to young Aboriginal people in the north of the state.

The strength of the programme can be seen in the number of clients who have participated in the programme during the year and in the range of outcomes they have achieved. A total of 49 individual clients received individual support, which was 165 per cent of the contracted requirement. The high number of clients did not detract from the quality of the service that was provided, with the young people achieving outcomes such as stabilising attendance and behaviour at school; an increase in confidence, motivation and skills to seek employment; undertaking work placements; stabilising accommodation; re-engaging with family and the community; reducing substance use; and managing and resolving medical conditions.

The schools programme has continued to be well received in the northern schools, with more demand than staff were able to accommodate. A total of nine school programmes were delivered and most of these ran for six weeks. All the programmes were well received, and feedback indicated a high level of satisfaction with the content and delivery.

A total of 13 community events were held throughout the year. This included events that were organised solely by programme staff (such as an art-based event in Break O'Day) to whole-of-community events such as those for Mental Health Week and Youth Week.

"I would like to send G's and my full gratitude and sincere thanks for all your time, help and understanding through the whole time G and myself have had the pleasure of knowing you. We can't thank you enough for your help." – Client's father

"Just had a couple of the boys from yesterday drop by my office to say how awesome the group was yesterday. This is so positive as a couple of them are at risk of completely disengaging, and for them to actually seek me out and speak so enthusiastically about your program is huge. Great work guys, and thank you." – School social worker

**Alison Roberts**  
YASP Manager





# CLIENT STORIES

I came to headspace for the first time, when I was 18, with my grandmother. I was timid, shy and had just made the decision to start my journey of recovery from an eating disorder. I was also not hopeful that anyone there could help me, after years of failed visits with doctors and psychologists. I am so glad that I went along to that appointment... I don't know where I would be today if I hadn't.

I have stuck with Claire and Kim all this time and they have helped me get through some of the most difficult moments of my life: my recovery from an eating disorder, ongoing family issues, depressions and anxiety and the death of my mother. I am now 23 and a completely different person to the girl I was in the beginning when I first started seeing Claire. I am far more confident and independent now.

Claire and Kim have been like family to me – the big sisters I never had. They have watched me grow into the woman I am today. A year ago, I would never have thought I could board a boat, leave the only place I have ever known and move to Queensland, a place I have never

been to. In fact, I wasn't even confident that I could move out of home for the first time or be in a relationship. And yet I have moved three times and have found someone who loves me and who I can see a future with – and am now leaving little Tassie to move to sunny Queensland!

I thank Claire and Kim for their consistent support, for always believing in me, encouraging me and helping me to stand back up again when I have fallen. Although I am sad to be leaving and will miss the lovely staff – Kim, Kimmi and Claire – I am also happy. I am finally moving on with my life. I have faced my demons and now I am truly free. This is a new chapter in my life and for the first time in ages I am excited to see what the future brings. I am so grateful for all the support I have received over the years and I could not have made it this far without you guys.





When I started seeing Tara I was an anxious, angry person who wouldn't open up and didn't see that I needed help.

After a few sessions of seeing Tara, either in town or in Exeter, I started to become more open and my emotions were flowing like a river. I started to notice a change in myself after a few sessions of seeing Tara which I had never seen before when seeing other counsellors. With each session that I had received I was taking bigger steps to become the person Tara had seen in me, and I'm proud to say that I'm reaching my potential since I've finished my sessions with Tara.

If it was not for the outreach program and the support that I have received, I wouldn't have moved forward and got the benefits of what is out there for young people.

I would like to say thank you for having in place this program and wonderful workers that go out of their way to help young people who just need someone to talk to. I have gained more confidence and a friend from this program.

# FUNDRAISING EVENTS

## No Stress Sunday 2016

**Stigma No More Inc.** organised this fundraising event to raise funds to bring Nic Newling to Launceston. Nic gave presentations to school students about suicide prevention and mental health during No Stigma Week. The event also raised funds to be used directly to assist Cornerstone Youth Services, specifically our Community Based Mental Health Program.



### Blue Sky Ball 2016

**Blue Sky Ball** raises funds for mental health programs aimed at removing stigma from mental illness. The event raised funds for Cornerstone Youth Services to run targeted local proactive programs.



# OUR PARTNERS

Cornerstone would like to thank and acknowledge the following organisations:

## Funding Bodies

Cornerstone Youth Services receives funding for its programs from:

- Department of Health
- Primary Health Tasmania
- Department of Prime Minister and Cabinet
- Department of Health and Human Services – Smoke Free Young People
- Irene Phelps Charitable Trust

## Formal Partnerships

Cornerstone Youth Services has formal working partnerships with:

- headspace National
- The Link Youth Health Service
- Relationships Australia
- Department of Health and Human Services:  
Tasmanian Health Organisation North – Mental Health Services
- Department of Health and Human Services:  
Tasmanian Health Organisation South – Alcohol and Drug Service North
- Department of Health and Human Services:  
Tasmanian Health Organisation North – Primary Health/Youth Health
- Department of Education
- Youth, Family and Community Connections
- National Joblink
- Working it Out
- University of Tasmania





## Supporters

Over the past 12 months Cornerstone Youth Services has received support or worked in collaboration with:

- AGFEST
- All the young people who participated in projects
- Anglicare Tasmania
- Black Dog Institute
- Blue Sky Ball
- Campbell Town District High School
- Circular Head Aboriginal Corporation
- City Medical Practice Burnie
- City Mission
- Crash Test Funnies
- Deloraine High School
- Deloraine House
- Don Medical Clinic Family Practice
- Encore Theatre
- Exeter High School
- Flinders Island Aboriginal Association Inc
- George Town LINC
- Herry Porter
- Karinya
- Kings Meadows High School
- MDH Accounting
- Magnolia Place
- Mental Health Council of Tasmania
- MRC Northern Tasmania
- Ochre Health
- PCYC
- Psychology Caffé
- Port Dalrymple High School
- Queechy High School
- Rae & Partners
- Riverside High School
- Scottsdale LINC
- St Helens General Practice
- St Helens District High School
- St Marys District High School
- St Patricks College
- Stigma No More
- TAS TAFE
- Tasmanian Aboriginal Centre
- TCCI
- Tas Prac Services
- Tess Crawley & Associates
- The Examiner
- The Junction Hub
- The Link
- West Tamar Council
- Westbury Community Health Centre
- YMCA
- YNOT

# FINANCIAL SUMMARY

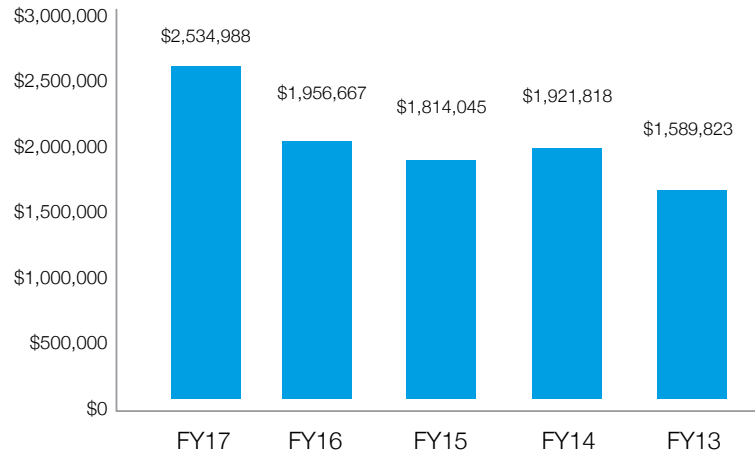


- 89.6% Grants** \$2,271,632
- 8.2% Medicare/GPs** \$208,212
- 2.2% Interest & Other** \$55,144

## Revenue by Source

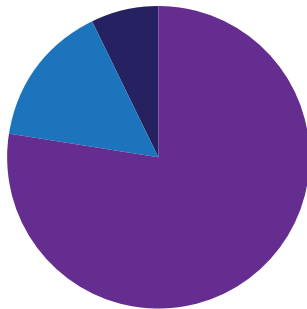
The above chart shows for the 2017 financial year 89.6% of revenue for CYs is by way of Commonwealth and State grants to deliver programs such as headspace and yAsp.

## Revenue levels for 2013 to 2017



## Summary Profit & Loss for the year ended 30th June 2017

	2017	2016
	\$	\$
<b>REVENUE</b>		
Grants	\$2,271,632	\$1,810,053
Medicare and related income	\$208,212	\$118,688
Interest	\$3,882	\$6,687
Other income	\$52,262	\$21,239
	\$2,534,988	\$1,956,667
<b>EXPENDITURE</b>		
Employment expenses	\$1,778,844	\$1,647,181
Direct program related expenses	\$348,137	\$200,880
Indirect program related expenses	\$165,006	\$154,748
	\$2,291,987	\$2,002,809
<b>OPERATING SURPLUS/(DEFECIT)</b>	\$243,001	-\$46,142
Members Funds brought forward	\$279,229	\$370,350
Grants carried forward for future expenditure	-\$199,354	-\$44,979
<b>MEMBERS FUNDS</b>	\$322,876	\$279,229



- 77.6% Employment Expenses \$1,778,844
- 15.2% Direct Program Related Expenses \$348,137
- 7.2% Interest & Other \$165,006

### Expenditure by Category

This chart shows the expenditure for the 2017 financial year. Employment expenses are directly related to program delivery. Indirect program expenses include items such as office expenses, utilities and insurance.

# FINANCIAL SUMMARY

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

The increase in grant income in 2017 was due to Cornerstone Youth Service Inc being successful in receiving funds for the Community Based Mental Health Care Services Program; the program for the delivery of Mental Health Services to Young People at risk of Severe & Complex Mental Illness and the provision of a Mental Health Clinician to West Tamar region. Employment expenses have increased in 2017 due to additional staff being employed for service delivery.

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

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

