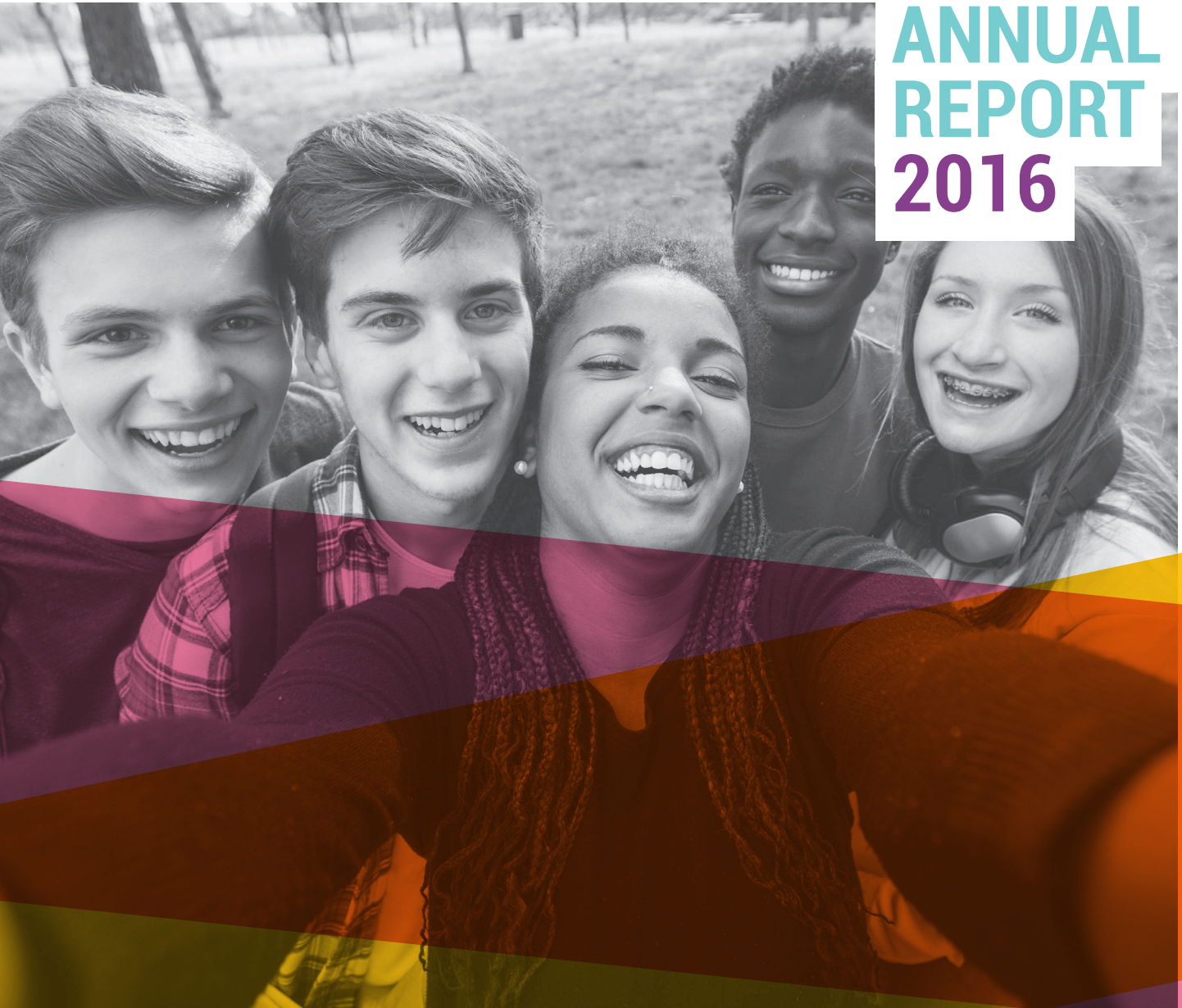




ANNUAL REPORT 2016



STATISTICS
FOR 2015-16

+

NEW
YOUNG
PEOPLE

750

+

SERVICED
YOUNG
PEOPLE

1439

+

OCCASIONS
OF
SERVICE

5614





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CHAIRMAN'S REPORT

I remarked in my annual report last year that we were still to receive confirmation as to our ongoing funding under the headspace Federal Government contract as it was, along with all Federal mental health services, the subject of a review. Fortunately, that has now concluded and we were successful in receiving a contract renewal for a further two years. As a part of the mental health review, we now find our funding will be received from the newly formed PHN, Primary Health Tasmania (PHT) and in two years' time will, in all likelihood, need to tender for the service under the newly evolving commissioning model. headspace national office will continue to service our needs (other than the funding) during this two-year transition period.

With the challenges we also find opportunity, and as such we have been successful in winning a tender from PHT to deliver mental health services previously funded under the ATAP's funding. This has also enabled us to collaborate with headspace Hobart to provide a statewide service to our cohort to deliver a greater range of services and attain broader geographical reach.

We are anticipating other opportunities to arise over the next twelve months where we hope to be able to operate

independently, collaborate and partner with other youth services to improve the health outcomes of our young people. Given a change in funding arrangements, we need to be strategic in our thinking and nimble in our actions, and as such we will be reviewing our strategic plan in the next few months to ensure we are the organisation our community needs us to be.

In recent months we have farewelled one of our inaugural board members, Mark Broxton, who has given Cornerstone great service over the past few years in both clinical and general health advice to the Board. We know he is not far away and in his new role as General Manager Service Solutions & Performance Management at PHT we expect our paths to cross regularly.

With Mark's retirement we have had the opportunity to refresh our Board and we have recently welcomed Peter Barns and Lil Cox to fill the casual vacancy and a further available position. They both bring different skill sets that complement those of our other board members and we look forward to their contribution to our future direction.

While talking about board members I take this opportunity to thank my other board >

- > members, who you can read about in their biographies, as they keenly participate in the direction of the organisation, and their advice and counsel is greatly appreciated.

To David, our very capable CEO, and our fantastic staff, thank you for your great contribution. 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 lives that are indebted to what you do.

We face the future with hope, tenacity and belief and look forward to what we can achieve together.

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HUGH MCKENZIE
CHAIRMAN
CORNERSTONE YOUTH SERVICES INC





CEO'S REPORT

The past year has been one of change for Cornerstone. We completed our work on the #switchitround program, culminating in an exhibition of the work developed by the young people involved in the program. The calibre of the work was outstanding but, most importantly, thought-provoking and accessible to young people.

We rolled out our revamped young Aboriginal support program (YASP). This program continues to achieve great results. The staff we have working in YASP are a committed and passionate team, and we are grateful we have them on board.

The National Review of Mental Health Programs has led to some changes to headspace national office. As part of this process, Cornerstone as the lead agent for headspace Launceston and headspace Devonport will now report to Primary Health Tasmania, which will act as commissioner of the headspace services. The review, while welcomed and timely, has brought about some uncertainty for headspace centres. However, despite this and the change involved, we can say with all confidence that the constant has been our level and quality of service to the young people in northern Tasmania. For our Launceston and Devonport headspace sites it has been "business as usual". We are proud of the fact that we continue to

receive excellent feedback from the young people accessing our headspace service.

Moving into the FY17 we are excited by our growing relationship with PHT. We see this relationship as one which will lead to further opportunities for Cornerstone to increase its level of service provision. An example of this is about to commence. Cornerstone, in partnership with the Link in Hobart, has been successful in securing a contract to provide community-based mental healthcare services to young people statewide. The initial focus for Cornerstone will be to provide outreach and telehealth services to centres such as George Town, St Helens, Burnie and Smithton.

The PHT relationship is one of many fruitful relationships that have grown over the past 12 months. We have developed strong and beneficial working relationships with organisations such as Working it Out, National Joblink, Launceston College, and the West Tamar Council. Cornerstone has received significant support from Stigma No More and Blue Sky Ball. I would like to acknowledge the support and hard work of Paul Thomas and Rick Marton. Both Paul and Rick have worked tirelessly to raise funds for Cornerstone. Their work will allow Cornerstone to increase its service provision in FY17. >

FUNDRAISING EVENTS

Blue Sky Ball

2015 saw our first partnership with Blue Sky Ball. We are pleased to be associated with this event and we are very grateful for the support of the organiser, Rick Marton. The funds from the 2015 event have enabled Cornerstone to develop and run a series of mindfulness workshops in Launceston. Without the support of Blue Sky Ball this would not have been possible.

Fundraising activities enable us to develop and run targeted group sessions and increase our reach to young people throughout the north of the state.

Our relationship with Blue Sky Ball has extended into FY17 with the event being a huge success. Also FY17 has seen us be the beneficiary of the Stigma No More event. We look forward to an ongoing association with both of these events.

- > Finally, I would like to acknowledge the Cornerstone staff, volunteers and visiting service providers, all hardworking individuals who are passionate about the work they do. Additionally, thank you to the Cornerstone Chair Hugh McKenzie, and Board members for their ongoing support and advice. We look forward to the next 12 months.

DAVID O'SIGN

CEO
CORNERSTONE YOUTH SERVICES INC





**HUGH
MCKENZIE**

Hugh McKenzie was elected to the Board of Cornerstone Youth Services as Chair in October 2012.

Hugh is a chartered accountant, having been a partner with the international advisory firm KPMG for 24 years, and brings strong financial and analytical skills to the CYS Board. He was elected an Alderman of the Launceston City Council in October 2011.

This position has enabled Hugh to keep in touch with the community, understand how important health and wellbeing is and appreciate its many challenges. Hugh believes that a strong primary healthcare sector is a key ingredient to addressing these challenges. Hugh also brings a strategic approach with a strong risk management focus to the CYS Board which, together with a good understanding of governance, are essential ingredients for an effective Board. While Hugh does not have a clinical background, he has acted as an advisor and accountant to many primary care, allied, general and specialist practitioners and has recently been appointed Director of the Primary Health Tasmania Board.



**BIANCA
WELSH**

Bianca is a co-owner of two Launceston restaurants: Stillwater Restaurant and the Black Cow Bistro.

She is passionate about mental health and wellbeing, having experienced how both physical and psychological conditions impair the lives of friends, family and colleagues.

Bianca is dedicated to helping people live a healthier and happier life. Desiring a further understanding of people and how the mind works, she has undertaken a Behavioural Science degree with UTAS and hopes to graduate with a Masters in Psychology.

She has received numerous awards for both the restaurant and her personal achievements and is honoured to be part of the Cornerstone Youth Services Board and hopes her contribution can assist the local community.



**STUART
AUCKLAND**

Stuart Auckland is currently the Program Coordinator for Community Health Development at the University Department of Rural Health, Tasmania (UDRH). Stuart also holds the position of Lecturer, Community Engagement.

Stuart has extensive experience in rural community development within Tasmania and mainland Australia and has undertaken a range of community-based projects and participatory research initiatives in both the resource management and health sectors.

He has presented his work at a number of national and state conferences and has published his work in leading journals and text books.

His current interests lie in population and community health, primary health and health impact assessment.



**SHIREEN
THOMAS**

Shireen is currently the Principal Network Leader, Eastern Network, Learning Services Northern Region. She is passionate about leadership and harnessing the potential of young people and is an inspiring mentor for learners and educators alike.

She has a lengthy history in education throughout Tasmania both in teaching and administration, including principalships, governance and university secondments.

Her absolute focus is on creating positive futures and good lives for young people through the provision of rigorous and relevant educational programs.

Shireen's work has been presented at international forums in Australia, the United States and Asia. Her contributions to educational leadership were recently recognised with a Fellowship to the Australian Council for Educational Leaders.



**MARK
BROXTON**

RESIGNED ON 02/03/2016

Mark is the General Manager for Service Innovation, Implementation & Redesign for Primary Health Tasmania.

He has a Bachelor of Applied Science (Medical Science) and 30 years experience in diagnostic sciences and health management working in the areas of medical pathology, tertiary education, public health, and allied health services.

He is committed to identifying and implementing innovative ways of improving equity and access to primary health care with reference to the social determinants of health.

Mark has an interest in the importance of disease prevention, health promotion and community-based health interventions in reducing negative impacts on health outcomes to individuals, the community, health clinicians and all other relevant primary health care stakeholders.



**PHILIP
MORRIS**

Phil has qualifications in social work and public policy and has worked in a range of public sector, tertiary education and not-for-profit organisations for over 36 years. Until he retired, Phil was the senior executive manager of rural hospitals and community health services in northern Tasmania for Tasmanian Health Organisation (North).

He has been a member of the Cornerstone Board since its inception and is committed to its mission to improve mental health and wellbeing among young people. Phil has other involvements including Maggie's Cafe, community theatre and various Uniting Church governance bodies. Phil has recently been appointed to the inaugural board of a new organisation, Uniting (Vic Tas) Ltd, that represents a merger of all UnitingCare agencies across Victoria and Tasmania.



**BILL
SMITH**

Bill attained a Bachelor of Social Work with Honours in 1992. Between 1993 and 1998 he was Manager at the Launceston Community Legal Centre and was involved with a number of state and national, government and nongovernment organisations.

This included a number of years as a Commissioner on the Legal Aid Commission of Tasmania and as Convener of the Tasmanian Association of Community Legal Centres. Between 1994 and 1998 he was on the Board of the Tasmanian Council of Social Services (TasCOSS) and was a Board member on the Australian Council of Social Services (ACOSS).

In 1998 Bill moved to the Department of Health and Human Services (DHHS) and from 2000 to 2004 was Statewide Manager of DHHS Child Youth and Family Support. He has been the Manager of DHHS Custodial Youth Justice at Ashley Youth Detention Centre since 2004.



**PETER
BARNES**

Peter Barnes is currently the CEO at Health Recruitment PLUS, the Rural Workforce Agency for Tasmania. He has worked in that role since 2006.

Peter completed a Bachelor of Theology through Melbourne University and has a Graduate Diploma in Corporate Governance. The first was useful to be able to spot the difference between God and a doctor. The second he is still working out.

Prior to working with the Workforce Agency, Peter worked for ten years as an ordained Baptist minister and then for two years with homeless young people on the streets in Launceston. Peter has had a number of Board roles, and is currently a director on the Rural Health Workforce Australia and St Patrick's College boards.

Peter lives in Launceston, Tasmania with his wife Lyndal and three children.

-
COMMENCED 30/08/2016



**LIL
COX**

Lil is an Occupational Therapist with training and experience in a range of evidence based psychological techniques including; Cognitive Behavioural Therapy, Acceptance and Commitment Therapy, Motivational Interviewing, Dialectical Behaviour Therapy and Mindfulness practice. Lil has been a mental health service provider for over 20 years, working in both private and public sectors with adults, children and adolescents, couple's and family's, living with a range of serious and developing mental health concerns.

Over the last 5 years Lil has developed her skills in the area of persistent pain management. Lil is currently studying a Graduate Diploma in Pain Management, University of Sydney and is the program co ordinator of the recently launched Launceston Integrated Pain Service.

Whilst remaining a passionate and committed mental health clinician, the opportunity to sit on the Cornerstone Youth Services Board comes at a time when the ability to contribute to the mental health services sector in a manner other than direct clinical care feels right.

-
COMMENCED 30/08/2016

THE BOARD



ABOUT CORNERSTONE YOUTH SERVICES

Cornerstone Youth Service Inc. (CYS) delivers a broad range of service to our community of young people aged 12 to 25 in north and north-west Tasmania.

We focus on health promotion, prevention, education, early intervention and developing help-seeking behaviours.

Our services to the young people of northern Tasmania include access 'no charge', fully functional, general practitioners

and specialist youth health nurse clinics; immediate support via an intake service with an allied health practitioner; individual and group support and activities; school programs and advocacy to access many other services to improve general or specific health and wellbeing.

OUR MISSION

Lead with relevance in youth health and wellbeing.

OUR VISION

Contribute to happier and healthier young people in our community.

OUR VALUES

- Connect with and 'get' young people, in their own space.
- Develop collaborative partnerships.
- Respect diversity.
- To innovate with distinction.



THE CYS CORE PILLARS INCLUDE

- General physical health
- Mental health support and counselling including individual and group work
- Alcohol and other drug services
- Education, employment and other vocational services

SO YOUNG PEOPLE COME TO US IF THEY

- Feel down, stressed or can't stop worrying
- Haven't felt like themselves for a long time
- Can't deal with school or are finding it hard to concentrate
- Feel sick or worried about their health
- Want to cut down on their drinking or drug use
- Want to talk about sexuality, identity or relationships
- Are having difficulties with friendships
- Have sexual health issues or want to learn about contraception
- Are being bullied, hurt or harassed
- Are worried about work or study
- Are having money troubles



COMMUNITY EVENTS

Cornerstone Youth Services offers a range of support services, youth activities and events for young people. CYS also hosts community events and youth activities, with local councils, community organisations and visits to other community events and schools in the north east and north west of Tasmania.

At CYS we believe that youth participation is fundamental to the delivery of quality events for young people. We aim to provide young people with opportunities to meaningfully participate and collaborate in community events.

Our Youth Advisory Group (NYhT) come along to an array of community events

such as National Youth Week, R U OK Day, Mental Health Week and Mens Health Week to advocate for Cornerstone Youth Services.

The CYS crew engaged people at events during 2015-2016 including:

Mental Health Week
Expo R U OK Day?

Party in the Paddock
National Youth Week -
Youth Makers Market

O Week Party safe with
Grade 10's Youth Forums

Pop up-information centre
School AGFEST

Our teams talked to participants, handed out information, and chatted to students about their journey with mental health.





CLIENT STORY

01 STORY COURTNEY

As someone with anxiety and depression, doing even simple tasks like leaving the house was nearly impossible. I had no motivation to get my life on track, and my days were spent doing nothing productive. I'd been seeking psychological support for all of my teenage life, but I had no outlet to experience opportunities now as an adult.

Since being referred to headspace by my psychologist 2 years ago, I've managed to find confidence to achieve these small goals that I otherwise might not have ever been able to. With continued support from my headspace youth worker, I've been able to find the determination to establish personal life goals and stick to them.

As of September 2016, I'm close to completing my first year at university, as well as eagerly searching for casual employment. At some point I'd like to study a degree in visual art, so to help prepare myself for higher education, I'm currently enrolled in the University Preparation Program as a stepping stone to reach these ambitions. I've even recently gotten my licence and a car – something I had been too afraid to do until now.

Without the support of headspace, I have no doubt I would not have come this far already; not on my own. It's been a place for sanctuary at times of despair, a network of connections to further opportunities like jobs and education, and simply just a friend to talk to at times of need. I'm thankful for the role headspace has played in helping me regain control of my life and directing myself in the right way.

02 STORY BIANCA

I visited headspace semi-regularly for 6 years until I turned 26 earlier this year. I left each visit exhaling a happy little sigh as I walked down the street. headspace for me was my check-in space for my physical and emotional wellbeing and self care. It helped me to prioritise caring for myself in all ways, to speak openly and to explore mindful, healthy ways of dealing with personal issues.

Visits to headspace allowed me to check in with various (highly trained, exceptionally caring, attentive and personable) healthcare professionals for my needs, but was also an opportunity to check in with myself regularly and take stock of how I was travelling emotionally and mentally.

It was a privilege to have access to the service, and I feel that its positive influences upon me continue to improve my quality of life.



YOUTH ADVISORY GROUP

The Cornerstone youth services advisory group AKA the NYhT (Northern Youth headspace Team) has once again been instrumental in providing CYS with valuable feedback about current and future proposed services as well as becoming increasingly active members of the community representing NYhT and CYS. We have also seen some of our valued members leave to take up opportunities interstate and welcome some enthusiastic new members.

Some of the key activities the team have participated in during the past 12 months include:



MEN'S HEALTH WEEK

JUNE 2016

YAG and the Northern Migrant Resource Centre got together to organise the Men's Health Week Event at Launceston. Fifteen combined members on the day handed out Mens Health Show Bags at the local football game. The bags contained donations that the group were able to resource before the event, which included Australian Men's Health magazine, Hero Condom Packs, headspace information, water, apples, drink bottles and other health-related information for young men.



MENTAL HEALTH WEEK

October 2015

The team worked closely with the Community Liaison Officer to assist in the running of the event. Volunteering involved collecting surveys, meeting and greeting people attending the event, and providing a space for young people to chill out.



YOUTH MAKERS MARKET

NATIONAL YOUTH WEEK

November 2015

The Youth Advisory Group assisted in organising the first Youth Makers Market in Launceston. Over 25 stallholders participated on the day ranging from the ages of 12 to 25, selling their arts and crafts. The YAG members booked in the stallholders, set up for the day, applied for a grant and on the day were the judges for the stallholder prizes. With their dedication and hard work towards this event, over 300 hundred people attended and requests were received from stallholders to organise another event.







IN THE MEDIA

12 — THE EXAMINER, Friday, July 3, 2015

NEWS | FOR BREAKING NEWS examiner.com.au

Headspace thumbs up in North

By EMILY BAKER

MOST people accessing Headspace Launceston and Devonport have reported above-average satisfaction with the service, despite national criticism of the model.

The national organisation, which focuses on the health and wellbeing of 12- to 25-year-olds, came under scrutiny earlier this year when mental health experts accused the facility of failing young people as it presented the "McDonald's version of healthcare".

Cornerstone Youth Services chief executive David O'Sign — who oversees the deliverance of Headspace services in Launceston and Devonport — said the indication of satisfaction in Tasmania showed the model worked.

Clients reported satisfaction ratings of 4.51 for staff, 3.99 for outcomes, 4.41 for the centre and 4.33 overall, each out of a possible five.

Mr O'Sign pointed to the skills of staff to explain the

high ratings: "Historically, we've recruited well," he said.

He said the challenge for the organisation would be maintaining that satisfaction level after Headspace received a 12-month extension on 2014-15 funding levels in contrast to its request for a three-year funding model.

Practically, Mr O'Sign said that meant Headspace had not received a funding increase and that the organisation might not be able to reach out into Tasmania's more isolated regions as effectively as it hoped.

"The challenge for us is sustainability in maintaining staffing levels and maintaining a mix of skills," he said.

"Because funding levels remain the same doesn't mean our costs remain the same.

"We need to be smart about how we move forward."

Headspace Launceston dealt with 10,000 occasions of service last year.

Youth seeking help can visit headspace.org.au or contact 1800 650 890.



Launceston Tramway Museum conductor Graeme Davis and motorman Terry Bramich. Picture: PAUL SCAMBLE

All aboard for tales of city's tramway history

By JAMES BRADY

LIKE to have a yarn? The Launceston Tramway Museum wants to hear it.

The museum on Thursday issued a call-out for residents and visitors alike who have memories of the city's former transportation system.

"Our visitors often have anecdotes of the times when the trams were running," Launceston Tramway Museum general manager Pamela Hoban said.

"These are an important part of Launceston's social history — the

tramway would like to record these memories as a contribution to the Launceston community."

She said the initiative aligned with projects being undertaken by the Launceston City Council and the city's LINC.

Ms Hoban said they were yet to connect with the organisations, but hoped to approach them to discuss any potential merging of story collections.

"Any stories we get will be put up on YouTube — we'll layer them over tramway footage filmed by Joshua Cooper," she said.

"We want to greatly upgrade digital presence."

Footage will be taken from serve Forces Day on Sunday, participants transported to the ebrations on the museum's original carriages.

Ms Hoban said the group was approaching nursing homes to cover any additional information about the vehicles.

Anyone with tram tales wants to participate in the is asked to call Ms Hoban on 0422 436 996.

communication.
"Mental health awareness is something we are all passionate about as it is really strong with our demographic," Mr Higgs said.
"It affects us all individually as well as as a group and a community, so we really want to be at the forefront in increasing awareness."
Party in the Paddock is already a supporter of
group of passionate people working on something they love," she said.
"The festival started off as a group of guys having fun, then the Tasmanian community supported it, so now these guys are using it as a way to engage with the community about something they are passionate about."
"It's great to see."
The fifth annual festival will be held at White Hills on February 19 and 20.

FESTIVAL FOCUS ON MENTAL HEALTH

MANIKA DADSON Aug. 8, 2015, 9:06 p.m.



In the same week that Falls Festival announced its line-up, a Launceston-based festival has announced it is doing more to raise awareness of mental health. MANIKA DADSON reports.

THE Party In The Paddock organising crew is keen to get a strong message out to its punters. That message is: "It is cool to talk about how you are feeling and to be yourself."

PITP Festival co-founder Jesse Higgs said plans were under way for next February's festival, following a sold-out event that attracted more than 5000 people this year.

He said the festival would focus on mental health awareness through engagement with key guest speakers and "cool areas" to facilitate more communication.

"Mental health awareness is something we are all passionate about as it is really strong with our demographic," Mr Higgs said.

"It affects us all individually as well as a group and a community, so we really want to be at the forefront in increasing awareness."

Party in the Paddock is already a supporter of

beyondblue, but organisers hope to partner with youth mental health organisations Stay ChatTY and Headspace before next year's event.

A launch party for the festival will be held to "fire up" Launceston after the cold months and for the 2016 PITP line-up to be announced.

"We've pretty much got the line-up booked and it's going to be massive," Mr Higgs said.

Festival organisers have combined with a number of corporate partners to grow the event. Cataract on Paterson owner Karen Burbury is one corporate face who has joined the team.

She said it was great to see what the young and dynamic team was doing.

"For me sitting back here, it's really good to see a group of passionate people working on something they love," she said.

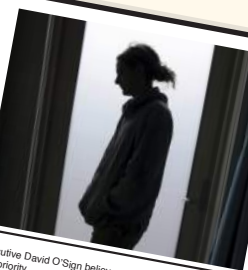
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The fifth annual festival will be held at White Hills on February 19 and 20.

CALL TO IMPROVE SERVICES FOR THE YOUNG

By ALEX FAIR Aug. 24, 2015, 10:41 p.m.



CORNERSTONE Youth Services chief executive David O'Sign believes the accessibility of services for young people should be a high priority.

Mr O'Sign was responding to a Mission Australia report released on Monday that looked at the aspirations of young people in relation to the socio-economic status of the area in which people live.

The report found that those from a lower socio-economic area broke the stereotype of being "lazy and lacking in motivation", and they desired things that all young people do, such as a good job and financial security.

"These people are motivated to make a change to their situation, then they need to know what services are there," Mr O'Sign said.

"I don't know if that is always clear, so it is something we could be doing better."

The challenge for us is to look at what programs we can put into place to assist with that."

Youth Network of Tasmania chief executive Joanna Siejka said she believed young Tasmanians, on basis, such as bullying or family conflict, that make it difficult for young people to think that they are able to get through and achieve things such as financial security, making these aspirations very important for these young people," Ms Siejka said.

"If young people have a supportive environment, they have the ability to overcome some of these challenges and focus on realising their dreams."

Mission Australia state director Noel Munday said support should include more intensive career advice, access to mentoring and work experience opportunities.

Better access to extra-curricular activities to build young people's networks and investing in young people from early childhood when "the returns are highest", particularly for vulnerable children, were other suggestions.

"With a youth unemployment rate in Tasmania of 17 per cent - higher than any other state - we should be ensuring young people have the skills and experience to take on the jobs of tomorrow when our economy picks up," he said.

INFORMATION EVENING TO PROVIDE A LIFELINE

By EMILY BAKER | July 10, 2015, 10:23 p.m.



Josh Gudsell, co-ordinator of The Talk: A Community Information Night on Suicide Prevention. Picture: GEOFF ROSSON

IT'S an uncomfortable conversation but one that needs to be had: how do we ask people if they need help and seek help when we need it ourselves?

Launceston man Josh Gudsell has made it his mission to help empower the community to have difficult discussions around suicide with community information evening The Talk.

Representatives from Lifeline Tasmania, Speak Up Stay ChatTY, Headspace North and the Tasmanian Health Service will present at the forum alongside guest speakers.

"Like anyone, I've been affected by suicide a number of times, and essentially The Talk was to be able to connect people with the services and connect everyone to understand how they can talk about suicide and seek help," Mr Gudsell said.

"Everyone has jumped on board. Everyone's in agreement that suicide is an issue ... and every single person has been keen to get involved."

The event, to be held July 16 at Sawtooth ARI in Launceston, will be accessible and suitable for all ages.

• If you need help, you can contact
Lifeline on 131 114, beyondblue on 1300 224 636, Lifeline Samaritans on 1300 364 566, Kids Helpline on 1800 551 800, or MensLine Australia 1300 789 978.

Headspace thumbs up in North

By EMILY BAKER

MOST people accessing Headspace Launceston and Devonport have reported above-average satisfaction with the service, despite national criticism of the model.

The national organisation, which focuses on the health and wellbeing of 12- to 25-year-olds, came under scrutiny earlier this year when mental health experts accused the facility of failing young people as it presented the "McDonald's" version of healthcare.

Cornerstone Youth Services chief executive David O'Sign, who oversees the delivery of Headspace services in Launceston and Devonport, said the indication of satisfaction in Tasmania showed the model worked.

Clients reported satisfaction ratings of 4.5 for staff, 3.9 for outcomes, 4.1 for the centre and 4.3 overall, each out of a possible five.

Mr O'Sign pointed to the skills of staff to explain the high ratings.

"We need to be smart about how we move forward."

Headspace Launceston dealt with 10,000 occasions of service last year.

Youth seeking help can visit headspace.org.au or contact 1800 650 900.

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He said the challenge for the organisation would be maintaining that satisfaction level after Headspace received a 12-month extension on 2014-15 funding levels in contrast to its request for a three-year fund.

Practically, Mr O'Sign said that meant Headspace had not received a funding increase and that the organisation might not be able to reach out into Tasmania's more isolated regions as effectively as it hoped.

"The challenge for us is sustaining levels and maintaining a mix of skills," he said.

"Because funding levels remain the same doesn't mean our costs remain the same."

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headspace LOCATIONS



headspace Devonport has been established as a satellite model, managed by CYS in Launceston, and focusing on providing mental health services.

Since its inception in June 2013, headspace Devonport has witnessed a growing demand for mental health support among young people, recruiting additional staff to meet the needs of the north-west coast. Community partnerships with other organisations such as GPs, drug and alcohol programs, employment agencies and homelessness services have been established to address the wide variety of issues affecting the region.

Involvement in community events has been key for headspace Devonport to engage young people and build partnerships with other services. We have

been involved in a number of exhibitions during Youth Week, Mental Health Week and collaborating with other youth services to deliver skill building sessions in local high schools and colleges. headspace Devonport recently celebrated their 2nd Birthday by providing valuable resources, giveaways and delicious birthday cake to interested community members. Through increased community awareness the demand for headspace has grown – to date delivering services to 243 young people since doors opened in July 2013.

With community awareness and the number of young people presenting at headspace increasing, we look forward to continuing to build on partnerships and support young people in the north west.



Our headspace centres are youth-friendly.

There is a welcoming open door to young people, their families and carers. Clients can talk to a professional about any issue in confidence and comfort.

Often our clients have issues that cross the boundaries of health, social services, education and youth justice systems.

We are committed to a client-centric approach and we work closely with other service providers, whose focus is also on young people, to achieve this.



DEVONPORT

RING 03 6424 2144
EMAIL headspace@cornerstoneyouthservices.com.au
VISIT 64 Stewart Street
(up the hill from the mall)



LAUNCESTON

RING 03 6335 3100
EMAIL headspace@cornerstoneyouthservices.com.au
VISIT Cnr of Brisbane and Wellington Streets
(opposite Morty's)



OUR PROGRAMS



headspace

Over the past ten years, headspace Launceston has delivered in excess of 20,000 occasions of service to young people aged 12 to 25 in the northern Tasmania region.

We seek to ensure that young people are provided with the integrations and supports they require to maximise their capacity for personal, physical, mental and social wellbeing.

We help young people who are going through a tough time, and support them as individuals, their families and their carers.

The primary focus of headspace is to optimise the overall health and wellbeing of all Australians.

We focus on early intervention, we encourage help-seeking behaviours and we deliver education and health promotion to make a difference.

Our headspace centres are youth-friendly.

There is a welcoming open door to young people, their families and carers.

We are committed to a client-centric approach and we work closely with other service providers, whose focus is also on young people, to achieve this.



**CYS IS THE LEAD AGENCY FOR
HEADSPACE LAUNCESTON AND
HEADSPACE DEVONPORT.**





OUR PROGRAMS



The young Aboriginal support programme has just completed a very successful first year of operation. The programme developed out of the previous yAdas (young Aboriginal drug and alcohol service) and has been designed to provide a more holistic and responsive programme for young Aboriginal people aged 12-15 in the northern region of that state.

Working in partnership with Relationships Australia, over 30 young people have accessed the individual support the programme provides. These young people established goals based on their own needs and circumstances and worked alongside programme staff to develop strategies to achieve their goals.

The schools programme has been expanded over the past year to include learning packages on a broad range of topics that are based on the identified needs of the school community in which they are being delivered. Some of the topics that have been delivered are healthy relationships, alcohol and drugs, cyber safety, grief and loss, and cultural activities. During the past year

the staff delivered nine schools programmes in 5 of the 8 local government areas in the north of the state, and this will be expanded during 2016-17 to include at least one school in each of the LGAs.

During the past twelve months staff have participated in 14 community events across 7 of the 8 local government areas. These events have given staff an opportunity to expand their networks of community service providers and to market the programme to potential participants. Staff engage with the community through a range of interactive creative and educational activities, which generate discussion and are a lot of fun.





+

OUR PROGRAMS



The final year of the contract for the #switchitround project has been focused on the completion of products by the young people, development of social media platforms and dissemination of information to schools and community groups.

The arts-based products that the young people created were all aimed at reducing the risks associated with excessive drinking and tobacco use among their peers. Once complete, these products were then housed and shared on a social media platform such as Facebook, Instagram and YouTube. It was inspiring to see the creative way in which the program participants interpreted the brief and used film, photography, drawing, painting, graffiti art and paste-ups to promote change in behaviour, attitudes and knowledge among their peers.

The project culminated in public displays in galleries in Launceston and Hobart, which showcased the young people's work. In total 96 young people, from 15 schools

and community groups across the state, were involved in the creation of 80 pieces of work that were displayed at these events and shared with a wider audience through social media. To ensure the impact of the project was as broad as possible, all the products created, along with explanatory notes, were put on USBs and distributed to over 100 schools and community organisations across the state.



#switchitround



OUR PARTNERS

Leveraging the power and support of the partners that we work with makes it possible for CYS to deliver excellent integrated and holistic care.

CYS would like to thank our partners for their commitment to working together and allowing collaborative and cohesive pathways.

FUNDING BODY

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

FORMAL PARTNERSHIPS

Cornerstone Youth Services has formal working partnerships with:

- 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 – Newstead College
- Department of Education – Launceston College
- 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
- City Campus (this has changed its name)
- City Mission
- Deloraine High School
- Don Medical Clinic Family Practice
- Exeter High School
- Flinders Island Aboriginal Association Inc
- Kings Bridge Bar & Restaurant

- Glenorchy City Council
- Hobart City Council
- Jordan River Learning Federation
- Kings Meadows High School
- Lion Nathan
- Members of the SWAG Group and Working Group
- Mental Health Council of Tasmania
- MRC Northern Tasmania
- PCYC
- Port Dalrymple High School
- Queechy High School
- Rae and Partners
- Riverside High School
- Rosny College
- Sawtooth Gallery
- St Helens District High School
- St Marys District High School
- St Patrick's College
- Stigma No More
- TASCOS
- TAS TAFE
- Tasmanian Aboriginal Centre
- TCCI
- The Examiner
- The junction
- The Link
- West Tamar Council
- YMCA
- YNOT



FINANCIAL SUMMARY

FOR THE YEAR ENDED
30 JUNE 2016

This financial summary is a special purpose financial report that 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 2016 was due to additional funds provided for headspace Devonport.

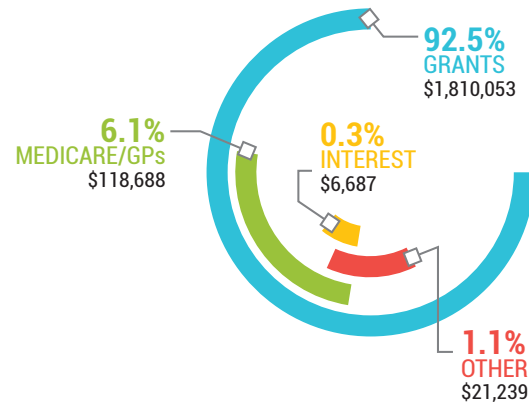
Employment expenses have increased in 2016 due to additional staff being employed for service delivery.

Direct program-related expenses include payments to subcontractors and other agencies for program delivery. Indirect program costs include depreciation, insurance, office expenditure, and cleaning.

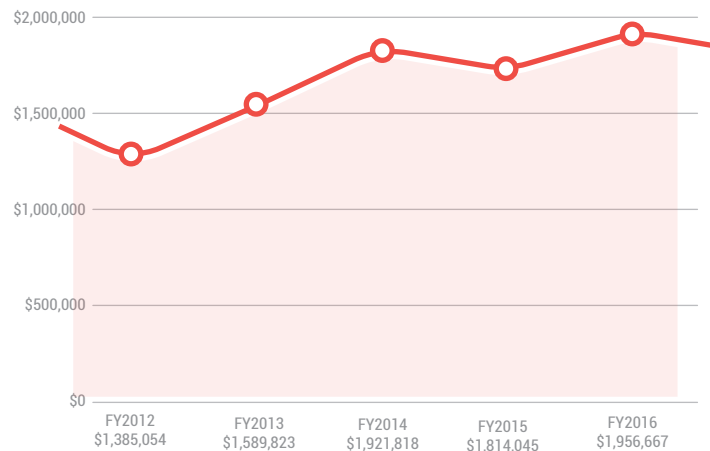
REVENUE YEAR ON YEAR

Revenue levels for 2012 to 2016.

REVENUE BY SOURCE



The above chart shows, for the 2016 financial year, 92.5% of revenue for CYS is by way of Commonwealth and state grants to deliver programs such as headspace and YASP.

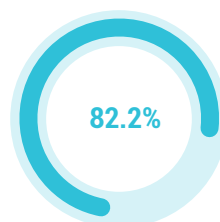


SUMMARY
PROFIT & LOSS for the year ended 30 June 2016

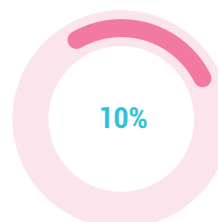
	2016	2015
	\$	\$
REVENUE		
Grants	\$1,810,053	\$1,675,792
Medicare and related income	\$118,688	\$114,485
Interest	\$6,687	\$9,209
Other income	\$21,239	\$14,559
	\$1,956,667	\$1,814,045
EXPENDITURE		
Employment expenses	\$1,647,181	\$1,600,650
Direct program related expenses	\$200,880	\$226,503
Indirect program related expenses	\$154,748	\$198,401
	\$2,002,809	\$2,025,554
OPERATING DEFICIT	-\$46,142	-\$211,509
Unexpected grants brought forward	\$4,840	\$189,501
Unexpected grants carried forward	\$40,139	\$2,160
NET SURPLUS / (DEFICIT)	\$91,121	\$24,248
Transfer from reserves	\$100,000	
BALANCED TRANSFERRED TO ACCUMULATED SURPLUS	\$8,879	\$24,248
Members Funds brought forward	\$370,350	\$584,019
Grants carried forward for future expenditure	-\$44,979	-\$2,160
MEMBERS FUNDS	\$279,229	\$370,350

EXPENDITURE
BY CATEGORY

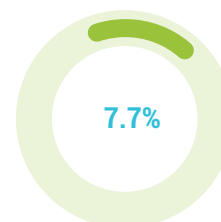
The chart shows the expenditure for the 2016 financial year. Employment expenses are directly related to program delivery. Indirect program expenses include items such as office expenses, utilities and insurance.



**EMPLOYMENT
EXPENSES**
\$1,647,181



**DIRECT PROGRAM
RELATED EXPENSES**
\$200,880



**INDIRECT PROGRAM
RELATED EXPENSES**
\$154,748







**LEAD WITH RELEVANCE
IN YOUTH HEALTH AND WELLBEING**

