



**CORNER**  **STONE**  
YOUTH SERVICES INC

**2018**





# ABOUT US

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

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

## **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

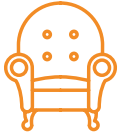
Develop collaborative partnerships

Respect diversity

Innovate with distinction

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# CHAIRPERSON'S REPORT

**Year Ended 30 June 2018**

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 that are based on the evidence of what works best.

During this year we have focused on the consolidation of our programs as well as the pursuit of new opportunities. As with many community service organisations, this is a challenging process since funding guidelines, contract periods and service standards seem to be subject to change, (and not always to our preference)! This year we have participated in external accreditation assessments, with very good results, as well as helpful identification of some areas for improvement. We have strengthened our Clinical Governance Committee with redesign of the Terms of Reference, revamped membership and with an appointment of an independent Chairperson. We have also established and consolidated our Community Advisory Consortium with wide membership from related organisations and community bodies.

Feedback from our funding bodies has been positive, and the Board and management endeavour to maintain a positive and progressive relationship with our funders in order to enhance transparency of what we are doing and achieving, and also to improve the effectiveness of the funding process. We believe it is important that funders and service providers focus on ensuring that services are funded sustainably, targeted to needs, and organised to be the best they can be. We aim to manage and oversee our financial performance, carefully balancing the need to follow budgets while allowing for a margin of variation given the rapid change of programs and staffing requirements.

Our Board comprises a range of members with community, service and commercial experience. We meet regularly and are committed to ensuring that Cornerstone meets its corporate obligations and its community responsibilities. We continue to be on the lookout for potential additional members who could strengthen our governance oversight.

We cannot provide our services without qualified, competent and

supported staff. It is a constant challenge to achieve the ideal level and clinical expertise of staff, especially in particular areas of North and North West Tasmania, (which is also an issue in other regional areas around Australia). 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 sufficient to provide the services we are funded for.

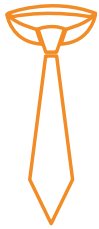
We continue to appreciate the support we receive from many people and organisations in the community, in particular, Stigma No More has enabled us to expand our staffing and the Irene Phelps Charitable Trust has enabled us to provide continuing service in the West Tamar. The Commonwealth Bank Foundation made a significant grant to Cornerstone as a 'grassroots' organisation.

The Board thank David, our capable CEO, and our staff for their great contribution in providing high quality services. We thank the members of our Clinical Governance and Consortium

Committees for their input. We also thank the community for support without which we would not be able to survive as an effective organisation for young people's mental health and wellbeing.

**PHIL MORRIS**  
CHAIR OF CORNERSTONE YOUTH  
SERVICES INC. BOARD





# CEO'S REPORT

Last year's report conveyed a message of significant growth for Cornerstone. The 2017-18 Financial Year commenced with the culmination of this growth, with our new Devonport site officially opening for business. Our focus this year has shifted to one of consolidation and refinement of our systems and processes to ensure we continue to provide a high quality service to young people throughout North and North West Tasmania.

We have made significant progress on work that had begun this time last year. Cornerstone has achieved accreditation against the National Standards for Mental Health Services. The attainment and maintenance of this accreditation holds Cornerstone in good stead. It requires us to reflect on our practices and quality frameworks and remain relevant in our field. Similarly, our Launceston headspace site has achieved accreditation through the headspace Model Integrity Framework (hMIF), which is administered by headspace National Office. The Launceston site was chosen to participate in the pilot of this accreditation process. The headspace Devonport site is now in the process of seeking accreditation through the hMIF.

Coinciding with our push for accreditation has been the process of developing a new Strategic Plan, and reviewing the Cornerstone Vision, Mission and Values. I would like to thank the numerous internal and external stakeholders that have contributed to this process. The Strategic Plan is being finalised as our Annual Report goes to print.

In summary, we have had an inward focus of improvement and refinement. However, this has not occurred without an eye on what has been happening externally. Our challenges remain, with the most notable being an increase in demand for services and the recruitment of appropriately qualified and skilled staff. We are confident that our challenges are being heard, as we have had the opportunity to consult with our funding bodies on a regular basis; we have had the opportunity to speak with headspace National representatives, including headspace National CEO Jason Trethowan; and we have had the opportunity to voice our challenges to politicians, particularly at Federal level. With a Federal election looming, the next Financial Year proves to be an interesting one. We are confident

that we are well placed to continue to provide much needed services to young people throughout North and North West Tasmania.

Of course, none of the work we do would be possible without our hardworking staff who continue to provide a service of the highest quality. To all of our staff, your work is appreciated and valued. This sentiment of thanks extends to the numerous stakeholders that assist with service delivery: our visiting service providers, volunteers, external contractors, headspace Consortium members, Clinical Governance Committee, Youth Advisory Groups members, and students who have been a part of our programs. I would like to express my gratitude to the Cornerstone Operations team for the support they have provided to me and to Cornerstone staff.

Finally, thank you to our Chairperson Phil Morris and the Cornerstone Board. The Board's expertise and insight into strategic direction and governance gives us the surety our pathway forward is bright and robust.

Thanks to all for a productive and successful year. We look forward to flourishing further in the year ahead.

**DAVID O'SIGN**

CORNERSTONE YOUTH SERVICES INC. CEO





## MEET THE BOARD



Phil Morris 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 thirty-five years. Until he retired, Phil was the Senior Executive Manager of rural hospitals and community health services in Northern Tasmania.

Phil 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's other involvements include volunteering in an apron for Maggie's Cafe, as a Board member of Uniting (Victoria & Tasmania) Ltd, and for various Uniting Church governance bodies. His four grandchildren in Melbourne are rapidly becoming smarter and faster than him! Phil tries to travel whenever he can and enjoys good food and wine.



Stuart Auckland is currently the Program Coordinator for Community Health Development at the Centre for Rural Health at the University of Tasmania. Stuart brings his experience and passion for improving the health and wellbeing of Tasmanian communities to his role as a member of the Cornerstone Youth Services Board. His academic background in rural community development and his current work in rural health, in particular rural and remote mental health, provide an appropriate context for his involvement on the Board. Stuart's interests in research relate to better understanding the socio-cultural and environmental factors that influence health outcomes.

Since his induction onto the Cornerstone Board, Stuart has witnessed a significant expansion in the reach and impact of services offered through Cornerstone, which is a positive reflection of the continued good work done by staff and volunteers at the organisation.



Peter Barns is currently the CEO at HR+ Tasmania, the Rural Workforce Agency for Tasmania. He has held this role since 2006. Peter lives in Launceston, Tasmania with his wife Lyndal and their three children.

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 being 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 of Launceston. He is also a member of the St Patrick's College Board.

Peter is involved with the Cornerstone Board because he feels he has a little to offer in regard to governance, and a lot to learn about young people today. Phones at the dinner table? Really?





Lil Cox is an Occupational Therapist who has been a qualified mental health service provider for 25 years, working in both private and public sectors with adults, children and adolescents, couples and families, who live with a range of serious and developing mental health concerns.

Lil is super excited to join the Inbalance team after 11 years at the Launceston Therapy Clinic. She is looking forward to the opportunity to work collaboratively, to ensure all clients can achieve their best mental health and recovery outcomes in a fabulous new facility. While remaining a passionate and committed Mental Health Clinician, Lil values the opportunity to sit on the Cornerstone Youth Services Board where she can contribute to the mental health services sector in a manner other than direct clinical care.



Bill Smith came to Tasmania from Scotland in 1981 and has lived here ever since. He attained a Bachelor of Social Work with Honours in 1992. From 1993 to 1998 he was Manager at the Launceston Community Legal Centre and has worked as a Manager in Human Services in both the government and non-government sectors. Additionally, Bill was the Manager of DHHS Custodial Youth Justice at Ashley Youth Detention Centre before retiring in 2017.

Bill has two grown-up daughters, one in Launceston and one in Hobart. He believes strongly in the delivery of good, quality social services to young people in the community. Other interests he has include football (soccer), travel, reading and film.



Bianca Welsh is a co-owner of Stillwater Restaurant and Black Cow Bistro. Bianca is about to complete a Bachelor of Behavioural Science with plans to take on Honours in Psychology in the future.

Bianca has been a business owner since she was twenty-one and has become very active in the community with not for profit organisations, and in schools around career pathways, job ready skills and what it takes to achieve your goals.

She has been part of the Cornerstone Youth Services Board since 2014 and is passionate about mental health and wellbeing and being able to reach your full potential no matter what life throws at you. Young people being able to access this service is very important to Bianca, and she is proud to be part of an organisation that can do so many great things for her local community.

# ORGANISATIONAL STRUCTURE

## CORNERSTONE BOARD



CHIEF EXECUTIVE  
OFFICER

DAVID O'SIGN

CONTRACTORS:  
ACCOUNTING



FINANCE & BUSINESS  
SUPPORT MANGAGER

LYNNETTE KERRISON

CONTRACTORS:  
IT



OPERATIONS  
MANAGER

ALISON ROBERTS

YOUNG  
ABORIGINAL  
SUPPORT  
PROGRAM (YASP)



PROGRAMS  
MANAGER

KERYN GEARD

YOUTH  
ENGAGEMENT TEAM  
(YET), SHORT TERM  
PSYCHOLOGICAL  
INTERVENTIONS,  
WEST TAMAR YOUTH  
OUTREACH SERVICE



HEADSPACE  
MANAGER

WAYNE FROST

LAUNCESTON &  
DEVONPORT  
YOUTH HEALTH  
TEAM  
RECEPTION TEAM

OPERATIONS TEAM



# YOUNG PEOPLE'S EXPERIENCES

Annual  
Report

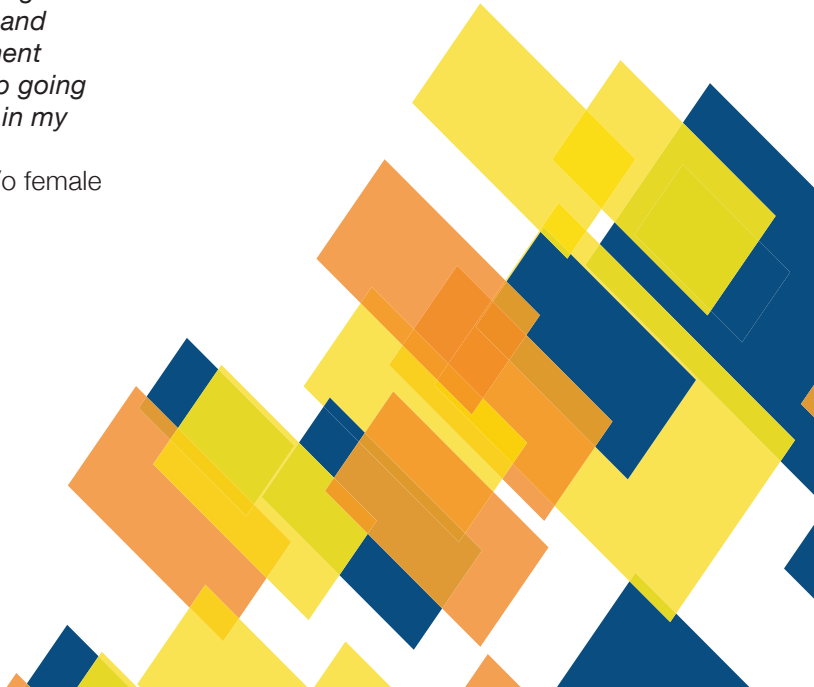
2018

*At the start of the year I was experiencing severe anxiety and panic attacks mostly brought on by my first job. I had turned to alcohol to help relieve the pressure and I was in a really negative mindset and was feeling helpless. Coming into counselling was quite scary at first, but I am so, so happy I did because it has been a game changer for me. Some perspective has been introduced back into my life and I have greatly opened up to the future and moving forward. I have learned to be a lot kinder to myself and I have a more positive mindset, but also I am learning to accept rather than suppress negative emotions. A weight has been lifted off my shoulders, and although I have a lot of improvement ahead of me, I am excited to keep going and create more positive change in my life.*

– 16 y/o female

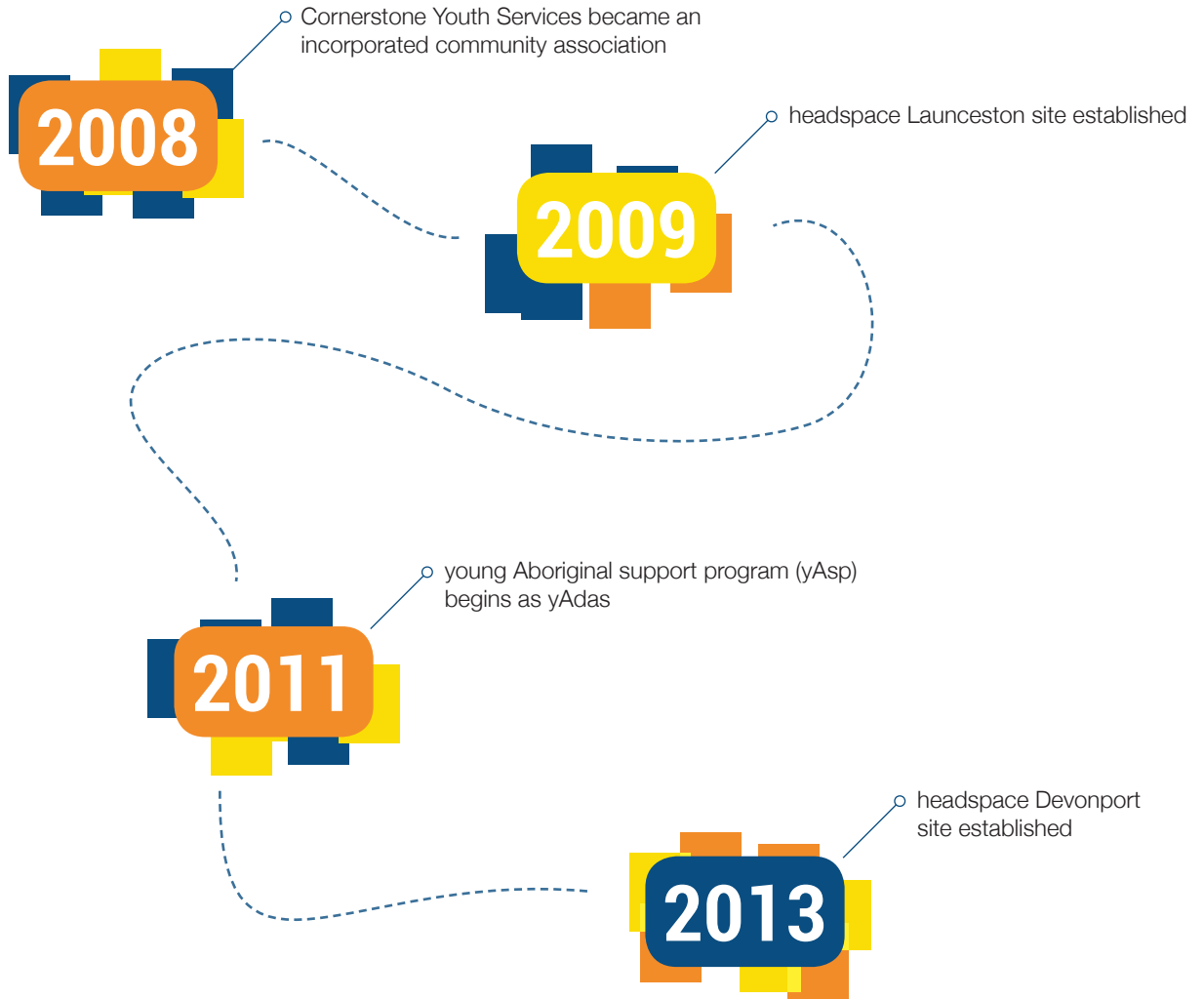
*In December last year I came to see the Cornerstone Clinician for the first time. At the time I was feeling like nothing was ever going to get better and everything was going wrong. Since then I have developed many coping strategies. Now I can go most places, I'm feeling much better about life and myself... I'm glad I found the guts to walk in to get some help with my problems and someone great to talk to.*

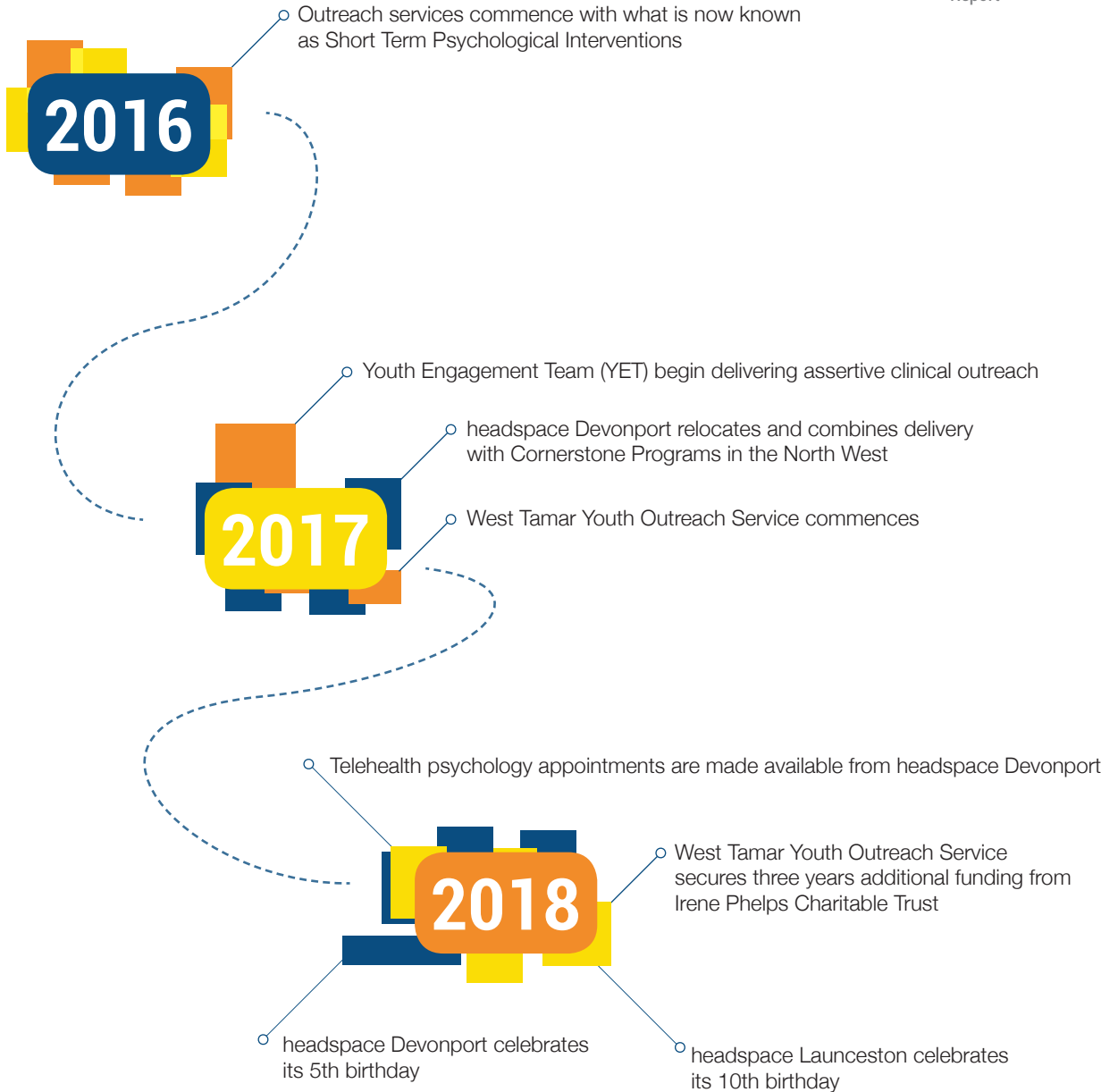
– 15 y/o male





# OUR STORY SO FAR...







# PROGRAMS

It certainly has been a wonderful experience in the last few months, taking over the reins from Kate Brennan as the new Program Manager. The hard work underpinning the Programs has certainly paid off in consolidating partnerships and further embedding our programs within the community under the Cornerstone umbrella. The Programs are now into their second year of operation and have successfully become part of the landscape of mental health services in the North and North Western regions of Tasmania.

## Short Term Psychological Interventions

Short Term Psychological Interventions meets the needs of young people living in remote and rural areas by providing access to counselling and mental health support otherwise unavailable in the area. The program is funded by Primary Health Tasmania and has been in operation since November 2016.

We currently employ two Mental Health Clinicians who provide counselling and support for up to 12 sessions for young people aged 12 – 25. Over the past year, referrals have increased due to the partnerships developed with local GPs and service providers. We are pleased to continue being able to offer this valuable service to young people living in rural and remote areas of Tasmania.

## West Tamar Youth Outreach Service

Commencing in January 2017, the West Tamar Youth Outreach Service is funded by the Irene Phelps Charitable Trust to provide mental health support to young people living in the West Tamar community and surrounds.

Our Mental Health Clinician provides counselling and mental health support to enhance the health and wellbeing of young people living in the area. This service operates in the West Tamar catchment and is accessible to young people between the ages of 12 and 25 who are experiencing a range of issues including anxiety, low mood, school refusal, suicidal ideation, self-harm, trauma, grief and loss. The program fills a gap in service provision in the area for young people who may not readily access clinical services due to a range of barriers including anxiety, transport or financial issues.

Over the past year, the outcomes for young people have been extremely positive due to the supportive counselling and targeted therapeutic interventions employed by our clinician. Young people have reported improvements with their personal coping skills and improved mental health and wellbeing. I've gained some much needed confidence, I'm feeling much clearer in my thoughts and I'm happier!

– West Tamar client

## Youth Engagement Team (YET)

The Youth Engagement Team (YET) program supports young people to engage with relevant services and reconnect with everyday activities. Mental Health Clinicians use an assertive outreach model and build relationships with young people experiencing, or at risk of, complex mental health issues who have disengaged from, or would benefit from reengagement with, services and supports. YET covers the North and North West of the state employing Mental Health Clinicians from a range of backgrounds including social work, nursing and psychology.

YET is funded by Primary Health Tasmania and is currently in its second year of operation. Over the past year, clinicians have consolidated partnerships with stakeholders in both regions of Tasmania to provide a holistic approach to a young person's mental health needs. Through an assessment process, clinicians work in collaboration with the young person in formulating their goals for positive future mental health and wellbeing outcomes. Clinicians provide a range of therapeutic interventions including counselling, case management, advocacy and liaison. Our Community Liaison Officer within the YET program has been busy working alongside clinicians, promoting the service in the North West, networking with stakeholders, and partnering with service providers in delivering promotional activities and groups in the community. The current role is in a process of transition and we are excited to further develop the scope of service delivery by providing additional support to young people in collaboration with the YET clinicians based on a functional recovery model.

**KERYN GEARD**  
PROGRAMS MANAGER

*From my perspective I am finding the YET Program invaluable.*

– referrer to YET

*Ultimately this YET is a much needed service.*

– referrer to YET





# YOUNG ABORIGINAL SUPPORT PROGRAM (YASP)

During the past twelve months, the young Aboriginal support program (yAsp) has undergone some exciting changes that have been welcomed in the wider community.

In partnership with Relationships Australia, yAsp has continued to deliver individualised support to young people in the North of Tasmania. During the year, a total of 27 new clients registered with the program, which along with 15 ongoing clients from the previous period, resulted in 42 young people being supported through the case management component of the program – this far exceeds the 30 clients that we were contracted to see. Some of the successes in the past twelve months include supporting young people to reengage with school, gain employment, reduce drug and alcohol use, engage with support services, access funding through the National Disability Insurance Scheme (NDIS), and strengthen their relationships with peers, family and community.

Our schools program underwent a change with a move away from issues-based modules to a more culturally based program. The sessions in the schools program are now focused on the critical areas of identity and belonging, which are delivered within a cultural context. The program then explores risk as both a positive and negative factor in young people's lives. These changes to the program have made it more relevant and appropriate for the young Aboriginal people who participate, while providing a solid base of knowledge for the non-Aboriginal students. A total of nine schools programs were

delivered during the past twelve months, comprising a mix of the traditional issues-based sessions, the new cultural program, and activity or art-based sessions.

One of the highlights for the year was a collaboration between the program and Aunty Dawn Blazely, an Aboriginal Elder, which resulted in a body of artwork that was created by young Aboriginal women at Deloraine High School then exhibited for a NAIDOC week event in the local community. The collaboration was supported by the NAIDOC theme for the year 'Because of Her, We Can', which acknowledged the strength and capacity of women in Aboriginal communities. The work with the students took place over three sessions and was based upon sharing personal stories as the Elder, the yAsp worker and students gathered together and discussed the significance of culture within the lived experience. Building upon the personal stories, each woman created artworks using the drawing and painting techniques taught to them by Aunty Dawn. Each young woman painted an image that represented an aspect of belonging to culture, family or Country. These paintings were framed and exhibited along with an array of artwork contributed by children in the Deloraine community at an event organised by Colony47 to mark the significance of NAIDOC. A young woman from the group won a 'Highly Commended' prize, and she proudly accepted her award in front of her community.



Artwork has become more central to the programs that have been delivered in the past twelve months. During the school holidays, a pilot program was delivered with the support of Aunty Judith Rose Thomas and the Queen Victoria Museum and Art Gallery. Aunty Judith Rose is a well-known artist and mentored the young people to create a range of artworks. The standard of the artwork that was produced by the young people after just two days was absolutely incredible and a testament to the skill and passion of Aunty Judith Rose and the willingness of the young people to absorb the knowledge of an Elder from their community. The atmosphere, sense of celebration, and absolute pride that the young people demonstrated made this program unique.

Unfortunately, changes to the funding for the program mean that our formal partnership with Relationships Australia will end. The arrangement to share the delivery of the program exposed young people to many exciting and innovative opportunities and provided staff access to cultural support. We extend our thanks to Relationships Australia for their investment in the program over the past years and look forward to working with them on other projects in the future.

**ALISON ROBERTS**  
YOUNG ABORIGINAL SUPPORT PROGRAM (YASP) MANAGER





# HEADSPACE

headspace has enjoyed another year of being a vital and busy service. Our statistics show, based on the number of young people coming in and the number of services provided, we maintain service levels above the national average, and considerably higher in some aspects. In 2017-18, our major success has been the ability to maintain high quality services in an environment of strong demand. Everyone on our team cares about the work they do and it's what gets us through the difficult moments. Although I'd particularly like to thank staff who have coped with change and demand in the Senior Clinician and Clinical Lead roles, I would also like to thank all staff for an excellent year.

While Launceston headspace has coped well with changes this year, Devonport headspace is not to be outshone when it comes to managing change, as they relocated in late August 2017. The new office in Steele Street was taken on so we could cohabit with

our Cornerstone Programs colleagues. It has been a positive move, albeit one with some growing pains; I'm grateful for everyone's patience as we've worked through things. In addition to the fantastic Devonport headspace team, our Volunteer Vocational Consultant extraordinaire began fortnightly visits to Devonport in April / May of this year. She's already had some significant success with young people up there and I can't thank her enough for her efforts.

headspace Community Liaison has juggled many projects (including another successful Mental Health Week North event in 2017), school presentations, community education events and many, many more! Our administration team has been minus staff at times and held things together admirably. It's been another very busy year out front with quite a few hours of overtime and toil built up; we couldn't have held up so well without them.

The year involved accreditation processes with both centres going through (and Devonport is still going through) the headspace Model Integrity Framework (hMIF) process, absorbing considerable time and effort. I thank Cornerstone Operations Manager Alison Roberts for her work with the National Standards for Mental Health Services, as this allowed us to get the 'tick' on many hMIF items. To round out the year, I want to thank our service partners: Troy and Caitlin from National Joblink (NJI) for continuing their commitment to vocational consultancy for our clients; Vocational Consultant Kim Good; Fiona at Alcohol Drug Service; and our great private practitioners Malcolm Aslin and Patsy McCue. Lastly a special mention and thank you



The Advocate, 27 June 2018

to Mel Drake, our Youth Health Nurse through the Youth Health Team at Primary Health THS (thank you for your ongoing support THS!). Mel recently won the culture award for Cornerstone, and in the last 12 months she has held the Nurse role alone at times, oriented our new Nurses for us, and managed very high uptake of the service. The best description of Mel would be to use her favourite word – awesome!

The year ahead? We hope to host one or more psychology student placements, trial a 'single session family medication' service, trial another service stream of brief interventions, see through the review of our system for intake, and celebrate some major milestones. headspace Launceston will turn 10, while headspace Devonport will turn 5, and under the guidance of headspace Community Liaison we're anticipating a birthday party being organised in each region by our Northern Youth headspace Team (NYhT).

**WAYNE FROST**  
HEAD





## NORTHERN YOUTH HEADSPACE TEAM (NYHT) AND HEADSPACE CONSORTIUM

### Northern Youth headspace Team (NYhT)

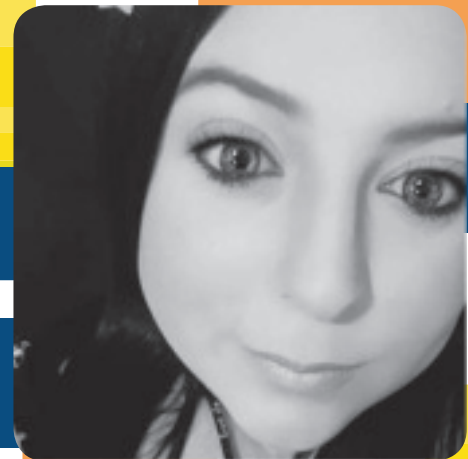
The Northern Youth headspace Team (NYhT) is a group of young people in Tasmania, facilitated by the headspace Community Liaison Officer, who collaborate regularly on involvement at various youth and community events, assisting both headspace and Cornerstone with implementing consumer-driven service delivery.

Over 2017-18, NYhT has been working on strategies to increase group numbers in North and North West Tasmania, and exploring how the two regional groups can work together; by early 2019 it is expected the NYhT title will be amended to reflect the North Western involvement.

Within the group, it has been identified that personal and professional goal-setting strategies and gaining experiences that will contribute to personal development are key priorities. NYhT development around exploring and developing these key priorities will continue, with a review of this being held in 2019.

The NYhT Terms of Reference are currently being reviewed in line with the headspace Model Integrity Framework (hMIF) with the aim to have the new Terms of Reference finalised by late 2018. NYhT will lead this process to completion.

While headspace acknowledges NYhT is comprised of many members who all have invaluable input, skills and experiences to share, in particular we wish to acknowledge NYhT member Des Dusautoy for her involvement with the headspace Consortium. Des has contributed to all headspace Consortium meetings this year as a youth consumer representative in a room of senior service providers. From this involvement, it has been noted Des has shown extensive knowledge, expertise and professionalism – NYhT, headspace and the headspace Consortium thank Des for her involvement.



**DES DUSAUTOY**

## headspace Consortium

2018 is the first year of the headspace Consortium. The Consortium is a group of local services and stakeholders with an interest in the operation of the headspace program. The idea is that the group supports the operations of the headspace service. The inaugural meeting was held in February and we've been meeting every two months in Launceston and via videoconference with the North West.

The early meetings of the Consortium were used to orient members to our work, our organisation, and the environment and the demands that we operate within. Thanks to resources such as Tableau, as well as statistics developed in-house, we've been able to show our members the work we do, the characteristics of the young people we see, and the strain of demand.

We're now at a point where the Consortium can focus in on a priority area and review, brainstorm, generate ideas and provide or recommend resources to help us. We've recently been discussing issues around demand management and there are a number of ideas being followed up. We've enjoyed some successes already: through Dr Radford we've started a conversation with the UTAS Allied Health Department about sports physiology student placements and potential research collaborations. Dr Radford has also connected us with Family Planning Tasmania (FPT); this has been great for our medical staff and clients, as FPT has commenced some new services recently that are relevant for many of our clients.





# FUNDRAISING AND EVENTS

## No Stress Sunday 2017, July 2017

Stigma No More Inc. collaborated with Cornerstone for this fundraising event. Funds raised from the event supported Cornerstone service provision, and mental health and suicide prevention training throughout the community. Cornerstone wishes to express its gratitude to Paul Thomas, Stigma No More, and the organising committee of No Stress Sunday.



## Mental Health Week October 2017 - Stronger Together

headspace Day Celebration and Mental Health Week Expo at the Mental Health Week Art Exhibition in Launceston.



## Mental Health Week October 2017 - Stronger Together - Expo, October 2017

headspace, yAsp and Cornerstone Programs collaborated with Northern youth stakeholders to host the annual Mental Health Week Expo. Thank you to all who exhibited and attended.



## With thanks to... PCYC, Launceston, October 2017

Thanks to PCYC Launceston for the donation of free passes for Cornerstone participants for their OPRES Challenge.



## Youth Presenter Training, November 2017

The Black Dog Institute and headspace Launceston partnered to support and train young consumers of mental health services to deliver mental health awareness presentations to young people in schools and public forums. This training was delivered across three sessions and approximately twenty young people attended the training.

## With thanks to... Our Community Members - Blessing Bags, December 2017

With thanks to Launceston community members Bec, Zanthia, Paige, Tilly and Lily (pictured) for donating Blessing Bags for gifting to outreach clients of headspace Launceston. Client feedback from young people who received these bags indicated how appreciated these were.

## Free Community BBQs at the Gorge, January 2018

headspace Launceston, young Aboriginal support program (yAsp) and Cornerstone Programs collaborated to provide three free BBQs to the young people and their families attending the Gorge this summer. Dozens of sausages were cooked by our staff for these events! yAsp provided cultural craft activities, including string making, and headspace had a chill-out area in the much needed sun. With thanks to Cripps Nubake for providing bread for all three BBQs.



## The Royal Rumble, January 2018

headspace supported The Royal Rumble – Art & Action Sports Festival at the Royal Skate Park in Launceston.



## headspace National Forum, Melbourne Convention and Exhibition Centre, March 2018

In addition to attending the headspace National Forum 2017, headspace Launceston and headspace Devonport collaborated on a showcase of our Youth Advisory Group, staff, programs and initiatives within North and North West Tasmania.



## Mental Health and Social Media, April 2018

A collaboration between the Black Dog Institute, Stigma No More and headspace, this public event in Launceston explored how media platforms may be used to measure our mental health and as a preventative measure towards reducing suicides in our community.



## With thanks to... Devonport City Council (DCC) – Care Packs

The provision of care packs was an idea of headspace Devonport, with the intention of helping young people who are experiencing very low self-esteem, often in the context of trauma. The packs are filled with things that can assist healing, such as stationery for reflection and journaling, plus skin care and other treats designed to reinforce the work we do – providing a practical, tangible reminder to the young person that they are important and worthy.

The grant kindly provided by the Devonport City Council (DCC) has enabled us to prepare 20 care packs for distribution with selected clients of our service. The packs have been shown to give a significant boost to the young people who need them.

## Kings Meadows High School – Mentally Healthy Day, April 2018

headspace Launceston attended the Mentally Healthy Day at Kings Meadows High School (KMHS). This was organised by the Grade 10 Leaders for all students from KMHS.

Students came in their grades and participated in activities with various stallholders. headspace talked to students about strategies for having a healthy headspace and asked them to write these on a stone mosaic and 'When I'm not in a healthy headspace, ... helps me feel better' cards.



## **RUOK? Day, September 2017**

headspace Devonport supported RUOK? Day at St Brendan Shaw College. RUOK? Day is a national day of action dedicated to reminding people to ask each other 'R U OK?' in a meaningful way.



## **Youth Week North, April 2018**

West Tamar and yAsp supported the Beaconsfield Youth and Community Festival in collaboration with the West Tamar Council and Youth Advisory Council West Tamar.



## **Youth Week North West, April 2018**

Youth Family and Community Connections (YFCC) hosted the Burnie Youth Festival at Hellyer College and Reclaim the Lane in Devonport. Cornerstone and headspace Devonport attended both events and provided a headspace Dance Space, complete with disco ball!



## **Commonwealth Bank Centenary Grant - June 2018**

Cornerstone was the recipient of a Commonwealth Bank Centenary Grant in 2017. Our appreciation is extended to the Commonwealth Bank, and in particular Peter Scanlon.



# OUR FUNDING BODIES AND PARTNERSHIPS

Cornerstone would like to thank and acknowledge the following...

## **Funding Bodies**

Cornerstone Youth Services receives funding from:

- Department of Health
- Primary Health Tasmania under the Australian Government Primary Health Networks Program
- Department of Premier and Cabinet
- Irene Phelps Charitable Trust

## **Formal Partnerships**

Cornerstone Youth Services has formal working partnerships with:

- headspace National
- Relationships Australia
- Department of Health and Human Services
- Youth, Family and Community Connections
- National Joblink (NJL)
- Mental Health Services North
- University of Tasmania



# STAKEHOLDER EXPERIENCES

Annual  
Report

2018

*(Our services) have a number of clients who are experiencing mental health issues and require additional support to navigate the health system, re-engage with education and participate socially. We have seen a positive impact as many of our clients need this support. Often (we) are not able to directly address the mental health issues due to the intensity of the work required and our limited timelines. Often we are (busy) addressing other needs which do not always prioritise mental health... Access to (Cornerstone is) instrumental in assisting (our clients) begin to make prosocial changes as they are receiving the care they require to address anxiety, depression and other mental health concerns.*

– Community Service Provider

*I believe (our service and Cornerstone) have been working extremely well together and have complemented each other's work. For a long time there has been a gap in mental health services rendering many young people left unassisted as they have often not met the criteria for (other supports) which has now been filled.*

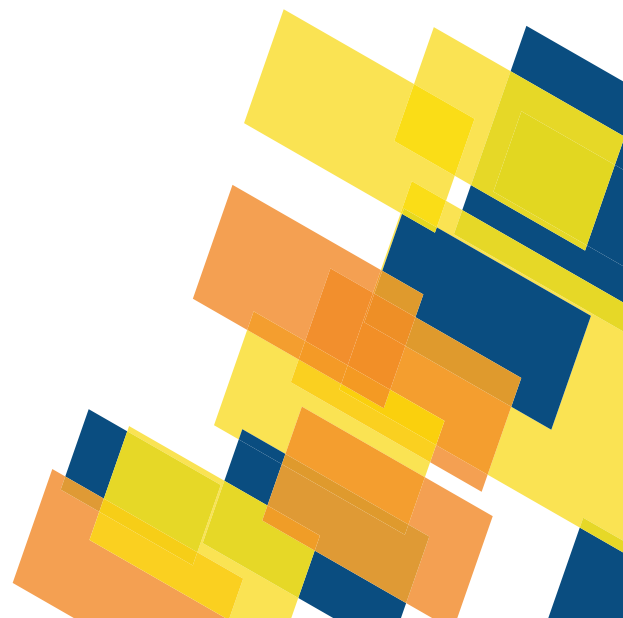
– Service Provider

*Cornerstone has also promoted collaborative care and this is essential for effective outcomes with young people in my experience.*

– GP

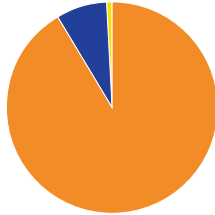
*(Cornerstone clients) have been able to access non-judgemental, affordable and confidential health care and in doing so had their needs met. Through this process, learning difficulties and mental health issues have been identified and further assessment and treatment initiated; physical needs have also been assessed and treated accordingly. The capacity to arrange follow-up has been excellent with the clinicians. In my experience, when these young people present of their own accord it is often in crisis and they fail to follow up. Cornerstone allows things to be addressed with minimal emotional intensity.*

– GP



# FINANCIAL SUMMARY

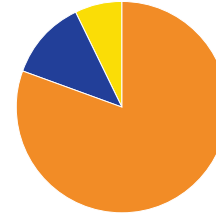
## Revenue by Source



Grants	91.3%	\$2,604,555
Medicare/GP's	8.0%	\$229,023
Interest & Other	0.6%	\$18,203

The above chart shows for the 2018 financial year 91.3% of revenue for Cornerstone is by way of Commonwealth and State grants to deliver programs such as headspace and yAsp.

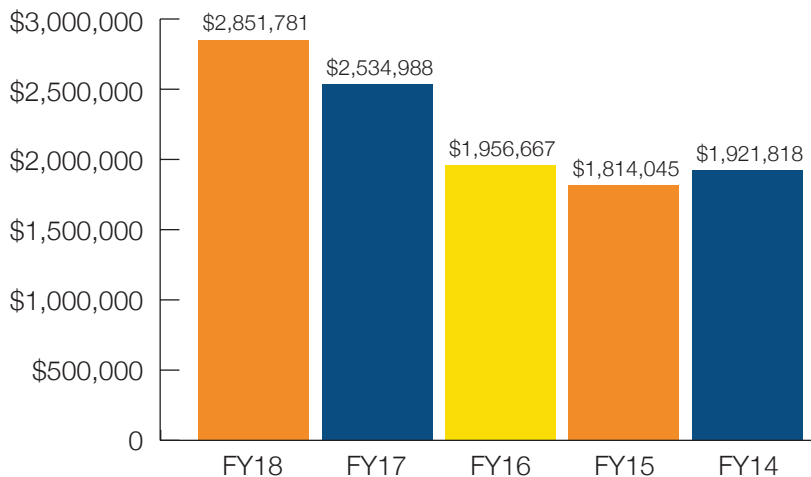
## Expenditure by Category



Employment expenses	80.6%	\$2,441,672
Direct program related expenses	12.2%	\$368,766
Indirect program related expenses	7.2%	\$217,568

The above chart shows the expenditure for the 2018 financial year. Employment expenses are directly related to program delivery. Indirect program expenses include items such as office expenses, utilities and insurance

## Revenue Year on Year



Revenue levels for 2014 to 2018

## Summary Profit & Loss for the year ended 30th June 2018

	<b>2018</b>	<b>2017</b>
<b>Revenue</b>	<b>\$</b>	<b>\$</b>
Grants	\$ 2,604,555	\$ 2,271,632
Medicare and related income	\$ 229,023	\$ 208,212
Interest	\$ 3,978	\$ 3,882
Other income	\$ 14,225	\$ 51,262
	<b>\$ 2,851,781</b>	<b>\$ 2,534,988</b>
<b>Expenditure</b>		
Employment expenses	\$ 2,441,672	\$ 1,778,844
Direct program related expenses	\$ 368,766	\$ 348,137
Indirect program related expenses	\$ 217,568	\$ 165,006
	<b>\$ 3,028,006</b>	<b>\$ 2,291,987</b>
<b>Operating Surplus/(Deficit)</b>	-\$ 176,225	\$ 243,001
Funds utilised from previous period	\$ 165,580	\$ -
Grants carried forward for future expenditure	\$ -	-\$ 199,354
Members Funds brought forward	\$ 322,876	\$ 279,229
<b>Members Funds</b>	<b>\$ 312,231</b>	<b>\$ 322,876</b>

## Financial Summary

The increase in grant income in 2018 was due to Cornerstone Youth Services Inc receiving a full year of funds for the Community Based Mental Health Care Services program for the delivery of Mental Health Service to Young People at Risk of Severe and Complex Mental Illness and the provision of a Mental Health Clinician to West Tamar region.

Employment expenses have increased in 2018 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.

# NORTHERN TEAM



Back L – R: Mark, Alison F, Ella, Rae, Claire (all the way from Devonport), Sonia and DJ  
Front L – R: Jayne, Kim, Stacey, Georgia



L – R: Caz, Melissa, Nat and Dan

Absent: Anne Marie, Beth, George, Mel, Jenny, Kelly, Lynn-Maree, Madeline, Maree, Misha, Sarah, Isobel, Patsy, Zac and Malcolm

## Launceston

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📞 **03 6335 3127**

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🌐 **www.cornerstoneyouthservices.com.au**

# NORTH WEST TEAM

## Devonport

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L – R: Kimmi, Lynsie, Regina, Louise and Tania O



Kim G and Tania P

