



ANNUAL REPORT

2019

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ABOUT US

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

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

OUR VISION

All young Tasmanians are
supported to live great lives.

OUR PURPOSE

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

OUR VALUES

Inclusive
Integrity
Contemporary
Quality

CHAIRPERSON'S REPORT

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

During this year, we have continued to build the efficiency and effectiveness of our programs through clinical governance oversight, accreditation performance and workflow improvements as well as closely monitoring our financial performance. We value the feedback we are receiving from our advisory consortium and youth reference group. We have strengthened our risk management framework with particular attention to cyber security. Feedback from our funding bodies continues to be positive, reflecting our efforts to maintain a positive and progressive relationship with our funders based on transparency in what we are doing and achieving. We are pleased to have had some discussions with a retiring organisation that may result in a

funds transfer that will facilitate ongoing work with young people in northern Tasmania.

Our Board comprises a range of members with community, service and commercial experience. We meet regularly and are committed to ensuring that CYS meets its corporate obligations and its community responsibilities. At the end of the year, we farewelled Stuart Auckland, one of our original Board members. Stuart has taken on a role with Primary Health Tasmania (PHT). We have valued Stuart's contribution on the Board, since its inception, particularly with his wide experience in community consultation, development and research. We wish him well in his new role, which will further build on community links with PHT.

We cannot provide our services without qualified, competent and supported staff. It remains a constant challenge to achieve the level and clinical expertise of staff, especially in particular areas of North and North West Tasmania.

We try to be an employer that values staff by offering support, clinical supervision, management and governance leadership, and fair remuneration. We also would like to see more strategic national planning into, and trialling of, alternative labour and workforce models.

We 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 Black Dog Institute funded some additional staff training. The Rotary Club of Central Launceston has funded a very necessary vehicle to assist with our outreach and health promotion activities. We also thank the Commonwealth Bank for a significant donation.

The Board thanks David our capable CEO and our staff for their great contribution in providing high quality services. We thank the members of our clinical governance, consortium and reference committees for their input. We also thank the community for support, without which we would not be able to function as an effective organisation for young people's mental health and wellbeing.

Phil Morris

Chair of Cornerstone Youth Services Inc. Board



CEO'S REPORT

This year has been another busy and rewarding year for Cornerstone. Towards the latter part of the year, we have been preparing for additional services to be delivered in the North West of the state. Our YET program was offered the opportunity to extend its services in Devonport. This means that a service to assist disengaged young people experiencing severe and complex mental illness will now be available for extended hours at least three days per week. Additionally, it means that the feedback to funding bodies regarding the demand on services in the region has been heard and acted upon. Similarly, Cornerstone's headspace Devonport program was invited to tender for the Individual Placement Support (IPS) program. IPS is a program dedicated to

helping young people who are eligible to access headspace Devonport services. It is focused on assisting young people in finding work they are interested in with an employer who is respectful of where they are in their recovery and who willingly supports them. The real benefit of these initiatives will be seen in the following year. However, one additional service that has had an immediate impact is our Don College Medical Clinic which forms part of our headspace Devonport service.

The establishment and commencement of the services such as YET extended, IPS and Don College Medical Clinic are a direct response to the challenges faced by young people in the North West of Tasmania. There is growing recognition among key stakeholders regarding the needs of young people and the challenges they face in accessing services. Pleasingly, this year has seen increasing opportunity for Cornerstone to be able to advocate for young people across the state, particularly to decision-makers from funding bodies and politicians from a cross-section of political parties.

From an organisational perspective we have been faced with our own challenges, but we are confident in the steps we have taken to address these head on. Our headspace services had the opportunity to undertake a comprehensive review of our demand

management and intake processes. The outcome is a refined system that is for the betterment of our clients and clinicians. We have also recognised that as our services increase, we need to ensure we have the ability to attract and retain our biggest asset, our people. This year, for the first time, saw Cornerstone appoint a dedicated Human Resources professional to assist with this task.

Consistent with our Strategic Plan, this year has seen a renewed focus on our staff and how we wish to operate as an organisation. Our workplace culture is one we are proud of and one we wish to develop further. Our dedicated and passionate staff consistently live our values in the work they perform. We have introduced regular lunch and learn sessions, which are an opportunity for staff to share learnings from professional development and for visiting service providers to share information about the services they deliver. We will continue this focus into the new year and look to recognise staff as they continue with work that is consistent with our values: inclusive, integrity, contemporary and quality.

We have been extremely grateful for the support we have received from our local community throughout the course of

the year. Specifically, the Rotary Club of Central Launceston, with the support of Sally's Ride, donated a vehicle to Cornerstone which is an invaluable resource for our organisation. We are excited about the early planning of a project with Blooming Tasmania which aims to 'green' our courtyard. At the completion of the project, we will have a courtyard space that will be used by staff and clients and one which will be the launching pad of the Launceston Green Environs Project.

I would like to thank the Cornerstone Operations team for the role they have played in forging another rewarding year. Thanks is also extended to the Cornerstone Chair Phil Morris and our Board for their sage advice and support as we navigate increasing demand, the extension of our existing services and the introduction of new ones.

David O'Sign
Chief Executive Officer,
Cornerstone Youth Services Inc



OUR 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 35 years. Until he retired, Phil was a Senior Executive Manager of rural hospitals and community health services in Northern Tasmania.

Phil has been a member of the Cornerstone Board since it first formed about 10 years ago. Phil joined the Board as he believed in the aim of Cornerstone to be a positive organisation that really helps and supports young people in achieving their best in mental health and wellbeing. He feels that Cornerstone is able to focus on the key services and doesn't get distracted in doing a lot of other things that could help young people but which really are better left to other services.

He sees the biggest achievement of Cornerstone as being a relevant and positive organisation by young people.

As a child, Phil always wanted to be able to play the guitar really well (which he is still working on), and while his parents supported him they would rather he kept learning to play the piano. On a personal level, Phil is most proud of being able to celebrate the achievements of his children and grand-children.

And if Phil could swap jobs with a staff member for a day, he would use his talent for making coffee to support the people who know what they're doing.



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, a role which he has held since 2006. He completed a Bachelor

of Theology through Melbourne University and has a Graduate Diploma in Corporate Governance. Peter joined the Board in August 2016, the reason given being "I love the smell of meetings in the evening." According to Peter, CYS excels at providing targeted medical and allied health services to young people, with the biggest achievement being that they're "still going after all these years"(channelling his inner Paul Simon). Peter feels this quote also sums up his biggest achievement in life. If Peter wasn't doing his serious work, he would love to be a youth worker and hang out in the park all day, or play basketball with the students from Launceston College. A childhood dream of Peter's that has come true involved a scary clown, but he'd rather not go into that...



Lil Cox is an Occupational Therapist who has been a qualified mental health service provider for 25 years, working in both the private and public sectors. Lil is passionate and committed to the mental health care sector. Having always provided direct clinical mental health care, becoming a member of the Board in 2017 provided an alternative opportunity to contribute to the mental health of the community. Lil is able to contribute to the functioning of the Board by applying a clinical lens to the decision-making process. Lil believes that a strength of Cornerstone is the capacity to attract, connect and engage with young people and their families, which provides the greatest likelihood of building a resilient, mentally healthy community. According to Lil, one of the biggest achievements of Cornerstone is the workforce's capacity to provide a consistently high standard and range of clinical services to the youth community.

If Lil could swap jobs with a worker, it would be to spend time in the role of headspace Community Liaison Officer.

She is interested in knowing what the community knows and understands about Cornerstone and the services that are provided, and this would get her out of the consult room and talking with the community which would be fun and creative.

The achievement that Lil is most proud of is still in the making and relates to raising three children who are able to navigate a world of changing work and to live productive and stimulating lives. Lil is living her childhood dream of being able to live in a manner that she chooses with the people she loves around her. She has seized opportunities when they presented and has worked hard to achieve this.



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 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 joined the Board in 2012, as he felt that he had a reasonable amount of experience in the community sector, including on Boards, and believed that he had something to offer.

Bill acknowledges the excellent work done by the NGO's in the community and sees a strength of Cornerstone as being its strong ongoing focus on quality. The credibility that Cornerstone has with its clients and funders is a major achievement of the organisation.

Going back to university as a mature age student is an achievement that Bill is not only proud of but also meant he saw his childhood dream of working in social services come to fruition. And if Bill could swap jobs, it would be to something that took him out and about in the community and not tied to a desk.



Bianca Welsh is a co-owner of Stillwater Restaurant and Black Cow Bistro, and she has been a business owner since the age of 21. She has recently completed her Bachelor of Behavioural Science and is hoping to start a Bachelor of Psychology in 2020, with the ultimate aim of gaining a Master of Clinical Psychology. Bianca 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 goals.

Bianca has been part of the Cornerstone Board since 2013 and is passionate about mental health in the community and for all people, and particularly young people, to be able to live better and healthier lives. She is proud to be part of an organisation that does so many great things for the local community and she sees a strength of Cornerstone as its ability to build great relationships with the community and clients. The increase in services and the sustainability of

Cornerstone as a funded organisation is one of the biggest achievements in the time Bianca has been on the Board.

As a business owner, Bianca is proud that she is able to provide a great workplace for her team and that she loves what she does. She is also super proud of the little human that she made and gave birth to. Bianca didn't really have a childhood dream and feels that she has exceeded everything she imagined as a child. If she could swap jobs with a staff member for a day, she would choose to work as a psychologist, which is her long-term goal.

OUR STAFF



I am an occupational therapist who has worked predominantly in the area of public, adult mental health services both in Tasmania and the UK, since graduating in 1991. For the last 8 years I have worked at Cornerstone Youth Services in the headspace Launceston team.

The buzz and excitement of Professor McGorry's Early Psychosis Prevention Intervention Centre's (EPPIC) model in the late 90s, piqued my curiosity and has been instrumental in directing my career to where it is today. Orygen services soon followed and then the rollout of the headspace model in 2006. I continued to track these exciting developments that were providing a fresh way to deliver evidence-based practice in a proactive manner and knew that if it came to Tasmania I wanted to be part of 'it'. It's fabulous that Cornerstone stepped into the space of youth mental health and was able to envisage what it could look like in

Tasmania. Cornerstone is more than a place I go to perform my work. The underlying principles and values closely align with my own personal and professional values and beliefs regarding the delivery of services to young people. The culture of the team is one of embracing strengths, celebrating diversity, encouraging flexible and visionary thinking, championing the true meaning of multidisciplinary team-work, and valuing everyone's place in the organisation in the role they play. More important for me, though, is the workplace's strong culture of providing a safe place to openly debate. Challenging conversations are encouraged across many levels and topics from the direction of the toilet rolls, to differing opinions regarding clinical decision-making, and then organisationally about how to best respond to current concerns affecting young people. These aspects help a team flourish and function effectively, along with the idea that there may be multiple solutions to an issue.

Many of these principles mirror the work we do with young people. The skills and strategies we present to them in therapy aim for improved psychological flexibility and hence the improved ability to function in their chosen meaningful life occupations. It is a privilege to work with the young people who come into headspace and receive our services.

And we as an organisation celebrate and promote a two-way process as we are learning from them every day. My own personal interests help me perform best in life roles including work. I like to cook (especially bread and bagels), collect London-theme bits and bobs, travel, swim, read, catch up with friends, listen to podcasts, run (sometimes mindfully), and have a daily latte. I enjoy keeping abreast of political, ethical and science topics, knitting tea cosies, going to book club, and I have recently been attending the local pub choir. I enjoy spending time with my family and my rather strange dog, who thinks he is a cat and sings when our piano is played.

Jenny Pike
Mental Health Clinician
headspace Launceston



I have worked for Cornerstone Youth Services for 5½ years as the Finance and Business Manager and most days enjoy the challenges that come with the role. During my adult life, I have worked in several different jobs, such as retail, working with young people, working with people seeking employment, training, property management, library assistant and extensive roles in admin/management. I have worked in the community sector for over 20 years in areas such as employment, training, mental health and youth. I enjoy working for organisations that give back to the community, but have also worked in the mining industry and transport industries, real estate, at a supermarket and a newsagency. I also volunteered and was on the board of Timeout House for a period of four years.

When I am not at work, I love to be creative, spending time with my friends and family, travelling, experiencing new things and going to new places, watching great TV series and movies and listening to music. I am a passionate Carlton supporter and have two cats, Max who is 17 and Shannon who is 16.

Lynnette Kerrison
Finance and Business Support Manager



I began at headspace Devonport in 2015 as a volunteer through my Employment Support Provider – Mission Australia. Then after my six-month trial finished, I was offered a position as receptionist for the Devonport office. I feel extremely grateful and lucky to have a role created for me and the opportunity to work in a youth mental health organisation such as headspace.

I enjoy working with compassionate people, and the diversity of my role has provided me with opportunities to broaden my skills and knowledge – personally and professionally – and I've made some lasting friendships with colleagues.

Kimmi Prunster
Reception Team Member
headspace Devonport



I have been working with Cornerstone for over six months now and have loved being a part of the Youth Engagement Team in both the North and North West. I am currently completing my 5+1 internship in order to gain my full registration as a psychologist

Throughout my psychology studies, I knew that I wanted to work with youth, and my Masters placement with Department of Education confirmed this for me. I was ecstatic to receive a job offer soon after completing my Masters in the client group I wanted to work with. Despite being across offices, I have enjoyed the community spirit that is shared. The Cornerstone team work hard for their clients and the community but also laugh even harder. I have learnt through my time here that we aren't here to change the world but to make small progress where we can, often through just making a connection with those most vulnerable.

Caitlyn Osborne
Mental Health Clinician
YET - Burnie and Launceston



OUR HISTORY

Cornerstone Youth Services becomes an incorporated community association

headspace Launceston site is established

young Aboriginal support program (yAsp) begins as yAdas

headspace Devonport site is established

2016

- Outreach services begin with what is now known as Short Term Psychological Interventions.
- Burnie site is established

2017

- Youth Engagement Team (YET) begins delivering assertive clinical outreach
- headspace Devonport relocates and combines delivery with Cornerstone Programs in the North West
- West Tamar Youth Outreach begins

2008

2009

2011

2013

2018

- Telehealth psychology appointments are made available from headspace Devonport
- headspace Devonport celebrates its 5th birthday
- headspace Launceston celebrates its 10th birthday
- Programs in the North-West relocate to the Best Street location

2019

- yAsp secures two more years of funding from the National Indigenous Australians Agency
- Individual Placement and Support commences in Devonport
- YET – Extended commences in Devonport

OUR PROGRAMS

In this past financial year, there has been a significant increase in growth and development for all our Programs. We have extended our service provision in rural and remote areas with our Youth Engagement Team, YET Extended Program and Short Term Psychological Interventions Program. Our staffing levels have increased to meet the demands, and we are proud to have two Clinical Leads supporting staff across all sites.

Short Term Psychological Interventions

This program meets the needs of young people (12-25) living in remote and rural areas by providing access to counselling and mental health support otherwise unavailable in the area. This financial year we have increased our capacity

by employing three mental health clinicians to provide counselling and support for young people experiencing mild to moderate mental health issues.

Our service provision extends to young people living in the North and North West of Tasmania. In this

financial year our increased networking with rural and remote service providers has enabled our clinicians to access new areas. We are especially pleased to have partnered with rural hospitals, GPs, schools and service providers in Campbell Town, Scottsdale, Deloraine, and George Town. Funding for Short Term Psychological Interventions is commissioned through Primary Health Tasmania.

In the last financial year, 417 occasions of service have been delivered, including individual therapeutic counselling sessions.

West Tamar Youth Outreach

Commencing in January 2017, this program is funded by the Irene Phelps Charitable Trust to provide support to young people (12-25) experiencing mild to moderate mental health issues and who live in the Legana, Exeter and Beaconsfield areas. Our mental health clinician provides therapeutic counselling and support. We have continued to strengthen our partnerships with stakeholders, who have generously provided spaces to meet with young people in the area. A highlight this financial year has been our clinicians' involvement in the Beaconsfield Youth Festival, from committee level through to holding a stall and speaking with parents and young people. This community activity promoted the program to a wider audience and increased awareness about young people and mental health.

We have also been fortunate to have a second clinician providing additional support to the community for an interim period. The feedback and outcomes from young people have continued to demonstrate a need for ongoing service provision for those young people who may not readily access clinical services due to a range of barriers including, anxiety, transport or financial issues.

In the last financial year, 434 occasions of service have been delivered, including individual therapeutic counselling sessions.

Youth Engagement Team

The YET program is for young people (12-25) who are disengaged from supports and are experiencing, or are at risk of, severe and complex mental health issues. Clinicians provide therapeutic counselling through an assertive outreach model.

This financial year we received funding from Primary Health Tasmania to offer an extended service through our YET program in Devonport. Incorporating the new YET Extended program has required a change of location and employing more staff. The new service is open three evenings per week until 8pm. The new site and extended hours have enabled additional service provision and flexibility for clients/caregivers and family who may not have been able to access the service previously. YET and YET Extended offer a range of services including, counselling, group work and psychosocial educational sessions.

Funding for YET and YET Extended is commissioned through Primary Health Tasmania.

In the last financial year, 2,133 occasions of service have been delivered, these including individual sessions, advocacy and liaison, case conferences, referrals and secondary consults.

Keryn Geard
Program Manager



YOUNG ABORIGINAL SUPPORT PROGRAM



Over the past twelve months the young Aboriginal support program has changed significantly.

July 2018 saw the start of a new partnership with the Tasmanian Aboriginal Child Care Association (TACCA). The idea of the partnership was to provide an Aboriginal organisation with more control over the funds to support its community. The structure of the partnership allowed for yAsp to continue providing individual support and programs in schools and for TACCA to provide support to the families of the young people.

This arrangement was not without its challenges and served to highlight the differences in the core client groups of the two services and the different approaches to working with young people and families.

Despite the challenges, we were able to meet all the KPIs that had been established for the program. During the year, over 40 young people were supported by the goal-based case management component of the program, along with five family groups. There was an increase in the number of younger clients accessing the program,

necessitating more involvement with parents, guardians and Child Safety Services.

Some of the successes of the past 12 months included supporting young people to stabilise their living circumstances, improve their engagement with education and training, and reduce their drug and alcohol use. The program also led to increased awareness of and involvement with the Aboriginal community.

The schools program continued to be delivered with a strong focus on Aboriginal culture. The package offered to schools included sessions on identity and belonging from a cultural perspective. Sessions were then provided that explored risk as both a positive and negative factor in young people's lives. A total of nine programs were delivered to schools across the north of the state, including a program on Flinders Island and at Ashley Youth Detention Centre. The feedback from the schools program was positive with 100% of young people surveyed indicating a high level of satisfaction with the program.

Art has again been the focus of the school holiday programs. These programs have provided the young people with an opportunity to work alongside some of the Elders, to gain confidence through learning new skills

and to meet and interact with other Aboriginal youth. We again had the support of Elders Aunty Judith Rose Thomas and Aunty Netty Shaw who shared their knowledge and wisdom with the group. The participants produced some incredible artworks that were a combination of painting, string making and kelp work.

In mid-June we were advised that the yAsp program had been refunded for another two years. While we were pleased with the outcome, the late notice meant that the community was of the belief that the program was not continuing and the staff had been forced to seek alternative employment. The new contract will provide an opportunity to re-focus the program to ensure we are delivering in line with the contract.

Alison Roberts
yAsp Manager



HEADSPACE

headspace has achieved much this year. In response to continuing high demand, we reviewed our referral pathways. This led to some significant changes, including the introduction of booked appointments for young people coming into the service. This offers certainty of being seen on time, making it easier for family members to attend. For clinicians, the change gives predictability and control over the flow of work and allows more time and space to engage, assess and explore options.



As part of the review we introduced a new service, the brief interventions clinic (BIC), a suite of single session interventions that provide information and resources on topics including anxiety, mindfulness, and others. BIC equips young people to better self manage; it can be delivered in groups as well, as we've seen with a successful trial at Riverside High School. By year's end we hope to be delivering another new service, the single-session family intervention (SSFI); both BIC and SSFI are evidence based and have been developed by headspace National. These frameworks provide us with different options to meet the presenting needs of young people, and this will reduce the load on our counselling service and wait times.

The numbers of young people accessing the centres remains very high. In Launceston, our centre was well above the national average in several metrics: occasions of service for the year was 5,184, being 137% of the national average; the number of serviced young people was 1,312, or 148% of the national average of headspace centres. Devonport introduced several

new services this year. One example is the Individual Placement and Support (IPS) program, which is funded through the Department of Social Services and assists young people experiencing mental health issues to identify and secure work. Work provides us with many of the things we need to enjoy good health – challenge, income security, a sense of purpose – and we're excited to be delivering this program in the North West.

Devonport headspace now delivers a medical service. Through partnership with Dr Jane Cooper, PHT, Don College and the Tasmanian Health Service, we started 'headspace Medical @ Don College'. This is a bulk-billing clinic offering booked GP appointments and walk-in nurse services one day a week at Don College but available to any young person aged 12-18 years old.

This year we established a major new partner in community engagement, in the Hawthorn Football Club. We have worked alongside Hawthorn on a number of projects including school workshops and a national camp hosted by Hawthorn and UTas, for elite young footballers. We look forward to more events and collaborations with Hawthorn in the future.

In March we said farewell to Dr Beth Mulligan, a wonderful doctor who has been supporting young people with

bulk-billed health services for almost two decades. Beth has worked with the headspace program in Launceston since day one. She has supported hundreds, if not thousands, of young people and was a fantastic colleague and teammate. To spend time with her grandchildren, she has left us to head to the south where she will continue working as a GP with young people. We miss her knowledge and experience, but perhaps even more, her commitment and passion.

headspace consortium

Established in February 2018, the Launceston and Devonport headspace Consortium brings together representatives from across the health and community sector to help meet the headspace objective of integrated and coordinated services. Consortium members provide advice and guidance to headspace management and share knowledge and other resources to benefits the young people in our community.

The Launceston and Devonport headspace Consortium has had a busy 12 months, including a number of changes in our membership. These changes have occurred to ensure our membership continues to represent those organisations that are dedicated to helping young people and headspace. We have workshopped, brainstormed, and made recommendations on issues

as broad as wait-lists, relocations, mental health week, GP recruitment and retention, and even

possible members for a new North West Consortium. The group has worked hard to refine our processes and reporting mechanisms to make sure meetings are more about exploring issues rather than just reporting data.

Wayne Frost
headspace Centre Manager



HEADSPACE ADVISORY & REFERENCE TEAM (HART)

In 2019, we had a range of opportunities to represent headspace and develop and challenge ourselves. Here are some of the things we got involved with:

We met each month to discuss issues affecting the service and plan for events.

hART members attended the 'Panel with the Pollies', where we spoke with local politicians about our community. Later in the year we met with the Board of headspace National to talk about local issues and explain some

of the things that we do in our local community and will be doing in the future.

We have helped a number of organisations achieve great outcomes: we ran activities at the UTas O-Week and with West Tamar Council for Youth Week. We also represented headspace at the Blades of the Coast and Sounds of the Street activities.

We participated in several media engagements. At times we were a voice for clients, helping them tell their story and describe their journey with headspace.

We have also participated in some training about storytelling, together with the youth reference team from Hobart headspace. We learnt about telling our story in an authentic and engaging way.

We have achieved a major objective this year by recruiting new members, including new members from the North West; we've largely achieved this from talking about hART at various events.

We are now looking towards our final event for the calendar year, Mental Health Week. This year the theme is #checkin, which encourages school students and their teachers to discuss ways of staying mentally healthy.

Our hART team is very proud of the things we have achieved this year and looks forward to an amazing year next year!

Des Dusautoy

OUR CLIENTS

"I have been attending headspace throughout 2019 for a little help with managing life's ups and downs. Ella has helped me find the balance between putting myself first while also giving my best to uni, work, my friends, my family and my partner. I always look forward to being able to think aloud about the things stressing me out and getting some ideas and insights into how I can keep on top of everything without getting run-down and feeling anxious and tired. She has also helped me build some skills for the future stresses that will crop up."

Hayley, 23

"I found the staff to be really helpful and there was no judgement. At first I was scared to go in but they made me feel fine."

STPI client

"It was useful, I felt very respected and accepted and it was non-judgemental."

STPI client

"A huge thank you for today. Going above and beyond your role to make sure my son had access to medical support, you are making progress with him and helping him. We haven't been able to find anyone to help for years. I am so extremely grateful and thankful for the time you have put in to working with him and helping him to start the journey of coping. Thank you. It really means a lot."

West Tamar Program - parent

"At the time I was feeling like nothing was ever going to get better and everything was going wrong. Now I have developed many coping strategies and I can go most places, I'm feeling much better about life and myself. I've gained some much needed confidence, I'm feeling much clearer in my thoughts and I'm happier."

West Tamar Program - client

"Getting out of the house has been good and talking about my anxiety."

YET client

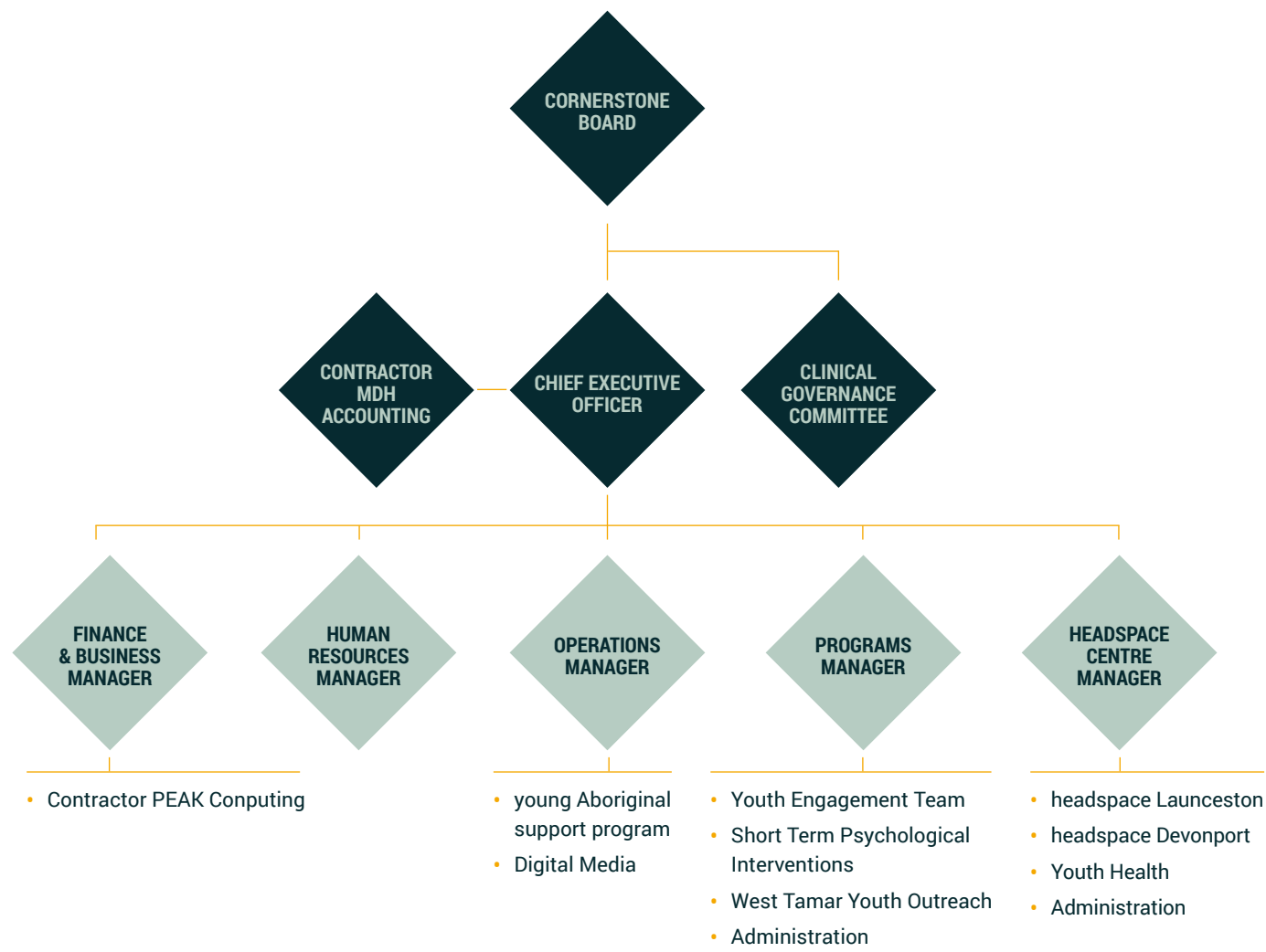
"It helped change the place I was in to a better place."

YET client

OUR COMMUNITY



OUR ORGANISATION



OUR FUNDING BODIES & PARTNERS

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

FUNDING

- Department of Health
- Primary Health Tasmania under the Australian Primary Health Networks Program
- Department of Prime Minister and Cabinet
- Irene Phelps Charitable Trust
- Commonwealth Bank
- Sally's Ride
- Choir in the Pub
- Arts Tasmania
- Launceston City Council
- Mental Health Council of Tasmania

PARTNERSHIPS

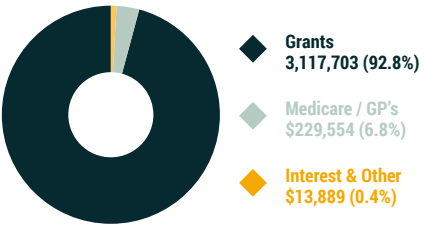
- Youth, Family and Community Connections
- headspace National
- Tasmanian Aboriginal Child Care Association
- Department of Health and Human Services
- Mental Health Services North
- University of Tasmania
- The Link
- PCYC
- Rock Challenge Tasmania



OUR FINANCES

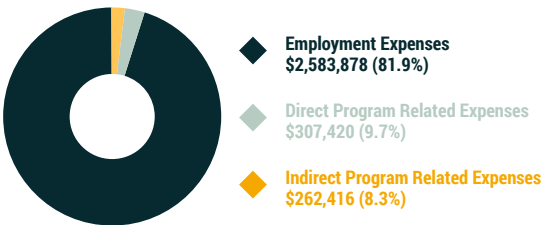
REVENUE BY SOURCE

The chart below shows for the 2019 financial year 92.8% of revenue for CYS is by way of Commonwealth and State grants to deliver programs such as headspace, Youth Engagement Team and yAsp.



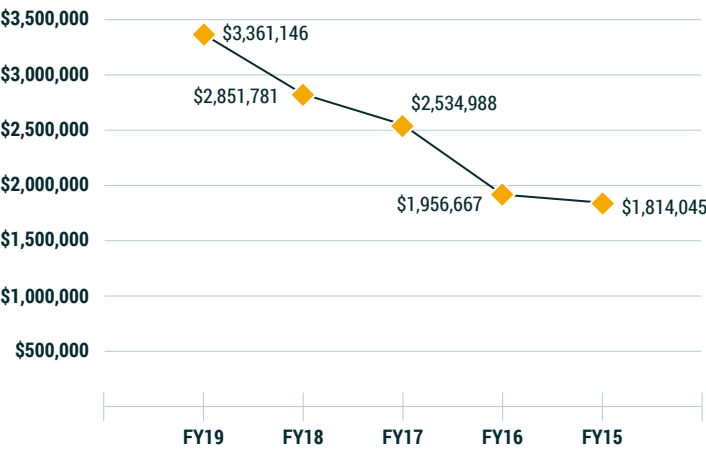
EXPENDITURE BY CATEGORY

The chart below shows the expenditure for the 2019 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 2015 to 2019.



SUMMARY PROFIT & LOSS FOR THE YEAR ENDED 30TH JUNE 2019

Revenue	2019	2018
Grants	\$ 3,117,703	\$ 2,604,555
Medicare and related income	\$ 229,554	\$ 229,023
Interest	\$ 5,598	\$ 3,978
Other income	\$ 8,291	\$ 14,225
	\$ 3,361,146	\$ 2,851,781
Expenditure		
Employment expenses	\$ 2,583,878	\$ 2,441,672
Direct program related expenses	\$ 307,420	\$ 368,766
Indirect program related expenses	\$ 262,416	\$ 217,568
	\$ 3,153,714	\$ 3,028,006
Operating Surplus/(Deficit)	\$ 207,432	-\$ 176,225
Funds utilised from previous period	-	\$ 165,580
Grants carried forward for future expenditure	-\$ 134,361	-
Members Funds brought forward	\$ 312,231	\$ 322,876
Members Funds	\$ 385,302	\$ 312,231

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 2019 was due to Cornerstone Youth Service Inc receiving funding in the later part of the year for the establishment of the Individual Placement Support service and the after hours Youth Engagement Team in the Devonport region.

Employment expenses have increased in 2019 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.

OUR LOCATIONS



**ALL YOUNG TASMANIANS ARE
SUPPORTED TO LIVE GREAT LIVES**