



2020 ANNUAL REPORT

CORNER  **STONE**
YOUTH SERVICES INC

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

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Chairperson's

REPORT

Cornerstone Youth Services continues to lead the provision of youth mental health and well-being services in Northern 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 faced the significant challenge of delivering services during the outbreak of COVID-19. All businesses with direct exposure to members of the public were required to assess, manage and review risk, and Cornerstone was no exception. New methods of client contact, service organisation and staff practices were quickly devised and implemented. Management along with the support of the Board focused on ensuring the safety of our clients and of our staff. At the same time we endeavoured to remain an efficient and effective organisation through ongoing 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 groups.

Cornerstone was pleased to receive additional funds from Primary Health Tasmania on behalf of the Australian Government to expand services in North West Tasmania. These funds will enable the expansion of the service at Devonport into a full-service headspace centre and the formal establishment of a satellite service at Burnie. The Board welcomes these developments since the need for youth mental health and wellbeing services has long been recognised. Developing a great organisational and service profile across the two regions has its challenges, but we are committed to building a professional and quality service across the North West. Planning on the establishment of suitable premises is under way along with staff recruitment.

We received significant funds from a fellow youth-oriented organisation that, in its process of winding up, sold a house that had been part of its service delivery. The Board is grateful for this support and has earmarked these funds for a future purpose that honours the need to enhance youth services and secure greater organisational sustainability.

Our Board comprises members with a range of community, service and commercial experience. We meet regularly and are committed to ensuring that Cornerstone meets its corporate obligations and its community responsibilities. In November we

welcomed a new member, Brent Daire, to the Board. Brent has a background in the armed services along with a range of youth and community organisations, and for a brief time he actually worked for Cornerstone as human resources manager. He currently works in local government. In March we farewelled Bianca Welsh from the Board after seven years of service. Bianca's workplace and business experience in the hospitality and restaurant sectors enabled her to make a valuable contribution to the Board. Bianca is moving on to build her board experience in tourism bodies and we wish her well.

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

The Board 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.

Philip Morris - Chairperson



CEO

REPORT

This year has again been one of expansion for Cornerstone. Whereas last year the focus was on expansion to our Programs area, this year the focus has been on our headspace program. Primary Health Tasmania announced Cornerstone as the recipient of funding to expand the existing headspace Devonport satellite to a full centre and to introduce a satellite site in Burnie. The expansion of headspace services in the state's North West will provide much needed support to the young people living in the region. For Cornerstone, it means we are much better placed to provide services to young people across a wide spectrum of the care continuum. The funding announcement for the expansion of services in the North West was made in December 2019. The remainder of the financial year was spent recruiting staff, identifying suitable locations and forming the local youth reference and headspace Consortium groups. The expanded North West team is taking shape, and we have been fortunate in being able to put together a professional and passionate team who are looking forward to delivering services to young people in the community. I look forward to providing an update this time next year when the expanded headspace Devonport and the new headspace Burnie sites have officially opened their doors.

As the year finished, Cornerstone received a second round of good news from Primary Health Tasmania, with notification that we had been successful in our application for funding to assist with capital enhancement and demand management. This will mean the headspace Launceston site will receive funding for its development. The details will be confirmed in the new financial year. However, it will be a significant boost to Cornerstone and headspace Launceston with funding of approximately \$1.4 million available. Ultimately this will benefit the young people in the community. We are looking forward to unveiling a newly refurbished centre with additional space during the next 12-18 months. The extra space will allow us to collaborate more effectively with our partners and so offer a greater range of services to young people attending the site. We look forward to the opportunities this funding will afford us moving into the new year.



Of course this year hasn't been without its disruption. COVID-19 has placed a considerable strain on our community, and we have been very mindful of the impact on young people. Throughout this time, our staff, like many, have had to deal with an ever-changing workplace. Despite the challenges and the need to be flexible, we have been able to continue service delivery, albeit in a different form than usual for a significant portion of the year. The silver lining of the pandemic is that we have had to adapt quickly. Now we have an increased capacity to deliver telehealth services, supported by extra technology. This will hold us in good stead for the future by enabling greater flexibility in service delivery and consequently a greater reach for young people seeking support.

Once again we are grateful for the community support we have received throughout the year. The Rotary Club of Central Launceston and Blooming Tasmania continue to support our organisation. We are grateful for donations received from MyState and the d'Antoine Family Foundation. We also had local community support for the headspace push-up challenge earlier in the year.

As always, I would like to thank the Cornerstone operations team and staff, especially given the challenges we have faced during this year. Thanks is also extended to the Cornerstone Chair Phil Morris and the Cornerstone Board members for their guidance and support through another transformative year.

David O'Sign - CEO

During the financial year, we have continued to monitor and assess our processes in each of the Programs. We have been mindful to be responsive to the needs of young people and their families, and explore creative and meaningful ways to engage and offer support through the challenges of COVID.

Programs

REPORT

We have continued to support our staff with professional development opportunities, peer work with colleagues and mentorship from the Clinical Leads. We encourage growth and development of staff to explore, develop and complement their practice as part of the multidisciplinary team.

We resumed our outreach service to clients and continued networking opportunities once COVID restrictions eased. Clinicians participated in the 'Walk for Suicide Prevention' event to raise awareness on the impacts of suicide. Clinicians provided support to participants and contributed to the presentations. All the Programs below are designed to support young people living in rural and remote areas in Northern Tasmania where accessibility to mainstream services are limited.

STPI - SHORT TERM PSYCHOLOGICAL INTERVENTIONS

The STPI program meets the needs of young people living in remote and rural areas who are experiencing mild to moderate mental ill health. STPI offers one-to-one therapeutic counselling and mental health support. Due to COVID our service delivery has predominantly been offered via telehealth. This has enabled sessions to continue uninterrupted and has been well received by the majority of young people. This program is funded by Primary Health Tasmania.

In the last financial year there have been 666 occasions of service delivered; this includes individual therapeutic counselling sessions.

WEST TAMAR YOUTH OUTREACH SERVICE

The West Tamar Youth Outreach Service is funded by the Irene Phelps Charitable Trust to provide support to young people who live in Legana, Exeter, Beaconsfield and right through to Greens Beach. The West Tamar Youth Outreach Service offers support to young people who may have difficulty accessing clinical services in their area. Young people may face a range of barriers to support, including anxiety, transport or financial issues. The clinician provides therapeutic counselling, support and psychosocial education for those experiencing mild to moderate mental health issues. Due to COVID, service delivery was predominantly offered via telehealth from April to June. A standout during this time was how young people adapted to the telehealth platform and were committed to continue working on their therapeutic goals.

In the last financial year there have been 483 occasions of service delivered; this includes individual therapeutic counselling sessions, case management, advocacy and referral.

YOUTH ENGAGEMENT TEAM (YET) & YET EXTENDED PROGRAM

YET provides a clinical, holistic, outreach service for young people and their families in Northern Tasmania. YET is a high intensity service offering support to young people presenting with, or at risk of, severe mental ill health which is having a significant impact on their daily functioning. YET clinicians offer psychological therapy, family work and case management to assist young people improve their psychological wellbeing and psychosocial functioning.

Due to COVID, service delivery was predominantly offered via telehealth from April to June. As YET is an outreach service, it was reassuring to see how many young people responded positively to using a web platform. Young people and their families made the necessary adjustments to continue connecting with clinicians. YET and YET Extended are funded by Primary Health Tasmania.

In the last financial year there have been 3376 occasions of service delivered; this includes individual sessions, advocacy and liaison, case conferences, referrals and secondary consults.

Keryn Geard - Programs Manager

Challenging is probably the word that most appropriately sums up the 2019/2020 year for the young Aboriginal support program.

The late notification of contract renewal saw all our staff forced into a position where they needed to source alternative employment. Not an ideal situation and one that saw us start the year with a new contingent of staff for both the individual work and the schools program.

With any change of staff there is understandably some reluctance in the community to make referrals until the credibility and competence of the staff have been realised. The number of referrals into the program during the first six months was noticeably lower than in previous years, despite considerable networking and marketing.

During the past year, there has been an increase in the complexity of the issues that the young people are experiencing. Collaborative working relationships and dual case management with a range of other services have been necessary to ensure appropriate and effective support is provided to meet the needs of the young people.

With a new staff member in the Community Educator role, the schools program was also off to a slow start with a change to some of the program material and resources. The Elders Council provided considerable support in ensuring all the information was correct and the learning tasks culturally appropriate.

And then COVID hit. And our staff made the transition to working from home. For a program that is reliant on face-to-face service delivery, this posed the biggest challenge we have encountered. A key component of the young Aboriginal support program is being able to support the young people in the community to identify and access the support and services they need. The change to working from home meant staff quickly adapting to screen-based service delivery and supporting the young people to adapt to this new style of interaction.

Surprisingly, the number of referrals to the individual case work component of the program increased markedly during the COVID lockdown, with referrals being received from a range of organisations and services in the community.

The logo for the Young Aboriginal Support Program (YASP) features the lowercase letters 'yasp' in a white, flowing, cursive script.

YOUNG ABORIGINAL
SUPPORT PROGRAM REPORT

Our schools program has been impacted considerably during the past 12 months. The new worker was initially faced with having to redesign some components of the program and needed to build relationships with key stakeholders in the schools and community. Just as the program was gaining traction in the schools, work ground to a halt and we were unable to access any students in any of the schools. With the lifting of restrictions, the schools are once again welcoming the program and some positive feedback has been received.

Despite the challenges of 2019/2020, there have been considerable successes. We have forged stronger relationships with a range of services, have developed new and more collaborative ways of working and have expanded our network of referral organisations. The young people in the program have shown incredible strength and resilience in coping with the challenges presented by the pandemic. They adapted quickly and positively to new ways of interacting with workers as they continued to work towards the achievement of their goals.

The next 12 months will not be without challenges as we focus on working with our funding body to transition the program to an Aboriginal controlled organisation. This will present an exciting new stage for the program. As an organisation, we look forward to working with the new providers.

Alison Roberts - Manager, young Aboriginal support program





HEADSPACE LAUNCESTON REPORT

This year we've achieved excellent outcomes in our ongoing efforts to manage high referral demand. Through great work from our Project Officer and Clinical Lead, we've reviewed and

redesigned our access and referral practices. We created a new position, the Access Worker, to triage, direct and manage wait times for young people with high efficiency and safety. Additionally, we've been increasing the delivery of our newer services, including single-session interventions. We will soon be offering a single-session family intervention that provides a succinct option for young people experiencing difficulties in family relationships. Moving forward, our clinicians will be supporting the exciting new partnership with City Mission through delivery of our brief intervention sessions as part of the 'Young People Living Well' program. I extend special thanks to Project Officer Caroline Thain for her dynamism in developing this with City Mission; it creates another avenue for young people to get support beyond therapy.

Partnership activity is strong and we are using several grants to innovate, research and improve. We are working on a series of information podcasts with Healthy Tasmania designed to shed a light on the experience of mental health among young people in our region. The episodes are in development and will offer insights that will be particularly helpful to family members and friends supporting a young person with mental health concerns. We are also in the midst of a research and service improvement partnership with UTAS School of Health Sciences; the work involves consulting young people on their views about nutrition, exercise and how these interact with mental health. The information will be highly relevant for us; our mandate is to work in early intervention and, at this level, the promotion of healthy lifestyle and routine can change the course of someone's life.



Perhaps the standout of the year was Mental Health Week (MHW) 2019. The event brought over 650 students from Grade 6 to 12 into the Door of Hope venue to engage with various speakers and workshops on positive mental health resources, tips and techniques. With great assistance from hART, Rotary Club Tamar Sunrise, and a committed working group, our Community Liaison Officer, Alison Filgate, created a fantastic event. This year hART will take an increased leadership in delivering our MHW event; the input of hART into our work is deepening. The team is so energised and engaged and I think the past year has been its best.

Our medical service has had another strong year. We welcomed Dr Deepak Sidhu for a six-month extended skills placement as a GP registrar, and warmly welcomed the return of Dr Isobel Morse to our practice.

In the midst of all this, our service had to make significant and rapid adaptations due to Coronavirus. Our medical team made numerous process changes to enable the safe continuation of centre-based medical services (including retention of some face-to-face service provision), while our clinicians quickly moved to telehealth counselling, managing the significant challenges this created with grace and skill. These were significant changes and significant challenges, and the team made it work. I hope everyone in the team feels the same sense of pride about our efforts this year as I do.

Wayne Frost - headspace Centre Manager

This year recognised significant milestones for headspace Devonport in its last year as a satellite service. In 2020, the small satellite will become a headspace parent centre as part of the North West expansion of headspace services. This will also see headspace expand into Burnie with a satellite service. The project began with the appointment of the new centre manager in February. Services to young people continued throughout the year by our small dedicated team. Participation in Mental Health Week 2019 meant being out in our community raising awareness of what we do and how we can help young people. A very positive and engaging event, well done team.

headspace

HEADSPACE DEVONPORT REPORT

Service providers from community, local government and government across the North West Coast have joined the inaugural North West headspace Consortium. We were very excited to announce Jacqueline de Jonge, City Mission Operations Manager Youth & Children's Services, as the first Consortium chair. Our role as a Consortium is to have a focus on strategic priorities and projects that promote improved provision of mental health services for young people.

The 'headspace medical @ Don College' clinic commenced in first term 2019 and represented a genuine collaboration with the involvement of many, including Dr Jane Cooper, Don College, Primary Health Tasmania and Tasmanian Health Service – Youth Health Team, and administrative support from Cornerstone Programs. Running at one session per week on Thursday mornings, the clinic allowed us to continue Dr Cooper's fantastic work at the college over a number of years. Alongside Dr Cooper was Youth Health Nurse Kiona Fitzpatrick, adding the capacity for walk-in sexual health testing, education and support. We established bookings through an online app and the clinic was small but very effective and efficient. Dr Cooper and Kiona presented on the clinic alongside headspace Centre Manager Wayne Frost at the 2019 Australian Association for Adolescent Health Conference. With the emergence of coronavirus in early 2020, the clinic was halted for safety reasons. During the lockdown period it was announced that headspace services in the North West would be upgraded, bringing medical services to the Devonport centre in keeping with the service model for integrated health care.

Individual Placement and Support (IPS) program started in August 2019 at headspace Devonport. Since then, strong relationships have formed both internally and externally to deliver an integrated and holistic service for young people. The true success of the IPS program has been the four core services of the headspace model: mental health, physical and sexual health, alcohol and other drugs (AOD) and vocational services working together to improve the health and wellbeing of our young people. This integrated service provision has assisted our clients to start or remain in study and gain employment. The IPS team is looking forward to the new expansion of services and has been busy promoting its services across north-west businesses and local community members.

The Youth Reference Group (YRG) is a group of young people (aged 15-25) who meet monthly to discuss headspace in their local area, review the service, and design and run activities to promote the service and provide education on early intervention and prevention for health and wellbeing. Currently we have around eight members who meet once a month to guide headspace on how best to meet the needs of young people. The global pandemic posed a significant challenge, and while we met solely online, it was still a great opportunity for us to get planning for what is a big year ahead. The YRG were able to have a huge impact on the look and feel of the new headspace Devonport centre, how the signage is best going to grab people's attention, and how to theme and style the waiting areas to be comfortable and welcoming for young people and their families. With so many great ideas on events to attend and who in our community to target with our message of mental health early intervention and prevention, we are sure that the next year is going to be action packed!

The Devonport team welcomed their first intern, Bronte Matthews. Bronte joined the team as a provisional psychologist undertaking a two-year internship. Bronte graduated from UTAS and has intimate knowledge of the North West Coast from growing up and living in the region. She has quickly made a positive contribution to the new Access Team model, connecting with young people through regular telehealth calls in a time of uncertainty for most.

Deidre Brown - headspace Centre Manager



During the past 12 months, we have been busy with many events and projects. In October, hART was involved in headspace day and Mental Health Week. The hART team promoted headspace day in the mall by giving out 'self-care packs'. Mental Health Week 2019 was the most significant event hART facilitated. This event included approximately 650 young people from educational institutions around Northern Tasmania attending workshops that taught skills about self-care. In February 2020, O Week was held at the UTAS campus and we used the opportunity to promote the health – particularly nursing – services available at

headspace. Also in February, hART got involved with Hawthorn and Beyond Blue, collaborating over a game of lawn balls. In April our team hosted an online contest to promote social connection throughout the Covid-19 period. When restrictions eased and young people were allowed to come back to the headspace centre, we prepared a series of videos sharing information on the 'Safe Covid-19' procedures occurring at the service.

This year our member Des has been co-chairing the Consortium; fellow hART member Jazz is the first year Consortium member. In the middle of all these events and projects, we have also been involved in some Mental Health training that was very useful.

hART has had a busy past 12 months, but the members of the hART team are preparing more events and projects. Some of the projects coming up include: another welcome to headspace video, peer support group, recruitment activities, discussions with young people from the Migrant Resource Centre, and more training that will assist the hART team in future events and projects.

hART

HEADSPACE ADVISORY
REFERENCE TEAM

Our Members!

BIANCA, KARTIA, DES, JAZZ, JASMINE & TEGAN



WHAT WE HAVE
achieved
THIS YEAR



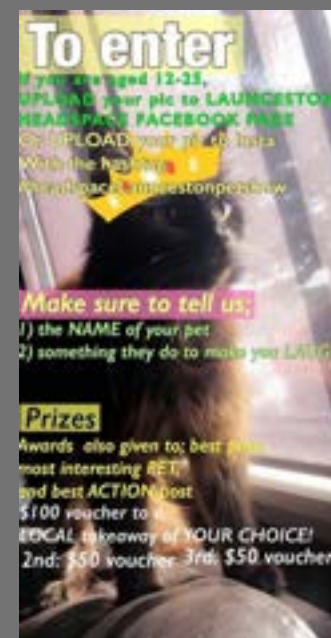
PARTICIPATED IN
THE PUSH UP
CHALLENGE



UPDATED OUR WAITING ROOM



OUR ONLINE
CONTEST,
PROMOTING
SOCIAL
CONNECTION
DURING
COVID-19
RESTRICTIONS



Meet our staff

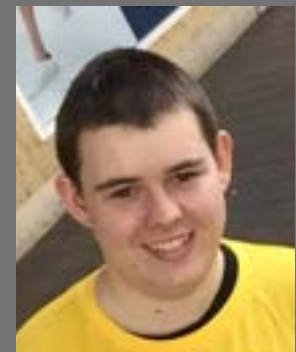


DR SARAH SHEPHERD

"I started working with Cornerstone over 5 ½ years ago initially as a GP registrar, and now work three days a week providing general practice services from the Launceston office. Over this time I have completed my FRACGP, focused psychological skills training and, the biggest one, a Master of Psychiatry which I completed in 2020. In addition to this, a big achievement of mine over the last 12 months has been my role in supervising Cornerstone's first registrar since I was one back in 2015, a task complicated by his start date coinciding with the initiation of COVID-19 lockdowns. It has been challenging, rewarding and enriching to work with a registrar in the practice. I think my work with Cornerstone has allowed me to combine the organisational value of inclusivity with my personal value of compassion to provide high-quality, holistic health care to a vulnerable population and to advocate for improved mental and physical outcomes for this population across all domains of their lives."

ZAC LOCKHART

"Since starting with Cornerstone, I've worked with the ops team to ensure our website is user friendly. This enables young people, their families and healthcare workers to refer online, making the process easier and our programs more accessible and inclusive. We've also worked to implement a membership system on the website, which gives our hART members a space to talk, share ideas and collaborate on projects online using our website, instead of relying on social media platforms which are not used by all members."







#Checkin

Mental Health Week
2019



Our CEO David O'Sign,
Coach of the day for The
Pushup Challenge!





Celebrated Occupational Therapy Week with an 'Ask The Mental Health Occupational Therapists' panel clip!

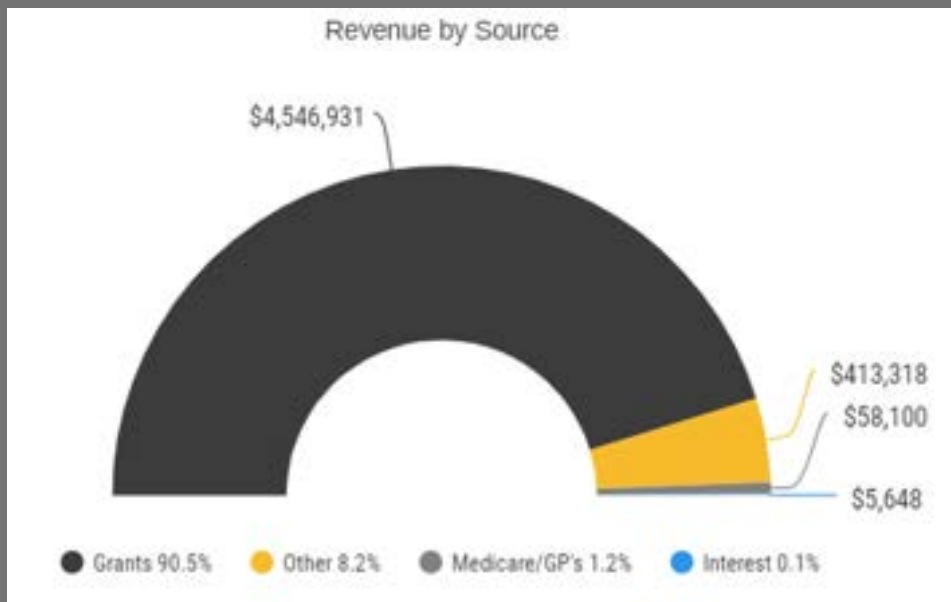


headspace held Family and Friends sessions throughout the year, here is our live stream recording of the topic - Drugs and Alcohol



Finances

2019-2020 EOFY



The above chart shows for the 2020 financial year 90.5% of revenue for CYS is by way of Commonwealth and State grants to deliver programs such as headspace, Youth Engagement Team and yAsp.

REVENUE LEVELS FOR 2016 TO 2020.



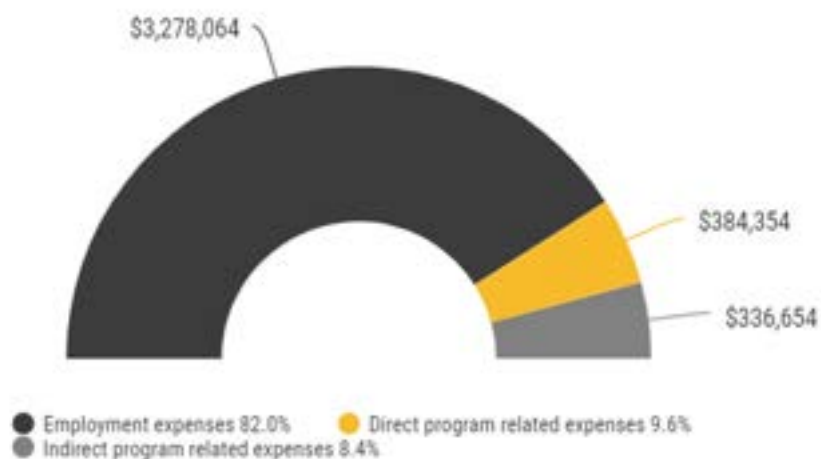
FINANCIAL SUMMARY

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 2020 was due to Cornerstone Youth Service Inc receiving funding in the later part of the year for the expansion of the headspace service in Devonport and Burnie. Cornerstone Youth Service also received a donation of \$314,000 from the sale of the Timeout House. Employment expenses have increased in 2020 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.

Summary Profit & Loss for the year ended 30th June 2020

	2020	2019
Revenue	\$	\$
Grants	\$ 4,546,931	\$ 3,117,703
Medicare and related income	\$ 58,100	\$ 229,554
Interest	\$ 5,648	\$ 5,598
Other income	\$ 413,318	\$ 8,291
	<u>\$ 5,023,997</u>	<u>\$ 3,361,146</u>
Expenditure		
Employment expenses	\$ 3,278,064	\$ 2,583,878
Direct program related expenses	\$ 384,354	\$ 298,092
Indirect program related expenses	\$ 336,654	\$ 271,744
	<u>\$ 3,999,072</u>	<u>\$ 3,153,714</u>
Operating Surplus/(Deficit)	\$ 1,024,925	\$ 207,432
Funds carried forward for future expenditure	-\$ 635,802	-\$ 134,361
Members Funds brought forward	\$ 385,302	\$ 312,231
Members Funds	\$ 774,425	\$ 385,302

Expenditure by category



The above chart shows the expenditure for the 2020 financial year. Employment expenses are directly related to program delivery. Indirect program expenses include items such as office expenses, utilities and insurance

Funding bodies & Partners

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

FUNDING

- Department of Health
- National Indigenous Australians Agency
- Primary Health Tasmania under the Australian Primary Health Networks Program
- Irene Phelps Charitable Trust
- Launceston City Council
- Mental Health Council of Tasmania

DONATION

- Time Out House
- Choir in the Pub
- MyState Bank
- d'Antoine Family Foundation
- St Patricks College
- Commonwealth Bank Latrobe
- Tucker & Howell

PARTNERSHIPS

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

Moving Forward

headspace Devonport expansion announcement

In December 2019 it was announced that Cornerstone Youth Services would be expanding the existing headspace services in the North West. The change will see a full headspace centre in Devonport with a satellite service in Burnie.



headspace Launceston

Our program has two project partnerships this year which we're excited about. With UTAS we are connecting with contemporary knowledge around nutrition and young people and the influence of nutrition upon mental health; we are hoping to roll out a survey to young people in the near future on their views around nutrition, to guide us when we are communicating about nutrition and physical health. We also have some training workshops coming up for staff with researchers and academics in nutrition and exercise physiology.

In partnership with Healthy Tasmania we have been involved in the creation of a wonderful podcast series that explores the experience of mental health from the perspective of local young people. The project is being overseen by Penny Terry who brings great experience as a journalist. We have had contributions from a number of young people and staff from the centre and the episodes will be a great resource for young people but also the family members and friends who want to have a better understanding of what it's like to experience and work through mental health issues. For those of us who've had a chance to hear a sneak preview, the episodes are of fantastic quality!

Locations



LAUNCESTON

Corner of Wellington & Brisbane Street
(headspace Launceston building)

PO Box 7513, Launceston TAS 7250

Ph 03 6335 3100

FX 03 6335 3127



DEVONPORT

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

Devonport TAS 7310

Ph 03 6424 2144

FX 03 6424 6102



BURNIE

Level 1/10 Mount Street
Burnie TAS 7320

Ph 03 6408 0251

FX 03 6408 0252



