

ANNUAL REPORT

2022



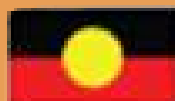
CORNERSTONE

YOUTH SERVICES INC





We acknowledge the traditional owners of the land on which we work and live: the Tyrrenoterpanner, Panninher and Leetermairreener clans of the Stoney Creek Nation, the Punnilerpanner clan of the North Nation and the Tommeginne and Peerapper clans of the North West Nation. We recognise the continuing connection of Aboriginal and Torres Strait Islander people to land, water and community and pay our respects to elders past, present and future.



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.

CONTENTS

04 - 05	Chairperson's Report
06 - 07	CEO's Report
08 - 09	Meet the Board
10 - 11	Our Story
12	Our Visions, values and Purpose
13 - 15	Programs
16 - 17	yAsp
18 - 19	headspace North West
20	headspace Launceston
21	Community and Events
22	North west Youth Reference Group
23	Launceston Youth Reference Group
24 - 25	Meet Us
26 - 27	Financial Report
28	Funding Bodies and Partnerships
29	Our Locations



CHAIRPERSON'S REPORT

Cornerstone Youth Services Inc.
Year Ended 30 June 2022

Cornerstone Youth Services has continued its efforts to lead the provision of youth mental health and wellbeing services in North and North West Tasmania amid a number of challenges.

In July, David O'Sign resigned from the CEO position in order to take up a new role in national and international child welfare. The Board wishes him well in his new position after his Cornerstone service in which he assisted the organisation to grow and develop, including in the North West.

Subsequently, the Board was delighted to welcome our new CEO Anthea Cooper who commenced in the organisation in December 2021. We thank Alison Roberts for acting in the position prior to Anthea's arrival. Anthea grew up on Flinders Island and has qualifications in social work and public sector management along with extensive experience in the Tasmanian Health Service. Anthea's clinical, service and commercial background will underpin her leadership of the organisation into the future.

Compared to previous years, recruitment and retention of staff has become even more difficult, reflecting the situation facing health and human services generally (as well as many other industries), both in Tasmania and other parts of Australia. The impact of COVID has continued to be significant for our staff, clients and community during this year. We remain optimistic that it will not be quite so demanding in the coming year.

We endeavour 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 have recently needed to improve our overall accreditation performance against the headspace Management Improvement Framework (hMIF) standards. A number of issues were identified in our recent review and these are being addressed by providing further information to hMIF along with some practice changes.



In Launceston, we have committed to proceeding with new office space for headspace and Cornerstone staff and clients. The current building is no longer optimum for clients and staff and our aim has been to secure a space in the central city close to our existing premises. The process to identify and secure appropriate space has been challenging. We are pleased to have finally selected a venue that we believe will enable us to function with enough space and amenity, although it will require extensive internal refurbishment and renovation. We appreciate the financial support of Primary Health Tasmania and the Australian Government to enable this important development to proceed.

The Board recently welcomed a new member, Margaret Reynolds. Marg is retired having been previously employed in state government, local government and non-government agencies in a mix of monitoring/regulatory, support/developmental and research/policy roles. She has wide experience in working with young people and families in a variety of roles and is already making a significant contribution in her time with us.

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

We continue to thank the members of our clinical governance, consortium and reference committees for their input, both in Launceston and the North West. I also value the input of the committed and professional members of the Board and thank them for their service.

Lastly, 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



CEO'S REPORT

The new financial year signalled a time of change and an opportunity for new projects for Cornerstone. I was pleased to be welcomed to the organisation as the new CEO in December 2021.

We had a very busy December and January, including being involved in the Hillcrest Response and transitioning to providing the Hillcrest Recovery Program for a two-year period. With the support of other organisations and the local community, we have strived to offer the services that are required.

headspace Launceston farewelled Caroline Thain as Centre Manager and welcomed Richard Lewandowski. headspace North West (Devonport and Burnie) farewelled Deirdre Brown and welcomed Carlene Hutton.

As an organisation, we also had to contend with the opening of the borders, which resulted in increased COVID-19 cases. This was managed extremely well by all our staff. We managed to maintain business continuity and continue with face-to-face appointments to support young people and their families.

We continue to focus on the planned relocation of the Launceston office as a result of the Demand Management Grant from headspace National and Primary Health Tasmania. We are optimistic that we have secured an appropriate site for our redevelopment and are in the process of designing the layout to ensure we make the best use of space for clients and staff.

We are grateful to be working with S Group Architects and thanks also to Rod Meldrum, our building project officer, who has provided significant support and advice. We are well into the consultation process with our staff, Youth Reference Group and hART group, consortium and other stakeholders. Feedback to date has been positive. We are anticipating a relocation to the new site around mid-2023.

Staffing across all sites continues to be a challenge, and this appears to be a sector-wide issue. As an organisation, we have reviewed our advertising and recruitment procedures. To attract and recruit in a very competitive market, we have also reviewed our remuneration package to highlight all the great things about Cornerstone. I am pleased to report that we are seeing some success as a result of these changes.

headspace Devonport had its first anniversary site visit in May with headspace National and Primary Health Tasmania. The feedback was very positive, despite staffing issues, and we look forward to Burnie becoming a full service centre in the near future.

hMIF (headspace Model of Integrity Framework) commenced in March this year for headspace Launceston. There were many recommendations out of the accreditation process. The headspace Launceston team and members of the Operations team have been working hard on these recommendations, with significant improvement shown.

We continue to foster and develop our partnerships with other organisations – such as the Tasmanian Health Service, Youth, Family and Community Connections, Drug and Alcohol Services, Anglicare, The Mish, the Migrant Resource Centre and The Link in Hobart – with several significant programs and partnerships being worked on for implementation in the coming months.

Single session therapy continues to be a successful initiative to manage our waitlist across all headspace sites and has been working well for our young people.

Our Programs team continues to provide exceptional outreach services across the North and North West of the state, despite staffing challenges.

I would like to acknowledge the skill, dedication and passion of the entire Cornerstone team including the friendly and caring welcome from our administration staff, the support and expertise of our clinicians and vocational specialists, and the dedication of our volunteers. They all provide significant and positive support to many young people and their families.

I would also like to thank the Board for the opportunity to take on the role as Cornerstone CEO, and their support and guidance over the months. Thank you also to Board Chair Phil Morris for his assistance (and patience!) during this time.



Anthea Cooper
CEO

MEET THE BOARD



PHILIP MORRIS – CHAIRPERSON

I have qualifications in social work and public policy and I have worked in a range of public sector, tertiary education and not-for-profit organisations for more than 40 years. Until I retired, I was the senior executive manager of rural hospitals and community health services in northern Tasmania. I have been a member of several boards of governance and I have been a member of the Cornerstone Board since its inception. I am committed to Cornerstone's mission to improve the mental health and wellbeing of young people. Whenever possible, I try to travel interstate where I find that my grandchildren are rapidly becoming smarter and faster than me!

The Cornerstone value of integrity is important to me because being honest, having moral principles and striving to be transparent are essential for all organisations. This is key to having the confidence and support of the community and assures Cornerstone's clients that we will be honest and open in what we say and do. It also suggests that we will endeavour to offer quality services and strive to improve all the time.



BILL SMITH

Born in Scotland in 1957, I came to Launceston in 1981 as an electrician. Between 1989 and 1992, I completed a social work degree at the University of Tasmania. From that time until my retirement in 2017, I was employed in management roles in the community sector and the state government Department of Health and Human Services in northern Tasmania. I have been a Board member with Cornerstone Youth Services since approximately 2011.

I believe all of our organisational values are important. They reflect what people involved with Cornerstone think important regarding the work they do and the way they do it. One that resonates particularly with me, however, is inclusiveness. Just as it is in the community more broadly, diversity is a feature of our client group. Aspects of this diversity, e.g. personality, natural ability, motivation, are almost innate, individual characteristics. Other aspects, gender, religion, race, income/wealth, are less about innate individual characteristics. They are structural in the sense that they are socially created and/or socially defined characteristics.

Importantly, in the context of diversity, I think having inclusiveness as one of our values reminds us of a couple of important things. Firstly, that people, including our clients, are not all the same and are who they are and where they are due to a variety of factors, many effectively beyond their control. And secondly, that effort is required on our part so that our service provision takes account of these differences, whether innate or structural. And by doing this we make it more likely our clients are afforded the best possible outcome.



MARG REYNOLDS

I am a retired social worker. I was previously employed in state government, local government and non-government agencies in a mix of monitoring/regulatory, support/developmental and research/policy roles.

Over my 35-year career, I worked with a variety of early childhood education and care service providers as well as families, young people and children with a diverse range of needs. I am passionate about principles of social justice and equity, and I advocate strongly for youth services that are inclusive, accessible, empowering and committed to best practice. I have been a member of the Cornerstone Board since March 2022 and I hope to bring an open, positive approach to the role.

In my retirement, I enjoy volunteering with several organisations, immersing myself in writing, 'creating' in the kitchen, and spending time with my two young grandchildren. The Cornerstone values which resonate most strongly with me are integrity and inclusion – practising with integrity is vital to building trust with young people which in turn helps build relationships and an environment for open exchange and dialogue. Being inclusive speaks of openness, embracing diversity, broad participation and breaking down barriers.



LL COX

I am an occupational therapist, primarily a mental health service provider. For over 25 years, I've worked in both public and private sectors with people across the age range who are living with serious and developing mental health concerns and persistent pain. Like Cornerstone, I value the importance of making 'quality' contributions to the community in which I choose to live, using my clinical experience and skill set. My involvement in the Cornerstone Youth Services Board is one way of achieving this.

I also volunteer for the Pain Revolution, a movement charged with changing how people understand pain and pain treatment capacity building in rural and regional communities in Australia. I also work as a witness intermediary for the Department of Justice. The Witness Intermediary Scheme is a pilot program in response to the Royal Commission into Institutional Responses to Child Sexual Abuse.

I'm hopeful that I will continue to provide quality contributions to the mental health services sector and the broader Launceston community, other than through direct clinical care.



PETER BARNES

Peter Barnes is currently the CEO at HR+ Tasmania, the Rural Workforce Agency for Tasmania. He has worked in that role since 2006. Peter completed a Bachelor of Theology through Melbourne University and has a Graduate Diploma in Corporate Governance. The first was useful to be able to spot the difference between God and a doctor. The second he is still working out.

Prior to working with the Workforce Agency, Peter worked for ten years as an ordained Baptist minister and then for two years with homeless young people on the streets in Launceston.

Peter has had a number of Board roles, and is currently a director on the Cornerstone Youth Services and St Patrick's College Boards. Peter is involved with the Cornerstone Board because he feels he has a little to offer in regards to governance, and a lot to learn about young people today. Phones at the dinner table? Really?

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

CYS thank Peter for his contribution and service to the Board. Peter resigned in October 2022

BRENT DAIRE

Brent was a member of the CYS Board from October 2019 until November 2021.

We thank Brent for his contribution to the Board and for his support of CYS.

OUR STORY

2008

Cornerstone Youth Services becomes an incorporated community association

2009

headspace Launceston opens its doors

young Aboriginal support program (yAsp) begins as yAdas

2011

Outreach services begin with what is now known as Short Term Psychological Interventions

2013

headspace Devonport opens its doors as a satellite service

2016

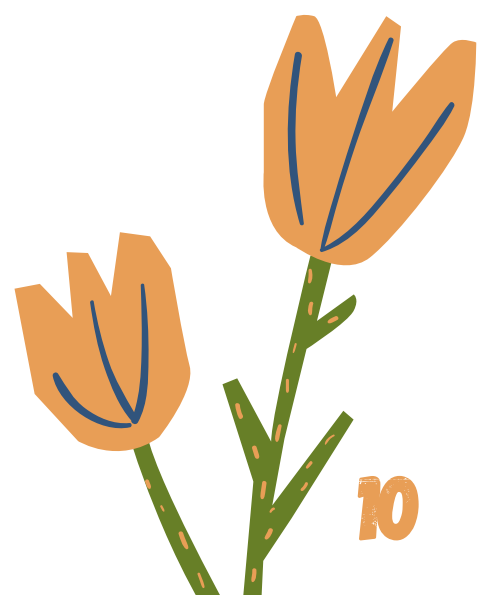
Burnie site is established

headspace Devonport relocates and combines delivery with Cornerstone Programs in the North West

2017

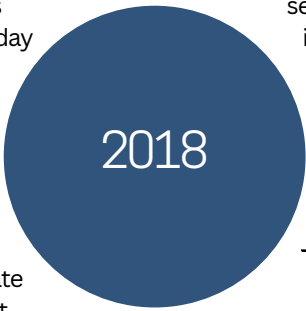
West Tamar Youth Outreach Service commences

Youth Engagement Team (YET) begin delivering assertive clinical outreach



headspace Launceston celebrates its 10th birthday

headspace Devonport satellite service celebrates its 5th birthday



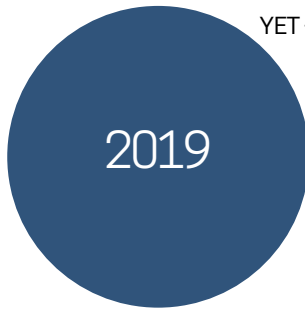
Telehealth psychology appointments are made available from headspace Devonport satellite

Programs in the North-West relocate to the Best Street location



YET – Extended commences in Devonport

IPS/Careerspace/Work and Study commences in Devonport

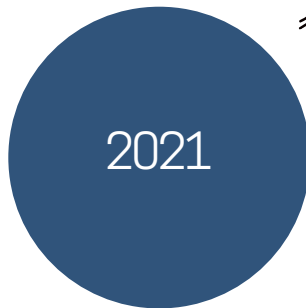


Devonport headspace becomes a full service centre

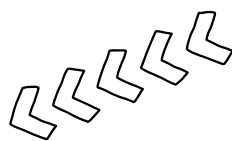


2021

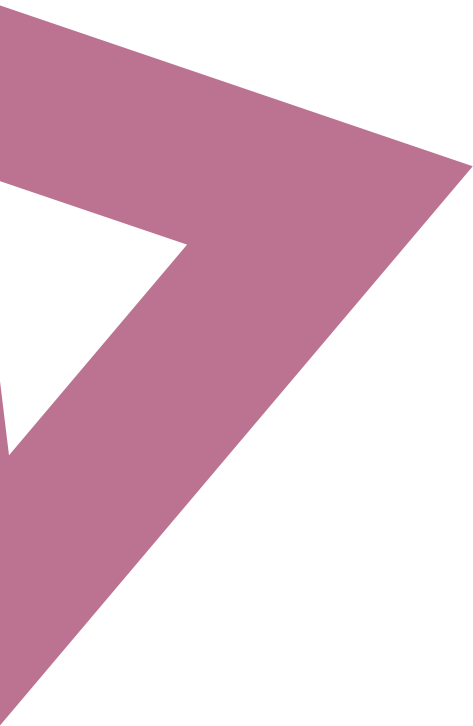
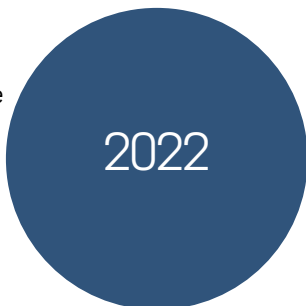
New office space opens in Burnie for programs and headspace satellite



Hillcrest Program commenced



Early Career Graduate program in Launceston and Devonport commenced



OUR VISIONS, VALUES & PURPOSE

QUALITY
INTEGRITY
INCLUSIVE
CONTEMPORARY

Cornerstone Youth Services Inc. celebrates diversity throughout its programs, centres and general ethos.

This lends to a sense of inclusivity where all are welcomed and made to feel safe, especially young people in their times of need.

Integrity is upheld in these processes. People are at the core of CYS, with staff and workers who practice with care and experience. Young people are the central focus and will continue to be.

The support provided and procedures in place are modern, progressive and strive to represent the contemporary time. It is important to focus on the present moment, however with the future in mind. Movement in the right direction for society and young people is integral to their wellbeing.

The final value, quality, describes CYS's commitment to providing young people with the best support and resources possible. Furthermore, maintaining a sustainable working environment to provide a quality service.

PROGRAMS



In the past year, the Youth Engagement Team (YET), Short Term Psychological Interventions program (STPI) and the West Tamar Youth Outreach Service have continued to meet the needs of young people experiencing mental ill health through a range of therapeutic interventions, outreach and case management.

SHORT TERM PSYCHOLOGICAL INTERVENTIONS (STPI)

In the last year, there have been 1,259 occasions of service, including individual therapeutic counselling sessions offered to young people and their families in northern Tasmania. The main issues for referral include anxiety and depression, often contributed to by relationship issues including family, friends and peers. Referrals have increased significantly for young people who have experienced trauma both past and present and are seeking support due to the impact on their day-to-day living.



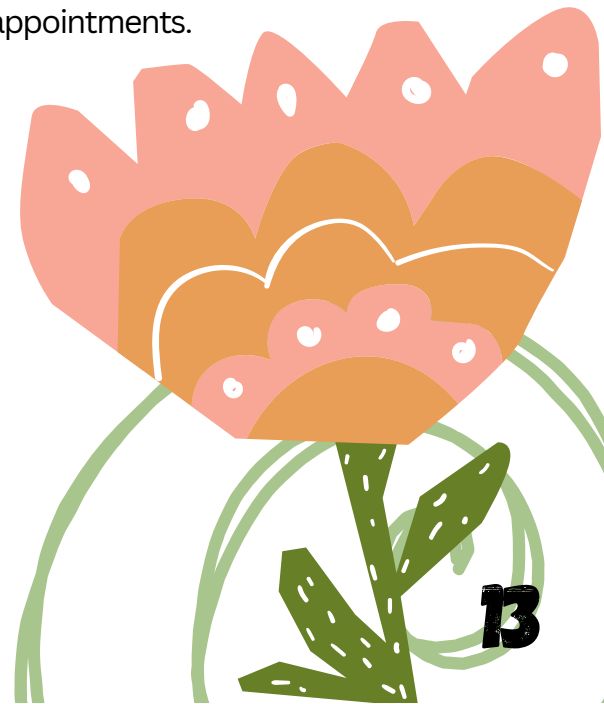
An exciting new development has been the planning of an outreach service to the George Town area. We are very fortunate to have a partnered with the HEAART Program in George Town for preliminary discussions around service provision one day per week.

To continue to improve our KPIs, we have engaged in intensive marketing strategies with relevant stakeholders in the North and North West. Promotional activities undertaken include developing flyers and posters, and informing general practitioners of the referral process.



We continue to adapt to the needs of young people to ensure accessibility across the region by offering a range of session types including face-to-face and telehealth appointments.

“WONDERFUL SUPPORT, GREAT AT LISTENING, OFFERS WELL THOUGHT OUT SUGGESTIONS, AND NEVER DISCREDITS ANY FEELINGS I AM EXPERIENCING.”





YOUTH ENGAGEMENT TEAM (YET)

The past year has seen the YET continue to provide outreach, case management and therapeutic support to young people and their families in the community. Mental health clinicians have continued to work hard to provide intensive case management through individual support, advocacy and recovery. Referral presentations include complex trauma, early psychosis, social isolation, disconnection, risk and safety concerns, and increasingly the impacts of neurodivergence alongside co-existing complexities.

Clinicians have worked hard to maintain and develop strong partnerships with key stakeholders to facilitate the overall care of the young person. Building positive relationships remain a priority in successful engagement, care coordination and connection to community. This year some of the successful outcomes have included, reengagement with school and employment opportunities.

One of the major issues facing the YET program this year has been the demand for service outweighing capacity. This is particularly problematic when there is a limited pool of resources in the community to meet the specific needs of young people presenting with such complex mental ill health.

This year, the team has participated in community events in partnership with headspace: Pride Month promotion; International Day Against Homophobia, Biphobia, Lesbophobia and Transphobia; and Mental Health Week and Youth Week events. The North West YET is an active member of the North West Action for Youth and North West Service Providers forums and the Mental Health Council.

The YET extended program (after hours service) has ceased due to the short-term funding contract. We have been fortunate to retain our youth worker who has continued offering support to young people across all regions. The youth worker supports mental health clinicians with facilitating therapeutic goals, access to services and linkages within the community.

In the last financial year, there have been 4,053 occasions of service delivered – this includes individual therapy sessions, case conferences, stakeholder engagement, and secondary consults.

Keryn Geard
Programs Manager

“**BEING A PART OF THE YET PROGRAM HELPED ME LEARN AND VALIDATE WHO I AM AS A PERSON, AND GOT ME TO WHERE I AM TODAY. I’M NOW EXCITED TO LIVE MY LIFE.**”



WEST TAMAR YOUTH OUTREACH SERVICE

Our mental health clinician has been with the program since June 2021 and in this time has offered counselling, case management and outreach support to young people and their families in the area.

In the last financial year, there have been 425 occasions of service delivered. This includes individual therapeutic counselling sessions, case management, advocacy and referral. The main presenting issues include anxiety and depression and a range of psychosocial issues impacting on the health and wellbeing of young people.

A highlight of the past year has been the support our mental health clinician has been able to offer to the High School by offering a visiting service. We are fortunate to work in partnership with the Tresca Community Centre. Their support in the form of resources and accommodation has been very much appreciated. Relationships have also been established with additional key stakeholders in the region, including the West Tamar Council youth programs workers, GP clinic and the school social workers.



“

“THANK YOU FOR SUPPORTING (CLIENT) I'M SO GLAD THE MEETINGS WENT WELL AND HOPEFULLY ARE GETTING RESULTS. WE REALLY CANNOT THANK YOU ENOUGH FOR THE HELP.”

”

YASP – YOUNG ABORIGINAL SUPPORT PROGRAM

The past year has seen the yAsp team continue to provide outreach, community support and groups within the community. The team has continued to work hard to provide individual and group support to young people in the community and towards achieving the required KPIs.

Key relationships established in the community have continued to result in referrals being received from an increasing number and range of service providers.

One of the significant changes for the yAsp team in the past 12 months has been joining the clinical programs team delivered by Cornerstone. For the team, this has meant a move within the building and a range of additional opportunities to access a multidisciplinary team. This move has led to greater service provision to young people accessing the program and opportunities to provide a wider range of services in partnership with yAsp.

Another significant change has been the service delivery model in schools. yAsp no longer offers programs within a school setting – the new model focuses on community engagement and connection by facilitating groups and events in the community.

Our team has provided some exciting initiatives in the community. For example, a bush cuisine course was run over several weeks. Young people were able to experience cooking with ingredients that are native to Tasmania. Young men's and young women's business groups were held and included activities such as connection to country, basket weaving, cooking, school holiday programs, arts, storytelling, Cataract Gorge walks, bowling, woodwork (carving of cultural tools), fishing, bush walks and gardening. These groups were possible thanks to the support of the Aboriginal Elders Council, Tresca Community Centre, Thyne House and the Tiagarra Aboriginal Cultural Centre.

yAsp partnered with headspace to host 'Survival Day' at the Cataract Gorge, as a day of recognition and acknowledgment. We were fortunate to have rapper Kiz perform at this event. The day included a host of activities and a BBQ lunch. A big thank you to the young people and service providers attending.

Cornerstone is relocating to a new building mid-next year, and the yAsp team has been working in consultation with young Aboriginal people and stakeholders to ensure a culturally sensitive and welcoming environment is incorporated into the design. This is an exciting space and we look forward to its completion.



The range of goals young people have been working towards depends on their presenting issues and individual circumstances. Positive outcomes include: improved school attendance and living arrangements; developed strategies to manage anxiety; access to antenatal and pregnancy support; and increasing access to health services and employment services.

Some issues identified in the past year impacting on young Aboriginal people are:

- issues with schooling, bullying, learning plans, cognitive assessments and the need for more flexibility in the curriculum for neurodiverse students
- youth risk-taking and peer pressure
- anxiety and depression
- body image issues
- loss of cultural connection – Australia-wide
- pro-criminal behaviour, peer pressure and substance use
- opportunities to connect with supportive and prosocial adult role models
- housing and homelessness, unstable accommodation and overcrowding, very long waitlist for public housing, housing and rental affordability and eligibility
- chronic mental health issues and trauma including PTSD
- suicidal ideation and self-harm
- intergenerational trauma
- recognition of culture and identity
- lack of youth spaces providing meaningful activities
- need for affordable specialist medical and allied health services.

"I HAVE BEEN WITH YASP FOR ABOUT 6 MONTHS. SONJA ARRANGED FOR ME TO DO WORK EXPERIENCE AT PCYC, WHERE I GAINED CONFIDENCE AND SKILLS. SONJA IS VERY SUPPORTIVE WHEN I AM TRYING TO SET GOALS. SHE IS ALWAYS THERE FOR ME, AND I REALLY APPRECIATE IT"

Keryn Geard
Programs Manager

HEADSPACE NORTH WEST



headspace Devonport, along with our Burnie satellite office, continues to build a presence and provide much needed services for young people in the North West. In May, as part of celebrating the first anniversary of the Devonport centre, we welcomed our headspace National colleagues for the first year visit. This was an opportunity to reflect on the centre's journey so far and to showcase the amazing office spaces and services provided at both the Devonport centre and the Burnie satellite office.

Our focus this year has been on increasing our service capacity and responding to service demand with the implementation of single session therapy as our main service delivery model in April 2022. While we continue to monitor and evaluate the impact on wait times and client experience, feedback from young people has been positive to date and wait times have reduced significantly in a short period. A successful application for Demand Management funding to support the recruitment of two senior clinicians to work across Devonport and Burnie sites, and upgrades to the large group room to provide soundproofing and privacy for group work will help to further boost service capacity and timely response to community demand.

Despite the challenges of COVID, we were able to continue to offer group therapy via wellbeing groups, focusing on physical activity for wellbeing, healthy thinking, mindfulness and relaxation, understanding and accepting myself, nature therapy and art therapy.

Feedback from groups continues to be positive:

“Nice time, I felt very calm after being very stressed and angry all day.”

“I enjoy coming here, it is very calming after being aggravated beforehand.”

“I loved doing these groups. I wish to do it again. Doing this group has helped me a lot. Thank you.”

“MY ANXIETY AND DEPRESSION HAS BEEN A LONG JOURNEY, OVER A DECADE IN FACT AND AFTER MY SESSIONS WITH HEADSPACE I FINALLY SAW THE FOG CLEAR. WHILST THE PATH WAS ROCKY AND HAD MANY SETBACKS, OVER 2 YEARS I CAN GLADLY SAY MY LIFE HAS CHANGED FOR THE BETTER. FROM HAVING PANIC ATTACKS IN MY SESSIONS TO BEING BRAVE AND STRONG ENOUGH TO ENDEAVOUR MY OWN BUSINESS ADVENTURES, I'VE COME A LONG WAY WITH MANAGING MY MENTAL HEALTH WHERE LIFE BECAME NOT ONLY MANAGEABLE BUT ENJOYABLE. I'M TRULY GRATEFUL FOR THE SUPPORT GIVEN TO ME AND LOOK FORWARD TO THE JOURNEY AHEAD.”

Throughout the year, we have farewelled some of our valued team members, and while we will miss their presence, we wish them well and thank them for their outstanding contribution to the headspace program. Like many other organisations in our sector, we have experienced recruitment challenges but have now been able to successfully recruit new team members to

build a multidisciplinary team that includes provisional psychologists, social workers, occupational therapists, nurse and general practitioners. Our next steps will be to provide extended opening hours to allow young people access to services outside business hours and to continue to build on the complementary services within the centre and satellite so that young people can access alcohol and other drug support, GP clinics and physical and sexual health nurses within the headspace centre.

The Work and Study Centre Devonport and Burnie (previously known as Careerspace) has undergone a name change in line with headspace National's Work and Study service collaboration. We now join the Work and Study National team which consists of Work and Study Centre (formerly Individual Placement and Support Program), Work and Study Digital, Work and Study Peer Support, and Work and Study Mentor Program. We also congratulate the Work & Study team on achieving the highest rating award of Exemplary Fidelity in the recent fidelity review with a special mention of excellence in individualised client-led service, and for the strong collaborative relationships evident among the headspace centre team (clinicians, support staff, vocational specialists, and centre manager), which supports the program to achieve high fidelity results across all outcome measures.

And finally, the Early Career Program commenced in February and, although our Devonport centre had a late start, the addition of a clinical educator and early career graduate has provided a great resource and support to the centre. The contribution of the clinical educator in coordinating and supporting student placements and strengthening connections with UTAS has been a major boost to the centre in this period.

Carlene Hutton
Centre Manager

"MAHLI WAS REFERRED TO THE WORK AND STUDY CENTRE TO ASSIST WITH BUILDING CONFIDENCE, COMMUNICATION SKILLS AND ASSISTANCE TO GAIN HER FIRST JOB. MAHLI INITIALLY ATTENDED APPOINTMENTS WITH HER PARENT AND WAS NOT SURE WHAT INDUSTRY THEY WOULD LIKE TO WORK IN. WORK AND STUDY CENTRE BUILT RAPPORT WITH MAHLI AND SHE WAS SOON ATTENDING APPOINTMENTS ALONE. MAHLI THEN BUILT THE CONFIDENCE TO APPROACH EMPLOYERS AND TALK TO THEM ABOUT EMPLOYMENT OPPORTUNITIES. MAHLI DISCOVERED SHE WOULD LIKE TO WORK IN CUSTOMER SERVICE AND SECURED A ROLE IN THIS INDUSTRY WHERE SHE COULD WORK AFTER SCHOOL AND ON SCHOOL HOLIDAYS."

***NAMES HAVE BEEN CHANGED**



HEADSPACE LAUNCESTON



The last year has been challenging and reassuring. The year started in the midst of COVID and we have emerged through that to grow and continue to provide a strong quality service to the young people of Launceston and surrounds. The staff have been strongly supportive and creative in ensuring that we have continued to provide this quality service. We have worked to be flexible with our hours and have offered a range of opportunities for clients to engage outside of regular working hours. I would like to thank staff for their dedication, hard work and professionalism.

This last year, we have been fortunate to have applied for and received grants from headspace National to support Indigenous events. In February, we held a successful Survival Day in the Gorge. It featured local food and games, and supported a young Indigenous musician. A few months later, we followed on with a health and wellbeing event that featured opportunities to explore local Indigenous food and culture with clients.

One of the important initiatives introduced in March 2022, the Early Career Program (ECP), is a headspace National initiative to nurture and grow the mental health workforce across Australia. Staff recruitment and retention is an ongoing challenge for headspace centres such as Launceston. The introduction of this program has been an exciting and effective opportunity to grow the centre workforce capacity and to contribute to the development of our future mental health workforce.

The ECP is designed to offer graduates access to a two-year comprehensive youth mental health training and development program. The program includes discipline-specific clinical supervision as well as 40 days of funded professional training.

The ECP program fully funds a full-time first year social work graduate. Mitchell Neilson [HS1] was appointed to the role and has been a fantastic addition to the Mental Health team. In addition to the graduate position, a 0.4 full-time equivalent (FTE) Clinical Educator has also been funded by the program to oversee the graduate's learning, and to provide professional supervision to the graduates, students on placement and other early career staff at the centre.

Holly Guest (clinical psychologist) has been in this role since March 2022, which has allowed for dedicated time and resources for increased student placements. Not only does the ECP provide an excellent opportunity for students to gain valuable experience at headspace, but it also increases clinical capacity at the centre and service provision.

So far in 2022, headspace Launceston has hosted three student placements from the Social Work School at the University of Tasmania. These placements have been extremely successful and have resulted in the recruitment of two social workers on completion of their studies in November.

The ECP is a highly advantageous program for headspace Launceston; in 2023, Launceston will receive one new first year ECP graduate and two second year ECP graduates through the program (that is, three additional clinical staff for the centre). Furthermore, the capacity of the centre to host more social work and psychology student placements is continually growing through the program.

The year involved the national headspace accreditation process with Launceston going through the headspace Model Integrity Framework (hMIF) process. This is a significant piece of work that involves considerable time and effort. We have uploaded over 250 documents to demonstrate our work. As part of this process, we have reflected on how we do our work, whether we are doing the right work, and how we can do better. This process is ongoing, and we are hoping that it will be finished in early January. Big thanks go to Alison Roberts, Anthea Cooper, Rae Ikin and Matt Copping for their eye for detail, their hard work and their humour and multiple coffee runs.

Richard Lewandowski
Centre Manager

COMMUNITY AND EVENTS



NORTH WEST YOUTH REFERENCE GROUP

Over the last 12 months, we have seen the expansion of our Youth Reference Group, with a total of 16 members from across the region. Team members are fully immersed in the mental health space within headspace and out in their local communities. Throughout the year, members have had the opportunity to participate in training held in our office space – including the CORES suicide prevention training and youth mental health first aid training – and we also teamed up with our headspace Work & Study colleagues to organise and offer a 4-session career support and CV workshop for the Youth Reference Group.

The group has been involved in the planning and organising of events this year such as Clean Up Australia Day in Somerset, and the UTAS Market Day and Open Week at the Cradle Coast Campus. And we have worked collaboratively with headspace clinicians and partnered with other organisations to facilitate headspace Day events and Mental Health Week. Other highlights include: the official launch of our Instagram account @headspacenwtas (if anyone is keen to follow us!); connecting with Burnie Youth Council to provide mental health literacy sessions; connecting with Be You and MHEP programs in order to coordinate reach-outs to rural/remote schools in the North West, promoting online supports (eheadspace), accessing therapy via telehealth/healthdirect and supporting the Be You/headspace National services to schools in the region.

The Youth Reference Group has contributed advice to the Clinical team around the implementation of single session therapy and also supported the Demand Management funding application. We have welcomed two of our members to the consortium, one member to the position of co-chair. Perhaps our most memorable project has been the creation of A Guide to North West Tasmania – For young people, by young people. This guide encompasses an 8-page booklet detailing places to eat, no-to-low-cost activities, the best walks and beaches, as well as ways to get involved in the community all across the North West Coast. The booklet will be launched during Mental Health Week 2022.

After a busy 12 months, we look forward to a relaxing end to the year with Pride in the Park in November and regular meetings to discuss ways that we can improve our services and better support their development (over yummy food, of course).

Rebecca Wells / Pippa McMahon
Community Awareness Officer

HART

LAUNCESTON YOUTH REFERENCE GROUP

It's been a giant year of change for our Youth Reference Group at headspace Launceston. From lockdowns and masks to the long-time Community Liaison Officer moving on to pursue their teaching career, our crew have shown amazing resilience and tenacity, and they continue delivering the incredible work they have always done.

Some incredible events and activities have come together over the past 12 months – such as the Riverbend Rock Challenge, Our Maker's Market, the LGBTQIA+ Forum, and the Kings Meadows High Healthy Mind Expo – events which are always incredible days and that are becoming staples in our annual calendars. The group rolled out the Get Active Program and provided the opportunity for young people to get in to life and enjoy some physical activities they may not have ever tried before. There are honestly dozens more examples, but one needs special mention—Planet Queer.

Planet Queer was an underage pride ball, led by our Youth Reference Group in conjunction with Working it Out and PCYC. The group did an incredible job in organising everything – from the entertainment to marketing to decorations and even running additional events like the Car Boot Market to fundraise towards the ball. From a personal standpoint, I remember seeing the ads on social media before I joined headspace and thinking how amazing it would have been to have that opportunity at my age.

Turning our attention to the coming 12 months, I am honoured to be leading this group of young people into what the future holds. Coming on board in April 2022, it's been exciting to begin to build our numbers up. As we increase in size, we're also increasing in diversity which allows for far greater representation of what is truly happening in our wider community.

We have begun to turn our focus towards communities within the Greater Launceston region, already having reached out into the Dorset, West Tamar, and St Helens area. We hope to continue working in these more rural and remote areas to raise awareness and counteract stigma of mental health and help-seeking behaviour.

We have some incredible events already lined up, which will have already happened by the time you're reading this, and plenty more yet to be imagined. So I wish you all the best for the coming year and look forward to celebrating everything we've achieved next year.

Matt Copping
Community Awareness Officer



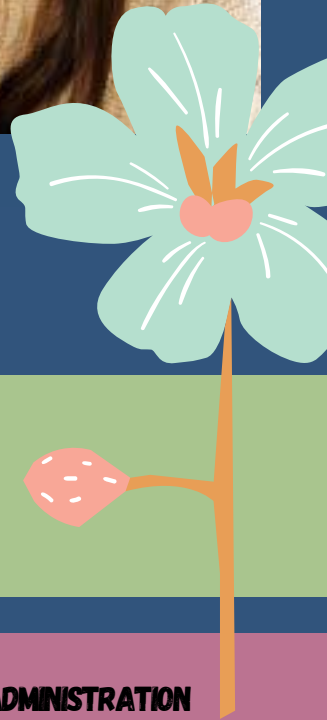
MEET US

SONJA LANGFORD CASE WORKER YASP

I started working at Cornerstone in the young Aboriginal support program two years ago. I had just finished my Masters of Social Work and was super excited as I had always wanted to work in youth mental health. Jayne (yAsp case worker) and I were a small team in the beginning and her support has been so amazing.

Having the opportunity to work with young people in the Aboriginal community is a privilege I feel very grateful for. It has been challenging at times but so rewarding building connections with the young people in our program, fostering empowerment and witnessing their growth and strength in overcoming the barriers they have faced. The young people have been kicking huge goals!

I have really enjoyed the transition of yAsp into the Programs and we have such a supportive and close team. I'm looking forward to the changes coming up with the new building, I appreciate the opportunities for yAsp to discuss decolonising the new space, and I'm excited to see what we can get involved in for the year to come.



KAITLYN LAMPREY ADMINISTRATION

I started working for Cornerstone Youth Services in September 2021 as a reception team member. I joined Cornerstone with several years' experience in the building industry and in hospitality. Stepping into my role at Cornerstone has been a huge learning experience for me personally and professionally that has come with both its challenges and rewards. One of our core values, inclusivity, is one that resonates deeply with me, as I strongly believe every single person has the right to feel included and supported within every aspect of their lives. Being a part of a team that works alongside and provides support for ALL young people, no matter the journey they're on, is such a rewarding experience.

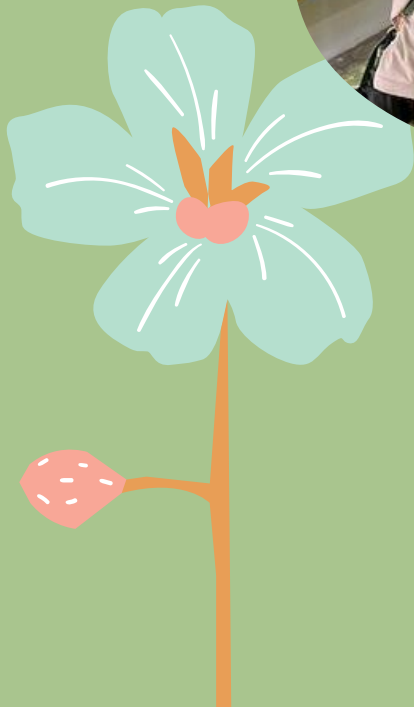




TANYA LEARY

MENTAL HEALTH CLINICIAN - HILLCREST

I began working at headspace in May 2022 under the Hillcrest response program. As part of my role I provide counselling to people impacted by grief and loss primarily from the Hillcrest tragedy. I have found the role challenging at times but love to brainstorm and navigate barriers for the best outcomes for clients. My role is currently funded till June 2023 and as I progress it is clear that grief and loss affects many in our community and there is still so much stigma around this subject. I feel very privileged to be in the role that I am in and to be the person that my clients feel safe to share their very personal stories with



FINANCIAL REPORT



The above chart shows revenue for the 2022 financial year.

97% of revenue for CY5 is by way of Commonwealth and State grants to deliver programs such as headspace, Youth Engagement Team and yAsp.



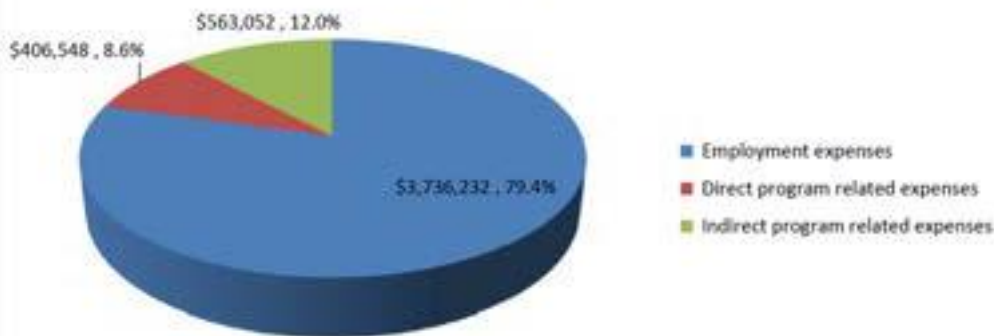
Revenue levels for 2018 to 2022.

FY20 included the donation of \$314,000 from Timeout House.

**Summary Profit & Loss
for the year ended 30th June 2022**

	2022	2021
Revenue	\$	\$
Grants	\$ 4,645,710	\$ 4,608,804
Medicare and related income	\$ 80,226	\$ 62,166
Interest	\$ 2,623	\$ 3,041
Other income	\$ 61,716	\$ 92,786
	<u>\$ 4,790,275</u>	<u>\$ 4,766,797</u>
Expenditure		
Employment expenses	\$ 3,736,232	\$ 3,759,589
Direct program related expenses	\$ 406,548	\$ 543,617
Indirect program related expenses	\$ 563,052	\$ 466,952
	<u>\$ 4,705,832</u>	<u>\$ 4,770,158</u>
Operating Surplus/(Deficit)	\$ 84,443	-\$ 3,361
Funds utilised from previous periods	\$ -	\$ 575,657
Funds carried forward for future expenditure	-\$ 126,996	\$ -
Members Funds brought forward	\$ 1,346,721	\$ 774,425
Members Funds	<u>\$ 1,304,168</u>	<u>\$ 1,346,721</u>

Expenditure by Category



The above chart shows the expenditure for the 2022 financial year.

Employment expenses are directly related to program delivery. Indirect program expenses include items such as office expenses, utilities and insurance

Financial Summary

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

Direct program related expenses include payments to subcontractors and other agencies for program delivery. There was a decrease in direct program expenses in 2022 due to NW expansion expenses being included in 2021.

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

FUNDING BODIES & PARTNERSHIPS

DONATIONS

Burnie High School
D'antonie Family
Et La Meer
headspace National Push up Challenge
Indie School Devonport
IXEL Donation MYCAUSE
Launceston Choir in the Pub
Miss Teen Diamond International – Caitlyn Cutler
Prospect High School
Rapid Signs and Graphics



PARTNERSHIPS

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

FUNDING BODIES

Department of Health
Department of Social Services
Irene Phelps Charitable Trust
Kentish Council
Mental Health Council of Tasmania
National Indigenous Australians Agency
Primary Health Tasmania under the Australian Primary Health Networks Program
Women's Sport and Recreation Tasmania

OUR LOCATIONS



LAUNCESTON

Corner of Wellington & Brisbane
Street
PO Box 7513, Launceston TAS
7250
Ph: 03 6335 3100
FX: 03 6335 3127



DEVONPORT

Level 1/35 Oldaker Street
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

QUALITY

INTEGRITY

INCLUSIVE

CONTEMPORARY