

THE LINK YOUTH HEALTH SERVICE  
ANNUAL REPORT  
2016-2017

the link  
youth health service



...I FEEL LIKE THEY REALLY CARE

THEY  
LISTEN AND  
UNDERSTAND

HEALTH HELP



the link  
youth health service





## President's report

This year has been an extremely busy one with both ongoing programs and the commencement of several new initiatives, some in collaboration with sector partners. These are detailed elsewhere in the Annual Report.

The Board would particularly like to thank those staff involved in the redevelopment of The Link's website and database, redesign and implementation of restructured administrative processes, and undertaking the considerable work in preparing various funding submissions as well as successfully enabling new programs. headspace Hobart continues to break new ground with outreach programs including the trial of a Brief Intervention Clinic to reduce wait times and the completion of the evaluation of the clinical pathways for young people using the service (undertaken by UTas through The Centre for Rural health).

Major activity occurred in the finance area during this year. Work on implementation of new finance system (XERO) was completed (together with development of new reporting templates) and compliance and risk registers have been reviewed and upgraded. New terms of reference for the Finance Committee resulted in a name change to the Finance and Risk Committee. The Board would like to recognise that the financial and asset position of The Link continues to be positive and thank the Treasurers during this period (John and Rob) for leading Board work in this area with David and Eliza.

During this year the Board continued to work on documents to describe roles and responsibilities for all Board members and Board executive positions. This in part resulted in the Board's decision in February to delegate the role of Public Officer to the CEO position. Work was also undertaken with David and Maggi to develop new performance appraisal processes which were trialled with the CEO and will now be revised for consultation and implementation with senior staff. The Board met with members of the headspace Hobart Youth Reference Group and it is planned that additional meetings will be held two or three times a year.

Following the retirement of two Board members last year and Kim Boyer and Michael Hill in the first half of 2017, Aneita Browning was appointed in February and successful advertising for new Board members resulted in the later appointments of Simon Barnsley, Linda Paynter and Dr Marita Long. In particular, the Board would like to recognise the contribution of Kim Boyer who had served on the Board since 2003, most recently holding the position of Vice President.

The Board would like to express their appreciation to David, Tania, Miranda, Maggi and Eliza for their work both as the senior management team for our organisation and in supporting the operations of the Board over the past year. The Board also wishes to thank all staff for their valued provision of the variety of programs we are able to offer to meet the health and well-being needs of the many young people who have sought our services during this period.

In conclusion I would like to thank my fellow Board members for their time, ideas and contributions over the last twelve months.

**Judy Hebblethwaite**



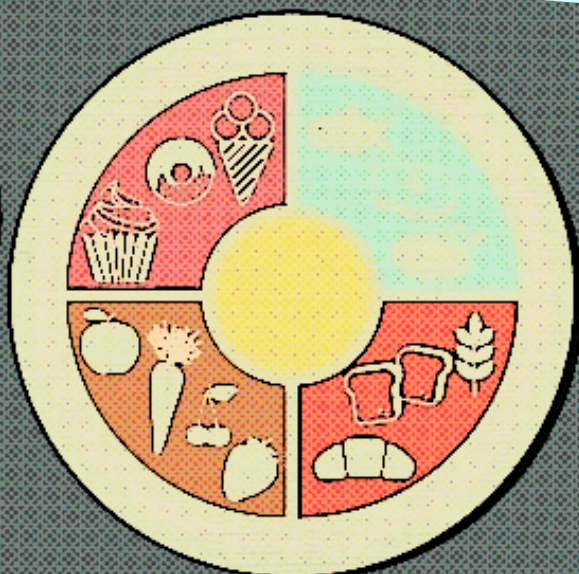
--- IT IS GREAT TO BE  
ABLE TO JUST DROP IN  
AND HAVE A CHAT

IT REALLY  
HELPED ME  
GET BY

VEGETABLE  
SOUP  
TOASTED  
SANDWICHES  
BANANA  
SMOOTHIES

FREE  
LUNCH  
ON  
WEDNESDAY  
1-230pm

WOW!!!



A SAFE PLACE TO  
COME TO



The 2016/17 year was one of continued strategic growth as well as consolidation of existing programs. The Link Youth Health Service has always provided services to clients from all around Southern Tasmania, but our service footprint, has covered mainly the two buildings we occupy, 49 and 57 Liverpool Street. During the 2016/2017 period we started delivering programs outside of the Hobart CBD, in areas including the Huon Valley, the Eastern Shore and Sorell as well as Bridgewater and Gagebrook .

This year, The Link expanded and formalised strategic partnerships. One significant milestone is the forming of the Tasmanian Youth Coalition, in collaboration with Youth Family and Community Connections in the Northwest and Cornerstone Youth Services in the North. This strategic partnership was officially launched in Launceston in September 2016 and brings together the resources of the three organisations in an agreement to work collaborative towards developing joint state-wide projects and having a state-wide voice on youth issues.

With the growth of the organisation, we have had to look at better ways to communicate with all staff and bring everyone along in the design and delivery of services. It has been paramount to remind ourselves that we are here primarily for our clients and that as we grow, we must become even better at delivering services. With that in mind, we have commenced *all of organisation development days*, where we all get a chance to learn new things, learn about what our fellow workers are doing and all staff get an opportunity to have a say and contribute to our direction, and our continuous quality improvement.

...and yes, Continuous Quality Improvement has been a priority and has been resourced by the creation of a new Executive Support position, that provides support to the Board and the Management Team as well as provide internal audit functions. This position has made things possible, like the *development days* mentioned prior. I want to particularly thank Maggi for her contribution to the organisation and her personal commitment and tenacity.

The Link is currently in a very good place and it is a credit to all our staff, those that work in 49 Liverpool Street and those that work in 57, and their commitment to the organisation and dedication to the delivery of excellent client services. I sincerely thank our staff and I am encouraged by the professionalism I see displayed every day at work.

I also acknowledge our Board members and the support they have given me throughout the years at The Link and their commitment to the organisation and the young people we serve.

The Link has grown considerably in the last 10 years and there is no way it could have happened without the support and dedication of a very diverse, committed and competent management team. Tania, Miranda, Maz, Eliza and Maggi I applaud your work and thank you for your support.

2017/18 I am sure will bring on its own challenges and I feel very confident that we head forward better prepared than we ever have and always with the best outcomes for our clients as our primary objective. I am very much looking forward to our path ahead.

David Perez



YUMMMM



LOVE THIS SPACE



## Operations Manager

The past twelve months has been an incredibly busy and productive time for The Link.

Our Open Access Area continued to flourish with over 7,300 occasions of service recorded. The types of health issues experienced by young people were not dissimilar to previous years including: mental health, emotional health and well-being, alcohol and other drugs, sexual health, personal care and general health. We continued to experience an increase in the number of young people presenting with complex mental health issues, which proved to be resource intensive and challenging to manage with limited referral options available in the community.

Throughout the year, we continued our focus on improving service accessibility for young people through expanding our geographical footprint and responding to the needs of young people from Culturally and Linguistically Diverse (CALD) backgrounds and the LGBTI community.

We introduced new alcohol and other drug outreach services at Sorell High School and Jordan River Senior School and College and continued the successful delivery of outreach services at Karadi Aboriginal Corporation and New Town Boys High School.

We worked collaboratively with local key stakeholders to establish a Community Based Mental Health Care Service in Bridgewater and Sorell, to deliver short-term psychological interventions to young people experiencing mild to moderate mental illness. Although uptake was gradual initially the service is now firmly imbedded in the local community with high attendance rates and reports of improved health outcomes.

Considerable emphasis was placed on strengthening our relationships with local CALD services and young CALD people to respond more effectively to the needs of multicultural youth. We have been working towards developing a more culturally inclusive service through implementing key recommendations identified by Migrant Resource Centre (MRC) youth bi-cultural workers including: facilitating site visits to The Link, participating in a MRC young women's wellness camp, hosting a multicultural lunch in partnership with MRC, engaging interpreters to assist with client interventions and participating in MRC health promotion events.

Our commitment to improving service accessibility and inclusivity for young LGBTI people was strengthened by our ongoing partnership with the National LGBTI Health Alliance as a MindOUT! Champion member. Throughout the year, we focused on improving our systems, policies and procedures to support inclusive practice. A significant achievement was modifying our online database system to reflect a more varied gender selection.

We also commenced work in the area of health literacy. Our involvement in the TasCOSS *Health Literacy In The Community Sector Project* as a pilot site assisted greatly in our efforts to become a more health literate organisation and we will continue our work in this area moving forward.

**Tania Hunt**





CELEBRATING  
DIVERSITY



"YOU GUYS DO A  
GREAT JOB,  
HOBART WOULDN'T  
BE THE SAME  
WITHOUT THE LINK"

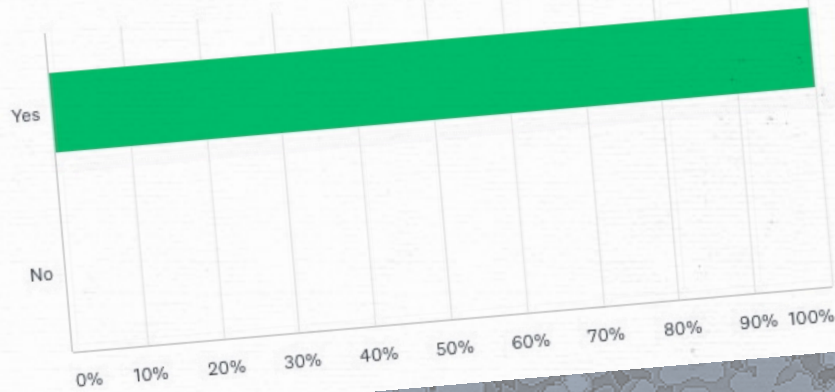




# STAKEHOLDER SATISFACTION SURVEY

Were you satisfied that The Link was responsive and collaborative in working to achieve outcomes for shared clients/target groups?

Answered: 14 Skipped: 0



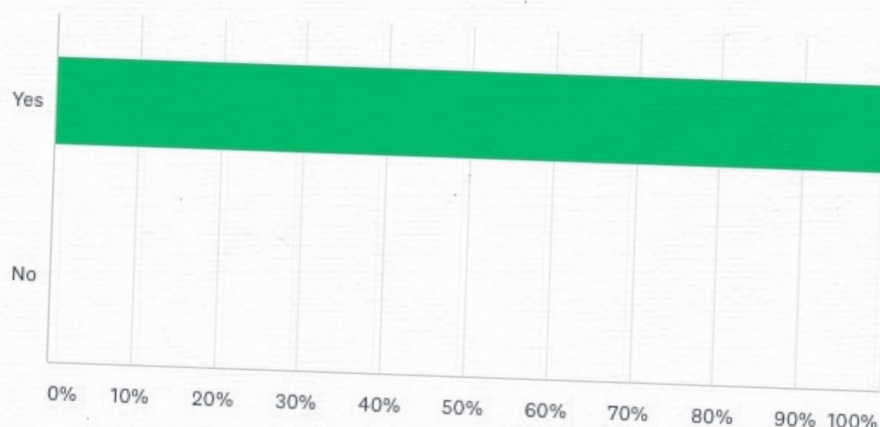
Highly professional and capable Organisation.

It would be good to work on events and other activities

Very happy to be working with David Perez and The Link Youth Services.

Would you consider working in partnership with The Link in the future?

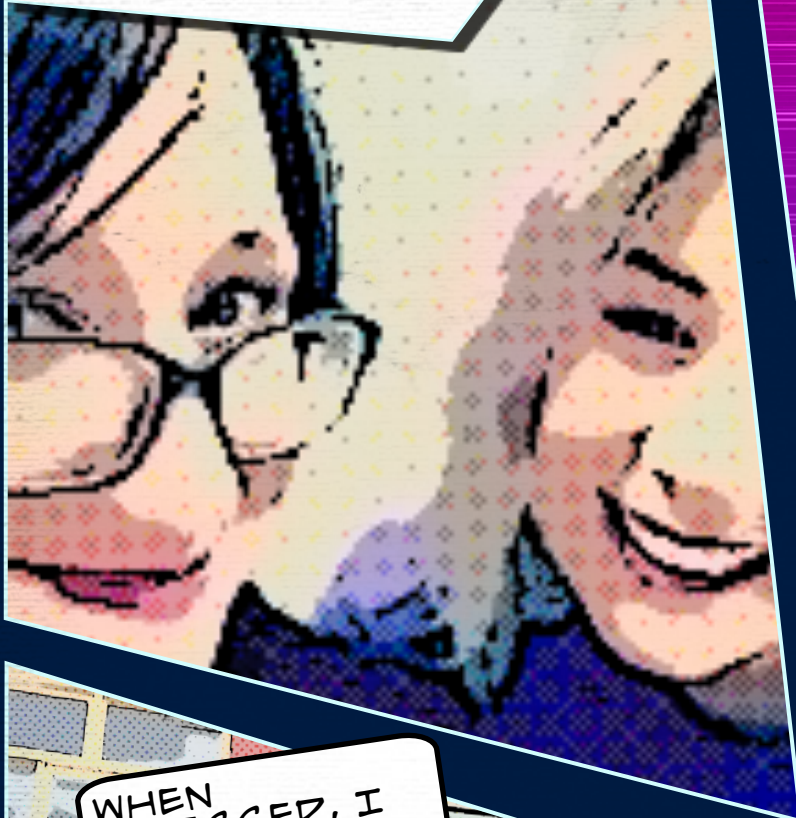
Answered: 14 Skipped: 0



All Year 1 medical students are required within the MBBS course, to undertake placements within THS (and non-THS) agencies. These community health placements are a core component of the course and the first year program is viewed as a general introduction to organisations, the client base and network of care. We are very pleased to have a long standing relationship with The Link,.



THEY ARE ALWAYS HAPPY TO  
SEE ME



# YOUTH HEALTH FUND

WHEN  
STRESSED, I  
CAN ALWAYS  
COME HERE TO  
CHILL



...REAL HELP WHEN I  
NEEDED IT THE MOST



HEALTH HELP, WHEN YOU NEED IT





## Youth Health Fund Manager's report

A total of 1,206 formal health assessments with young people were conducted throughout the 2016/2017 financial year. 1,957 health items/services were approved for payment through the Youth Health Fund. A further 588 loose toiletries were provided to young people and 47 Toiletry Orders were distributed to YHF Access Workers across the State.

Access to particular Sexual Health Services remains a primary health concern and continues to place an imbalance to the cost of services provided through the Fund. Having to rely on limited Private Services is problematic and adds to the burden of decision-making and positive health outcomes for young people.

The Youth Health Fund continues to maintain regular contact with hundreds of Service Providers across the State. We have a growing number of Service Providers who are Specialists delivering services to young people. We have built great rapport with most Providers and they understand the complexities of gaining access to health services, particularly by young people. As waiting lists continue to grow, more young people have to turn to the Youth Health Fund for financial assistance. There is an increasing demand on the Fund to pay for Specialist Services such as Imaging, Pathology, Scans, Ultrasounds and Specialist consultations as the Medicare rebate for these services has been removed or greatly reduced.

There has also been an increase in demand for additional counselling sessions for young people as their Mental Health Care Plans have run out. This too is due to the reduced number available through the Public system. A new trend evolving is the demand for assistance with regard to obtaining health information and assessments for young people to enable them to access the NDIS, these can be costly requiring thousands of dollars in some cases. This will be monitored closely by the Fund.

I pay particular thanks to Emily Rawlings for her assistance two days a week helping to run the Youth Health Fund and also manage the Fund when I was away. Thanks Emily you have done a wonderful job.

Finally, having worked as the Youth Health Fund Coordinator for over 18 years, I am still very proud to be part of this wonderful and practical Fund for young people. It is very satisfying when young people have their health needs met (sometimes resulting in major positive life changes) without the barrier of capacity to pay.

**Marianne Wyrsh**







COOL



**headspace Hobart** has spent the year reviewing its operations and piloting different ways of working. We contracted the University of Tasmania's Department of Rural Health to assess our client's clinical pathways, and the Youth Network of Tasmania looked at our youth participation mechanisms.

In partnership with our headspace Hobart Consortium members we have expanded our reach to young people. During the year **headspace** began servicing young people at Pulse Youth Health Service, Clarence Integrated Care Centre and Youth ARC. We utilised funding from the Jetty Foundation to implement a Brief Interventions Clinic model in partnership with the University of Tasmania's Department of Psychology and some of our Consortium members Clarence City Council, Pulse Youth Health Service and Hobart City Council.

We have begun a pilot *inreach* service to Huonville High School recognising the need of young people in the Huon Valley area and its barrier to city based services. At our Centre we began a Worker on Duty trial for a faster response to young people, family, friends and service providers with initial information and support. Across The Link programs we were involved in a project with the Migrant Resource Centre's Youth Bicultural Workers to improve culturally and linguistically diverse representation in our Centre.

It was another busy 12 months in headspace Education and Promotion attending school and community events. From in-class presentations and mental health expos in schools, to Mental Health Week events and National Youth Week events, and the YNOT Youth Conference, the Community Health Educator and Youth Reference Group ventured far and wide to promote **headspace** and the message of positive mental health.

This participation is continuing to educate the general community about our various services for young people, and is also helping to build relationships between **headspace** and other service providers.

As well as external promotions, the Youth Reference Group participated in the YNOT youth audit of The Link, and continue to provide their ever-valuable feedback on **headspace** resources to ensure they remain youth friendly and relevant.

**headspace Hobart** service activity continued to be above the National **headspace** Centre average for the year, and client numbers have increased from the previous year. **headspace** continues to provide a range of services to young people including mental health, engagement and assessment, alcohol and/or other drug support and physical or sexual health services.



# CLIENT SATISFACTION SURVEY

WHAT DO YOU LIKE ABOUT THE LINK?

"I'm always greeted with a friendly face, a caring person ready for a chat and it's just a warm + lovely place to be. Thank you for all that you do."

HI JUST WONDERING HOW YOU WERE ABLE TO START UP SUCH A GREAT SERVICE FOR YOUTH? WOULD WORK REALLY WELL HERE IN THE PILBARA."

"I went out to a school this morning, and was chatting with one of the teachers after a presentation to grade 8s. The teacher said that on a personal level she was very happy with headspace, as her daughter has used our services in the past, and she has no doubt the services that she received here saved her life."

"helping people with there needs and sexual safety"

"felt supported and respected by all staff members. It's a safe and welcoming environment"

"---HOW HELPFUL THE STAFF ARE"

"ITS LIKE A COMMUNITY"

"MAKING CLIENTS FEEL WELCOMED AND SUPPORTED"

"FOOD PROGRAM & SAFE SPACE"

"THE PERSONAL CARE OPTIONS ARE FANTASTIC"

"Wednesday lunch"

"everyone is so caring and there is always food"

"EVERY STAFF MEMBER"

"I CAN COME IN ANYTIME"

"You guys are always amazing and friendly i love coming here thank you"



WHAT COULD WE DO BETTER?  
CLIENT SURVEY RESULTS

IT IS PRETTY SPOT ON REALLY

LET MORE PEOPLE KNOW ABOUT THE LINK

more variety

NOT SURE

hours and/or open on public holidays

MORE AREA SPACE AND GATHERINGS FOR YOUNG PEOPLE,  
LONGER HOURS, MORE STAFF

OPEN ANOTHER / MORE

not necessary but would be good to provide latex free  
condoms for those who are allergic

BECOMING MORE TECH SAVY

have a toilet available

MORE LUNCHESES

EASE OF ACCESS

NOT MUCH <3



## Finances Treasure's report

Financially this year has been one of stability, with all of our core funding remaining secure, and the addition of three new funding streams. The first we received at the end of the 2015/2016 year, but was not utilised until this year.

The Y-Com validation study works in conjunction with headspace and is provided through Orygen. We were given \$130,000 for an 18 month study which enabled us to employ two part-time staff. We have been provided with a three month extension into 2018 for this grant.

We also have an agreement with Cornerstone to provide outreach services to Sorell and Bridgewater, for a three year period, outcome dependant. This contract is remunerated with an initial grant of \$21,187 with continued funding based upon the number of clients serviced.

Our third new income stream is annual income of \$260,000, from the Department of Social Services, and this is for an Individual Placement and Support Trial (IPS) which is aimed at assisting eligible headspace clients to find work and training opportunities. This contract currently is for a *pilot* that runs for three years.

The balance sheet remains strong, and we were able show strong results for the year and continue to focus on improving our reserves for future needs or to respond to opportunities or challenges if they arise.

The Finance team welcomed the introduction of Xero, which has streamlined all of our accounting processes. We welcome new staff member Yan to the team and she has proved to be an invaluable asset to The Link Finance team.

The Finance and Risk Committee saw a few changes throughout the year, but have been meeting frequently and focussing on providing useful and accurate reporting for the Board.

The Committee has also focussed on updating and improving our management of risk including better documenting agency risks and treatments and exploring options for risk management software to hopefully integrate with or complement The Link's human resources and accounting systems.

For the coming year the Finance and Risk Committee will be looking to develop a longer term strategic outlook for The Link's finances and risks to ensure our ongoing viability and ability to continue to be able to meet the health needs of a growing number of young people across the community.

John Borojevic

ATTACHED IS THE FULL  
AUDITED REPORT



# WHO WE ARE (JULY 2016 - JUNE 2017)

## OUR BOARD

JUDY HEBBLETHWAITE - PRESIDENT

KIM BOYER - VICE-PRESIDENT

JOHN BOROJEVIC - TREASURER

ROB MEREDITH

MICHAEL HILL

REBECCA POKE

HELEN BARRETT

ANEITA BROWNING

SIMON BARNESLEY

LINDA PAYNTER

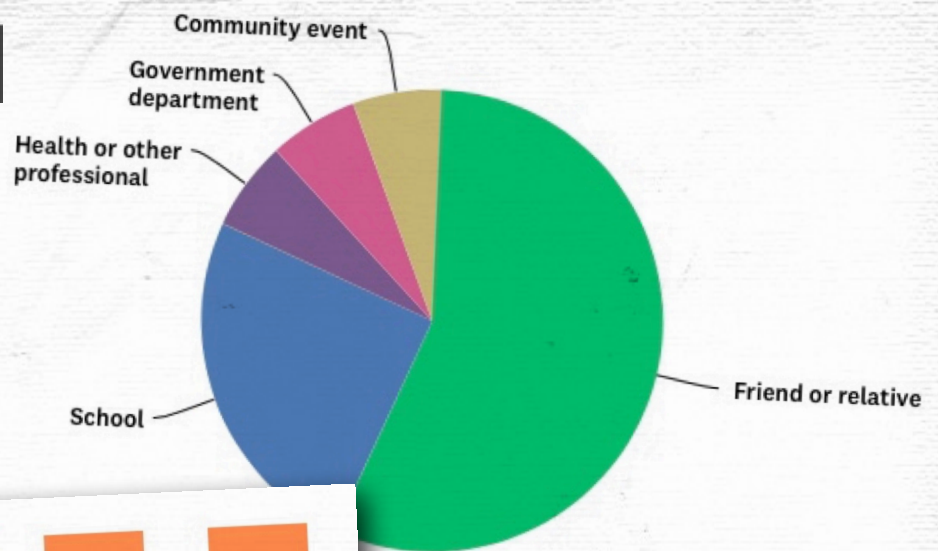
MARITA LONG

# THE TEAM!!!

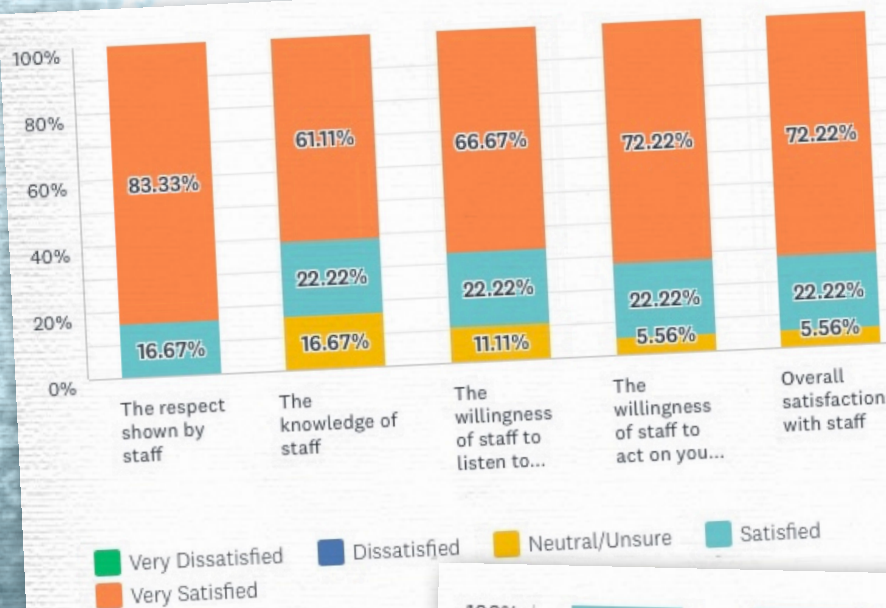
Name	Team	Position	Start Date
Anna McCormack	Practitioners	Psychologist	19/6/17
Anneke Mertens	Youth Engagement workers	Youth Engagement Worker	26/5/17
Cathryn De Soza	Finance	Finance Officer	24/9/14
Jennifer Presser	Practitioners	Psychologist	1/7/15
Kelly Louise Pettit	Practitioners	Psychologist	29/11/12
Angela Waite	Practitioner I BIC	Psychologist	28/11/16
Angela Woodward	IPS Program	Vocational Specialist	7/2/17
Bernadette Carroll	Youth Engagement workers	Youth Engagement Worker	15/7/15
Bethany Smith	Practitioners	Psychologist	26/9/13
David Perez	Management	CEO	26/3/07
Duncan Gibling	AOD	AOD Worker	5/2/07
Julie Downie	Reception	Office Manager	4/6/14
Lorelle Taylor	IPS Program	Senior Vocational Specialist	1/2/17
Lyndel Anne Dean	Youth Engagement workers	Youth Engagement Worker	26/3/14
Marianne Wyrsh	Youth Health Fund	Program Manager	12/10/98
Miranda Ashby	Management	Centre Manager	27/1/16
Philip McKay	Youth Engagement workers	Youth Engagement Worker	6/10/15
Renae Pepper	Practitioners	Psychologist	12/11/14
Tania Hunt	Management	Operations Manager	1/3/10
Thomas Burdick	Youth Health workers	Youth Health Worker	28/2/17
Adela Marrone	Practitioners	Psychologist	11/4/14
Adrian Cakra	Practitioners	GP Registrar	27/2/17
Andrew Badcock	Youth Health workers	Youth Health Worker	11/6/14
Eliza Lee	Finance I HR	Finance & HR Manager	7/10/09
Emily Rawlings	Youth Health Worker I IHSHY	Youth Health Worker I IHSHY	16/2/16
Jesse Greenwood	Y-Com Validation	Research Officer	22/7/16
Kellie Bryan	AOD	AOD Worker	30/7/15
Kirsty Leaf	Y-Com Validation	Research Officer	15/9/14
Maggi Boughton	Administration	Admin	16/6/16
Shelagh Curtain	Education	Community Health Educator	12/9/16
Tania Cerritelli	Administration	Receptionist	26/5/15
Tara Smith	Youth Health Worker I NDIS	Youth Health Worker	16/1/17
Thomas Kearney-Elkan	IPS Program	IPS Senior Vocational Specialist	17/4/17
Yan Rayner	Finance	Finance Officer	4/1/17



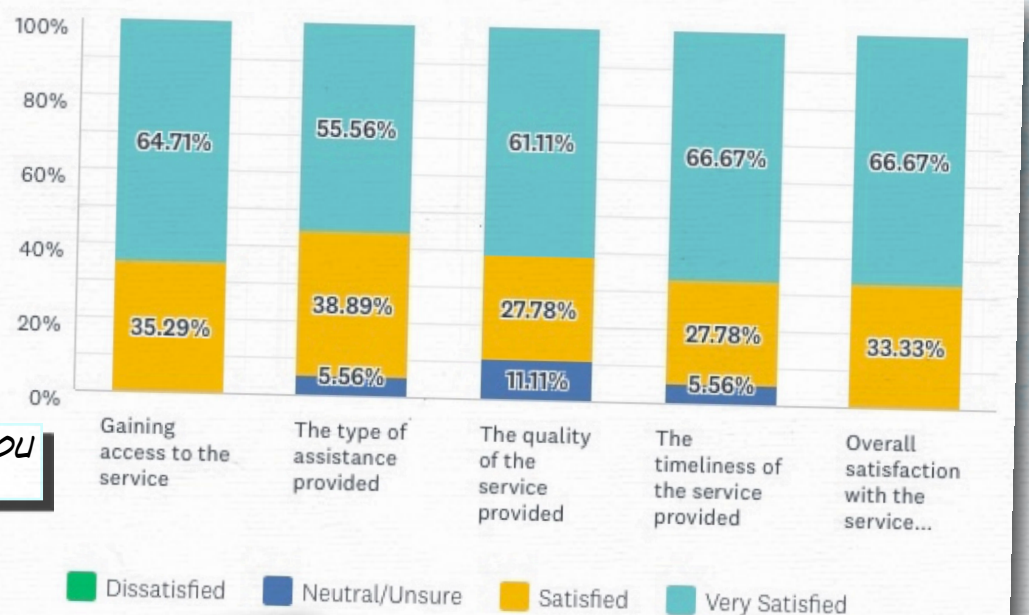
## HOW DID YOU HEAR ABOUT THE LINK?



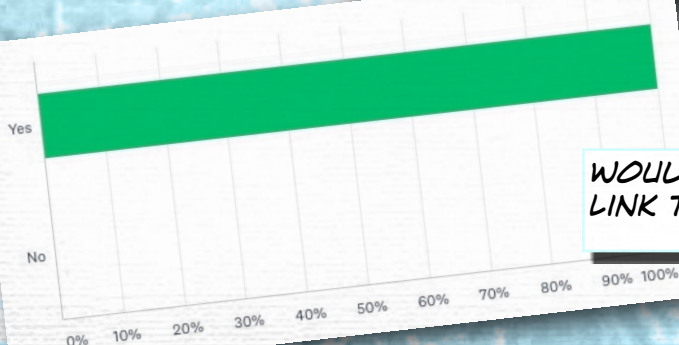
## HOW SATISFIED ARE YOU WITH OUR STAFF?



## HOW SATISFIED ARE YOU WITH THE SERVICE?



## WOULD YOU RECOMMEND THE LINK TO FAMILY OR FRIENDS?





the link  
youth health service





the link  
youth health service

