September 2026

evaluation snapshot



connecting clinical teams with specialist psychiatry expertise

headspace Telepsychiatry secondary consultations provide clinicians and GPs with access to specialist psychiatry expertise, supporting high-quality care for young people, particularly in regional, rural and remote communities. During 2023-2024, almost 550 secondary consultations were delivered across 36 headspace centres and two headspace digital mental health programs, demonstrating strong engagement with the program.

An evaluation of headspace Telepsychiatry found high levels of satisfaction among secondary consultation participants, who valued the opportunity to discuss young people's evolving needs across a range of domains, and receive specialist clinical advice. The program increased workforce knowledge, skills and confidence, while strengthening collaboration, shared learning and multidisciplinary approaches to care. These findings demonstrate the vital role of headspace Telepsychiatry secondary consultations in supporting clinicians and GPs to deliver evidence-informed care to young people and family.

headspace
National Youth Mental Health Foundation

about headspace Telepsychiatry

headspace Telepsychiatry supports young people and the mental health workforce in regional, rural and remote Australia by increasing access to specialist psychiatric expertise. Through video-based primary consultations, secondary consultations for headspace clinical staff and GPs, and professional development activities, the program helps strengthen local workforce capability and improve access to youth mental health care across Australia.

headspace Telepsychiatry secondary consultations support the ongoing professional development of the headspace mental health workforce by providing headspace centre-based clinicians and GPs with access to psychiatrists for case management advice and clinical supervision. This can include discussions about specific cases, mental health themes, thematic/clinical review or general management advice.



evaluation overview

An evaluation of headspace Telepsychiatry secondary consultations was conducted as part of a broader evaluation of headspace Telepsychiatry services delivered between 2023 and 2024. The evaluation used program monitoring data, surveys, interviews and focus groups to explore participant experiences and outcomes.

Over 200 stakeholders connected to headspace centres that engaged in headspace Telepsychiatry in 2023 and 2024 were invited to participate in an anonymous and voluntary survey (n=212). The survey was completed by 65 individuals, representing an overall response rate of 31 per cent. Most respondents were clinical leads, clinicians, centre managers, and GPs. Additional data came from interviews with 10 key stakeholders and focus groups with six psychiatrists.

During 2023 and 2024, headspace Telepsychiatry delivered 594 secondary consultations to clinicians and GPs across 36 headspace centres and two headspace digital mental health programs. Participating centres were located across Australia, with most supporting regional, rural and remote communities.

Over 90 per cent of scheduled secondary consultations were delivered (91%, n=543), seven per cent (n=40) were cancelled, and two per cent (n=11) were not attended (Figure 1). On average, participating centres attended 16 secondary consultations over the two-year evaluation period, demonstrating strong engagement with specialist psychiatry support.

findings

Positive participant experience

Stakeholders reported highly positive experiences of headspace Telepsychiatry secondary consultations, with 93 per cent of survey respondents (n=27) indicating they were satisfied or very satisfied with the program.

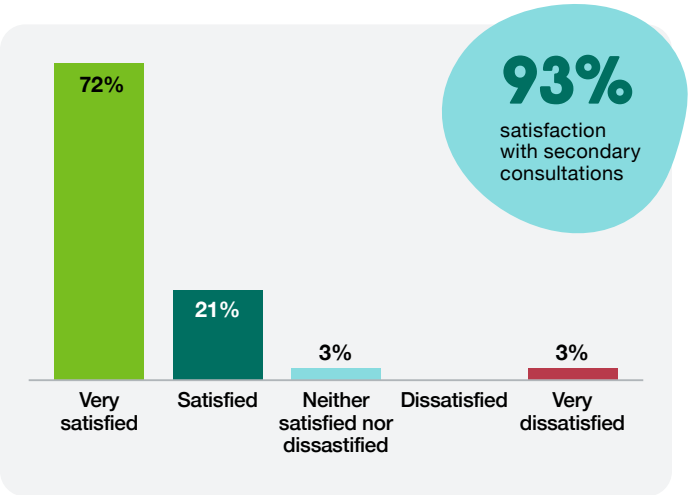


Figure 1: *Centre stakeholder survey respondent satisfaction with headspace Telepsychiatry secondary consultations (n=29). Figures sum to less than 100 per cent due to rounding.*

Participants particularly valued access to experienced psychiatrists, highlighting their specialist expertise, collaborative approach and understanding of the needs of young people. Stakeholders described secondary consultations as a valued source of clinical support and guidance, particularly in supporting young people with co-occurring or evolving needs. Many centres reported ongoing engagement with the program, reflecting the perceived value of secondary consultations for supporting clinical practice and workforce development.

The most common reported reason for accessing secondary consultations was support for care planning (57%, n=27). Participants also identified diagnostic clarification (34%, n=16), medication advice (17%, n=8), and professional learning and development (17%, n=8) as key program needs.

"Psychiatrists are youth friendly and knowledgeable – in both primary and secondary consultations."

Clinical lead, 2024

"I think every clinician has one or two young people that they're particularly concerned about…and to have been able to bring that to a secondary consult and talk it through with the psychiatrist… that's been really, really helpful."

Clinical manager, 2025

Strengthened access to specialist psychiatry support

Secondary consultations provided headspace clinicians and GPs with access to specialist psychiatry support that may not otherwise have been available, particularly in regional, rural and remote communities. Almost all survey respondents (98%, n=51) agreed that the program improved access to specialist psychiatry expertise for their centre and clinical team. Respondents highlighted the value of specialist input for care planning, diagnostic clarification and supporting young people with complex mental health needs.

"Unfortunately, resources are minimal in (our) region and many young people and their families do not have the financial resources to access psychiatry services…headspace Telepsychiatry allows our centre and our clinicians to work within the early intervention and prevention lens of care provision."

Centre manager, 2025

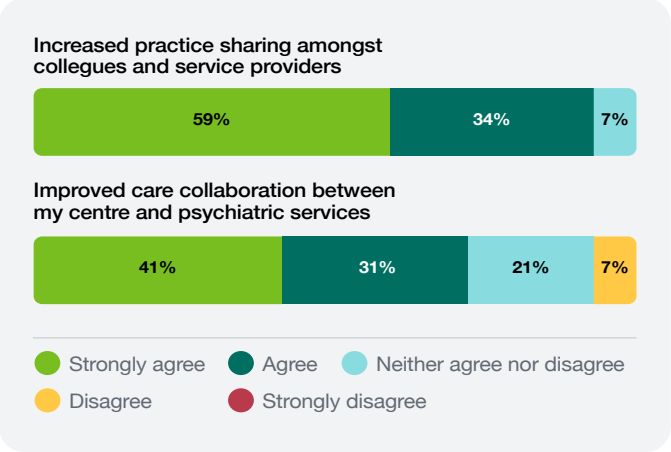


Figure 2: *Service provider practice sharing and care collaboration following headspace Telepsychiatry secondary consultations (n=29).*

findings

Supporting workforce capability and confidence

Secondary consultations strengthened the capability and confidence of headspace clinicians and GPs. Ninety-three per cent of survey respondents agreed that secondary consultations increased their knowledge and skills, and provided evidence-informed tools and approaches they could apply in practice. Participants described applying learning from consultations to support assessment, care planning, family involvement and responses to a range of mental health concerns. 86 per cent (n=25) of respondents reported increased confidence and capacity to support young people and family. Stakeholders highlighted the value of having specialist advice that both validated existing practice and supported further skill development.

"The secondary consults are incredibly valuable for the team just to run something past them…often they are pretty much on the right track, but it does increase their confidence and capacity to manage the complexity…often in a setting where there's limited other support…"

Telepsychiatry psychiatrist, 2025

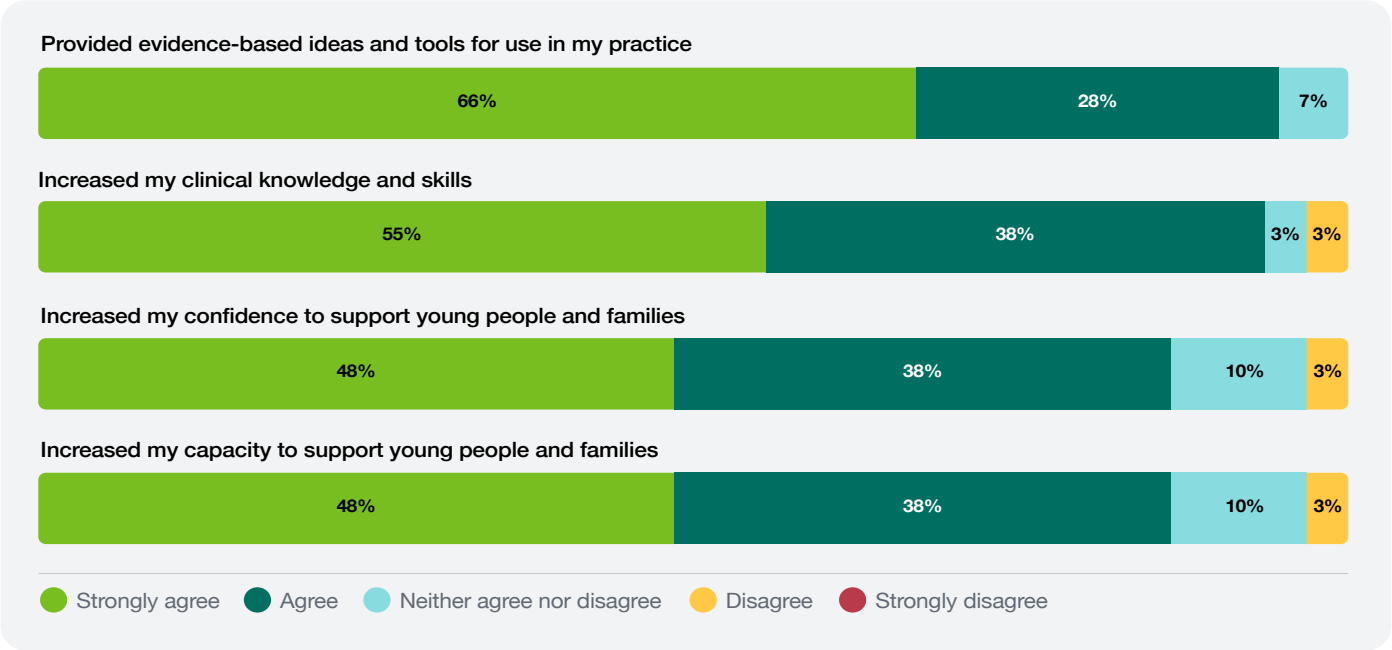


Figure 3: *Service provider learning and development outcomes following headspace Telepsychiatry secondary consultations (n=29). Figures sum to more or less than 100 per cent due to rounding.*

findings

Strengthening collaboration and clinical support

Secondary consultations support strengthened collaboration between clinicians, GPs and psychiatrists, creating opportunities for shared learning and multidisciplinary discussion. Over 90 per cent (93%, n=27) of survey respondents who engaged in secondary consultations reported increased practice sharing, while nearly three-quarters (72%, n=21) reported improved collaboration between their centre and psychiatry services.

Stakeholders described secondary consultations as an important source of clinical support, particularly when working with young people with complex mental health needs. Secondary consultations were also reported to support reflective practice, clinical decision-making and shared approaches to care.

"Secondary consults have been invaluable for staff development."

Centre manager, 2024

"The most important change is that [the psychiatrist] is part of our collaboration team with the existing clinical team. We have early career psychologists in our clinical team…it has been an added support to have a psychiatrist provide extra support and education to our clinical team and centre staff."

Centre manager, 2024



Key learnings, program strengths and opportunities

Evaluation findings indicate that headspace Telepsychiatry secondary consultations strengthen access to specialist expertise, workforce capability and collaboration across services. The program plays an important role in supporting clinicians and GPs to provide evidence-informed care to young people, particularly in regional, rural and remote communities.

headspace is committed to supporting headspace centres through ongoing access to specialist psychiatry expertise, workforce development and strengthened collaboration. Participants also identified opportunities to further strengthen the program through expanded access to secondary consultations, increased awareness and integration of the service across centres, and additional workforce development opportunities.

As the program continues, Telepsychiatry secondary consultations will remain an important mechanism for building workforce capability and supporting high-quality care for young people across Australia.

