September 2026

evaluation snapshot



building workforce capability through headspace Telepsychiatry webinars

Building workforce knowledge and skills is critical to ensuring young people can access high-quality, evidence-informed mental health care. headspace Telepsychiatry webinars provide accessible professional development opportunities for headspace staff, supporting ongoing learning on a range of youth mental health topics and strengthening workforce capability across Australia.

An evaluation of headspace Telepsychiatry webinars found participants reported highly positive learning experiences and valued the expertise of the psychiatrists. Webinars increased participants' knowledge and skills, enhanced understanding of youth mental health presentations and treatment approaches, and strengthened confidence in supporting young people and family.

These findings highlight headspace Telepsychiatry webinars as an accessible and valued professional learning initiative. They support workforce development and evidence-informed care, particularly in regional, rural and remote communities.

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 expert youth mental health care across Australia.

headspace Telepsychiatry webinars are delivered by specialist psychiatrists and provide headspace centre staff with accessible, evidence-informed learning opportunities on youth mental health topics. This report examines participation in, and outcomes from, headspace Telepsychiatry webinars delivered to headspace staff in 2024.



evaluation overview

Over 200 (n=273) stakeholders connected to headspace centres engaged in headspace Telepsychiatry webinars in 2024. Delivered by specialist headspace Telepsychiatry psychiatrists, the webinars covered a range of youth mental health topics and attracted an average of 23 participants per session.

Following each webinar, participants were invited to complete a voluntary feedback survey on its relevance, quality and usefulness. A total of 47 participants completed the survey, representing a 17 per cent response rate. Survey responses were analysed to assess participant satisfaction, self-reported gains in knowledge and skills, reported changes in practice, and opportunities for future improvement.

webinar topics	number of webinars
Post-traumatic stress disorder (PTSD)	2
Attention deficit hyperactivity disorder (ADHD)	2
Paediatric eating disorders	2
Psycodynamic psychotherapy	2
Obsessive compulsive disorder (OCD) and tics	1
Psychotropic medications	1
Attachment	1
Psychosis	1

Table 1: *Mental health topics and number of headspace Telepsychiatry webinars delivered in 2024.*

findings

Positive participant experience

headspace Telepsychiatry webinars provided a positive learning experience for participants, with 90 per cent (n=40) of survey respondents reporting that they were satisfied or very satisfied with the webinar they attended. Participants valued the expertise of the psychiatrists and the practical, accessible delivery of content.

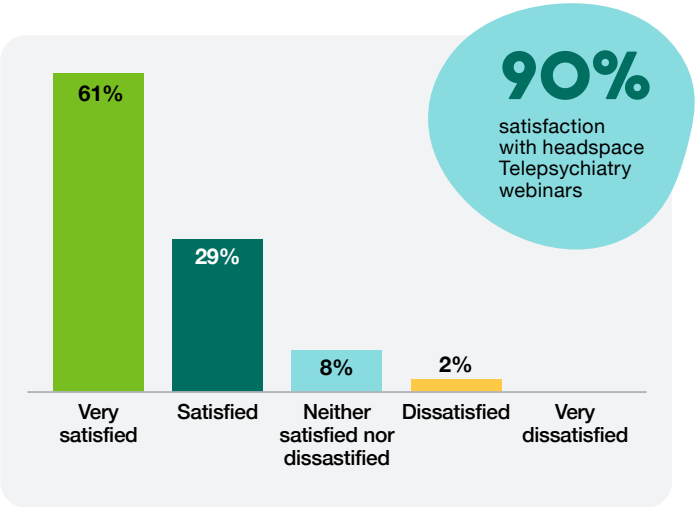


Figure 1: *Percentage of respondents who referred more students to recommended resources and services since participating in a workshop six to nine months prior (n=113)*

Ninety-four per cent of survey respondents agreed the webinars supported their professional learning and development. Participant satisfaction was also high, with 84 per cent (n=37) rating their likelihood of recommending the webinar to a colleague as eight or above out of 10 (Figure 2).

"This webinar was delivered brilliantly and in a manner that was engaging and accessible"

Webinar participant, 2024

"...wonderful presenter...makes complex information accessible, applicable to clinical practice and communicates a sense of compassion for the people who suffer from trauma."

Webinar participant, 2024

Increased knowledge and skills

Evaluation findings indicate that webinars contributed to participants' professional development and clinical capability. Ninety-two per cent (n=43) of respondents reported gaining knowledge and skills relevant to their work, while 85 per cent (n=40) agreed the webinars provided evidence-informed approaches they could apply in practice (Figure 2).

Participants reported increased understanding of youth mental health presentations and greater awareness of assessment, intervention and treatment approaches relevant to supporting young people and family.

"[I gained an] understanding when and what type of pharmacology is supportive of care for young people and learning to think about emerging bipolar"

Webinar participant, 2024

"[The webinar] reinforced that young people with ADHD are not damaged or broken and provided methods of working with young people and their families that could easily be integrated into our current practice."

Webinar participant, 2024



Figure 2: *Participant knowledge and skills gained from headspace Telepsychiatry webinars in 2024 (n=47).*

findings

Strengthened capacity to support young people and family

Webinar participants reported intentions to apply their learning in practice, including increasing awareness of mental health presentations, incorporating new assessment and treatment approaches, and strengthening family involvement in care.

"This webinar was brilliant, one of the best and most engaging webinars I've attended in my career…this webinar put into words my current practice and the importance of relationships, as well as giving incredible insight into how I can learn and deepen by understanding to continuing improving the support young people in this space receive."

Webinar participant, 2024

"[I learned I needed to] work with parents to ensure they feel like their story, experience and feelings are heard ahead of providing information."

Webinar participant, 2024

Most respondents (89%, n=42) agreed that participating in headspace Telepsychiatry webinars increased confidence in their capacity to support young people and family. Findings demonstrate the webinars strengthen workforce capability and support the delivery of evidence-informed care in regional, rural and remote communities (Figure 3).

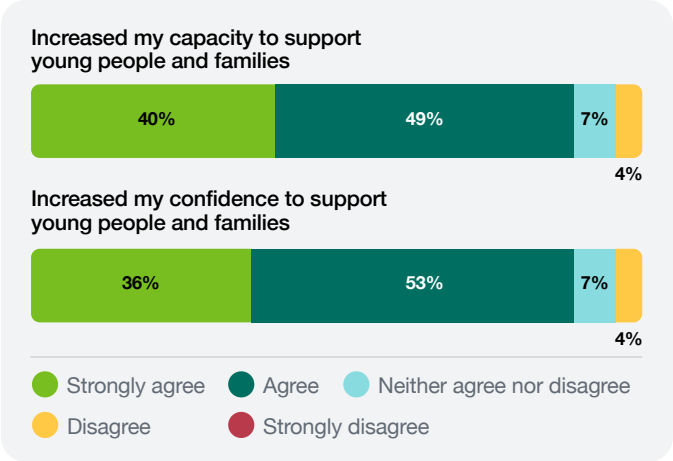


Figure 3: *Participant confidence and capacity to support young people and families following headspace Telepsychiatry webinars in 2024 (n=47).*

key learning, program strengths and opportunities

headspace is committed to supporting the ongoing development of the headspace workforce through live, interactive webinars delivered by specialist psychiatrists. By building workforce knowledge, skills and confidence in key youth mental health topics, the program supports headspace staff to deliver high-quality, evidence-informed care to young people and family across Australia.

While feedback on the webinar program was overwhelmingly positive, participants identified opportunities to further strengthen the offering through additional webinar topics and sessions, increased opportunities for interaction and practice sharing, and access to more practical tools and treatment approaches to support clinical practice.

