

# an overview of our impact



**FY 2025**



# impact of headspace

Young Australians know and trust headspace to provide them with the mental health and wellbeing support needed to navigate tough times.

In FY 2025 (July 1, 2024 to June 30, 2025), the network of headspace centres and online services expanded again to meet growing demand for support all across Australia.

## headspace making a difference

# 71%

of young people improved significantly at headspace<sup>1</sup>

# 86%

of young people reported being satisfied with headspace

## Who headspace supports

# 23%

of young people aged 17-25 who came to headspace centres were not engaged with work or study

Almost

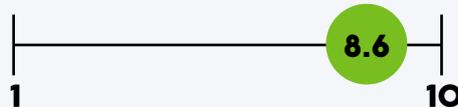
# 1 in 4

young people who came to headspace centres had experienced or were at risk of suicidal thoughts and/or behaviour

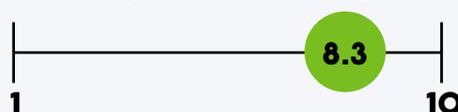
## Young people's experiences at headspace

On average, young people rated:

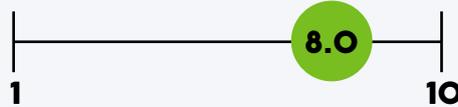
how well they felt listened to and understood



their willingness to be at headspace



whether they were working on issues that were important to them



the extent to which they felt more hopeful about the future



the extent to which they felt things were improving



that their culture is respected



## headspace works for young people



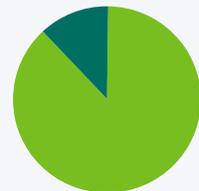
# 91%

of young people would recommend headspace



# 95%

of young people felt that headspace staff listened to them

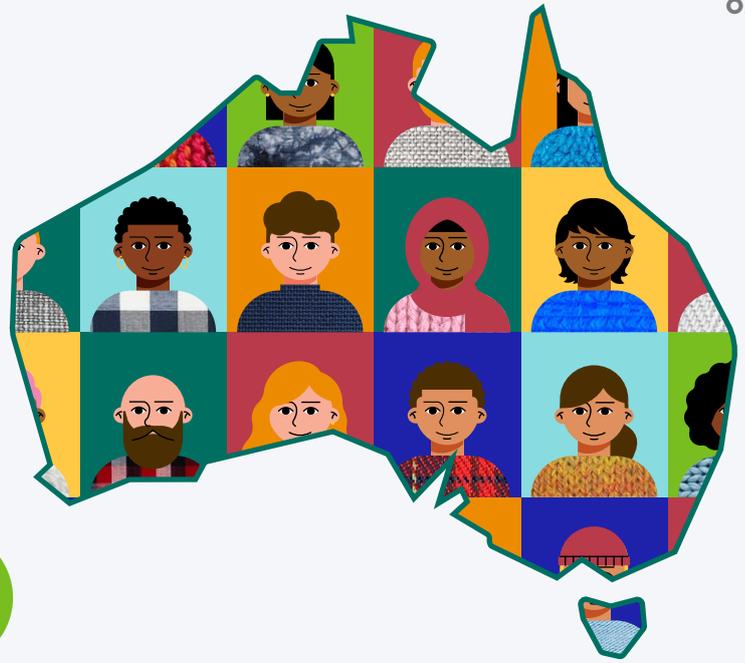


# 88%

of young people felt they could talk openly to headspace staff about their concerns

<sup>1</sup> Rickwood, D, McEachran, J, Saw, A, Telford, N, Trethowan, J, & McGorry P. "Sixteen years of innovation in youth mental healthcare in Australia: Outcomes for young people attending headspace centre services". 2022. <https://www.medrxiv.org/content/10.1101/2022.08.24.22279102v1>

# a snapshot of youth mental health in Australia



## 2 in 5

young people aged 16-24 experienced mental ill-health within the previous 12 months<sup>2</sup>



## 63%

Approximately 63% of young people have experienced a mental disorder by the age of 25<sup>3</sup>

## 49%

of young people aged 12-25 report high or very high levels of psychological distress<sup>4</sup>

headspace is well known and highly regarded

# #1

headspace is Australia's most trusted youth mental health organisation



Since its establishment in 2006, headspace has provided:

# 8,594,799

services to

# 1,017,359

young people<sup>5</sup>

## A vital community service

## 73%

of parents and carers say headspace is a vital community service

## 66%

of young people say headspace is a vital community service

<sup>2</sup> Australian Bureau of Statistics (2020-2022). National Study of Mental Health and Wellbeing. ABS. <https://www.abs.gov.au/statistics/health/mental-health/national-study-mental-health-and-wellbeing/latest-release>.

<sup>3</sup> Solmi M, Radua J, Olivola M, Croce E, Soardo L, Salazar de Pablo G, Il Shin J, Kirkbride JB, Jones P, Kim JH, Kim JY, Carvalho AF, Seeman MV, Correll CU, Fusar-Poli P. Age at onset of mental disorders worldwide: large-scale meta-analysis of 192 epidemiological studies. *Mol Psychiatry*. 2022 Jan;27(1):281-295. doi: 10.1038/s41380-021-01161-7.

<sup>4</sup> headspace (2025). National Youth Mental Health Survey.

<sup>5</sup> i) Includes data for the headspace Primary Program, eheadspace, headspace Connect, the Regional School Counselling Service, headspace Work and Study Online, headspace Career Mentoring, headspace Work and Study in Centres (utilising the Individual Placement and Support model), the Early Psychosis Program; ii) The total young person count represents the sum of unique counts for each headspace service and if young people use multiple headspace services they are counted multiple times; iii) Total numbers may vary year-on-year due to data stabilisation over time; iv) While the collective term 'Young People' is used, the eheadspace counts that contribute to overall since inception counts include family clients and services provided to family clients.

# headspace centres

Young people have access to a range of in-person support options via headspace centres. In FY 2025, services were delivered through both the headspace Primary program—which includes mental health, vocational, physical and sexual health, and alcohol and other drug support—and the Work and Study Programs. Together, these programs enabled headspace centres to provide:

**612,176**  
services to

**101,300**  
young people<sup>6</sup>

## headspace Early Career Program

The headspace Early Career Program supports Psychology, Social Work and Occupational Therapy graduates and students to work in headspace services, boosting headspace's capacity to respond to increases in service demand while growing the pipeline of trained mental health professionals.

In FY 2025:

**73**

graduates worked with headspace across WA, QLD, NT, NSW, VIC and TAS

**353**

student clinicians commenced a clinical placement

Clinical educators were employed to support graduates and students across

**83 centres**

## Primary program

In FY 2025:

**573,797**

services were provided to

**97,915**

young people

Across Australia there are

**172**

services<sup>7</sup> operating across Australia

### Priority groups

-  Aboriginal and Torres Strait Islander
-  Culturally and linguistically diverse
-  LGBTIQ+

Percentage breakdown of Primary program service users:

12%

13%

28%

### Gender identity

5% identify as gender diverse

63%

identify as female

32%

identify as male

## Early Psychosis

Also delivered in headspace centres, the headspace Early Psychosis program supports young people and families experiencing, or at risk of developing, psychosis. The program is delivered at 15 headspace centres across Australia, and in FY 2025 provided:

**290,218**

services to

**3,068**

young people

**68%**

of young people in the Early Psychosis program improved significantly<sup>8</sup>



<sup>6</sup> The total young person count represents the sum of unique counts across the Primary and headspace Work and Study Programs (utilising the Individual Placement and Support model) programs, if young people use multiple headspace programs they are counted multiple times.

<sup>7</sup> headspace services open as at 30 June 2025; Official count of headspace network services is based on Commonwealth announced locations.

<sup>8</sup> Young people in the program improve by having either a significant decrease in psychological distress (K10) and/or a significant increase in social and occupational functioning (SOFAS) and/or an increase in quality of life (MyLifeTracker).

# headspace digital services

headspace provides a range of digital services and supports that ensure help is available to young people and families across Australia, no matter where they are located. These services and supports include eheadspace, group chats, Telepsychiatry, headspace Work and Study Online, headspace Career Mentoring, and website resources, alongside the headspace Account.

In FY 2025:

## 101,195

headspace digital services were provided to

## 24,392

young people and families<sup>9</sup>

## headspace Website and Account

In FY 2025 there were approximately:

## 6.3 million

page views across the headspace website

## 1.3 million

occasions when self-guided web services and supports (including interactive modules and fact sheets for young people and families) were accessed

## 48,000

headspace Accounts created<sup>10</sup>

## eheadspace

eheadspace is a national service that operates seven days a week, 365 days a year. It offers youth-friendly and accessible support for young people and families, provided by experienced youth mental health professionals via email, webchat and phone.

In FY 2025:

## 48,495

eheadspace services were provided to

## 17,690

young people and families



of young people and families would recommend eheadspace if a friend needed help

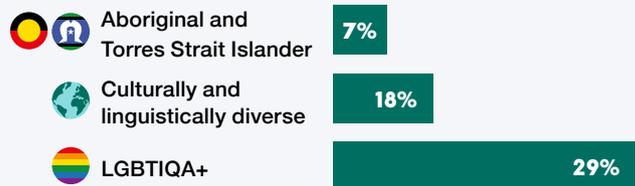


of young people and families felt listened to and understood in their eheadspace session/s

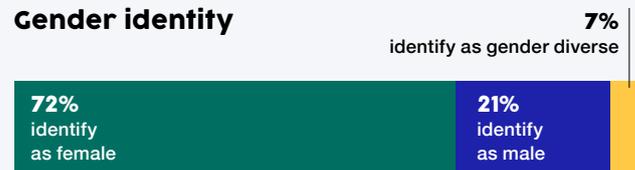


of young people and families reported that eheadspace helped them to understand their situation more clearly

### Percentage breakdown of eheadspace service users



### Gender identity



<sup>9</sup>) Includes data for eheadspace, Regional School Counselling Service (Vic/NSW Ed Dept), headspace Connect, Online Communities (group chats), headspace Work and Study Online, and headspace Career Mentoring; ii) The total count of young people and families represents the sum of counts across digital services. If young people and families use multiple digital services, or access digital services without providing identifying information, they are counted multiple times.

<sup>10</sup> Young people and families can sign up to a "headspace account" on the headspace website, providing a personalised gateway to connect with a clinician and/or their peers, build a toolkit of resources, undertake interactive self-help activities, and track their headspace interactions / journey (online and in centres).

## Group chats

Group chats provide a peer-led supportive and moderated online space for young people and their families to connect with others on a variety of topics. They are run by a team of skilled Peer Workers. Transcripts from all group chats are available on the website to access at any time.



In FY 2025:

# 236

group chats were hosted

There were more than

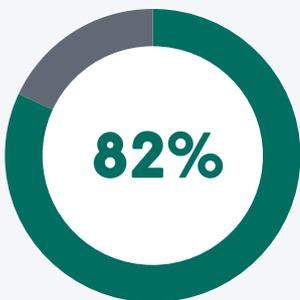
# 538,000

“clicks” within the group chats (clicks are an indication of engagement with the chats)

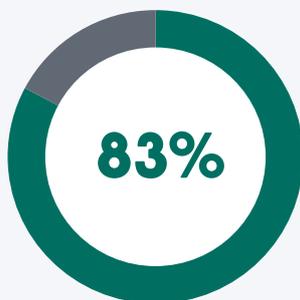
Group chats (and/or transcripts of group chats) were accessed on more than

# 93,700

occasions



of young people reported feeling safe to share their experiences, thoughts, and feelings in group chats<sup>11</sup>



of young people reported that being in the peer chat was helping them to feel less alone and more connected to others<sup>11</sup>



## Telepsychiatry

headspace Telepsychiatry provides young people aged 12-25 in eligible regional and rural areas access to critical supports delivered by highly skilled psychiatrists via video consultations. These services complement headspace centre multi-disciplinary teams, improving access and outcomes for young people.

In FY 2025:

# 1,030

primary consults were attended by young people

# 344

secondary consultations and webinars were provided.

Secondary consultations and webinars provide an opportunity to upskill clinicians in regional and rural Australia through clinical case reviews and supervision



# 90%

of participants reported being satisfied with Telepsychiatry webinars<sup>12</sup>



# 89%

of participants reported Telepsychiatry webinars increased their capacity to support young people and families<sup>12</sup>



# 98%

of headspace centre staff surveyed agreed headspace Telepsychiatry enabled young people to access otherwise unavailable psychiatry support<sup>13</sup>



<sup>11</sup> headspace (2025). Online Communities peer chat participant survey. Unpublished.

<sup>12</sup> headspace (2024). Survey of Telepsychiatry webinar participants. Unpublished.

<sup>13</sup> headspace (2024). Survey of headspace centre Telepsychiatry stakeholders. Unpublished.

# vocational programs

headspace offers a range of work and study supports to young people, both online and in Centres.

## headspace Work and Study online

headspace Work and Study Online supports young people to reach their career and educational goals through integrated vocational and clinical support.

In FY 2025, headspace Work and Study Online provided:

# 36,000

services to

# 2,552

young people

# 92%

of young people reported being satisfied with Work and Study Online support



of young people felt supported in pursuing their work/study goals<sup>14</sup>



of young people felt more optimistic about their work/study future after using the service<sup>14</sup>



of young people agreed that the service helped reduce the impact of their mental health and wellbeing difficulties on their work/study goals<sup>14</sup>

## headspace Work and Study in Centres

Using the Individual Placement and Support (IPS) model, headspace Work and Study Programs is available at 50 headspace centres, integrating in-person vocational and clinical support.

In FY 2025, headspace Work and Study Programs provided:

# 38,379

services to

# 3,385

young people

# 93%

of young people reported being satisfied with Work and Study services received in centres

# 81%

of young people in the Work and Study Programs achieved positive outcomes on at least one of three mental health measures, a higher proportion than matched clients who received clinical services only (75%)<sup>15</sup>

## headspace Career Mentoring

headspace Career Mentoring connects young people with an industry mentor who can support them to find, maintain and enjoy work in an area that interests them. Support is provided via video conferencing.

In FY 2025, headspace Career Mentoring provided:

# 885

mentoring sessions to

# 181

young people



# 100%

of young people reported being satisfied with the support they received through headspace Career Mentoring

<sup>14</sup> headspace (2025). headspace Work and Study Online Support infographic. [https://headspace.org.au/assets/Reports/Work-Study-/09.2025\\_headspace\\_WSO-Infographic\\_Digital.pdf](https://headspace.org.au/assets/Reports/Work-Study-/09.2025_headspace_WSO-Infographic_Digital.pdf)

<sup>15</sup> Telford, N, Albrecht, S, Wilkin, A, Watts, C & Rickwood, D. "Mental Health Outcomes for Young People Accessing Individual Placement Support Services: A Cohort Study". 2024. <https://journals.sagepub.com/doi/10.1177/21501319241296786>

# headspace Schools & Communities

headspace Schools & Communities partners with Australian schools, communities, government agencies, universities, sports clubs and other organisations to build the mental health literacy and capacity of professionals working with children, young people and families. It also supports Australian communities impacted by disasters, crises or large-scale incidents.



## Training

headspace provides support and training to school principals and school leaders.

In FY 2025:

# 4,237

principals, school and university staff were trained and supported

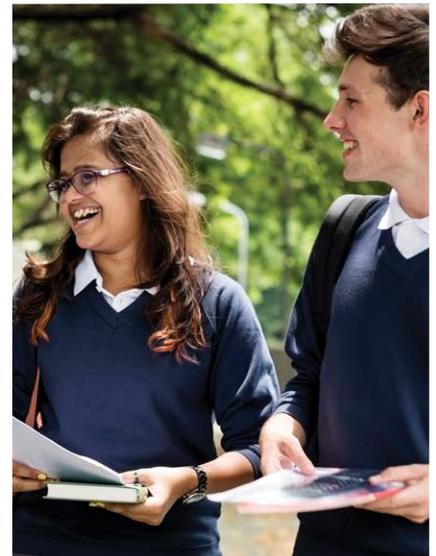
## Be You

headspace is a committed service delivery partner for Be You – a national program to support children's and young people's mental health in early learning services and schools.

In FY 2025:

# 6,939

new school educators registered for the Be You initiative



## Engaging parents and carers

In FY 2025:

# 5,055

parents and carers joined a headspace Schools & Communities session and received mental health information, including contact details for support services.



## The headspace Mental Health Education Program (MHEP)

MHEP is a national program funded by Department of Health, Disability and Ageing that aims to increase understanding of mental health, and build help-seeking capacity, among students and the broader school community. It provides interactive, strengths-based and evidence-informed workshops to upper primary and secondary school communities across Australia. Workshops are delivered on-site in schools, or online if requested.



of educators and other school staff reported being satisfied or very satisfied with the MHEP workshops.<sup>16</sup>



of school students reported the MHEP workshops to be useful in helping them learn more about mental health topics.<sup>16</sup>



of parents, carers and others surveyed reported the MHEP workshops to be useful in helping them to better support a young person.<sup>16</sup>



## The University Support Program (USP)

USP aims to build mentally healthy university communities across Australia through the provision of suicide prevention and postvention training, planning and support. Training is available to staff working in Australian universities, and support is provided by a critical incident response workforce to assist universities to respond appropriately and effectively to critical incidents, including suicide.



of survey respondents reported being highly satisfied with the USP workshops they participated in.<sup>17</sup>



of survey respondents who attended one or more of the four USP workshops agreed or strongly agreed that the headspace consultants who delivered the workshops were engaging, and explained the content in a clear and concise manner.<sup>17</sup>

## Building capacity

In FY 2025:

**1,436**

services were provided to school and university wellbeing leaders, focussed on strengthening practice and whole-of-system alignment with mental health and wellbeing frameworks.

**781**

community members attended a mental health information session (topics included responding to distress following an extreme weather event, and the unexpected loss of a community member).

<sup>16</sup> headspace (2025). Mental Health Education Program: Survey Findings, headspace National Impact Team.

<sup>17</sup> headspace (2025). University Support Program: Evaluation report, headspace National Impact Team

# the headspace network



## Queensland

- Beaudesert<sup>3</sup>
- Bribie Island<sup>3</sup>
- Bundaberg
- Caboolture<sup>6</sup>
- Cairns<sup>6</sup>
- Caloundra
- Capalaba
- Emerald
- Gladstone
- Gympie
- Hervey Bay<sup>6</sup>
- Ipswich<sup>6</sup>
- Mackay<sup>6</sup>
- Maroochydore
- Maryborough<sup>3,6</sup>
- Meadowbrook<sup>5,6</sup>
- Mount Isa<sup>6</sup>
- Redcliffe
- Rockhampton<sup>6</sup>
- Roma
- Sarina<sup>3</sup>
- Southport<sup>5</sup>
- Toowoomba
- Townsville<sup>6</sup>
- Upper Coomera
- Warwick
- Whitsundays<sup>3</sup>

## Brisbane

- Staying Deadly I headspace
- Deception bay<sup>1</sup>
- Inala<sup>6</sup>
- Indooroopilly
- Nundah
- Strathpine
- Woolloongabba

## Tasmania

- Burnie<sup>3,6</sup>
- Devonport<sup>6</sup>
- Eastern Shore<sup>1,2,5</sup>
- Hobart<sup>6</sup>
- Launceston

## Northern Territory

- Alice Springs<sup>6</sup>
- Darwin<sup>5,6</sup>
- Katherine
- Palmerston<sup>3,6</sup>
- Yulara & Mutitjulu<sup>2,4</sup>

## New South Wales

- Armidale
- Ballina<sup>3</sup>
- Batemans Bay
- Bathurst
- Bega<sup>6</sup>
- Broken Hill
- Cessnock<sup>3</sup>
- Coffs Harbour
- Cowra<sup>3</sup>
- Dubbo<sup>6</sup>
- Dubbo Outreach<sup>2</sup>
- Gosford<sup>6</sup>
- Goulburn
- Grafton<sup>6</sup>
- Griffith
- Katoomba<sup>3</sup>
- Kempsey
- Kiama<sup>3</sup>
- Lake Haven
- Lismore
- Lithgow<sup>3</sup>
- Maitland
- Newcastle<sup>6</sup>
- Nowra<sup>6</sup>
- Orange
- Port Macquarie
- Queanbeyan
- Shellharbour
- Tamworth<sup>6</sup>
- Taree
- Tweed Heads
- Wagga Wagga<sup>6</sup>
- Wollongong<sup>6</sup>
- Wyong<sup>3,6</sup>
- Yass<sup>3</sup>

## Sydney

- Ashfield<sup>6</sup>
- Bankstown<sup>6</sup>
- Bondi Junction
- Brookvale
- Campbelltown
- Camperdown
- Castle Hill
- Chatswood
- Edmondson Park
- Hawkesbury
- Hurstville
- Liverpool
- Miranda
- Mount Druitt<sup>5</sup>
- Oran Park
- Parramatta<sup>5</sup>
- Penrith<sup>5,6</sup>

## Victoria

- Albury-Wodonga
- Armstrong Creek
- Bairnsdale
- Ballarat<sup>6</sup>
- Bendigo<sup>6</sup>
- Colac
- Corio<sup>3,6</sup>
- Echuca
- Geelong<sup>6</sup>
- Hamilton
- Horsham
- Melton<sup>6</sup>
- Mildura
- Morwell
- Ocean Grove<sup>3</sup>
- Portland<sup>3,6</sup>
- Sale<sup>3</sup>
- Shepparton<sup>6</sup>
- Swan Hill
- Wangaratta<sup>3</sup>
- Warrnambool<sup>6</sup>
- Wonthaggi

## Melbourne

- Bentleigh<sup>5</sup>
- Box Hill
- Collingwood
- Craigieburn
- Dandenong<sup>5,6</sup>
- Elsternwick<sup>5</sup>
- Frankston<sup>5,6</sup>
- Glenroy
- Greensborough
- Hawthorn
- Knox<sup>6</sup>
- Lilydale<sup>3</sup>
- Malvern
- Narre Warren<sup>5</sup>
- Pakenham<sup>3</sup>
- Plenty Valley<sup>3</sup>
- Rosebud<sup>3,6</sup>
- South Melbourne
- Sunshine<sup>5</sup>
- Syndal
- Werribee<sup>6</sup>

## ACT

- Canberra<sup>5</sup>
- Tuggeranong<sup>5</sup>

## South Australia

- Berri
- Gawler<sup>1</sup>
- Mount Barker
- Mount Gambier
- Murray Bridge<sup>6</sup>
- Port Augusta<sup>6</sup>
- Port Lincoln<sup>6</sup>
- Victor Harbor<sup>3,6</sup>
- Whyalla

## Adelaide

- Adelaide
- Edinburgh North<sup>6</sup>
- Marion
- Onkaparinga<sup>6</sup>
- Port Adelaide

## Western Australia

- Albany<sup>6</sup>
- Armadale
- Broome<sup>6</sup>
- Bunbury<sup>6</sup>
- Busselton<sup>3</sup>
- Esperance
- Geraldton<sup>6</sup>
- Hedland
- Kalgoorlie<sup>6</sup>
- Karratha
- Kununurra
- Mandurah
- Manjimup<sup>1</sup>
- Margaret River<sup>3</sup>
- Northam<sup>3</sup>
- Pilbara<sup>2</sup>
- Rockingham

## Perth

- Cannington
- Fremantle
- Joondalup<sup>5,6</sup>
- Midland<sup>5,6</sup>
- Osborne Park<sup>5</sup>

● denotes capital city with multiple centres

1 Opening FY26  
 2 Denotes a headspace outreach site  
 3 Denotes a headspace satellite  
 4 Denotes a First Nations Service  
 5 Denotes an Early Psychosis site  
 6 Denotes a headspace Work and Study Programs (utilising the IPS model) site

As at November 2025

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health and Aged Care