

headspace Work & Study Online Support

what young people are saying about the support they received

We asked young people who had received support from headspace Work & Study Online to share their experiences.¹ They told us how the service helped them to:

- Achieve their work and study goals.
- Improve their mental health and wellbeing.
- Feel supported and satisfied with the help they received.

what is headspace Work & Study Online Support?

Work & Study Online provides clinically integrated work and study assistance to young people aged 15 to 25.

Young people receive tailored support from a Work and Study Specialist and can also access mental health support from a clinician to help them achieve their work and study goals.

The service provides practical work and study assistance, builds confidence and resilience, as well as improving mental health and wellbeing. headspace Work & Study Online Support operates via phone and video chat making it accessible across Australia.

headspace Work & Study Online can help with:

- job search skills and applications
- resume and cover letter preparation
- career planning
- study and enrolment support
- support transitioning from school to work or further study
- navigating government support
- balancing mental health and wellbeing with work or study.

¹A total of 98 young people who began using the service between May 2024 and April 2025 completed the survey. Survey participants were predominantly 18 to 23 years of age (71%), with 13 per cent aged 15 to 17 and 16 per cent aged 24 to 25. Nearly two thirds were female (65%), 21 per cent were male and 14 per cent identified as gender diverse.

young people were satisfied with the service



I really loved the person I was matched with who provided me with a lot of support and helped me gain a lot of confidence at the time whilst I was struggling.

(NSW, female, aged 24)



87%

of young people agreed that the help they received was valuable



90%

of young people would recommend the service to others



89%

of young people agreed that they could access assistance at times convenient to them



86%

of young people agreed that they received help with their specific needs



young people achieved their work and study goals



I have had a positive experience with headspace Work & Study! The headspace worker has done an amazing job of supporting me to find the right university course for me as well as assisted with the ongoing job search. I would highly recommend this service.

(NSW, male, aged 21)



of young people agreed that the service had helped them to identify their work/study goals



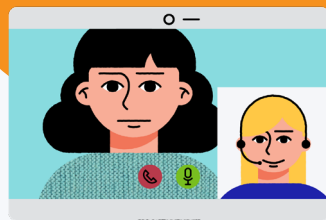
of young people agreed that the service helped them feel confident that they can achieve their work/study goals



of young people agreed that they felt supported in pursuing their work/study goals



of young people agreed that the service helped them gain skills that will assist with their work/study goals



Work and study support reduced impact of mental health difficulties on work and study goals

80%

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

74%

of young people agreed that that the service had better equipped them to manage their mental health and wellbeing

77%

of young people agreed that the service improved their general wellbeing

headspace Work and Study Online is funded by the Australian Government Department of Social Services

Work and study support improved confidence and optimism about future work and study opportunities



of young people agreed that they feel more optimistic about their work/study future than before they used the service



of young people agreed that they feel more confident about how to approach work/study interviews and/or applications



of young people agreed that they feel confident in managing their work/study situation going forward



Clinical support is important: Of the young people who received mental health support from a Work and Study Clinician

89%

agreed that the mental health support assisted them in achieving their work/study goals

88%

agreed that it was beneficial to have mental health support and work/study support from the same service

For more information about headspace Work & Study Online Support, please visit headspace.org.au/workandstudy

