

headspace Regional Phone Counselling Service

The headspace Regional Phone Counselling Service provides digital counselling and support to regional schools in Victoria.



Number of people who accessed the service since inception



Number of schools supported in Victoria



Number of services provided since inception

30 July 2018

Program commenced

Data collected
July 30, 2018 – August 31, 2021



“This is an excellent service for rural students who live a distance from their nearest headspace office.”

“I would like to thank and congratulate the headspace team, they are professional, efficient and have a massive impact on our students’ wellbeing.”

Referrer Satisfaction



Breakdown of referrer satisfaction



It is easy to make referrals to the service



Scheduled appointments with the YP occurred in a timely matter

● Agree ● Strongly agree ● Neutral

Student satisfaction



The majority of students reported the service helped them feel better



The majority of students agreed that talking to the counsellors helped them understand their situation more clearly



The majority of students agreed that they knew more about how to get help since using the service.

Outcomes as perceived by the referrer



Young people were able to access support they would otherwise not have been able to



Young people are more able to cope with challenges they're currently facing

● Agree ● Strongly agree ● Neutral