

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.

Website supports

The headspace website offers **self-guided web services and supports** (including interactive modules and fact sheets for young people and families), access to the headspace Account and online services, and information about physical headspace centres. There are also clinical resources for mental health professionals and educators.

In FY 2024¹:

- There were **6 million** page views across the headspace website
- Self-guided web services and supports were accessed on more than **1.4 million** occasions



eheadspace

eheadspace is a national digital mental health service offering **clinical support** to young people and families across Australia, **365 days per year**.

Support is provided via **webchat, phone, and email**.

In FY 2024 eheadspace provided:

39,084

occasions of service, to

14,087

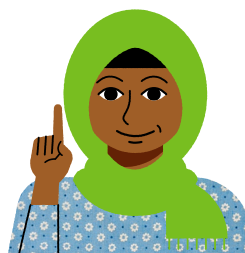
young people and families.



See pages 2-3 for more detail about eheadspace

headspace Account

A headspace Account provides **instant, 24/7 access** to a range of tools and support for mental health and work and study needs. Users can build connections in a community of like-minded young people, join group chats, create their own personalised space, and access professional one-to-one support.



In FY 2024:

50,617

headspace Accounts were created.

Group chats

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

In FY 2024, group chats (and/or transcripts of group chats) were accessed on more than **107,000 occasions**.



"...I've had a couple of sessions with eheadspace and they've always gone above and beyond the time

limits and my expectations of the service to ensure that I'm feeling alright, safe after the call ends and that I have useful strategies to draw upon if the same thing happens again. I couldn't recommend more."

-eheadspace user, female, 20 years, 2024



¹ "FY 2024" is used throughout this document to refer to the 2024 Financial Year, 1 July 2023 to 30 June 2024.

ehespace deep dive

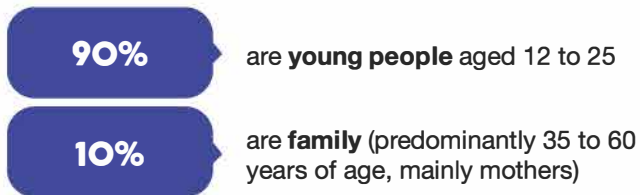
Who accesses ehespace²?

More than two thirds of ehespace Service Users are **female** (72%), with 20% **male** and 8% **gender diverse**.

Priority group representation:



Young person and family representation:



Reasons for accessing ehespace

Most young people present to ehespace with:

- Anxiety symptoms
- Depressive symptoms
- Stress-related issues
- Difficulty with personal relationships

A considerable proportion of young people present with **suicidal thoughts/behaviour** and/or **deliberate self-harm**. Approximately **10% of all support sessions with young people** are in relation to these issues. Additionally, **19% of support sessions with families** are in relation to their young person experiencing these issues.

Almost **90%** of young people are experiencing **high or very high psychological distress** at the time they request a support session. These results are even higher for young people identifying as gender diverse, LGBTIQA+, female, and/or Aboriginal and Torres Strait Islander.

² Based on FY 2024 data other than the young person and family age analysis which is based on CY 2022 and 2023 data.

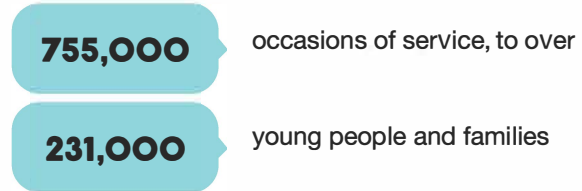
³ Up until June 30, 2024.

⁴ Australian Bureau of Statistics (ABS). (2021). Census of Population and Housing [Census TableBuilder]. Retrieved 18 July 2024.

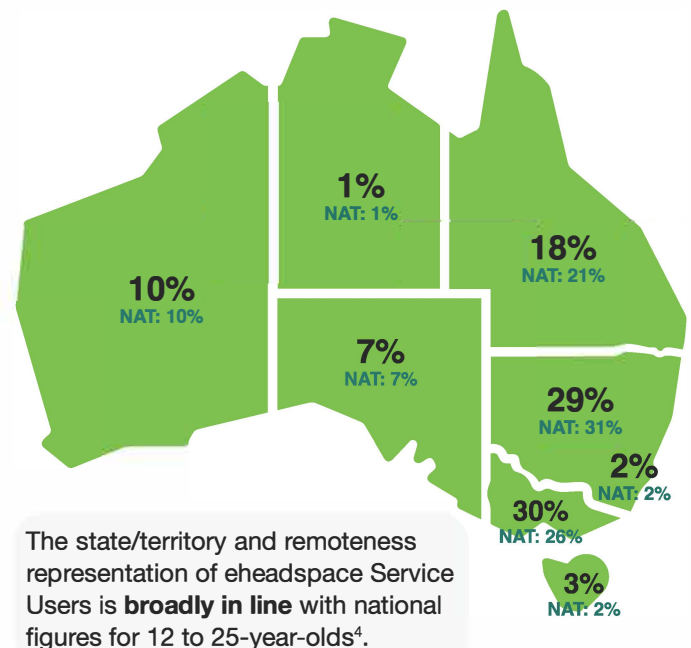
⁵ ehespace Occasions of Service are made up of one-to-one support services, clinical contact/administration services and care coordination services, which make up approximately 38%, 49% and 13% of all Occasions of Service respectively.

Demand for ehespace

Since its establishment in 2011³, ehespace has provided over:



Webchat has consistently been the most popular mode of contact (55% of contact).



The state/territory and remoteness representation of ehespace Service Users is **broadly in line** with national figures for 12 to 25-year-olds⁴.

Support received through ehespace

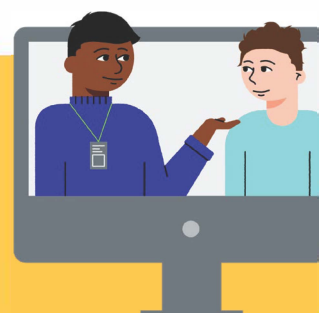
ehespace is staffed by **highly trained mental health professionals**, including psychologists, social workers, mental health nurses, counsellors, occupational therapists and family specialists. The most common types of one-to-one support⁵ are:

- Evidence-based counselling and support
- Psychoeducation
- System and service navigation
- Family services and supports
- Single session and allocated support



“You have such helpful clinicians who have an amazing attitude towards helping those in need, calm collected and professional clinicians during crisis.”

–ehespace user, female, 23 years, 2024

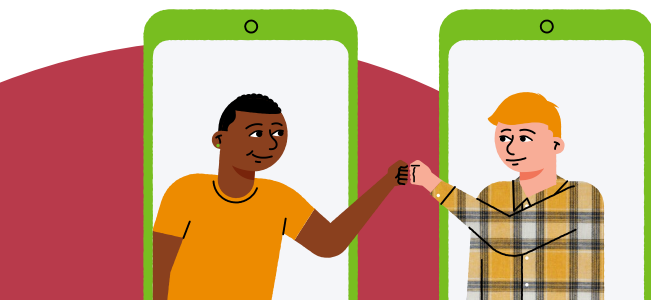


Impact of headspace

As part of the headspace digital evaluation strategy, quantitative and qualitative data are regularly collected from young people to explore their experience and outcomes.

Recent surveys^{6,7} indicate that headspace is:

- Increasing **access** to and **awareness** of mental health and wellbeing support (78% agreed)
- Providing **timely** help to young people **when they need it** (79% agreed)
- Providing positive **help-seeking experiences** (78% agreed), in which young people feel safe, listened to and understood
- Increasing **capacity to seek mental health and wellbeing support** in the future (74% agreed)
- Improving the **mental health and wellbeing** of young people, including providing skills and/or knowledge to help them to **cope better** (71% agreed), and **feel better** day-to-day (65% agreed)
- Strengthening and **further integrating the youth mental health system**, with over half (52%) of young people receiving headspace support reporting having used headspace centres



Satisfaction with headspace

All young people can complete an headspace **satisfaction survey** after a webchat. A full snapshot of a recent analysis of this survey data (based on over **2,500** completed surveys) can be found on our website⁷.

Some key findings include:

89% agreed

Young people would recommend headspace to a friend

85% agreed

headspace is easy to use

84% agreed

headspace is meeting young people's expectations

74% agreed

Young people feel more hopeful or optimistic after their headspace session

⁶ Findings from a 2024 evaluation survey completed by 174 headspace Service Users.

⁷ Findings from the headspace satisfaction survey available at the end of every webchat. Reporting period for these figures is April 1, 2021 and March 31, 2023. Full findings available at [ehespace-Satisfaction-Snapshot_Oct2023.pdf](#).

⁸ Rickwood D, Webb M, Kennedy V, Telford N. Who Are the Young People Choosing Web-based Mental Health Support? Findings From the Implementation of Australia's National Web-based Youth Mental Health Service, headspace. JMIR Ment Health. 2016 Aug 25;3(3):e40. doi: 10.2196/mental.5988.

⁹ Rickwood D, Wallace A, Kennedy V, O'Sullivan S, Telford N, Leicester S. Young People's Satisfaction With the Online Mental Health Service headspace: Development and Implementation of a Service Satisfaction Measure. JMIR Ment Health. 2019 Apr 17;6(4):e12169. doi: 10.2196/12169.

¹⁰ 2024 snapshot report, Who Are the Young People and Families Using headspace, and What Help Are They Receiving?



"It feels like whatever I'm dealing with, when I need help and support I get it. I feel less alone and my mental health has improved since reaching out, I greatly appreciate all the workers at headspace, you're changing and saving peoples lives everyday."

-ehespace user, gender diverse, 14 years, 2024

ehespace research, evaluation and monitoring

ehespace has collected in-depth data for **over 10 years** making it **one of the most comprehensive digital youth mental health data sets in Australia and worldwide**. Data are used to inform the support provided, inform service improvements, and for research, evaluation and monitoring purposes.

Some examples of work include:

- 2012-14 process and impact evaluation (overseen by Queensland University of Technology)
- 2016 peer-reviewed publication comparing young people who seek help in headspace centres and ehespace⁸
- 2019 peer-reviewed publication validating a satisfaction tool developed for ehespace⁹
- 2023 snapshot report on ehespace satisfaction⁷
- 2024 snapshot report on ehespace service user and service activity data¹⁰
- 2024 Delphi Study with young people, families, service providers and academic experts on key outcomes from webchat support
- 2025-2028 evaluation framework for headspace digital mental health programs, including a new Theory of Change for all headspace digital programs



"Having someone to talk to when you don't feel like there's anyone else you can confide in made ehespace a helpful option to express my feelings."

-ehespace user, male, 17 years, 2024

"I feel that I understand my mental health better and I know how to support myself more when times are tough."

-ehespace user, female, 19 years, 2024

