



# An overview of our impact



**FY 2024**



# impact of headspace in FY 2024

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

In FY 2024 (July 1, 2023 to June 30, 2024), our 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

## Young people and their families recommend headspace

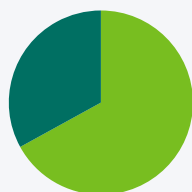
 **90%**

of young people would recommend headspace

 **84%**

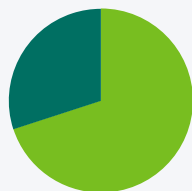
of families would recommend headspace

## Improved mental health literacy



**67%**

of young people felt they could deal more effectively with their problems after attending headspace



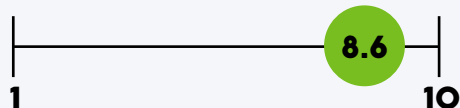
**71%**

of young people had a better understanding of mental health issues after attending headspace

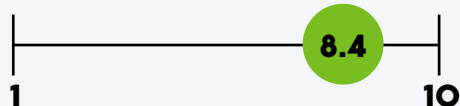
## Young people's experiences at headspace

On average, young people rated:

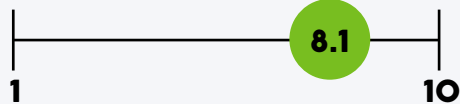
how well they felt listened to and understood



their willingness to be at headspace



whether they were working on issues that were important to them



if they felt more hopeful about the future



the extent to which they felt things were improving



## Who headspace supports

More than

**1 in 5**

young people who came to headspace centres were not engaged with work or study

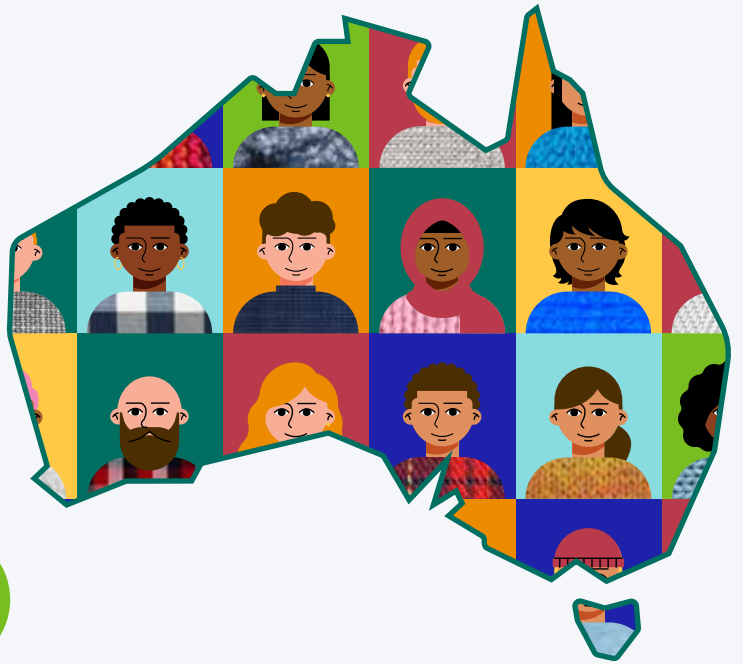
Almost

**1 in 4**

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

<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%

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

## 47%

of young Australians 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 recalled youth mental health organisation



Since its establishment in 2006, headspace has provided:

## 7,595,311

services to

## 939,675

young people<sup>5</sup>

### A vital community service

## 70%

of parents and carers say headspace is a vital community service

## 65%

of young people say headspace is a vital community service

<sup>2</sup> National Study of Mental Health and Wellbeing, 2020-22, Australian Bureau of Statistics (abs.gov.au)

<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 National Youth Mental Health Survey, 2022

<sup>5</sup> As at June 30, 2024. Includes data for headspace Primary, eheadspace, headspace Connect, the Regional Telephone Counselling Service, Early Psychosis, Work and Study Online, Career Mentoring Online, headspace Centre Vocational programs (i.e. the Individual Placement and Support program). Please note: 1) 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, 2) Total numbers may vary year-on-year due to data stabilisation over time, and 3) 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 services (i.e. headspace centres). In FY 2024, across the established Primary program (that covers mental health, work and study support, physical health, and alcohol and other drug support), and its headspace Work and Study in Centres (utilising the IPS model) program, centres provided approximately:

**514,000**  
services, to more than  
**96,000**  
young people<sup>7</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 2024:

**79**

graduates worked with headspace across Western Australia, Queensland, Victoria and Tasmania

There were

**261**

clinical student placements across Western Australia, Queensland, Victoria and Tasmania

Clinical educators were employed across

**52 centres**

## Primary program

In FY 2024:

**478,851**

services were provided to

**93,066**

young people

**160**

services<sup>6</sup> operating across Australia

### Priority groups



Aboriginal and Torres Strait Islander

11%



Culturally and linguistically diverse

12%



LGBTQIA+

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 14 headspace centres across Australia.

In FY 2024, headspace centres provided:

**274,407**

Early Psychosis services to

**3,279**

young people

**67%**

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



<sup>6</sup> headspace services open as at 30 June 2024; Official count of headspace network services is based on Commonwealth announced locations.

<sup>7</sup> The total young person count represents the sum of unique counts across the Primary and headspace Work and Study in Centres programs, if young people use multiple headspace programs they are counted multiple times.

<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, Work and Study Online, Career Mentoring, and website resources, alongside the headspace Account.

In FY 2024:

More than

**95,000**

digital services, were provided to more than

**22,000**

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

## headspace Website and Account

In FY 2024:

There were

**6 million** page views across the headspace website

Self-guided web services and supports (including interactive modules and fact sheets for young people and families) were accessed on more than

**1.4 million** occasions

**50,617** headspace Accounts were created

## eheadspace

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

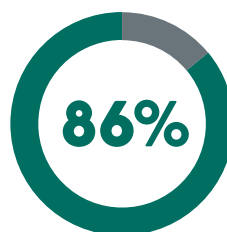
In FY 2024:

**39,084**

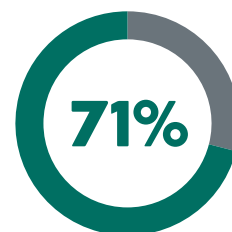
eheadspace services were provided to

**14,087**

young people and families

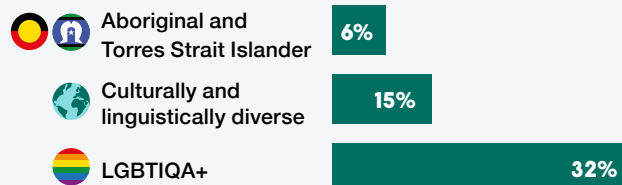


of young people and families reported being satisfied with eheadspace

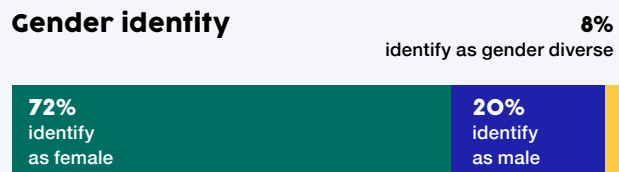


of young people and families indicated eheadspace gave them skills/knowledge that would help them cope better

### eheadspace priority groups



### Gender identity



<sup>9</sup> 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 they are counted multiple times.

## 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, and 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 2024:

# 249

group chats were hosted

There were more than

# 455,000

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

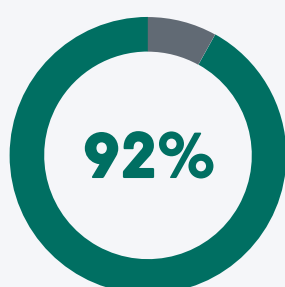
Group chats (and/or transcripts of group chats) were accessed on more than

# 107,000

occasions



of young people reported being satisfied with group chats



of young people reported feeling safe to share their experiences, thoughts, and feelings in group chats



## 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 regional and remote locations.

In FY 2024:

# 1,309

primary consults were attended by young people

# 233

secondary consultations and webinars were provided. Secondary consultations and webinars provide an opportunity to upskill clinicians in rural and remote Australia through clinical case reviews and supervision



of participants reported being satisfied with Telepsychiatry webinars



of participants reported Telepsychiatry webinars increased their capacity to support young people and families

# vocational programs

headspace offers a range of vocational 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 education goals through integrated vocational and clinical support. Support is provided via the phone, online chat, video conferencing and email.

In FY 2024, headspace Work and Study Online provided:

**41,299**

services to

**2,790**

young people

**92%**

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



## headspace Work and Study in Centres (utilising the IPS model)

Utilising the Individual Placement and Support (IPS) model, headspace Work and Study in Centres is available at select headspace centres and provides integrated in-person vocational and clinical support.

In FY 2024, headspace Work and Study in Centres provided:

**34,891**

services to

**3,174**

young people

**94%**

of young people reported being satisfied with services received from headspace Work and Study in Centres

## 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. Young people and their career mentors connect via video conferencing.

In FY 2024, headspace Career Mentoring provided:

**765**

mentoring sessions to

**170**

young people



**100%**

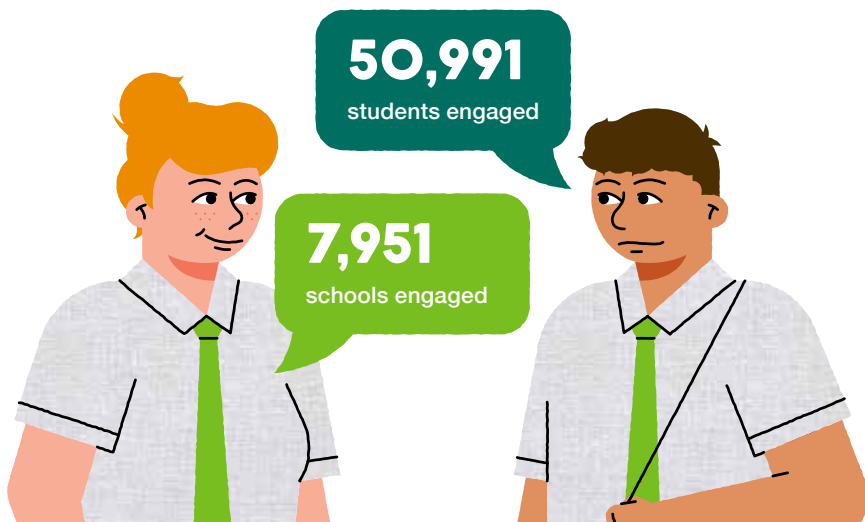
of young people reported being satisfied with the support they received through headspace Career Mentoring



# 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. We also respond when Australian communities experience disasters or crises.

In FY 2024:



## Training

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

4,192

principals and schools leaders supported and trained

## 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 2024:

34,168

educators were supported in the Be You program



## Engaging parents and carers

In FY 2024:

6,172

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





# the headspace network



**Queensland**

- Beaudesert<sup>3</sup>
- Bribie Island<sup>1,3</sup>
- Bundaberg
- Caboolture
- Cairns
- Caloundra<sup>1</sup>
- Capalaba
- Emerald
- Gladstone
- Gympie
- Hervey Bay
- Ipswich
- Mackay
- Maroochydore
- Maryborough<sup>3</sup>
- Meadowbrook<sup>5</sup>
- Mount Isa
- Redcliffe
- Rockhampton
- Roma
- Sarina<sup>3</sup>
- Southport<sup>5</sup>
- Toowoomba
- Townsville
- Upper Coomera
- Warwick
- Whitsundays<sup>3</sup>

**Brisbane**

- Brisbane North<sup>1</sup>
- Inala
- Indooroopilly
- Nundah
- Strathpine
- Woolloongabba

**Tasmania**

- Burnie<sup>3</sup>
- Devonport
- Eastern Shore
- Hobart<sup>1</sup>
- Launceston

**Northern Territory**

- Alice Springs
- Darwin<sup>5</sup>
- Katherine
- Palmerston<sup>3</sup>
- Yulara & Mutitjulu<sup>1</sup>

**New South Wales**

- Armidale<sup>3</sup>
- Ballina<sup>1,3</sup>
- Batemans Bay
- Bathurst
- Bega
- Broken Hill
- Cessnock<sup>3</sup>
- Coffs Harbour
- Cowra<sup>3</sup>
- Dubbo
- Dubbo Outreach<sup>1</sup>
- Gosford
- Goulburn
- Grafton
- Griffith
- Katoomba<sup>3</sup>
- Kempsey
- Kiama<sup>1,3</sup>
- Lake Haven
- Lismore
- Lithgow<sup>3</sup>
- Maitland
- New England<sup>3</sup>
- Newcastle
- Nowra
- Orange
- Port Macquarie
- Queanbeyan
- Shellharbour
- Tamworth
- Taree
- Tweed Heads
- Wagga Wagga
- Wollongong
- Wyong<sup>3</sup>
- Yass<sup>3</sup>

**Sydney**

- Ashfield
- Bankstown
- Bondi Junction
- Brookvale
- Campbelltown
- Camperdown
- Castle Hill
- Chatswood
- Edmondson Park<sup>1</sup>
- Hawkesbury
- Hurstville
- Liverpool
- Miranda
- Mount Druitt<sup>5</sup>
- Oran Park<sup>1</sup>
- Parramatta<sup>5</sup>
- Penrith<sup>5</sup>

**Victoria**

- Albury-Wodonga
- Armstrong Creek<sup>1</sup>
- Bairnsdale
- Ballarat
- Bendigo
- Colac
- Corio<sup>3</sup>
- Echuca
- Geelong
- Hamilton<sup>1</sup>
- Horsham
- Melton
- Mildura
- Morwell
- Ocean Grove<sup>3</sup>
- Portland<sup>3</sup>
- Sale<sup>3</sup>
- Shepparton
- Swan Hill
- Wangaratta<sup>3</sup>
- Warrnambool
- Wonthaggi

**Melbourne**

- Bentleigh<sup>2,5</sup>
- Box Hill
- Collingwood
- Craigieburn
- Dandenong<sup>5</sup>
- Elsternwick
- Frankston
- Glenroy
- Greensborough
- Hawthorn
- Knox
- Lilydale<sup>3</sup>
- Malvern
- Narre Warren<sup>5</sup>
- Pakenham<sup>3</sup>
- Plenty Valley<sup>3</sup>
- Rosebud<sup>3</sup>
- South Melbourne<sup>1</sup>
- Sunshine
- Syndal
- Werribee

**ACT**

- Canberra
- Tuggeranong

**South Australia**

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

**Adelaide**

- Adelaide<sup>5</sup>
- Edinburgh North
- Marion
- Onkaparinga
- Port Adelaide

**Western Australia**

- Albany
- Armadale
- Broome
- Bunbury
- Busselton<sup>3</sup>
- Esperance<sup>3</sup>
- Geraldton
- Hedland
- Kalgoorlie
- Karratha
- Kununurra
- Mandurah
- Margaret River<sup>3</sup>
- Northam<sup>3</sup>
- Pilbara<sup>4</sup>
- Rockingham

**Perth**

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

1 Opening 2024–2025  
2 headspace Early Psychosis site for headspace Elsternwick  
3 Denotes a headspace outpost or headspace satellite  
4 Pilbara Regional Outreach  
5 Upgrading to a headspace centre in 2023–24

As at 7 February 2025

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